

Baptist Insurance Services

AFSL # 514857

December 2023

All the staff at BIS would like to take this opportunity to wish you a

Merry Christmas & Happy New Year!

We look forward to continuing to serve you in 2024

Post Renewal

Well, we finally made it into our Renewal period 30/9/23 to 30/9/24. A lot has happened in this space, but we are pleased to say, the Discretionary Mutual Fund (DMF) has been successfully established for your property and contents protection and we have also been able to offer the following suite of covers:

General & Products Liability / Professional Indemnity / Directors & Officers / Corporate Practices (Statutory Liability & Employment Liability) / Volunteer & Youth Personal Accident / Pastors & Spouses Personal Accident / Corporate Travel / Cyber (for Churches).

We have a new Insurer who has taken on the General & Products Liability and Professional Indemnity lines - Ansvr. They have taken a more cautious approach to some of the activities our constituents run. You will have seen previous communications sent on the use of jumping castles and some inflatables, with a blanket 'no' on cover. They have also limited cover on some high risk activities. We are continuing to work with them in this space. **We do ask that if you run activities that may fall into the high risk category, you contact your local State BIS Manager to confirm if cover extends.**

For many, we understand that some of the limitations in cover in the liability class has been a source of frustration and concern. **We continue to look for solutions as we work with the current cover in place.** With regards to other changes in cover, for Molestation cover, the insurance market has moved from an 'occurrence' based policy wording to a 'claims-made' wording. A separate article on this can be found on page 2. In addition, the policy on 'unoccupied buildings' has been amended. There is a separate article outlining this on page 2.

We would also like to highlight that the lead up to this Renewal has been a particularly hard and stressful time for all BIS Staff and we ask for your patience and understanding in this regard. We have dealt with what we would label as the hardest market to date. We have seen a significant increase from the drive in some insurers to 'recoup costs,' which has led to tough and drawn out negotiations right up to our Renewal date of 30/9/23. Over the Christmas/New Year period, some of our staff will be taking a well earned break. If your State Manager is away, feel free to direct any queries to insurance@baptistinsurance.com.au.

The establishment of the DMF has enabled us to provide cover not only for property, but it has assisted in offsetting the significant increase in costs from some of our other lines of insurance. Without the DMF, you would have seen costs that for many would have been unaffordable. DMFs will become more common in the marketplace over the next few years as we see insurance become either unaffordable or insurers simply walking away from certain risks or organisations they class as too high risk.

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Am I covered if I travel overseas? You are covered if you are travelling on behalf of your church/school/organisation that is insured through us. Cover is automatic. However, we do ask that you contact your local BIS State office so that we can provide you with documentation to take with you, noting cover, policy number and contact details for the Insurer. If part of your trip also includes leisure/personal holiday travel, cover will extend if the maximum amount of your personal holiday component is limited to 40% of the whole trip.

If we use a third party to run an activity for us, what do we need to do in terms of insurance? First of all you need to ensure that they have their own public liability insurance cover. Otherwise should a claim arise, it could fall back on you to pay costs and you may not have cover that extends to that activity. We strongly recommend they have cover with a minimum limit of \$20,000,000. Then request a copy of their Certificate of Currency for Public Liability that notes your organisation as an interested party.

URGENT PAYMENT REQUIRED BEFORE INSURANCE COVER IS CANCELLED

We understand that the payment process for your insurance cover has changed this Renewal. Payment for your insurance covers and DMF membership is now payable directly to Baptist Insurance Services. Where some State Union offices may have been able to extend the timeline in terms of receiving payment, unfortunately we are not able to offer the same. For those that need to pay their invoice by instalments, BFS and Baplink (for Queensland constituents only) have offered their services. All other constituents are required to pay BIS upfront. The invoice date noted payment was due by 30 October 2023.

NB: If you have not now paid your Insurance and DMF invoice, you are currently uninsured. Final deadline for payment will be 31 December. Failure to pay by that deadline will mean your cover will be cancelled.

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WHAT DOES CLAIMS-MADE POLICY WORDING MEAN FOR MOLESTATION CLAIMS?

In order to answer this question and outline the change it brings to our liability lines, it is important to understand what was previously in place. In previous years, we had an 'occurrence' based policy. An occurrence based policy covers losses/claims that happen during the period of cover you have with a particular insurer, regardless of *when* you file a claim. It is designed to protect you against long-tail events – where claims may not be notified or settled until a relatively long time after the policy period expires. Someone could notify you of a liability claim 2 years after the event and you could go back to the insurer at that time of cover and they would honour the claim. If you are with the same insurer say for 5 years, a liability claim that falls within that period, even if notified in another Renewal period, can be accepted.

With the escalation in molestation claims over the last few years, insurers have now limited their policies to 'claims-made'. What does this mean? All incidents, facts or circumstances that *may* give rise to a claim in the future **MUST** be notified to BIS (and the Insurer) within the policy period in which you first became aware of the incident. *Do NOT wait until it progresses to a claim/legal action.* For example, we are currently in the Renewal period 30/9/23 to 30/9/24 - any incidents or allegations of molestation or abuse that fall inside this period must be notified *within this period.*

Failure to notify immediately of a potential incident means you may not have cover if a claim arises later. If you are aware of an incident which then leads to a claim within a particular Renewal period, eg 30/9/23 to 30/9/24 and we are notified for example, in November 2024, your claim will not be accepted by the Insurer. Cover is not retrospective to when the incident occurred. All notifications that fall within a particular Renewal period, must be declared within that Renewal period.

It is important to note that there is no cover for known offenders.

We strongly recommend that even if you are not sure whether a certain incident will develop into a claim, please notify your local BIS State office **immediately.**

RISK MANAGEMENT IS ESSENTIAL

Now that we are part of a DMF and the funds belong to the members to support claim payments, it is essential that each member takes responsibility for risk management around their properties. Regular maintenance and upgrading where needed, means less claims and more funds can be retained in the DMF pool.

Take some time to walk around and inside your properties. Ask questions like:

Can I see any potential hazards or claims just waiting to happen? If a huge storm or wind event takes place, are there weaknesses in the property that may lead to water damage? Are my gutters regularly checked? What is the condition of the roof? Are their broken tiles? Do the ridges and valleys need repointing? Does the property have surge protection equipment installed to protect your electrical devices?

A crack in a tile or mortar falling away in a roof valley can easily lead to a \$50,000 claim. Regular maintenance checks can prevent this and keep funds in the DMF.

www.baptistinsurance.com.au

Don't forget to check out our website. We have extensive information on insurance, the Discretionary Mutual, risk management including downloadable documents, FAQs, claims information and current updates on News. Or you can just type in what you are looking for in our search bar. Access the Members Portal:

Username: dmfmember

Password: dmf#members1193



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UNOCCUPIED BUILDINGS

There are a number of reasons why you may have an unoccupied building. For example, the building is being sold, or the period between sale and settlement date, the building is being renovated or it is waiting to be demolished. Previously our policy covered unoccupied buildings up to a 90 day period. For this Renewal the policy has reverted to a 30 day period. Essentially this means that if a property is unoccupied for more than 30 consecutive days, there is no cover for any damage to the property.

To work around this situation, and assist with continued coverage post 30 consecutive days of unoccupancy, BIS recommends the following actions be undertaken.

1. Notify BIS of any unoccupied building/s. Please note that if you have multiple buildings on your property and one of them is unoccupied, this is not classed as unoccupied.
2. Compile a Logbook of scheduled visitations (great way to keep records of inspections and valuable in a circumstance if a claim were to arise).
3. Site visitations to be scheduled once a week (preferred).
4. Upkeep of the property maintenance and housekeeping on a regular basis (an unoccupied property that is not regularly maintained, eg cleaning gutters, may not be covered).
5. Ensure there are no overgrown trees/shrubs creating blind spots around the building and lawns are mowed regularly.
6. All windows and doors are locked and always secured.
7. Mailbox is regularly check – ideally mail to be re-directed and not delivered to property.
8. An internal (light) programable timer can be used to activate a lamp or light at various times of the day to give the impression the premise is occupied.
9. Upon discovery of ANY loss or DAMAGE at the premises – immediate notification MUST be made to BIS.



Organised site visits, whether that be from a tradesman, real estate agent or a member of your church/organisation will reset the 30 days IF those visits are noted in the Logbook.

If any of the above circumstances are to change or not be monitored, BIS must be notified, as this may result in the premises NOT being protected.

BIS Insurance & Protection Panel

Below is a summary of your insurance providers for the renewal period 30 September 2023 to 30 September 2024:

Property Protection	Discretionary Mutual Fund
Liability and Professional Indemnity	Ansvar
Directors & Officers	Liberty Special Markets
Personal Accident (Volunteers and Youth)	AIG Australia
Personal Accident (Pastors and Spouses)	AIG Australia
Corporate Travel	AIG Australia
Corporate Practices Liability	SUA
Cyber Protection	ProRisk (for Churches & Campsites only)
Special Liability	Affinity (for Campsites only)
* Motor Vehicle (Cars, Trailers, etc)	Vero Insurance
* Marine (Canoes, rafts, kayaks, boats)	Vero Insurance
# Cyber for organisations other than Churches	Emergence

** This is only available for those who have paid an extra premium for this cover*

Only available for non-Church organisations who have obtained a quote through BIS

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HALL HIRER REQUIREMENTS

If you hire out your building/hall to a third party (a member of your church or someone from the community) for a private family function (eg birthday, wedding, funeral), then public liability cover will extend to the third party. However, the Insurer has requested that you use our Hall Hirers Licence form to arrange the booking. In the event of a claim, the Insurer will request a copy of this form as evidence of the booking. This form can be found on our website in the 'Documents' tab.



HALL HIRERS LICENCE: PART 1 – AGREEMENT

AGREEMENT between ("The Licensor" – Church/Constituent).
 AND ("The Licensee" – Hirer).
 Date of Agreement: / /202...
 Premises: ("The Facility")

INFORMATION COLLECTION

If your church or organisation approached other insurers for the covers we provide, you would be asked to complete multiple pages of information. This is standard practice in the industry. In the past, however, we have been able to minimise the impact on our constituents with insurers essentially accepting a comprehensive summary document provided by BIS. Due to the increased caution in the insurance marketplace, instead the request for more information on our constituents has escalated dramatically with the goal of gaining a more indepth understanding of the risk associated with each and every entity. This will continue to be the case as we move into the lead-up for the next Renewal. However, we are working on ways to streamline this for you. More updates on this will be provided in the new year.

IMPORTANT!

Please note that Property Claims need to be notified as soon as possible, ie within 14 days. If claims are not reported in a timely manner after the date of loss/damage and/or the DMF members' rights have been prejudiced, your claim may not be accepted. Unless there are extenuating circumstances, claim notification outside 3 months will not be accepted.

Motor Vehicle Insurance

(This relates only to those who have paid an extra premium for Motor Vehicle Insurance)

For those who have their motor vehicle insurance through BIS, if you do have a motor vehicle accident, contact Vero direct to lodge your claim and quote the policy number. The Vero claims consultant will assist you with the claims process and direct you to use their own Repair Centres. Please note that all excess invoices will come through our office. Do not pay any excess you receive directly from the repairer or insurer.

Potential Claims

Please contact your local State BIS office as soon as you are aware of any potential claims, ie where you receive/have:

- A verbal complaint which cannot be easily solved and without expense
- A letter threatening legal action from an individual
- A solicitor's letter threatening legal action
- A writ/summons/subpoena/legal court document
- Have a contentious employee termination

If you have any potential claims that have not yet been reported to us, please advise us immediately.

BAPTIST INSURANCE SERVICES CONTACTS:

Queensland	Stefanie Binnie
New South Wales/ACT	Tim Williams
South Australia/NT	Glen Thornley
Western Australia	Gail Maddocks
Tasmania	Rodney Marshall
National/Victoria	Kym Bennetts Simone Ferro Sue Roggero Tamzin Fry