

FREQUENTLY ASKED QUESTIONS

Q: I work from home and have home insurance. Am I covered for my business?

A: Some homeowner's insurance policies may provide limited amounts of coverage for business contents and tools. However, there are many restrictions that will limit the coverage and in most cases they will exclude any liability associated with your business. More importantly, by not carrying the proper business insurance you may be violating your home-owners insurance policy, which can void all coverages and leave you unprotected for both your business and home.

Q: I had business tools stolen from my car. Am I covered for this?

A: Yes, providing you buy the coverage. A few things to keep in mind regarding tools and coverage: Tools are subject to a \$1,000 Deductible; Tool value is based on Actual Cash Value after a given time frame (most cases it is 24 months, any loss before that it will be Replacement Cost Value). Actual Cash Value is determined by Replacement Cost minus depreciation.

Q: A client has asked me to store jewellery/expensive furniture/artwork and the only place I can store them is in my home/garage/car. Is there coverage for this?

A: Yes, providing that you buy the coverage for this, which is known as Customers Goods. You will need to determine what your maximum dollar value is to set the limit. Keep in mind that insurers place many conditions and restrictions on this type of coverage i.e. Locked Vehicle Warranty. These conditions and restrictions may effect how a claim is paid. If a customer asks you to store goods, the best risk management technique is to have them call a secured facility/bank/storage place and have them handle this themselves.

Q: I ordered new desks for a client. They were delivered and over the course of the evening they were damaged by vandals. Am I responsible for this and is there coverage for the damage?

A: Depending on the terms of delivery you may be responsible for any damages that happen to the equipment. You can buy coverage for this under the Installation Floater and should there be a claim, your deductible would apply.

Q: I left a USB/Laptop in my car and it was stolen. Is there coverage for my laptop? What about all the client data that was stolen? What is my responsibility to the client?

A: You can purchase a Computer Floater that will cover you, should your laptop get stolen. Keep in mind that there is a \$1,000 deductible and similar to the Tool Floater, it is based on ACV after 2 years. Should you have a laptop or any client data stolen, you are responsible under the Privacy Legislation to notify your clients. Built in to every policy is a free 1-800 number for members to call to help them deal with such an issue. Members are encouraged to call to ensure that they are protecting their clients' data. The service is ongoing and should you have a breach, whether from a stolen laptop or hacking of your computer, they will be there to guide you through what you need to do. There is also an option to buy Privacy Breach Expense coverage, which will help to pay for expenses incurred for notification etc.

Q: I gave a lecture to one of my clients and their employees regarding organizing and/or organizing tips. One of the employees followed my advice and is now suing me due to the fact that my advice caused him/her a financial loss. What type of coverage will cover me for this?

A: Any professional giving any advice to the public runs the risk of having a claim arise out of this advice. A Commercial General Liability policy does not cover you for such a claim. You must purchase an Errors & Omissions policy to have coverage.

Q: I sometimes work with a Therapist who treats Hoarders. What kinds of risk do I face?

A: There is a possibility that someone with this condition could sue both the therapist and the organizer for mental anguish from articles removed from the home. Most insurance policies do not cover this type of claim. However, under the POC Insurance program we have built this coverage back in to fully protect you.