

*Hanover Professional and Executive Lines*

# Real estate agents errors and omissions capabilities overview

The Hanover offers tailored errors and omissions insurance for real estate agents and brokers nationwide through the Norman-Spencer Risk Purchasing Group. Norman-Spencer works to bring tailored coverage to meet the needs of the real estate agents and brokers with its exclusive coverage available as part of the Real Estate Agents' E&O Program.

## Real estate specific highlights:

- Broad definition of professional services includes agent/broker, real estate, auctioneer, referral agent, consultant/counselor, leasing agent, relocation agent, photography, stager and short-term escrow agent
- Additional professional services available include property management, mortgage brokering and loan origination, and appraisals
- 3rd party drone coverage
- Limited additional insured coverage for real estate franchisors
- Photography copyright infringement coverage
- Protection against dishonest employees
- Retirement ERP may be available at no additional cost
- Environmental hazards up to full policy limits available
- Mold coverage up to full policy limits available
- Bodily injury and property damage for open house and lock box up to full policy limits available
- Fair housing/discrimination coverage
- Agent owned property coverage
- Consumer Financial Protection Bureau defense endorsement

## Additional product features include:

- Claims made and reported
- Limits of liability ranging from \$100,000 to \$5,000,000
- Defense costs outside the limits available
- Deductible waiver, mediation incentive, vanishing deductible and seller protection plan incentive options available
- Extended reporting period options



## General program highlights

Our professional liability insurance offering provides coverage designed to meet the evolving needs of professionals. Our solution includes a variety of insuring agreements, supplemental coverages and coverages enhancements, such as:

- Professional services coverage
- Personal injury coverage
- Privacy and security coverage
- First party cyber coverage
- Pre-claim assistance
- Disciplinary proceedings
- Subpoena assistance
- Crisis event
- Reputation event
- Withheld client fee
- Nonprofit directors and officers expense
- Emergency web hosting
- Replacement of key officers
- Workplace violence counseling

## A total account solution

The Hanover's offering isn't limited to E&O. We can also help protect your business with commercial property, auto, workers' compensation, and umbrella coverage. By combining all your commercial insurance policies with The Hanover, you'll benefit from total account solutions and services.

## Experienced risk management

Our team of experienced, in-house risk management experts provide first-hand knowledge of specific risks facing professionals for relevant and actionable risk management strategies. Our program includes:

- Online risk management portal—[hanoverprorisk.com](https://hanoverprorisk.com)—featuring articles on a wide range of topics, online trainings and more
- Risk management hotline staffed by risk management and claims professionals where professionals can discuss industry best practices and potential claims

## The Hanover advantage

With the deep industry experience of The Hanover behind you, there's no need to worry if you are adequately protected. Instead, you'll be able to devote your time to managing and growing your business.

Additional benefits include:

- Tailored coverage at a competitive price
- An experienced claims team that understands the complexities of real estate agents' E&O claims, and is deeply committed to deliver exceptionally responsive and personalized service
- Available countrywide, excluding AK, CA and HI

## Learn more

Contact your Hanover representative or Norman-Spencer:

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Please refer to the actual policy issued for complete details of coverage and exclusions. For more information about The Hanover visit our website at [www.hanover.com](https://www.hanover.com).

### IMPORTANT NOTICE REGARDING RISK PURCHASING GROUPS

Disclosure Pursuant to Federal Law Regarding Purchasing Groups [15 U.S.C. SEC. 3901, et seq] The Norman-Spencer Risk Purchasing Group is a "Purchasing Group", as defined under Federal law, formed to purchase liability insurance on a group basis for its Members to cover the similar or related liability exposure(s) to which the Members of the Purchasing Group are exposed by virtue of their related, similar, or common businesses or services. Members do not share limits and each member is provided with its own policy and/or evidence of insurance.

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