



• We put the *Experience and Options* in E&O programs •
 502-897-1876 / 1-800-637-7319
 4211 Norbourne Blvd., Louisville, KY 40207-4048
 P.O. Box 6709, Louisville, KY 40206-0709
 www.risceo.com

South Dakota Real Estate Commission's (SDREC'S) Group E&O Insurance Program

Rice Insurance Services Company, LLC (RISC) is pleased to continue to provide the SDREC's group real estate errors and omissions (E&O) insurance program for South Dakota licensees. After more than 25 years of service to real estate licensees, we hope that we have exceeded our insureds' expectations and continue to strive to do so. The insurance carrier, Continental Casualty Company, a CNA insurance company, is rated "A" Excellent by A.M. Best. Visit our website, www.risceo.com, to enroll online, download a sample policy, and obtain additional information. Feel free to contact us with any questions or concerns; we are always happy to hear from South Dakota licensees.

| \$187 BASIC POLICY PREMIUM AUTOMATICALLY INCLUDES | |
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| Limits of Liability | \$100,000 per claim / \$500,000 aggregate with a \$1,000 damage deductible and a \$500 claim expense deductible |
| Defense Outside Limits | There is NO LIMIT on the amount of defense costs the carrier will pay for claims covered under the basic policy limits. |
| Fair Housing / Discrimination Coverage | \$25,000 per claim / \$25,000 aggregate (damages) with no limit on defense costs |
| Environmental Coverage | \$10,000 per claim / \$20,000 aggregate (damages) with no limit on defense costs |
| Escrow / Earnest Money Coverage | \$5,000 per claim / \$10,000 aggregate (damages) with no limit on defense costs |
| Lock Box Coverage | \$5,000 per claim / \$10,000 aggregate (damages) with no limit on defense costs |
| Subpoena Coverage | \$2,500 for attorneys' fees in connection with a covered subpoena (maximum for all subpoenas \$2,500) |
| Regulatory Complaints Coverage | \$2,500 per regulatory complaint / \$5,000 aggregate (defense costs) |
| Security Breach Coverage | Up to \$5,000 for costs incurred by the licensee's firm, if the firm is required to notify clients of a security breach when confidential commercial information or nonpublic personal information may have been disclosed or used in an unauthorized manner. The most the carrier will pay under this coverage is \$5,000 per real estate firm, regardless of the number of licensees or incidents involved. |
| Firm / Franchise Coverage | Real estate firm and franchisor included in the definition of insured for vicarious liability for covered claims |
| Spousal Coverage | Licensee's spouse or domestic partner considered an insured in certain situations |
| Retroactive / Prior Acts Coverage | Insures prior transactions, provided you have maintained continuous real estate E&O insurance from the date of the professional services to the date the claim is first made. |
| Primary Residence Coverage | Provides coverage for the sale or listing for sale of the insured licensee's primary residence, under certain conditions. |
| Expanded Definition of Professional Services | In addition to services requiring a real estate license, the definition of professional services includes property management services; auctioning real estate; broker price opinions; and notary of public, real estate consultant, and real estate counselor services performed in connection with services as a licensed real estate licensee. |
| OPTIONAL ENDORSEMENTS AVAILABLE FOR ADDITIONAL PREMIUM | |
| Increased Limits Endorsement | Option to increase your limits to \$250,000 per claim / \$750,000 aggregate or \$500,000 per claim / \$1,000,000 aggregate |
| Appraisal Endorsement | For active real estate licensees who also have an active appraisal license, adds licensed real estate appraisal services to insured professional services |
| Conformity Endorsement | For active South Dakota licensees who also have an active real estate license in another state with a mandated group insurance program, conforms insurance under SDREC's group policy to comply with E&O requirements in the other state. Eligibility requirement: actually domiciled in South Dakota or treated as domiciled in South Dakota by the policy terms. |
| Residential Personal Interest Endorsement | Provides coverage for claims relating to the sale or listing for sale of residential property owned by you, your spouse, or an entity you own, under certain conditions. |
| WHERE INSURANCE APPLIES | |
| Territory | Licensees domiciled in South Dakota are insured for professional services provided anywhere in the world, provided the licensee is duly licensed in the state where services were provided and the services would require a real estate license had they been performed in South Dakota. Licensees not actually domiciled in South Dakota or not considered to be domiciled in South Dakota under the policy are insured only for professional services rendered in South Dakota. |
| FIRM EXCESS POLICIES | |
| Subject to Underwriting Approval | Firm excess policies (written by Continental Casualty Company) with \$1,000,000 limits available to firms whose licensees are all insured through the group program. In addition to traditional excess coverage, our excess program automatically includes these key features at no additional cost: (1) Environmental Hazards Claims Coverage sublimits of \$100,000 per claim and in the aggregate for covered claims alleging failure to advise of the existence of pollutants, asbestos, radon, or lead and (2) Discrimination Claims Coverage sublimits of \$100,000 per claim and in the aggregate for covered claims alleging discrimination in the performance or failure to perform professional services (in addition to the environmental and discrimination sublimits provided in the underlying group program). |
| RISK REDUCTION MATERIAL AVAILABLE AT www.risceo.com | |
| Educational articles and videos crafted from our knowledge of the policy and extensive claims handling experience. | |
| OPTION FOR RENEWING E&O COVERAGE FOR MULTIPLE LICENSEES | |
| Companies with <i>more than 10 licensees</i> may submit enrollment information electronically with our Multiple Licensee Renewal Form (contact us to request one). Our Multiple Licensee Renewal Form gives your company an efficient way to purchase or renew E&O coverage for a large number of licensees. Payments must be made by check or money order (credit cards are not currently accepted for this option). You may submit one payment for all licensees or individual payments per licensee. No individual enrollment forms or signatures required! Simply provide your licensees' contact information and payment method and we will take it from there. | |

CNA is a service mark and trade name registered with the US Patent and Trademark Office. The program referenced herein is underwritten by Continental Casualty Company, a CNA insurance company. This information is for illustrative purposes only and is not a contract. It is intended to provide a general overview of the products and services offered. Only the policy can provide the actual terms, coverages, amounts, conditions, and exclusions. This program is only available in South Dakota. ©2017



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South Dakota Real Estate Commission's Group Policy

Real Estate E&O Insurance Designed for South Dakota Licensees

Please Support Your State Program

Over **\$3.5 Million** in defense costs and damages have been incurred by Continental Casualty Company (a CNA insurance company) on behalf of South Dakota licensees as of September 1, 2017 since 2003. RISC and CNA share a commitment to provide valuable coverage to their insureds. When shopping for insurance coverage, it's important to ask about the company's experience and paid claims in South Dakota. If a company is charging a very low amount, you may find the carrier doesn't provide much coverage or pay many claims.

The state group program offers affordable E&O insurance to each and every licensee by spreading the risk over a large number of insureds. Without the group program's low premium, other carriers have no incentive to offer real estate E&O policies at affordable prices. In states without a group program, real estate E&O premiums may cost thousands of dollars and some licensees report being unable to obtain insurance at any price.

Rely on the Most Experienced Provider in the Business

The Rice family and their colleagues have specialized in mandated real estate E&O programs since 1989. CNA has more than 50 years of experience in E&O programs, including over 30 years in real estate E&O. CNA is the top provider of real estate liability insurance, delivering more than 100 years of experience, industry knowledge, and financial strength to manage even the most complex risks. You can be confident we will be here for you even after you purchase coverage.

When a Claim is Made, Our Claims Adjusters Focus on You

Some people assume insurance companies look for reasons to deny coverage. Our duty to find coverage where the policy supports it is our utmost concern. Most insurance providers use one entity to sell the policy and another to handle claims. Because we do both, the information we provide about the policy reflects how it will actually apply in the event of a claim. Providers who don't administer claims may not know how the carrier actually applies the policy when a claim is made.

We Stand by You Even if there is a Claim

You may be involved in a claim even if you did everything by the book. Some providers won't write your coverage if you have had a claim. Or if you have a claim, they may not renew your policy! There is no need to fear reporting a claim under our program. We understand that having a claim does not mean you did anything wrong. Anyone can be involved in a transaction that goes sour. Never think that it can't happen to you. And we are here to help you if it does.

Have Questions?

Call us at 1-800-637-7319
or visit our website, www.risceo.com
We look forward to hearing from you.

Not All E&O Providers are the Same . . . Neither are All E&O Policies

Always Review the Actual Policy Provisions!

The most accurate representation of what a policy covers is the policy itself. We recommend that you review any policy you are considering and ask these questions:

Does the policy offer unlimited defense costs? **Yes.**

There is no limit on the amount of defense costs for claims covered under the basic policy.

Does the policy insure transactions you do for relatives? **Yes.**

The RISC policy applies to claims involving services performed for your parents; grandparents; siblings; aunts; uncles; cousins; children; and your spouse's parents, grandparents, siblings, and children. This is important, since buyers and sellers often turn to a trusted relative who is a real estate licensee to represent them in a transaction.

Does the policy apply to claims relating to all types of real property? **Yes.**

The RISC policy applies to any claim relating to professional services, regardless of the type of property involved. Other policies may limit coverage to a specific type of property, such as residential, or require additional premium for coverage for other kinds of property. Even if you currently handle only residential transactions, consider whether you are willing to forgo an opportunity to work with commercial property or farm land or to risk not having coverage for a claim resulting from the transaction.

Does the policy insure your firm for its vicarious liability for your professional services? **Yes.**

Claims are often made against real estate firms as a result of their licensees' negligence. Under the group program, the policy applies to covered claims alleging the firm's vicarious liability for negligence in the insured licensee's professional services. Some policies issued to individual licensees may not provide coverage for the firm's vicarious liability, which may leave the firm uncovered in the event of a claim.

Are Insureds satisfied with the provider's service? **Yes.**

Below are a few of the compliments we have received:

Thank you very much for your sincere much appreciated help. I wasn't looking forward to getting my E&O insurance but you made it painless and simple. T.B. (IA licensee)

I don't think I can express how thankful we are at how quick all of you are to respond and what a great attitude you have. Makes my job a lot easier, I'll tell you that much. M.E. (Support Specialist at large ND real estate firm)

[Your] employees went out of their way to accommodate me Although I am just a single customer, [they] made me feel as though I were your most important customer. . . . [H]ow lucky you are to have staff members . . . who are willing to go the "extra mile" to insure your customers stay your customers. J.A.Z. (NE, IA, WY, & CO licensee)

It's nice to know that the person on the other end is actually reading and analyzing the reports. Unfortunately, far too often, that seems to be the exception rather than the norm. So, we really appreciate your attention to this case and have enjoyed working with you throughout this process. A.M. (NE defense counsel regarding our claim handling)