



IDAHO REAL ESTATE COMMISSION'S (IREC'S)
GROUP ERRORS AND OMISSIONS (E&O) PROGRAM
Administered by Rice Insurance Services Company, LLC (RISC)
Issued by Continental Casualty Company

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RISC is pleased to continue to provide the IREC's group real estate E&O insurance program for Idaho licensees. With more than 20 years of service to the IREC and its licensees, we continue to exceed our insureds' expectations by offering excellent customer service and insurance specially tailored for Idaho licensees. The insurance carrier is Continental Casualty Company, a CNA insurance company (rated "A" Excellent by A.M. Best).

BASIC POLICY only \$208 with limits of liability of \$100,000 per claim / \$300,000 aggregate and a \$1,000 damages deductible

-) **Increased Limits Available** to individual (not firm) licensees for additional premium
\$250,000 per claim / \$500,000 aggregate or \$500,000 per claim / \$1,000,000 aggregate

AUTOMATICALLY INCLUDES

-) **First Dollar Defense:** Applies WITH NO CONDITIONS to all covered claims
-) **Unlimited Defense Costs:** NO LIMIT on the amount of defense costs the carrier will pay for claims covered under the basic policy. (Defense cost limits apply under the earnest money, environmental, automatic and optional fair housing, and regulatory complaints endorsements, which coverages were not offered at all under many E&O policies.)
-) **Property Management Coverage:** Insures specified leasing and property management services.
-) **Firm Coverage:** Real estate firm included in the definition of insured for vicarious liability for covered claims.
-) **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.
-) **Lock Box Coverage:** \$5,000 per claim / \$10,000 aggregate for property damage or loss of use of property arising out of use of a lock box in certain situations (no defense coverage).
-) **Discrimination / Fair Housing Coverage:** \$2,500 per claim / \$5,000 aggregate (defense costs)

OPTIONAL ENDORSEMENTS AVAILABLE TO INDIVIDUAL (NOT FIRM) LICENSEES

-) **Discrimination / Fair Housing Endorsements** (\$15 or \$24): \$10,000 or \$25,000 per claim & aggregate (damages & defense costs, combined)
-) **Escrow / Earnest Money Dispute Endorsement** (\$20): \$2,500 per claim / \$5,000 aggregate (defense costs)
-) **Environmental Endorsements** (\$5 or \$35): \$2,500 per claim / \$5,000 aggregate (defense costs) or \$10,000 per claim & aggregate (damages & defense costs, combined)
-) **Regulatory Complaints Endorsement** (\$15): \$2,500 per regulatory complaint / \$5,000 aggregate (defense costs)
-) **Primary Residence Endorsement** (\$15): Applies to claims involving the sale or listing of the insured licensee's primary residence under certain conditions.
-) **Appraisal Endorsement** (\$200): Up to policy limits available to individuals with both an active real estate and an active appraiser license to add coverage for services as a licensed appraiser.

OPTIONAL ENDORSEMENTS AVAILABLE TO INDIVIDUAL AND FIRM LICENSEES

-) **Conformity Endorsement** (\$15): Only licensees with active real estate licenses in other states that require real estate E&O insurance need a conformity endorsement. Available to licensees who are domiciled in Idaho or treated as domiciled in Idaho under the policy terms to conform their insurance under the Idaho group policy to comply with state-specific E&O requirements in other mandated states where they are actively licensed.
-) **Franchise Endorsement** (free upon request): Adds coverage for a franchisor with which the insured licensee is affiliated for vicarious liability for covered claims to comply with the specifically tailored language required by some franchise groups.

WHERE COVERAGE APPLIES – For licensees domiciled in Idaho, the group policy applies to professional services provided anywhere the licensee is duly licensed, provided the services would require a real estate license had they been performed in Idaho. Licensees not domiciled in Idaho or considered to be domiciled in Idaho under the policy terms are only insured for professional services rendered in Idaho.

FIRM EXCESS COVERAGE (Subject to Underwriting Approval) – Firm excess policies with \$1,000,000 limits available to firms whose licensees are all insured through the group program (written by Continental Casualty Company).

RISK REDUCTION MATERIAL – Available on our website. We incorporate our knowledge of the policy and extensive claims handling experience into educational articles and videos.

Visit our website, www.risceo.com, to enroll online, view sample policy and endorsement forms, and obtain additional information. Also feel free to contact us with any questions or concerns. We are always happy to hear from Idaho licensees.

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 Idaho. ©2018



Please Support Your State Program

Over \$6.9 million in defense costs and damages have been incurred by Continental Casualty Company (a CNA insurance company) on behalf of Idaho licensees as of July 1, 2018 since 2004. Rice Insurance Services Company, LLC and Continental share a commitment to provide valuable coverage to Idaho licensees. When shopping for insurance, it's important to ask about a company's experience and paid claims in Idaho. 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, with more than 100 years in the insurance business, 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 when a claim is made. 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 reason 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 for you if it does.

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

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

Does the policy provide first dollar defense? Yes. There is no deductible for defense costs, so there is no cost to the insured unless there is a damage award or settlement. Other policies may have stringent requirements to qualify for first dollar defense.

Does the policy offer unlimited defense costs? Yes. There is no limit on the amount of defense costs available to pay covered claims under the basic policy. (Limited defense costs apply under the earnest money, environmental, fair housing, and regulatory complaints endorsements, which were not traditionally covered at all under many E&O policies.)

Does the policy insure transactions you do for relatives? Yes. The policy applies to claims involving professional services performed for your parents; grandparents; siblings; aunts; uncles; cousins; children; domestic partner; or spouse's parents, grandparents, siblings, or children. This is important, since buyers and sellers often turn to a trusted relative to represent them in a transaction.

Does the policy apply to claims relating to all types of real property? Yes. The policy applies to any claim relating to professional services, regardless of the type of property involved. Other policies may limit coverage to a specific property type, 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.

Are insureds satisfied with the provider? Yes. Below are excerpts from actual emails we've received from insureds:

Thank you, thank you, thank you. Your swift response only reinforces my faith in your coverage and service. R.F. (Idaho)

I want to express my thanks to you. When you are in this "situation" there are a number of emotions that seem overwhelming . . . While I know we didn't do anything wrong, I cannot tell you how appreciative I am of the service that you and RISC offer. Not only have you saved us but you have been so kind in your communications. . . Also, I feel your insurance company provided us with a more professional and knowledgeable attorney that we could have had access to on our own. S.A. (Idaho)

I just wanted to . . . let you know what a wonderful job [defense counsel retained by RISC] did in representing me. He was always prompt, professional and helpful. I hope to obviously never have a claim again, but I wanted to let you know how awesome of a job I feel he did for me and [my firm]. S.W. (Iowa)

Have Questions?

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