



Insurance Agents Risk Management Hotline: *to help resolve issues before they become claims*

What does this hotline offer the policyholder?

This hotline, which is staffed by attorneys at Kaufman Dolowich Voluck & Gonzo LLP, a full-service national law firm that has expertise in counseling on insurance agent and broker matters, offers toll-free access to **confidential** advice regarding loss control, best practices, and risk management needs. More importantly, the hotline provides a human touch. Talking with an attorney is a faster, more reliable, and more personal way to get information than gleaning it from brochures and websites. By using the hotline, policyholders get a free professional consultation lasting up to 30 minutes.

The service is offered through Freedom Specialty; a business unit of Scottsdale Insurance Company, and is available exclusively to policyholders of Freedom Specialty's insurance agent/broker professional liability program written through Lee & Mason Financial Services Inc.

Why is the Hotline Important?

In this volatile litigation environment, it seems that any type of error or omission by an insurance agent or broker can result in a frustrating claim or lawsuit. A policy with Freedom Specialty includes services such as this hotline, which can help you resolve matters before they become claims, as well as assist you in mitigating potential liability before a claim is made or a lawsuit is filed.

Here are some examples of situations where you need the support of a legal professional:

- You receive a subpoena for documents or a request for deposition testimony arising out of your services as an insurance agent.
- You realize you made an error in handling a client's insurance policy; however, the client is not yet aware of the error.
- You are looking for guidance on how to improve your policies and procedures.
- You are looking for resources, educational materials, best practices checklists, and other loss mitigation tools.
- You had a claim and want to improve your practices to avoid a similar situation in the future.

How to find out more:

To find out more about Insurance Agents and Brokers Professional Liability coverages or to learn more about the hotline, call Linda Blechman at Lee & Mason, 860-677-0500, ext. 404, or visit leeandmason.com.

Freedom Specialty and Lee & Mason bring a wealth of experience in the specialty liability insurance market. We understand what matters to you and provide superior risk management solutions and personalized services.