



FQM – FAQ

WHAT IS A CLAIMS-MADE AND REPORTED INSURANCE POLICY?

Answer: Professional error and omission claims are often submitted long after the acts having caused the damage. Let's say, for example, that you massaged a client a few times in 2014. In 2016, you receive a letter of formal notice in which your client explains that he has been experiencing backaches since he received his massages and he establishes a link between his pain and suffering and the massages you provided in 2014. He is claiming compensatory damages including lost wages, medical costs and loss of enjoyment of life. **For the claim to be admissible by the insurer, the policy must have remained in force at all times, without interruption, between your actions and the date on which you received the claim. If you cancelled your policy for a brief period in 2015 – work interruption – the claim will not be admissible by the insurer.**

WHAT IS THE RETROACTIVE DATE?

Answer: The date on which your initial professional liability insurance policy was issued, without any coverage interruption.

WHAT IS THE EXTENDED REPORTING PERIOD?

Answer: A determined period after the expiry, termination or non-renewal of a professional liability insurance policy, during which a claim can be reported to the insurer for an action that occurred before you permanently ceased your professional activities. A 5-year extended reporting period applies to FQM members' professional liability insurance policy.

WHEN AND TO WHOM MUST I REPORT A CLAIM?

Answer: You must report a claim as soon as you become aware of it, to the attention of our Claims team at BFL CANADA Risk and Insurance Inc.: eastclaims@bflcanada.ca. Your e-mail must include all the information you have, i.e. the claimant's name, the date on which you received the claim, the claimed amount and a brief description of the events. Attach a digitalized copy of the documents you have received. Our team will be contacting you afterwards.

*To create your folder on line and give effect to an insurance policy, please click on the following link: <https://softmed.bflcanada.ca>