

MARSH ADVANTAGE  
INSURANCE

# SQUASH AUSTRALIA

OCTOBER 2018

**SARAH DOWDS**  
**Corporate Sports Insurance Manager**  
AUS - Melbourne

# Introduction

## + Who are Marsh Advantage Insurance

- We are an insurance broker dedicated to servicing small and medium businesses, we demystify insurance and recommend the right options for your business needs – at competitive prices.
- We are the appointed broker to Squash Australia and are responsible for finding the best insurance solutions in the market for affiliated Clubs and members.

## + Sarah Dowds – Corporate Sports Insurance Manager

- 18 years experience in management & insurance
- Experience in a variety of roles, including Business Development, Group Life Insurance and Schemes, General Insurance and Professional Risks.
- Key roles at MAI is to develop and manage Schemes across a range of industries, including many high-profile sporting associations
- My role is to work with Squash Australia & the MAI team to ensure the Squash Australia insurance program provides the broadest cover and at the most competitive terms each year.

# Introduction

- + I have three young children
- + Based in Melbourne
- + I enjoy painting and clay pottery in my spare time....which is not often with young children!
- + Trained violin teacher



## What We Are Reviewing Today

- + Overview of Insurance cover that is included as part of your affiliation with Squash Australia
- + Review of claims statistics.
- + Risk Management
- + New offer for States
- + Marsh Advantage Insurance – contact details
- + Questions

# Insurance Policies

## What does affiliation provide

- + Personal Accident Insurance
- + Public Liability and Professional Indemnity
- + Management/Association Liability (Directors and Officers)
- + Cyber Insurance

# Insurance Policies

## Personal Accident

### + What is Covered

- + Personal Accident Insurance is designed to provide some form of monetary compensation to insured person when they sustain an injury, whilst participating in *squash related activities*.
  - *Activities* means: all squash & racquetball related activities, fundraising, camps, voluntary labour, club business including administrative activities, meetings, presentation nights, organised functions including direct travel to and from.
  - Any activity must be authorised by the association and/or club.
  - **No other sporting activities are covered.**
  - There is **no negligence** needing to be proved on behalf of anyone.

### Who is Covered

- + All members, regional, district, branch and club members, officials, committee members, club directors, club officers, office bearers, affiliated coaches, trainers, masseurs, timekeepers, officers, technical officials, volunteers, prospective members for up to four (4) weeks after initial approach and guest players

# Insurance Policies

## Personal Accident

+ Personal Accident can be broken down into three main covers

1: Capital Benefits

2: Non-Medicare Medical Expenses

3: Loss of Income

1: Capital Benefits – Accident based (Not Sickness)

- Level of cover up to \$100,000 (Accidental Death / Quadriplegia / Paraplegia)
- A capital benefit is a lump sum payment paid a result of an injury occurring and is not re-imbursement for costs incurred.
- Limited to \$50,000 for events 2-14 for persons over 65 years of age.
- Death benefit is limited to \$20,000 for persons under 18 years of age
- Varying other percentage covers based on different injuries – eg: broken hip would attract a capital benefit of \$3,000

# Insurance Policies

## Personal Accident

### 2: Non-Medicare Medical Expenses

- Re-imbusement of *non-medicare* medical expenses
- 100% of the costs incurred up to \$2,000 per injury
- Main costs claimed are for Physiotherapy, Ambulance costs, other rehabilitation expenses

### 3: Loss of Income

- Covers 85% of income up to *\$300 per week up to 26 weeks*
- Must be a full time worker which is defined as working more than 20 hours per week.
- Excess period is 28 days

There are many other benefits under the policy such as Home help Benefit, Funeral Expenses, Chauffeur plan etc. All details are on our website.



# Insurance Policies

## Public Liability and Professional Indemnity

### What is Covered - Public Liability

This policy covers your legal liability to pay compensation personal injury or property damage, claimant's costs and expenses including legal costs. ( Negligent acts of the club, members, volunteers etc.)

### What is Covered – Professional Indemnity

This policy covers you for claims brought against you for a breach of your professional duty in respect to your legal liability arising from negligent acts, errors or omissions.

### Who is covered

As per Personal Accident policy

### Amount of Cover:

Public Liability - \$20,000,000 any one claim

Professional Indemnity - \$10,000,000 any one claim and in the aggregate

# Insurance Policies

## Public Liability and Professional Indemnity

- + The most important part of an public liability policy is defining the “business activities” of the insured.
- + Business is defined as: Principally administration, organisation, promotion and all activities associated with the sport of Squash and Racquetball.
- + Core activities include:
  - Coaching or refereeing activities
  - Coaching courses and clinics
  - Holiday and School Clinics
  - State squads and training squads
  - Matches, games, practices and official sessions
  - Seminars, meeting or similar
  - Hire of facilities, grounds, change rooms
  - Organised fundraising, Social activities
  - Organised tournaments and competitions
  - Exhibitions and displays
  - Come and Try Activities/Events
  - Portable Inflatable Court sessions

# Insurance Policies

## Management/Association Liability

### What is Covered – Management Liability

This policy covers the legal exposures and risks in managing a club or business. Directors, officers and Committee members face both personal and corporate liabilities in managing a club and can be held personally liable.

### Amount of Cover:

Aggregate Limit of Liability - \$ 5,000,000 any one claim

# Insurance Policies

## Management/Association Liability

### Cover includes:

- Directors and Officers Liability
  - Eg: Provides protection for any claim alleging a wrongful act (for example misrepresentation, negligence and breach of duty) by a director or officer.
  
- Employment Practices Liability (Sub-Limit \$1,000,000)
  - Eg: including unfair dismissal and/or sexual harassment
  
- Statutory Liability (Sub-Limit \$1,000,000)
  - Eg: Occupational health and safety obligation breaches
  
- Company Liability (Sub-Limit \$1,000,000)
  - Misappropriation of funds (Fidelity/Crime)
  
- Tax Audit (Sub-Limit \$250,000)
  - Tax audit costs incurred in response to a Tax Audit Notice received

# Insurance Policies

## Cyber Insurance

### What is Covered

Covers Squash Australia, all state associations and affiliated clubs, leagues and associations against cyber exposures that can impact your club. Covers the direct costs to your club and claims from third parties. Costs associated with defending a claim are also covered.

Cover includes Clubs

### Amount of Cover:

Policy Limit \$500,000

Don't forget: CGU Cyber Incident Response Team –  
24/7 incident response

# Insurance Policies

## Cyber Insurance

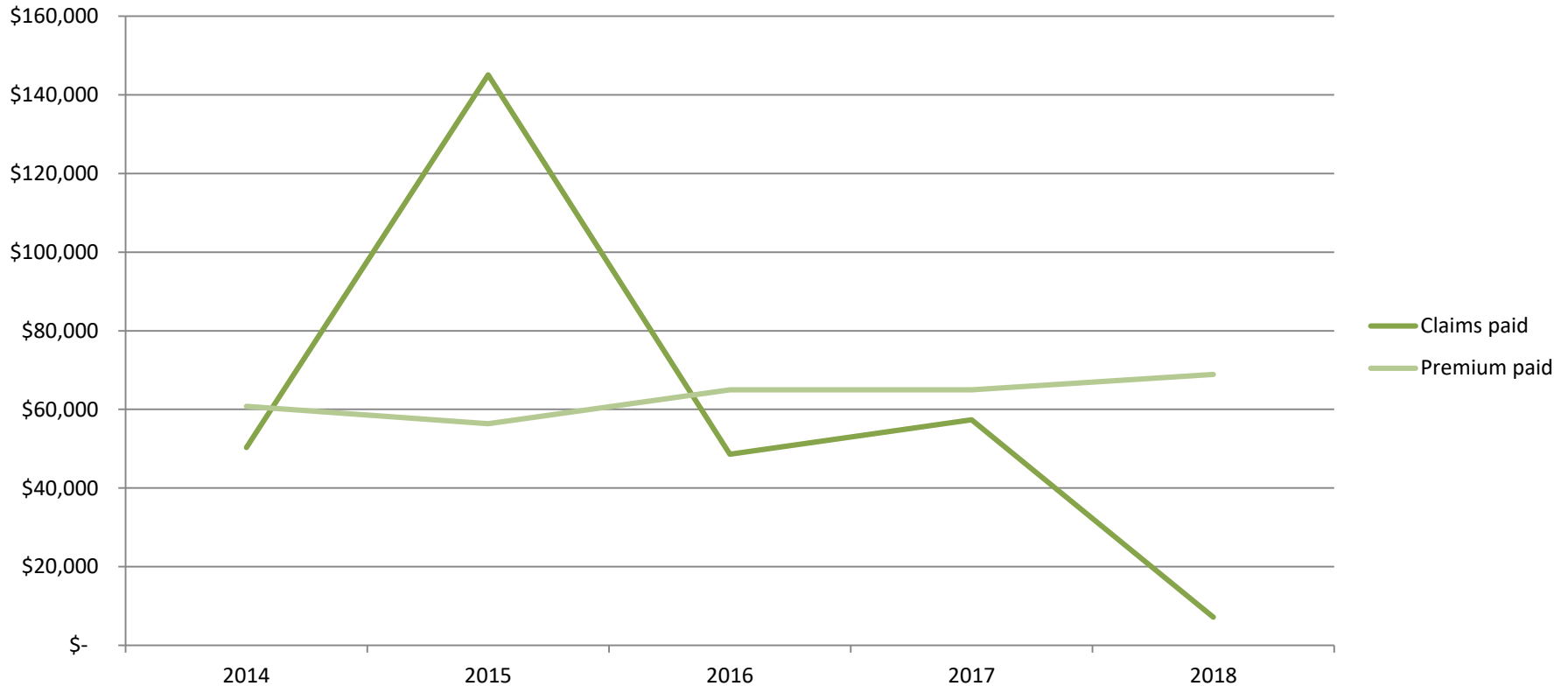
### Cover includes:

- Privacy Breach
- System Damage
- Computer Virus and Hacking
- Business Interruption
- Multimedia liability
- Privacy fines and investigations
- Privacy breach notification and loss mitigation
- Brand Protection Cover sub-limit \$100,000
- Reward Expense Cover sub-limit \$25,000
- Computer Crime Cover sub-limit \$100,000

Time Excess of 12 hours applies

# Claims Statistics – Personal Accident

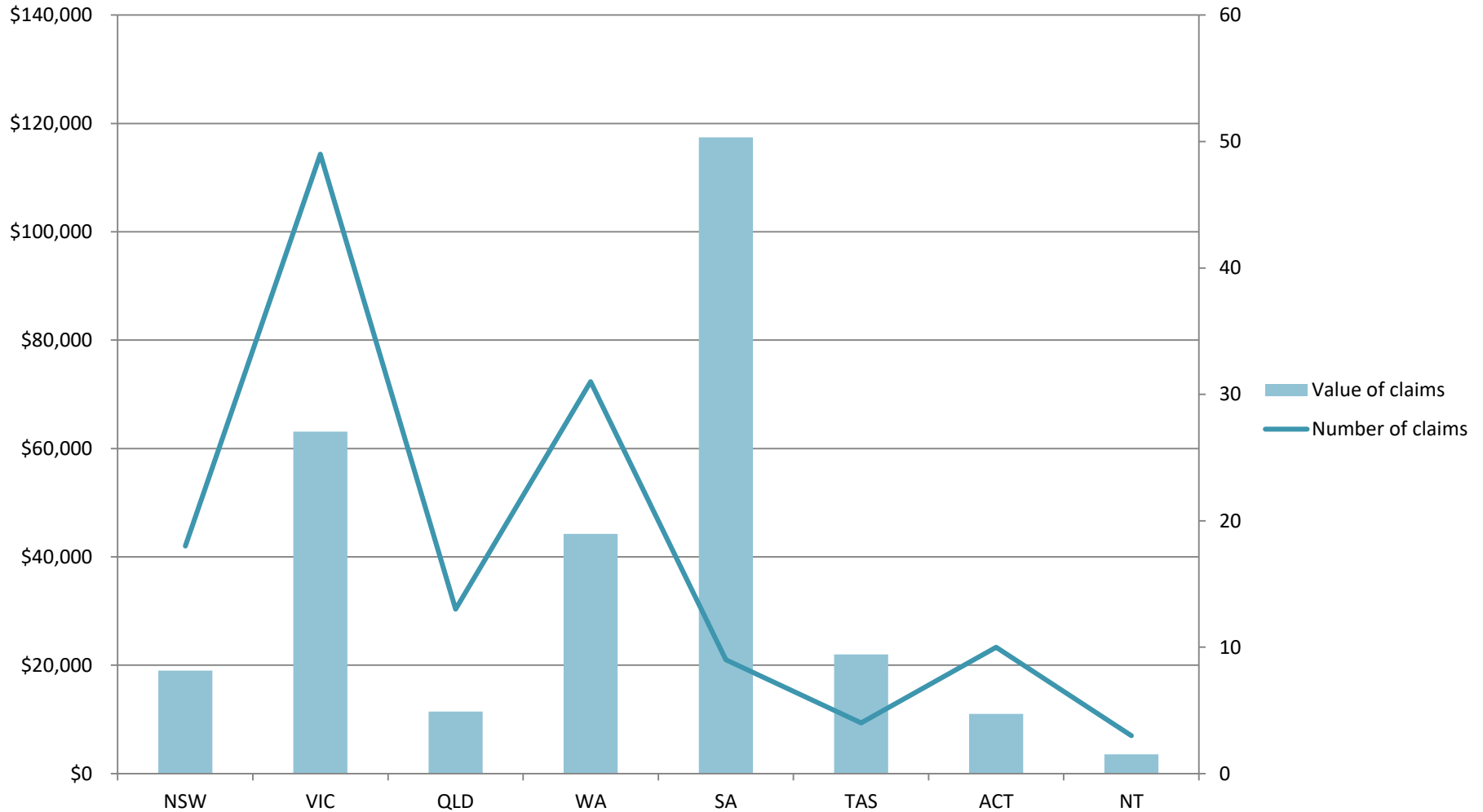
## Personal Accident Claims



Claims paid for 2014-2017 - \$301,341  
Premium paid for same period - \$247,146  
Loss ratio – 122%

# Claims Statistics – Personal Accident

## Personal Accident Claims by state

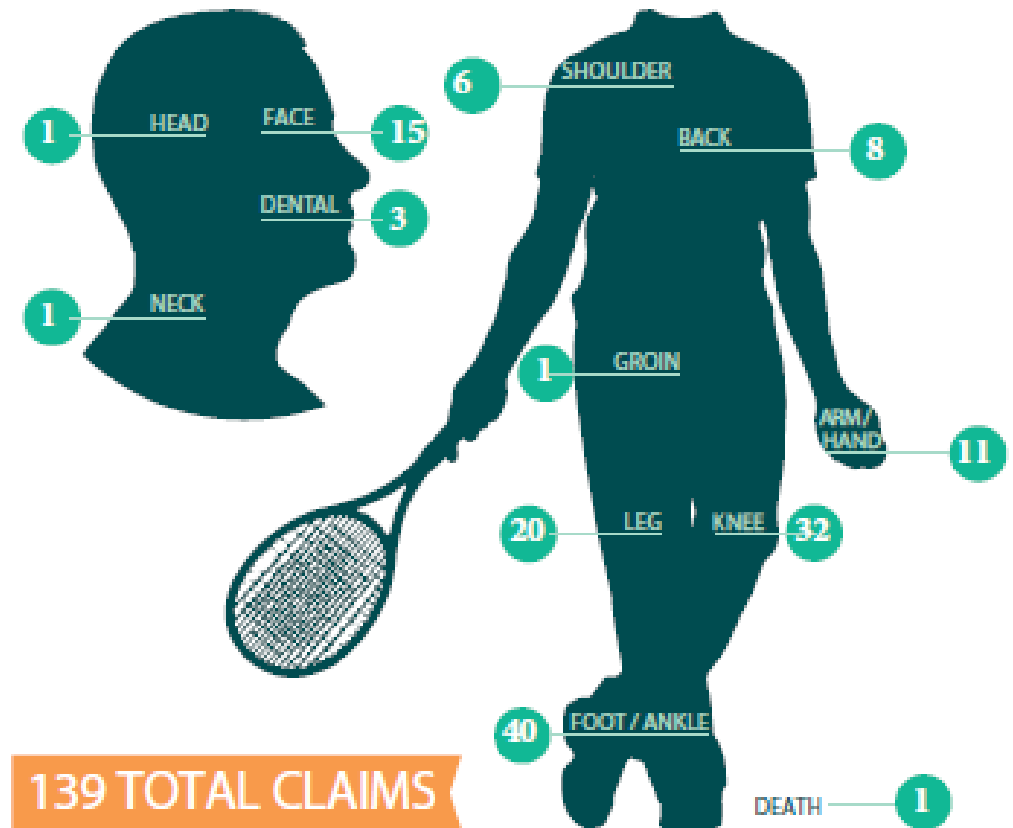




# Types of Injuries

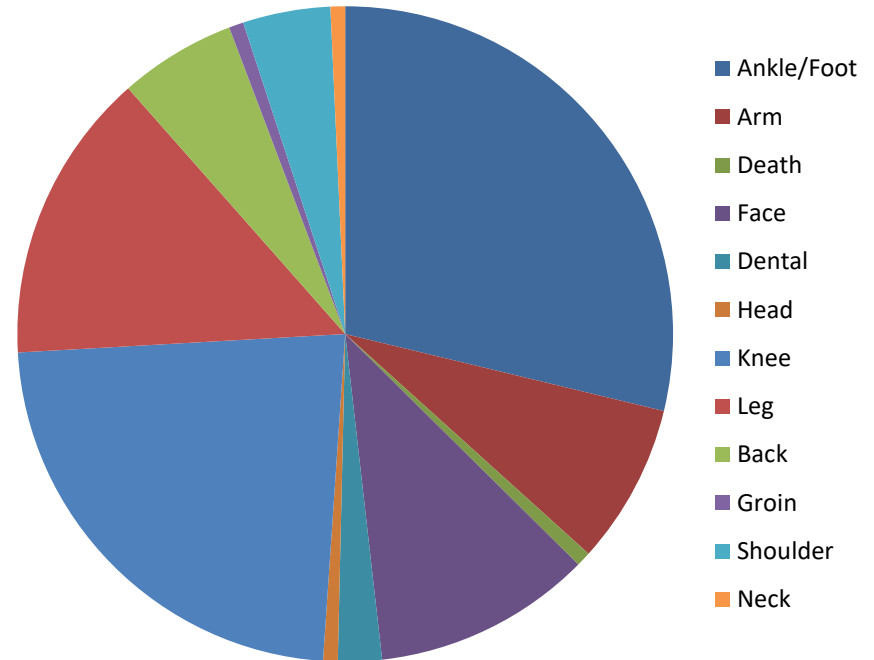
- + Highest claim – Spine fracture  
– \$105,000
- + There have been 6 claims paid  
over \$10,000
- + Average claim \$2,272.00

## 2014-18 INJURY TYPES



# Types of Injuries

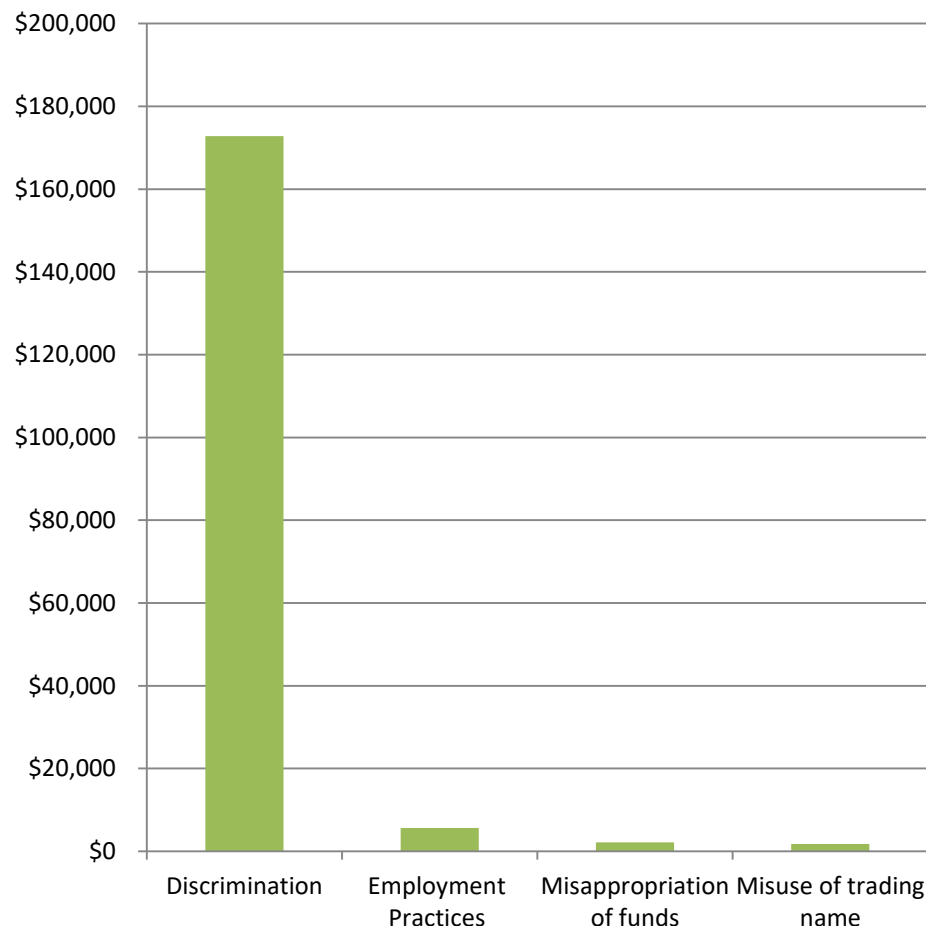
- + Ankle and foot claims are the most common
- + Knee is the second most regular claim
- + Knee and ankle/foot claims account for 52% of all claims



# Management Liability Claims

- + Management Liability claims have the potential to be very large
- + Many insurers are not willing to write Management Liability at present
- + Governance of processes and documentation around this assists in obtaining cover for this risk
- + Squash Australia, states and clubs have a good history of minimal claims in area
- + Claims can still happen though...

**Management Liability claims 2011 - 2018**



# Public Liability Claims

- + Claims history over the last 5 years has been good.
- + Last major claim was paid for \$83,405 for an incident in 2011
- + Public liability trends in racquet sports are 1 large claim every 7 years.
- + What can we do to minimise risk?
  - Maintain premises
  - Complete incident reports
  - Follow procedures that have been set up to minimise risk



## What about other insurance?

- + Marsh Advantage Insurance can help!
- + Property (not automatically included)
  - The contents, buildings, fixtures and fittings of a club
  - Against a variety of losses including theft, physical loss and damage
  - Launch of referral system in 2019...
- + Income Protection
  - Personal Accident policy is not designed to protect your income
  - Tailored income protection for individuals is available through MAI



# Squash Australia

## New Referral system

- + Property Insurance for the physical assets at your clubs is something that Marsh can assist clubs with
- + We have been able to save clients money on those who have moved across to Marsh
- + Benefits of moving to Marsh:
  - We understand multi risk venues
  - We ensure that liability is set up correctly including member to member liability which is often missing on general policies in the market
  - Sports team which has over 7 members who focus solely on sport insurance
- + Marsh will pay a referral fee to the state investment agreement through Squash Australia for clubs that place their property insurance through Marsh
- + Fee would be 10% of Marsh commission on placement
- + Additional income source for SA and states

# Risk Management

## + Some things to consider

- Signatories on cheques or online payments. Dual authorisations are now a requirement of the policy.
- Are you records accurately kept for purchases and sales. Where cash is used is it adequately records and receipts issued?
- Are regular maintenance audits completed
- Are pre game checks completed?
- CCTV – records adequately kept including witness statements.



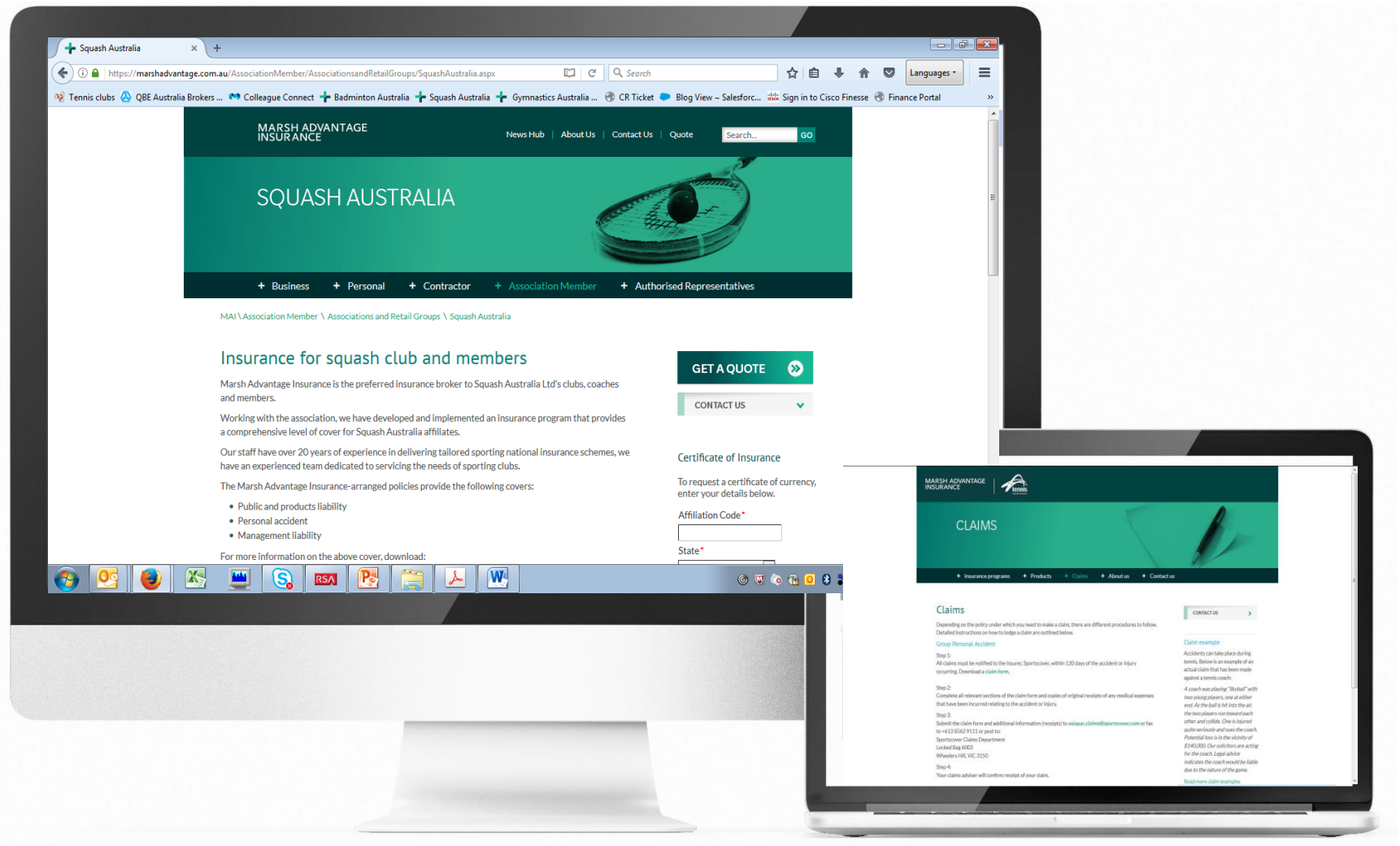
All this helps to keep the insurance costs down overall

## Multi Purpose Venues

- + Increasingly, Squash clubs are becoming a part of larger sporting facilities
- + Marsh is committed to providing insurance solutions to these affiliated members
- + We are able to quote on all policy types required by these clubs, while ensuring there is no doubling up of cover for areas which are covered under the National Program
- + Generally, we can provide stand alone Property, Liability, and associated covers under the “banner” of Squash Australia
- + We have highly trained, experienced staff who are available to assist these clubs



# MAI website www.marshadvantage.com.au/squash



## How to contact us

**Ph: 1300 306 383**

**Email:**

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**[www.marshadvantage.com.au/squash](http://www.marshadvantage.com.au/squash)**

# Questions?

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