



Professional Indemnity Insurance

Professional Indemnity Insurance is in the public interest of migration agents and the interest of the profession itself. It is as necessary as qualifications, continuing professional development, quality assurance and observance of the MIA Code of Ethics and the MARA code of conduct.

The Rowland House product is a market leader and includes the following important coverage features tailored for the specific risk exposures of migration agents:

- Civil Liability coverage
- Worldwide territorial and jurisdictional cover
- Legal defence for MARA investigations
- Employee Theft / Fidelity
- Defamation / Libel and Slander
- Loss of Documents
- Strong insurer security (Vero Insurance Limited)

Available on-line at www.rowlandhouse.com/MIA.asp

Travel Insurance

Rowland House arrange on behalf of the MIA an umbrella **Travel Insurance policy** for all current financial members of the MIA. Features of the policy include:

- Strong insurer security (Chubb Insurance)
- 24/7 claims support hotline
- Cover for all business and personal travel, including accompanying spouse/partner and siblings (up to 90 days from day of departure)
- Worldwide cover
- Unlimited Medical costs, including terrorism
- Nil excess except portable business equipment (i.e. laptops, mobiles, etc) \$250

Personal Accident and Sickness Insurance

The key question you need to ask yourself is:

"Would you be able to meet your financial obligations if you were unable to earn an income for an extended period of time due to an accident or illness?"

The Rowland House product offers:

- Five weekly benefit options (starting at \$700 per week)
- No medical tests
- No height / weight restrictions
- Cover up to 65 years of age
- Cover 24/7, 365 days a year
- Regulated insurer security
- 21 days cooling off period
- Clear and concise policy wording
- \$60,000 capital benefits

Insurance is all about peace of mind and providing security for your family and future commitments. This can be achieved for as little as \$2.30 per day.

Available on-line at www.rowlandhouse.com/MIA.asp

Business Insurance / Public Liability

Do you insure your business assets (ie. Office contents, laptop computer, etc)? Call **1800 642 747** for an obligation free quotation.

MINIMISING YOUR RISKS AS A MIGRATION AGENT

As a professional with specialised skills you are relied upon for your advice. Legally you are required to use your professional expertise to ensure the accuracy and appropriateness of that advice. Human error can occur which is why professionals take out Professional Indemnity Insurance. A legal claim can lead to professional and financial disaster. You can make it less likely that a legal claim will occur by applying the following risk management tips.

Ensure you have a letter of engagement

A letter of engagement is of benefit to the migration agent and the client and is important in litigation circumstances. The letter of engagement:

- confirms there is an appointment of the migration agent to act for the client
- outlines the objectives and scope of the engagement with the client
- highlights the extent of the migration agent's responsibilities to the client
- identifies the actions required of the migration agent
- sets the fees applicable to the engagement

Maintain an efficient file and diary system

Avoid reliance on oral advice. Instead use a diary or file system for recording all the advice provided to a client. Writing advice down makes it less likely to be exaggerated, misconstrued or forgotten. Confirmation letters and reports to the client are also useful in clearly summarising advice given. Information covered in these written forms (**hard copy/electronic and with a back-up**):

- includes dates, times, names and content of conversations and advice given
- facilitates prompt responses and management of an application process
- assists with the recollection of events if problems arise years down the track
- can constitute an acceptable document for tendering in court as appropriate

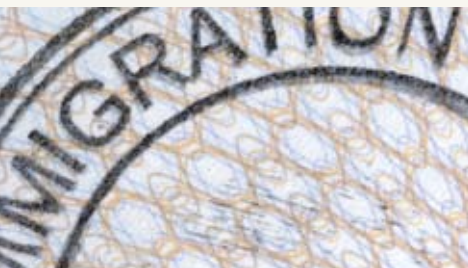
Qualify the advice you provide clients

The advice given to clients needs to be legally sound, professionally objective and clearly understood. Qualify your advice to clients by:

- identifying and clarifying the information provided by the client
- highlighting the basis on which advice and information is provided to the client
- referring to the instructions given by the client at the outset
- advising the client when the agent considers the application unlikely to succeed
- outlining the conclusions provided and the basis for those conclusions
- insisting that the information is for use by the client solely
- informing the client of any financial benefits accruing to the agent for non-migration advice

Be selective about clients in terms of risk profile

As far as possible avoid clients who bring a high risk exposure as clients. If the profile of your clients is lower risk, then your own risk exposure is reduced. Refer certain clients on to specialists where appropriate rather than stretching your own resources or not recognising your own limitations. Avoid taking on clients where there exists a clear conflict of interest.



Rowland House
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