

# Premium Pay Plans



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<sup>1</sup>According to the National Association of Professional Agents (NAPA), failure to document is one of the main reasons that E&O claims occur. They recommend that, “As a professional, you must be aware of how important documentation is. Communication between yourself and the client may be the focal point of litigation. If you have failed to document your communications with the client, in 9 out of 10 cases you will be held liable. Standardize and document your policies and procedures. Put communications in writing.”

By storing all your information together in our *AccuTrac.net* agency management system, along with associated notes concerning phone calls, personal conversations, memos, and any other type of communication with your clients, you can build a good system of legal safeguards for yourself against many E&O situations. Following the NAPA recommendations listed above may decrease your exposure to E&O risk, and could even result in a lower E&O insurance premium.

<sup>1</sup> [www.napa-benefits.org/errors\\_omissions/eo\\_loss\\_control.aspx](http://www.napa-benefits.org/errors_omissions/eo_loss_control.aspx)

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