



Tennessee Real Estate Brokers Professional Liability Policy

Declarations

Insurance is provided by the following **Underwriter**:

Zurich American Insurance Company
1299 Zurich Way
Schaumburg, Illinois 60196
(a stock company)

Policy Number: **EOC 5851799 04**

Renewal of: EOC 5851799 03

THIS POLICY PROVIDES CLAIMS MADE AND REPORTED COVERAGE. CLAIMS MUST FIRST BE MADE AGAINST THE INSUREDS DURING THE POLICY PERIOD, OR ANY APPLICABLE EXTENDED REPORTING PERIOD, AND REPORTED TO THE UNDERWRITER PURSUANT TO SUBSECTION VII.G. OF THIS POLICY. THE PAYMENT OF DEFENSE COSTS REDUCES OR EXHAUSTS THE LIMITS OF LIABILITY AVAILABLE UNDER CERTAIN INSURING AGREEMENTS. PLEASE READ THE ENTIRE POLICY CAREFULLY.

Item 1. Policyholder: The Tennessee real estate licensees who hold an active real estate license issued by the **Commission** pursuant to the Tennessee Real Estate Broker License Act of 1973, T.C.A. § 62-13-101 et seq., which includes: (a) real estate **Broker, Affiliate Broker or Time-share Salesperson** who: (i) holds an active real estate **Broker, Affiliate Broker, or Time-share Salesperson** license issued by the **Commission**; and (ii) has paid the premium charged for this Policy; or (b) any **Real Estate Firm** licensed by the **Commission** that has paid the premium charged for this Policy.

Item 2. Policy Mailing Address: Per Certificate of Insurance

Item 3. Policy Period: From: 12:01 A.M. on Per Certificate of Insurance
To: 12:01 A.M. on 01/01/2023
Local time at the address shown in Item 2.

Item 4. Limits of Liability: See Coverage Schedule below

Item 5. Coverage Schedule:

Limits of Liability		Deductibles	
Insuring Agreement A: Real Estate Brokers Professional Liability			
Each Claim limit:	\$ 100,000	Each Claim Deductible:	\$1,000
Aggregate limit:	\$ 300,000 per Policy Year		
Insuring Agreement B: Lock Box Property Damage Liability			
Each Claim limit:	\$ 100,000	Each Claim Deductible:	\$0
Aggregate limit:	\$ 300,000 per Policy Year		

Insuring Agreement C: Fair Housing Discrimination Liability			
Each Claim limit:	\$ 50,000	Each Claim Deductible:	\$0
Aggregate limit:	\$ 50,000 per Policy Year		
Insuring Agreement D: Subpoena Assistance Costs			
Each subpoena limit:	\$ 5,000	Each subpoena Deductible:	\$ 0
Aggregate limit:	\$ 5,000 per Policy Period		

Item 6. **Retroactive Date:** To be determined separately for each **Insured** as defined in the Policy and as indicated on the **Certificate of Insurance**

Item 7: Program Administrator: Williams Underwriting Group a division of
AssuredPartners NL, LLC
2211 River Road
Louisville KY 40206
Toll Free: 800-222-4035
Phone: 502-708-3157
Fax: 502-326-5909

Item 8: Notices to **Underwriter:**

<p>A. Address for notice of Claims, or Potential Claims or Subpoena Assistance:</p> <p>Zurich North America Attn: Management Solutions Claims P. O. Box 968041 Schaumburg, IL 60196-8041 Facsimile: (866) 255-2962 Email: msgclms@zurichna.com</p>	<p>B. Address for all other notices:</p> <p>Zurich North America Attn: Financial Lines 165 Broadway, 33rd Floor New York, NY 10006 Fax: (866) 240-0155 E-mail: usz_zip@zurichna.com</p>
---	---

Item 9. Forms and Endorsements Effective At Inception: **SEE FORM AND ENDORSEMENT SCHEDULE**

Item 10. Premium: **\$ PER CERTIFICATE OF INSURANCE Per Insured Person**



ZURICH®

Form and Endorsement Schedule

Policy No.	Eff. Date of Pol.	Exp. Date of Pol.	Eff. Date of End.	Add'l Prem.	Return Prem.
EOC 5851799 04	01/01/2021	01/01/2023	Per Certificate of Insurance	N/A	N/A

Policyholder: See Declarations

Form Name	Form Number	Edition Date	Endorsement No.
Tennessee Real Estate Brokers Professional Liability Policy	U-REL-925-A TN	01/13	N/A
Important Notice – In Witness Clause	U-GU-319-F	01/09	N/A
Sanctions Exclusion Endorsement	U-GU-1191-A CW	03/15	1
Increased Limits of Liability Endorsement - Specific Insureds Only (APPLIES ONLY IF SHOWN ON THE CERTIFICATE OF INSURANCE)	U-REL-927-A TN	01/13	2
Licensed Appraisal Endorsement (APPLIES ONLY IF SHOWN ON THE CERTIFICATE OF INSURANCE)	U-REL-923-A TN	01/13	3
Contingent Bodily Injury and Property Damage Exclusion Endorsement (Sublimit and Deductible) for Insuring Agreements A and B (APPLIES ONLY IF SHOWN ON THE CERTIFICATE OF INSURANCE)	U-REL-937-A MU	01/15	4
Exclusion Amended Endorsement - Ownership Carveback	U-REL-939-A TN	01/13	5
Personal Identity Coverage Endorsement (APPLIES ONLY IF SHOWN ON THE CERTIFICATE OF INSURANCE)	U-REL-926-A TN	01/13	6
Conformity Endorsement	U-REL-932-A MU	01/13	7



Tennessee Real Estate Brokers Professional Liability Policy

THIS POLICY PROVIDES CLAIMS MADE AND REPORTED COVERAGE. CLAIMS MUST FIRST BE MADE AGAINST THE INSURED DURING THE POLICY PERIOD, OR ANY APPLICABLE EXTENDED REPORTING PERIOD, AND REPORTED TO THE UNDERWRITER PURSUANT TO SUBSECTION VII.G. OF THIS POLICY. THE PAYMENT OF DEFENSE COSTS REDUCES OR EXHAUSTS THE LIMITS OF LIABILITY AVAILABLE UNDER CERTAIN INSURING AGREEMENTS.

PLEASE READ THE ENTIRE POLICY CAREFULLY.

Various provisions in this Policy restrict coverage. Read the entire Policy carefully to determine an **Insured's** rights, duties and what is and is not covered.

The word **Underwriter** refers to the insurer designated in the Declarations providing this insurance. The word **Insured** means any person or organization qualifying as such pursuant to Section IV. DEFINITIONS of this Policy. Refer to Section IV. DEFINITIONS, of this Policy for the special meaning of words and phrases that appear in bold.

In consideration of payment of the premium and subject to the Declarations and the limitations, conditions, provisions, and other terms of this Policy, including any endorsements hereto, the **Underwriter** and the **Insureds** agree as follows:

I. INSURING AGREEMENTS

A. REAL ESTATE BROKERS PROFESSIONAL LIABILITY

The **Underwriter** shall pay on behalf of the **Insureds** all **Loss** and **Defense Costs** for which the **Insureds** become legally obligated to pay on account of any **Claim** for a **Wrongful Act** taking place on or after the **Retroactive Date** for this Insuring Agreement, as stated in Item 6 of the Declarations, and prior to the end of the **Policy Period**, if such **Claim** is first made against the **Insureds** during the **Policy Period** or any applicable Extended Reporting Period, if exercised, and reported to the **Underwriter** pursuant to Subsection VII.G. of this Policy.

B. LOCK BOX PROPERTY DAMAGE LIABILITY

The **Underwriter** shall pay on behalf of the **Insureds** all **Loss** and **Defense Costs** for which the **Insureds** become legally obligated to pay on account of any **Claim** for **Lock Box Property Damage** taking place on or after the **Retroactive Date** for this Insuring Agreement, as stated in Item 6 of the Declarations, and prior to the end of the **Policy Period**, if such **Claim** is first made against the **Insureds** during the **Policy Period** or any applicable Extended Reporting Period, if exercised, and reported to the **Underwriter** pursuant to Subsection VII.G. of this Policy.

C. FAIR HOUSING DISCRIMINATION LIABILITY

With respect to any **Claim** otherwise covered under this Policy, the **Underwriter** shall pay on behalf of the **Insureds** all **Loss**, which **Loss** shall include **Defense Costs**, for which the **Insureds** become legally obligated to pay on account of any **Claim** for **Fair Housing Discrimination** taking place on or after the **Retroactive Date** for this Insuring Agreement, as stated in Item 6 of the Declarations, and prior to the end of the **Policy Period**, if such **Claim** is first made against the **Insureds** during the **Policy Period** or any applicable Extended Reporting Period, if exercised, and reported to the **Underwriter** pursuant to Subsection VII.G. of this Policy.

D. SUBPOENA ASSISTANCE COST COVERAGE

With respect to a request for **Subpoena Assistance**, the **Underwriter** shall pay on behalf of an **Insured** the **Subpoena Costs** incurred during the **Policy Period**, and reported to the **Underwriter** pursuant to Subsection

VII.G. of this Policy. All **Subpoena Costs** shall be subject to the per Subpoena Limit and the aggregate **Subpoena Assistance** Limit of Liability set forth in Item 5 of the Declarations.

II. DEFENSE AND SETTLEMENT

- A. The **Underwriter** shall have the right and duty to defend **Claims** against the **Insured** to which Insuring Agreements A, B or C of this Policy applies, even if the allegations in the **Claim** are groundless, false, or fraudulent. The **Underwriter's** right and duty to defend includes the right and duty to select defense counsel. The **Underwriter's** duty to defend any such **Claim**, including incurring **Defense Costs**, and to pay **Loss** for such **Claim** ends when the Limit of Liability available in that **Policy Year** and applicable to such **Claim** has been exhausted by payment of **Loss**, under Insuring Agreements A and B. With respect to Insuring Agreement C, the **Underwriter's** duty to defend any such **Claim** ends when the applicable Limit of Liability available in that **Policy Year** and applicable to such **Claim** has been exhausted by payment of **Loss** and/or **Defense Costs**. The **Underwriter's** obligation to defend shall not extend to a second **Policy Year** within the **Policy Period** once the Limit of Liability for the applicable **Policy Year** for such **Claim** has been exhausted.

The **Underwriter** may investigate any such **Claim** as it deems necessary and make any settlement or compromise of such **Claim** as it deems expedient with the **Insured's** consent, but the **Underwriter's** right and duty to defend ends when the applicable Limit of Liability available in that **Policy Year** is exhausted by payment of **Loss** and/or **Defense Costs** as described in this Section II. If the **Underwriter** recommends a settlement of any such **Claim** acceptable to the claimant and the **Insured** refuses to consent to such settlement then, subject to the applicable Limit of Liability, the **Underwriter's** liability for such **Claim** will not exceed:

1. the amount for which such **Claim** could have been settled by the **Underwriter** plus **Defense Costs** up to the date the **Insured** refused to settle such **Claim**; plus
2. fifty percent (50%) of any **Loss** in excess of A.1. above incurred in such **Claim**. The remaining **Loss** will be uninsured and borne by the **Insured** at its own risk.

The **Insureds** agree not to settle any **Claim**, incur any **Defense Costs**, otherwise assume any contractual obligation, or admit any liability with respect to any **Claim** without the **Underwriter's** prior written consent. The **Underwriter** shall not be liable for any settlement, **Defense Costs**, assumed obligation, or admission to which it has not consented.

As a condition precedent to their rights under this Policy, the **Insureds** shall provide the **Underwriter** with all information, assistance and cooperation which the **Underwriter** reasonably requests and, in the event of a **Claim**, the **Insureds** will do nothing that shall prejudice the **Underwriter's** position or its potential or actual rights of recovery.

- B. With respect to **Subpoena Assistance** under Insuring Agreement D, the **Underwriter** shall have the right to select counsel to provide **Subpoena Assistance** to the **Insured**. The **Underwriter's** duty to pay **Subpoena Costs** shall end when the **Subpoena Assistance** Limit of Liability for a **Policy Period** has been exhausted by payment of **Subpoena Costs**.
- C. When the applicable Limit of Liability for a **Policy Year** has been exhausted by the payment of **Loss** and/or **Defense Costs** in connection with a **Claim**, the **Underwriter** shall notify the **Insured** in writing, as soon as practicable, that:
- (a) such limit for the **Policy Year** has been exhausted; and
 - (b) the **Underwriter's** duty to defend such **Claim** or incur such **Loss** and/or **Defense Costs** subject to that limit has also ended.

The **Underwriter's** obligation to defend shall not extend to a second **Policy Year** within the **Policy Period** once the Limit of Liability for the applicable **Policy Year** for such **Claim** has been exhausted.

The **Underwriter** will initiate, and cooperate in, the transfer of control, to the **Insured**, of all **Claims** which are subject to that limit and which are reported to the **Underwriter** before that limit is exhausted. The **Insured** shall cooperate in the transfer of control of said **Claims**.

The **Underwriter** will take such steps, as it deems appropriate, to avoid a default in, or continue the defense of, such **Claims** until such transfer is completed, provided the **Insured** has cooperated in completing such transfer.

The **Underwriter** will take no action whatsoever with respect to any **Claim** seeking damages that would have been subject to the Limit of Liability for the applicable **Policy Year**, had it not been exhausted, if the **Claim** is reported to the **Underwriter** after the Limit of Liability for the applicable **Policy Year** has been exhausted.

The **Insured** shall reimburse the **Underwriter** for expenses that may be incurred during this transfer of duties. The exhaustion of the Limit of Liability in a **Policy Year** and the end of the **Underwriter's** duty to defend will not be affected by the failure of the **Insured** or the **Underwriter** to comply with any of the provisions of this section.

III. EXTENSIONS

A. Spouse or Domestic Partner Liability

If a **Claim** against an **Insured Person** includes a claim against the **Insured Person's** lawful spouse solely because of:

1. such spouse's status as spouse of the **Insured Person**; or
2. such spouse's ownership interest in property that the claimant seeks as recovery for alleged **Wrongful Acts** of the **Insured Person**,

then all loss which such spouse becomes legally obligated to pay by reason of such **Claim** shall be treated for purposes of this Policy as **Loss** which the **Insured Person** becomes legally obligated to pay on account of the **Claim** made against the **Insured Person**. Such spousal loss shall be covered under this Policy only if and to the extent such loss would be covered if incurred by the **Insured Person**.

The coverage extension afforded by this Subsection III.A. does not apply to any **Claim** alleging any wrongful act or omission by the **Insured Person's** spouse.

For purposes of this Subsection III.A., the term spouse shall include any natural person qualifying as a domestic partner under any applicable federal, state, local or foreign law or under the provisions of any formal program established by an **Insured**.

B. Extended Reporting Periods

1. Automatic Extended Reporting Period

If this Policy is cancelled or non-renewed for any reason other than for nonpayment of premium, coverage granted by this Policy shall be automatically extended for a period of ninety (90) days after such nonrenewal or cancellation, but only with respect to any **Wrongful Act** taking place prior to the effective date of such nonrenewal or cancellation. No additional premium shall be payable for such Automatic Extended Reporting Period. The Automatic Extended Reporting Period shall not apply where an Optional Extended Reporting Period has been purchased, or to **Claims** that are covered under any subsequent insurance purchased by or for the benefit of the **Insured**.

2. Optional Extended Reporting Period

If this Policy is cancelled or non-renewed for any reason other than for nonpayment of premium, then the **Insured** shall have the right, upon payment of an additional premium as follows:

- a. 75% of the full expiring annual premium for a one (1) year period;
- b. 150% of the full expiring annual premium for a two (2) year period; or
- c. 200% of the full expiring annual premium for a three (3) year period;

following the effective date of such nonrenewal or cancellation, but only with respect to any **Wrongful Act** taking place prior to the effective date of such nonrenewal or cancellation. This right of extension shall lapse unless written notice of such election, together with payment of the additional premium due, is given by the **Insured** to the **Underwriter** within ninety (90) days following the effective date of nonrenewal or cancellation.

3. The Automatic Extended Reporting Period pursuant to Subsection III.B.1. and the Optional Extended Reporting Period, if purchased, pursuant to Subsection III.B.2. shall be collectively referred to in this Policy as the Extended Reporting Period. Any **Claim** first made and reported during the applicable Extended Reporting Period shall be considered made during the **Policy Period**. The Extended Reporting Period does not reinstate or increase the Limits of Liability beyond the Limits of Liability available under this Policy nor extend the **Policy Period**. If the Optional Extended Reporting Period is purchased, the Automatic Extended Reporting Period shall be included within and not in addition to the Optional Extended Reporting Period.

Any Optional Extended Reporting Period if purchased shall be non-cancellable and the entire premium shall be deemed earned at its commencement.

4. If this Policy is cancelled or non-renewed, other than for nonpayment of premium, an **Insured** shall have a period of time equal to an Automatic or Optional Extended Reporting Period elected by the **Insured** under Subsections III.B.1. or 2. above within which to report to the **Underwriter** a request for **Subpoena Assistance**, but only for a subpoena served upon an **Insured** prior to the effective date of such cancellation or non-renewal.

C. Estates and Legal Representatives

This Policy shall afford coverage for **Claims** for the **Wrongful Acts** of **Insured Persons** made against the estates, heirs, legal representatives, or assigns of any such **Insured Persons** who are deceased or against the legal representatives or assigns of any such **Insured Persons** who are incompetent, insolvent, or bankrupt to the extent that in the absence of such death, incompetence, insolvency, or bankruptcy, such **Claims** would have been covered by this Policy.

IV. DEFINITIONS

Either in the singular or plural when used in this Policy:

- A. **Advertising Injury** means any act, error, omission, misstatement, misleading statement, neglect, or breach of duty actually or allegedly committed or attempted by an **Insured**, or by someone for whom the **Insured** is legally responsible, in connection with the **Insureds'** advertising of goods, products or services including without limitation any such actual or alleged conduct which constitutes:

1. libel, slander, defamation or other tort related to the disparagement or harm to the reputation or character of any person or organization;
2. invasion, infringement, or interference with the right to privacy;
3. misappropriation of advertising ideas or style of doing business; or
4. the infringement of any copyright, title, trade dress, trade name, trade mark, service mark, patent or slogan or any other intellectual property rights.

Advertising Injury shall not include **Bodily Injury** or **Personal Injury**.

- B. **Affiliate Broker** means any person defined as such under the Tennessee Real Estate Broker License Act of 1973, Tennessee T.C.A. § 62-13-101, et seq, (hereinafter referred to as the "Tennessee Real Estate License Law").

- C. **Bodily Injury** means physical injury to the body, sickness, disease sustained by any person, including death resulting therefrom. **Bodily Injury** also means mental injury, mental anguish, mental tension, emotional distress, pain and suffering, or shock, if such mental injury, mental anguish, mental tension or emotional distress, or pain and suffering which directly results from physical injury to the body, sickness, disease, or death of any person.

- D. **Broker** means any person defined as such under the Tennessee Real Estate License Law.

- E. **Certificate of Insurance** means the certificate issued to the **Insured** in accordance with the Policy.

- F. **Claim** means:

1. a written demand against any **Insured** for monetary damages or a written demand to cease and desist commenced by the **Insured's** receipt of such demand;
2. a civil proceeding against any **Insured** for damages, commenced by the service upon the **Insured** of a complaint, or similar pleading, including any appeal thereof;
3. an arbitration or other alternative dispute resolution proceeding against any **Insured** commenced by the **Insured's** receipt of a request or demand for such proceeding, including any appeal thereof; or
4. a **Regulatory Complaint** seeking injunctive relief, other non-monetary relief, or rescission as outlined in Subsection VII.G.3;

for a **Wrongful Act**.

A **Claim** shall not include a request for **Subpoena Assistance**.

G. **Commission** means the Tennessee Real Estate Commission.

H. **Coverage Territory** means the following:

1. With respect to a resident licensee and a non-resident licensee as described in Subsection IV. M.1. and M.2., **Real Estate Services** performed in all parts of the world with the exception of any country or jurisdiction which is subject to trade or other economic sanction or embargo by the United States of America if the **Insured's** responsibility to pay is determined in a **Claim** on the merits in the United States of America (including its territories and possessions).

The **Underwriter** may, however, elect, where permitted by law, at any time to investigate, settle, or defend **Claims** arising out of **Wrongful Acts** made anywhere other than the United States of America, its territories, or possessions; provided that the **Claim** is brought within the United States, its territories or possessions. If the **Underwriter** does not make such election, then the **Insured** agrees to make, or cause to be made, under the **Underwriter's** supervision, such investigation and defense as is reasonably necessary.

2. With respect to a non-resident licensee as described in Subsection IV.M.3., **Real Estate Services** performed in Tennessee if the **Insured's** responsibility to pay **Loss** on a **Claim** is determined in a civil proceeding on the merits in the United States of America (including its territories and possessions).

I. **Defense Costs** means reasonable costs, charges, fees (including but not limited to attorneys' fees and experts' fees) and expenses (other than regular or overtime wages, unless described below, or salaries or wages of **Insured Persons** or the employees of the **Insured**) incurred in defending or investigating **Claims** against an **Insured**, including the premium for appeal, attachment or similar bonds. **Defense Costs** shall also include:

1. the cost of bonds to release attachments; provided, however, that we shall have no obligation to furnish such bonds;
2. an **Insured's** actual loss of earnings, up to \$250 per day, up to a maximum of \$5,000, resulting from time off from work because of the **Underwriter's** request for assistance in the investigation or defense of a **Claim**;
3. judicially assessed costs taxed against the **Insured** in the **Claim**;
4. all prejudgment interest awarded against an **Insured** on that part of the judgment paid by the **Underwriter**; provided, however, that if the **Underwriter** makes a settlement offer to pay the available Limit of Liability, there shall be no obligation to pay any pre-judgment interest that accrues after the date of such offer; or
5. all interest on the full amount of any judgment that accrues after entry of the judgment and before the **Underwriter** has paid, offered to pay, or deposited into court that part of the judgment within the applicable Limit of Liability;

provided, however, that the **Underwriter's** duty to defend and incur **Defense Costs** shall terminate when the applicable Limit of Liability has been exhausted by the payment of **Loss** under Insuring Agreements A and B, and by the payment of **Loss** and/or **Defense Costs** under Insuring Agreement C.

Defense Costs shall not mean **Subpoena Costs**.

J. **Fair Housing Discrimination** means the violation of Title VIII of the Civil Rights Act of 1968 (as amended), the Fair Housing Amendment Act of 1998 (as amended), or any other similar federal, state or local law or ordinance.

K. **Guaranteed Sale Listing Contract** means a written agreement between an **Insured** and the seller of a property, in which the **Insured** agrees to purchase the property if it is not sold under the listing agreement in the time frame specified by the agreement.

L. **Inactive Licensee** means any currently licensed person whose license has transferred to inactive status or placed in escrow and who is not authorized to act in the capacity of a **Broker, Affiliate Broker or Time-share Salesperson** under the Tennessee Real Estate License Law. Coverage for **Wrongful Acts** committed by an **Insured** prior to an **Insured's** transfer to the status of **Inactive Licensee** or subsequent to the reinstatement of their license shall continue during the **Policy Period** but only for **Wrongful Acts** taking place during the **Policy Period**, provided the Policy remains in effect for the full **Policy Period**.

M. **Insured Persons** means any person who performs **Real Estate Services** and who holds a valid license issued by the **Commission** pursuant to the Tennessee Real Estate License Law, and has paid the premium charged for this Policy and is either:

1. a resident of the state of Tennessee working for or representing a **Real Estate Firm**;

2. a non-resident of the state of Tennessee working for or representing a **Real Estate Firm** whose active place of business is located within the state of Tennessee; or
 3. a non-resident of the state of Tennessee who does not work for or represent a **Real Estate Firm**, but who holds an active real estate license issued by the **Commission**.
- N. **Insured** means:
1. **Insured Persons**;
 2. unlicensed employees and assistants of **Insured Persons** or **Real Estate Firms**, but only while acting in the scope of their employment and relating to **Real Estate Services** performed on behalf of an **Insured Person** or the **Real Estate Firm**;
 3. the **Real Estate Firm** the **Insured** works for or represents, or franchise grantor, but only for its vicarious liability for the acts, errors or omissions arising out of the conduct or provision of an **Insured's Real Estate Services**; or
 4. any **Real Estate Firm** that has paid the premium charged for this Policy.
- O. **Interrelated Wrongful Acts** means all **Wrongful Acts** that are related, including all **Wrongful Acts** that have as a common nexus any fact, circumstance, situation, event, transaction, cause or series of causally connected facts, circumstances, situations, events, transactions, or causes.
- P. **Lock Box Property Damage** means **Property Damage** arising out of an **Insured's** distribution, maintenance, operation or use of a lock box or keyless entry system on property not owned by an **Insured** which:
1. is in the care, custody and control of an **Insured**; and
 2. is protected by a lock box, keyless entry system or similar device.
- Q. **Loss** means the total amount which the **Insureds** become legally obligated to pay on account of **Claims** made against them for **Wrongful Acts** to which coverage applies, including but not limited to damages, judgments, pre-judgment and post-judgment interest and settlements.
- Loss** does not include:
1. any amount for which the **Insureds** are absolved from payment by any covenant, agreement, or court order;
 2. sanctions, taxes, fines, or penalties imposed by law on the **Insured**;
 3. punitive, exemplary, or multiple damages;
 4. the cost to comply with any injunctive, affirmative, or other non-monetary relief or any agreement to provide any such relief;
 5. the return or restitution of fees, commissions, expenses or costs by the **Insured** or any amounts awarded by a Real Estate Regulatory Board or **Commission**;
 6. matters uninsurable under the law pursuant to which the terms of this Policy are construed; or
 7. **Defense Costs**.
- R. **Other State's Mandatory Program** means a program requiring the purchase of primary real estate licensee professional liability or primary real estate licensee errors and omissions liability insurance as mandated by the statutes and/or regulations of a state other than the state of Tennessee.
- S. **Personal Injury** means any act, error, omission, misstatement, misleading statement, neglect, or breach of duty actually or allegedly committed or attempted by an **Insured**, or by someone for whom the **Insured** is legally responsible, in connection with the **Insureds'** performance of **Real Estate Services** including without limitation any such actual or alleged conduct which constitutes:
1. libel, slander, defamation or other tort related to the disparagement or harm to the reputation or character of any person or organization;
 2. invasion, infringement, or interference with the right to privacy;
 3. false arrest, detention or imprisonment;

4. malicious prosecution; or
5. wrongful eviction from, wrongful entry into, or invasion of the right of private occupancy of a room, dwelling or premises that a person occupies by or on behalf of its owner, landlord or lessor.

Personal Injury shall not include **Advertising Injury** or **Bodily Injury**.

- T. **Policyholder** means the Tennessee licensees as described in Item 1 of the Declarations.
- U. **Policy Period** means the period beginning with the inception date shown in Item 3 of the Declarations and ending with the earlier of:
1. the effective date of cancellation of this Policy; or
 2. the expiration date stated in the Declarations.

The **Policy Period** for licensees who become **Insureds** under this Policy after its inception date begins on the date on which they become **Insureds**. If this Policy is replacing a licensee's policy that ended at 12:01 p.m. (instead of 12:01 a.m.), the **Policy Period** for such licensee begins at 12:01 p.m. of such licensee's expiring policy. Notwithstanding the foregoing, such licensee's policy period shall end in accordance with subparagraphs (1) and (2) above, as applicable.

- V. **Policy Year** means the period of one (1) year following the inception date and hour of this Policy, or any anniversary thereof, or if the time between the inception date of this Policy, or any anniversary thereof, and any termination of the **Policy Period** is less than one (1) year, such lesser period.

For a licensee who becomes an **Insured** after the inception of the **Policy Period**, coverage for such **Insured** shall be effective within the applicable **Policy Year** of the **Policy Period**.

- W. **Pollutants** means any substance located anywhere in the world exhibiting any hazardous characteristics as defined by, or identified on a list of hazardous substances issued by, the United States Environmental Protection Agency or a state, county, municipality or locality counterpart thereof. **Pollutants** shall also mean any other air emission, odor, waste water, oil or oil products, infectious or medical waste, asbestos or asbestos products, silica, noise, fungus (including mold, mildew and any mycotoxins, spores, scents or byproducts produced or released by fungi, but not any fungi intended by the **Insured** for consumption), and electric or magnetic or electromagnetic field. Such matters shall include, without limitation, solids, liquids, gaseous, thermal, biological, nuclear or radiological irritants, contaminants or smoke, soot, fumes, acids, alkalis, chemicals or waste materials.

- X. **Property Damage** means:
1. physical injury to tangible property, including all resulting loss of use of that property. All such loss of use shall be deemed to occur at the time of the physical injury that caused it; or
 2. loss of use of tangible property that is not physically injured. All such loss of use shall be deemed to occur at the time of the occurrence that caused it.

- Y. **Property Improvement Services** means any of the following services, provided in connection with renovation or construction of real estate:

1. managing facility renovation and reconstruction plans;
2. developing and managing renovation and reconstruction contracts and subcontracts; or
3. developing loss control and risk management plans in connection with reconstruction or renovation.

- Z. **Property Management Services** means any of the following services provided by any **Insured** to others for a fee in connection with real property:

1. oversight and maintenance of commercial or residential real property;
2. collection of rent and processing evictions;
3. provision of tenant relations services;
4. development and maintenance of budgets and records for the managed real property;
5. selection and procurement of subcontractors for general day-to-day maintenance of the managed real property;

6. soliciting and negotiation contracts for the sale or leasing of real property;
7. developing, implementing and managing contracts and subcontracts necessary to the daily functioning of real property; or
8. record keeping relating to the management of such real property.

However, **Property Management Services** does not include **Property Improvement Services**.

AA. **Real Estate Firm** means a legal entity with which real estate **Brokers, Affiliate Brokers** or **Time-share Salespersons** are affiliated and which employs licensees.

BB. **Real Estate Services** means services performed or advice given by the **Insured** as described and required in the Tennessee Real Estate License Law, including **Property Management Services**, as well as the following services: consultant, counselor and notary public services provided in connection with such **Real Estate Services**.

Provided, however, that **Real Estate Services** shall not include services performed or advice given by an **Insured** in connection with activities as a(n):

1. registered, licensed or certified real estate appraiser;
2. mortgage banker, mortgage broker or correspondent;
3. construction manager;
4. property developer;
5. lawyer;
6. insurance agent;
7. title agent;
8. title abstractor; or
9. escrow agent.

CC. **Regulatory Complaint** means a proceeding, dispute or complaint before the **Commission** alleging **Wrongful Acts** by an **Insured**.

DD. **Retroactive Date** means the **Retroactive Date** stated in the **Insured's Certificate of Insurance**. If no **Retroactive Date** is stated therein, then the **Insured's Retroactive Date** means the earlier of the following dates:

1. the date the **Insured's** coverage began under this Policy;
2. the date the **Insured's** coverage began under a previous claims-made policy, but only if such previous claims-made policy: (i) provided professional liability coverage similar to that which is provided under this Policy; and (ii) had been in continuous effect up to the date on which the **Insured's** coverage under this Policy became effective.

EE. **Subpoena Assistance** means a request from an **Insured** to the **Underwriter** to provide **Subpoena Costs** relating to a subpoena issued in connection with a civil or criminal suit pending in a court of competent jurisdiction, or a regulatory action, and served upon the **Insured** in compliance with such court or regulatory authority's rules and regulations.

Provided, however, that **Subpoena Assistance** shall apply only to subpoenas issued when:

1. the underlying lawsuit relates to **Real Estate Services**;
2. no **Insured** is a party to the underlying lawsuit;
3. the underlying lawsuit does not relate to, arise from or involve property in which the **Insured** or the **Insured's** spouse maintains a financial or ownership interest which exceeds twenty-five percent (25%); and
4. the subpoena is first served against an **Insured** during the **Policy Period** and reported to the **Underwriter** during the **Policy Period** or the applicable Extended Reporting Period, if any, pursuant to Subsection VII.G. of this Policy.

Subpoena Assistance shall not mean **Claim**.

FF. **Subpoena Costs** means the reasonable costs, charges, fees (including but not limited to attorneys' fees) and expenses (other than regular or overtime wages, or salaries or wages of **Insured Persons** or the employees of the **Insured**) incurred in connection with responding to, producing documents for and/or appearing to testify in connection with a subpoena.

Subpoena Costs shall not mean **Defense Costs**.

GG. **Time-share Salespersons** means any person defined as such under the Tennessee Real Estate License Law.

HH. **Underwriter** means the insurer designated in the Declarations providing this insurance.

II. **Wrongful Act** means:

1. as to Insuring Agreement A, any actual or alleged negligent act, error, omission, misstatement, misleading statement, neglect, breach of duty committed or attempted by an **Insured** solely in connection with the **Insured's** rendering or failure to render **Real Estate Services**;
2. as to Insuring Agreement B, actual or alleged **Lock Box Property Damage**; and
3. as to Insuring Agreement C, actual or alleged **Fair Housing Discrimination**.

V. EXCLUSIONS

The **Underwriter** shall not be liable for **Loss** or **Defense Costs** on account of any **Claim**:

A. based upon, arising out of, or attributable to any:

1. dishonest, fraudulent, criminal, or malicious **Wrongful Act**, including concealment or intentional misrepresentation; or
2. unfair competition, antitrust, piracy, or any theft or wrongful taking of concepts or other intellectual property, including but not limited to any violations of the Sherman or Clayton Acts;

provided, however, this exclusion shall not apply to **Defense Costs** or the **Underwriter's** duty to defend any such **Claim** unless and until there is a judgment against, binding arbitration decision against, adverse admission under oath by, finding of fact against, or plea of *nolo contendere* or no contest by, the **Insured** which establishes such **Wrongful Act** occurred or such profit, remuneration, financial or non-financial advantage was gained, at which time the **Insured** shall reimburse the **Underwriter** for any **Defense Costs** paid by the **Underwriter** on behalf of such **Insured** resulting from such **Claim**.

For the purposes of this exclusion, no facts pertaining to and knowledge possessed by any **Insured Person** shall be imputed to any other **Insured Person** who did not personally participate in committing such **Wrongful Act**, and who, upon having knowledge of the **Wrongful Act**, reported it;

B. based upon, arising out of or attributable to:

1. any fact, circumstance, or situation which has been the subject of any written notice given under any insurance policy or any policy of which this Policy is a direct or indirect renewal or replacement, or any policy expiring prior to the inception date of this Policy;
2. any act, error, omission, **Wrongful Act**, fact, circumstance or situation occurring prior to (i) the inception date of the earliest continuously maintained real estate licensee professional liability policy issued in accordance with the Tennessee Real Estate License Law under which an **Insured** is afforded coverage, (ii) the inception date of the first policy in an uninterrupted series of real estate licensee professional liability policy issued to the **Policyholder** under which an **Insured** is afforded coverage, or (iii) the **Retroactive Date** shown in Item 6 of the Declarations, if on or before such earlier inception date or **Retroactive Date** the **Insured** knew or could have reasonably foreseen that such **Wrongful Act**, fact, circumstance or situation would give rise to a **Claim**; or
3. any written demand, suit or proceeding pending, or order, decree or judgment entered, against any **Insured** on or prior to the effective date of this Policy or the effective date of any policy issued by the **Underwriter** of which this Policy is a continuous renewal, replacement, or is alleging or derived from the same or substantially the same **Wrongful Act**, **Interrelated Wrongful Acts**, fact, circumstance or situation underlying or alleged therein;

C. based upon, arising out of, or attributable to **Bodily Injury**, **Property Damage**, **Advertising Injury** or **Personal Injury**; provided, however, this exclusion shall not apply to **Lock Box Property Damage**;

D. based upon, arising out of or attributable to any actual or alleged violation by the **Insured** of: (1) the Employee Retirement Income Security Act of 1974; (2) the Securities Act of 1933, the Securities Exchange Act of 1934, the Investment Company Act of 1940, the Investment Advisors Act, or any other foreign, federal, state or local blue sky or securities law, or similar state or federal statutes; or (3) any rules or regulations promulgated under the statutes listed in V.D.(1).or V.D.(2).; any amendments thereof, or any other foreign, federal, state or common law similar thereto;

E. based upon, arising out of or attributable to any actual or alleged:

(1) refusal to employ; (2) termination of a person's employment, including constructive dismissal; (3) violations of employment-related practices, policies, acts, or omissions, such as coercion, demotion, evaluation, reassignment, discipline, defamation, harassment, humiliation, discrimination, malicious prosecution; or (4) other wrongful employment-related practices. This exclusion applies:

- a. whether such conduct occurs before employment, during employment or after employment of that person; or
- b. whether the **Insured** may be liable as an employer or in any other capacity.

Provided, however, this exclusion shall not apply to any **Claim** alleging **Fair Housing Discrimination**;

F. based upon, arising out of or attributable to any:

1. **Real Estate Services** relating to property in which the **Insured** or the **Insured's** spouse, including any entity, corporation, partnership or trust in which the **Insured** or the **Insured's** spouse maintains a financial or ownership interest which exceeds twenty-five percent (25%); or
2. **Real Estate Services** relating to property that is constructed or developed by the **Insured** or the **Insured's** spouse, including any entity, corporation, partnership or trust in which the **Insured** or the **Insured's** spouse maintains a financial or ownership interest which exceeds fifteen (15%);

provided, however, this exclusion shall not apply to:

- a. the management or sale of property acquired by the **Insured** under a **Guaranteed Sale Listing Contract** within the first year the **Insured** acquires such property, provided the property is listed for sale during the entire year;
- b. the sale of an **Insured's** real property by an **Insured** who is not the property owner, builder or developer of such real property provided that the property owner, builder or developer was not the selling, listing or closing agent; or
- c. the sale or listing of an **Insured's** primary or principle residence of two (2) or fewer units provided that the sale or listing is performed under the Tennessee Real Estate License Law;

G. based upon, arising out of, or attributable to any actual or alleged:

1. conversion, misappropriation, commingling, or defalcation of funds or other property;
2. failure to pay, collect or return fees or commissions, including finder's fees or commissions;
3. inability or failure to pay, collect or return money held for others including, but not limited to, escrow monies, earnest money deposits and security deposits; provided, however, the **Underwriter** will pay **Loss** up to a maximum sum of \$5,000 per **Claim**, and \$10,000 for all **Claims** in the aggregate arising from such activities provided that:
 - a. the **Insured** has met the requirement of the Tennessee Real Estate License Law governing client funds; and
 - b. no fraudulent, dishonest, criminal or malicious act was committed by the **Insured**.

Any coverage provided herein is subject to the aggregate Limit of Liability and all **Loss** paid hereunder shall be included in such limit and shall be subject to the Deductible set forth in Item 5 of the Declarations;

H. based upon, arising out of, or attributable to, the failure to purchase or maintain any insurance or bonds;

I. based upon, arising out of or attributable to liability assumed under any indemnity or hold harmless agreement; provided, however, that this exclusion shall not apply to liability the **Insured** would have in the absence of such agreement;

- J. based upon, arising out of, or attributable to the **Insured's** involvement in any real estate investment contract or in the formation, syndication, operation or administration of any corporation, general or limited partnership, joint venture or real estate investment trust or any contractual dispute involving these entities;
- K. based upon, arising out of or attributable to any **Insured** notarizing, certifying or acknowledging any signature not signed before such **Insured** at the time of such notarization, certification or acknowledgement;
- L. based upon, arising out of, or attributable to any **Claim** made by any **Insured** under this Policy against any other **Insured** from the same **Real Estate Firm** or for compensation disputes between licensees; provided, however, this exclusion shall not apply to any **Claim** arising solely from **Real Estate Services** one **Insured** performs for another;
- M. based upon, arising out of, or attributable to:
1. the actual, alleged or threatened discharge, release, escape, seepage, migration or disposal of **Pollutants** into or on real or personal property, water or the atmosphere; or
 2. any direction or request that any **Insured** test for, monitor, clean up, remove, contain, treat, detoxify or neutralize **Pollutants**, or any voluntary decision to do so;
- provided, however, the **Underwriter** will pay on behalf of the **Insured** any applicable **Loss** and **Defense Costs** incurred solely as a result of **Claims** alleging a failure to detect, disclose, report or assess the effects of or advise of the existence of **Pollutants**, up to a maximum sum of \$100,000 for each **Claim** and \$300,000 for all **Claims** in the aggregate for the **Policy Period**. Such payments shall be part of and not in addition to the applicable Limit of Liability and subject to the applicable Deductible(s).
- N. based upon, arising out of, or attributable to any **Wrongful Act** committed by an **Insured** which has the status of an **Inactive Licensee**. This exclusion shall not apply to any **Wrongful Act** committed by an **Insured** prior to an **Insured's** transfer to the status of **Inactive Licensee** or subsequent to the reinstatement of their license, provided however, that the Policy shall remain in effect for the full **Policy Period**;
- O. based upon, arising out of, or attributable to any **Property Improvement Services**;
- P. based upon, arising out of, or attributable to any services performed or advice given by an **Insured** in connection with activities as a registered, licensed or certified real estate appraiser unless such coverage is evidenced on the **Certificate of Insurance** issued to such **Insured Person** and endorsed onto this Policy;
- Q. based upon, arising out of or attributable to services performed or related business activities for which a license is not required under the Tennessee Real Estate License Law; or
- R. for violation of any of the following:
1. any law governing workers' compensation, unemployment insurance, social security or disability benefits;
 2. the Fair Labor Standards Act (except the Equal Pay Act) and any other law concerning wage and hour practices, including, but not limited to any **Claim** for off-the-clock work, failure to provide rest or meal periods, failure to reimburse expenses, improper classification of employees as exempt or non-exempt, failure to timely pay wages, conversions, unjust enrichment, or unfair business practices;
 3. any law governing the rights of employees to engage in, or to refrain from engaging in, union or other collective activities, including but not limited to the National Labor Relations Act, or the enforcement of any collective bargaining agreement;
 4. the Worker Adjustment and Retraining Notification Act;
 5. the Consolidated Omnibus Budget Reconciliation Act of 1985;
 6. the Occupational Safety and Health Act;
 7. the Racketeer Influenced and Corrupt Organizations Act;
 8. the Federal False Claims Act; or
 9. any other federal, state, local or foreign law similar to those described in this subsection.

VI. LIMITS OF LIABILITY AND DEDUCTIBLES

A. Limits of Liability

1. Solely with respect to Insuring Agreement A, the maximum aggregate liability of the **Underwriter** under this Policy for all **Loss** on account of all **Claims** covered under this Policy shall not exceed the Limit of Liability for each **Policy Year** for such Insuring Agreement as shown in Item 5 of the Declarations. The Limits of Liability for the applicable **Policy Year** of the **Policy Period** stated in the Declarations apply separately to each **Insured Person** regardless of the number of **Claims** that are filed.
2. Solely with respect to Insuring Agreement B, the maximum aggregate liability of the **Underwriter** under this Policy for all **Loss** on account of all **Claims** for **Lock Box Property Damage** covered under this Policy shall not exceed the Limit of Liability for each **Policy Year** for such Insuring Agreement as shown in Item 5 of the Declarations. The Limits of Liability for the applicable **Policy Year** of the **Policy Period** stated in the Declarations apply separately to each **Insured Person** regardless of the number of **Claims** that are filed.
3. Solely with respect to Insuring Agreement C, the maximum aggregate liability of the **Underwriter** under this Policy for all **Loss** and **Defense Costs** on account of all **Claims** for **Fair Housing Discrimination** covered under this Policy shall not exceed the Limit of Liability for each **Policy Year** for such Insuring Agreement as shown in Item 5 of the Declarations. The Limits of Liability for the applicable **Policy Year** of the **Policy Period** stated in the Declarations apply separately to each **Insured Person** regardless of the number of **Claims** that are filed.
4. Solely with respect to Insuring Agreements A and B, **Defense Costs** are in addition to any applicable Limit of Liability or Sublimit, and the payment by the **Underwriter** of **Defense Costs** does not reduce such applicable Limits of Liability or Sublimits available for each **Policy Year**. Solely with respect to Insuring Agreement C, **Defense Costs** are within, and not in addition to, the applicable Limit of Liability for the applicable **Policy Year**.
5. **Subpoena Costs** are in addition to any applicable Limit of Liability or Sublimit, and the payment by the **Underwriter** of **Subpoena Costs** does not reduce such applicable Limits of Liability or Sublimits. Solely with respect to Insuring Agreement D, the maximum aggregate liability of the **Underwriter** under this Policy for all **Subpoena Assistance** shall not exceed the Limit of Liability for the **Policy Period** as stated in the Declarations. The Limit of Liability for **Subpoena Assistance** applies on a per subpoena limit for all **Insureds** regardless of the number of subpoenas that are received during the **Policy Period** and is subject to the aggregate **Subpoena Assistance** Limit of Liability shown in Item 5 of the Declarations.

If exhausted during the **Policy Period**, the **Subpoena Assistance** Limit of Liability is not subject to reinstatement in the **Policy Period**.

6. If any Limit of Liability or Sublimit applicable to any **Claim** is exhausted in any **Policy Year** of the **Policy Period**, the **Underwriter's** obligations under the respective Insuring Agreement shall be terminated, including payment of **Defense Costs**, and the **Underwriter** shall have the right to withdraw from the further investigation or defense of any **Claim** which is subject to such exhausted Limit of Liability or Sublimit by tendering control of such investigation or defense to the **Insured**, and the **Insureds** agree, as a condition to the issuance of this Policy, to accept such tender. If any Limit of Liability or Sublimit applicable to any **Claim** is exhausted in any **Policy Year**, any Limit of Liability or Sublimit that may be available in a subsequent **Policy Year** shall not apply to such **Claim** and the **Underwriter** shall have no further liability for **Loss** and/or **Defense Costs** in the **Policy Period** for such **Claim**. The **Underwriter's** obligation to defend shall not extend to a second **Policy Year** within the **Policy Period** once the Limit of Liability for the applicable **Policy Year** for such **Claim** has been exhausted.
7. The maximum liability of the **Underwriter** under each Insuring Agreement for **Loss** on account of each **Claim** covered under such Insuring Agreement shall not exceed the respective Each **Claim** Limit of Liability shown in Item 5 of the Declarations for such Insuring Agreement.

B. Deductibles

1. The **Underwriter's** liability for **Loss** on account of each **Claim** shall apply only to that part of such **Loss** in excess of the applicable Deductibles for Insuring Agreements A through C, as shown in Item 5 of the Declarations. The portion of the **Loss** within the Deductible shall be borne by the **Insureds** at their own risk. The **Underwriter** shall have no obligation for any **Loss** within such Deductible.

2. **Defense Costs** are not subject to a Deductible.
3. The **Subpoena Assistance Costs** Limit of Liability is not subject to a Deductible.

VII. CONDITIONS

A. Action Against the **Underwriter**

No action shall lie against the **Underwriter** unless, as a condition precedent thereto, there has been full compliance with all the terms of this Policy. No person or organization shall have any right under this Policy to join the **Underwriter** as a party to any action against the **Insureds** to determine the **Insureds'** liability nor shall the **Underwriter** be impleaded by the **Insureds** or their legal representatives.

B. Alteration and Assignment

No change in, modification of, or assignment of interest under this Policy shall be effective except when made by a written endorsement to this Policy which is signed by an authorized representative of the **Underwriter**.

C. Bankruptcy

Bankruptcy or insolvency of an **Insured** or of the estate of any **Insured Person** shall not relieve the **Underwriter** of its obligations nor deprive the **Underwriter** of its rights or defenses under this Policy.

D. Conformity to **Other State's Mandatory Programs**

Any part of this Policy which conflicts with any law provided by an **Other State's Mandatory Program** shall be automatically amended to conform with the law of such **Other State's Mandatory Program**, provided the **Insured**:

1. holds a valid real estate license issued under the laws of such **Other State's Mandatory Program**;
2. is not a resident in the state of such **Other State's Mandatory Program**; and
3. conducts his or her **Real Estate Services** in the state of such **Other State's Mandatory Program**.

E. Conformity to Statutes

If applicable law is in conflict with this Policy, the Policy is amended to conform to that law.

F. Governmental Agency

It is hereby agreed that in any **Claim** covered by this Policy, the **Underwriter** will not, except upon written request of the **Insured** by its duly authorized officer, deny liability of the **Insured** through the use of the defense of immunity because the **Insured** is a governmental agency.

G. Notice

1. Notice of **Claims**

The **Insureds** shall, as a condition precedent to their rights under this Policy, give to the **Underwriter** written notice of any **Claim** first made against any **Insured** as soon as practicable but in no event later than:

- a. ninety (90) days after expiration of the **Policy Period**; or
- b. if purchased, the termination date of the Optional Extended Reporting Period.

Coverage, if any, for a **Claim** first made during the **Policy Period** or any applicable Extended Reporting Period and reported to the **Underwriter** after the **Policy Period** as described above shall be determined under this Policy, not any renewal or replacement policy issued by the **Underwriter** in effect at the time such **Claim** is reported to the **Underwriter**.

2. Notice of Potential **Claims**

If during the **Policy Period** the **Insureds** become aware of specific **Wrongful Act(s)** which could give rise to a **Claim** and the **Insureds** give written notice of such specific **Wrongful Act(s)** to the **Underwriter** during the **Policy Period**, then any **Claim** subsequently arising from such **Wrongful Act(s)** shall be considered to have been made during the **Policy Period** in which such **Wrongful Act(s)** was first reported to the **Underwriter**.

3. Notice of a **Regulatory Complaint**

If during the **Policy Period** the **Insureds** become aware that they are the subject of a **Regulatory Complaint**, the **Insured** must give written notice of such **Regulatory Complaint** to the **Underwriter** during the **Policy Period**, then any **Claim** subsequently arising from such **Regulatory Complaint** shall be considered to have been made during the **Policy Period** in which such **Regulatory Complaint** was first reported to the **Underwriter**.

Further, the **Underwriter** will pay on behalf of the **Insured** all **Defense Costs** incurred in the defense of a **Regulatory Complaint** up to a maximum sum of \$5,000 for all **Regulatory Complaints** in the aggregate for the **Policy Period** provided such **Regulatory Complaint** arises from a **Wrongful Act** that would otherwise be covered under this Policy. Such payments shall be part of and not in addition to the applicable Limit of Liability, and subject to the applicable Deductible(s).

4. Address and Content of Notices

For a notice pursuant to Subsections VII.G.1., VII.G.2. and VII.G.3. above to be effective, the **Insureds** shall:

- a. provide notice to the **Underwriter** at the address shown in Item 8 of the Declarations for notice of **Claims**, or potential **Claims**; and
- b. include within any notice of **Claim** or potential **Claim**, a description of the **Claim** or potential **Claim**, the nature of the alleged **Wrongful Act(s)**, the nature of the alleged or potential damage or loss, the names of actual or potential claimants, and the manner in which the **Insureds** first became aware of the **Claim** or potential **Claim**.

Notice attempted in any other manner or to any address other than the address shown in Item 8 of the Declarations for notice of **Claims**, or potential **Claims**, including without limitation information provided in connection with the application for a successor, renewal or replacement policy to this Policy, shall not be considered effective notice of a **Claim**, or potential **Claim**.

5. Notice of a request for **Subpoena Assistance**

If during the **Policy Period** the **Insureds** are served with a subpoena for which **Subpoena Assistance** is sought, the **Insured** must give written notice of a request for **Subpoena Assistance** by providing the subpoena, along with confirmation that the subpoena meets the requirements of the definition of **Subpoena Assistance**, to the **Underwriter** at the address shown in Item 8 of the Declarations for notice of **Subpoena Assistance**.

6. Form and Delivery of Notice

All notices under this Policy shall be in writing and given by prepaid express courier, certified mail, e-mail or facsimile, properly addressed to the appropriate party at the address shown in the Declarations and shall be deemed to be received and effective upon actual receipt thereof by the respective party or one day following the date such notice is sent, whichever is earlier, subject to proof of transmittal.

H. Other Insurance

This insurance is excess over any other insurance, whether primary, excess, contingent or on any other basis, except when purchased specifically to apply in excess of this insurance. When both this insurance and other insurance apply to any **Claim**, whether primary, excess or contingent, the **Underwriter** shall not be liable under this Policy for a greater proportion of **Loss** than the applicable Limits of Liability under this Policy for such **Loss** bears to the total applicable Limits of Liability of all valid and collectible insurance against such **Claims**.

I. Policy Termination

1. This Policy shall terminate at the earliest of the following times:

- a. upon expiration of the **Policy Period** as set forth in Item 3 of the Declarations; or
- b. at such other time as may be agreed upon in writing by the **Underwriter** and the **Policyholder**.

2. Cancellation:

- a. Coverage for an **Insured** under this Policy may be cancelled by the **Insured** by surrender thereof to the **Underwriter** or any of its authorized representatives, or by mailing to the **Underwriter** written notice stating when, thereafter, cancellation shall be effective. The **Insured** must notify the **Underwriter** at least ninety (90) days before the effective date of cancellation.

- b. The **Underwriter** may cancel the coverage under this Policy as to an **Insured** for any one (1) or more of the following reasons:
- (1) nonpayment of premium;
 - (2) conviction of an **Insured** of a crime having as one of its necessary elements an act increasing any hazard insured against;
 - (3) discovery of fraud or material misrepresentation on the part of either of the following:
 - (a) the **Insured** or the **Insured's** representative in obtaining insurance;
 - (b) the **Insured** in pursuing a claim under the Policy;
 - (4) failure to comply with written loss control recommendations;
 - (5) material change in the risk that increases the risk of loss after insurance coverage has been issued or renewed;
 - (6) determination by the commissioner of insurance that the continuation of the policy would jeopardize a company's solvency or would place the insurer in violation of the insurance laws of the State of Tennessee or any other state;
 - (7) violation or breach by the **Insured** of any policy terms or conditions; or
 - (8) other reasons approved by the commissioner of insurance.
- c. Written notice of cancellation shall be mailed or delivered by the **Underwriter** to the **Insured** at least ten (10) days prior to the effective date of cancellation for nonpayment of premium, and thirty (30) days prior to the effective date of cancellation for all other reasons. Such written notice shall state the grounds for cancellation under Subsection VII.I.2.b. above, and upon written request of the **Insured**, the **Underwriter** shall provide the facts on which the cancellation is based.

3. Nonrenewal

If the **Underwriter** elects not to renew this Policy, the **Underwriter** shall send written notice of nonrenewal to the **Insured** at least ninety (90) days prior to expiration unless the **Insured** has obtained replacement coverage with another insurance company.

4. Any notice of cancellation or nonrenewal shall be given as provided in Subsection VII.G.4. of this Policy.

J. Subrogation

In the event of any payment under this Policy, the **Underwriter** shall be subrogated to the extent of such payment to all the **Insureds'** rights of recovery, and the **Insureds** shall execute all papers required and shall do everything necessary to secure and preserve such rights, including the execution of such documents necessary to enable the **Underwriter** effectively to bring suit in the name of the **Insureds**.

K. Valuation

All premiums, Limits of Liability, Deductibles, **Loss**, and other amounts under this Policy are expressed and payable in the currency of the United States of America. If judgment is rendered, settlement is denominated or another element of **Loss** under this Policy is stated in a currency other than United States dollars, payment under this Policy shall be made in United States dollars at the rate of exchange published in *The Wall Street Journal* on the date the final judgment is reached, the amount of the settlement is agreed upon, or the other element of **Loss** is due, respectively.

L. Premium

The coverage under this Policy shall not be effective until the premium has been paid as due for each **Policy Period**. Each **Insured's** premium for a **Policy Period** shall be fully earned at the inception date of coverage for such **Policy Period**.

M. Territory

Coverage under this Policy shall extend to **Wrongful Acts** taking place within the **Coverage Territory**, provided that the **Claim** is made against the **Insured** in the United States of America, its territories or possessions.

N. Multiple **Insureds**, **Claims**, and Claimants

The inclusion of more than one **Insured** in any **Claim**, or the making of **Claims** by more than one person or entity shall not increase the Limits of Liability. All **Claims** arising out of the same **Wrongful Act** and all **Interrelated Wrongful Acts** shall be deemed one **Claim**, and all such **Claims** shall be deemed to be first made in the **Policy Year** when the earliest of such **Claims** is first made, whether before or during the **Policy Period** or any applicable Extended Reporting Period. If a **Claim** involves two or more **Insureds** who are affiliated with the same **Real Estate Firm**, only one Deductible shall apply to such **Claim**.

Sample



Important Notice – In Witness Clause

In return for the payment of premium, and subject to the terms of this policy, coverage is provided as stated in this policy.

IN WITNESS WHEREOF, this Company has executed and attested these presents and, where required by law, has caused this policy to be countersigned by its duly Authorized Representative(s).

Nancy D. Mueller

President

James J. Kennedy

Corporate Secretary

QUESTIONS ABOUT YOUR INSURANCE? Your agent or broker is best equipped to provide information about your insurance. Should you require additional information or assistance in resolving a complaint, call or write to the following (please have your policy or claim number ready):

Zurich in North America
Customer Inquiry Center
1299 Zurich Way
Schaumburg, Illinois 60196-1056
1-800-382-2150 (Business Hours: 8am - 4pm [CT])
Email: info.source@zurichna.com



ZURICH[®]

SANCTIONS EXCLUSION ENDORSEMENT

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY

The following exclusion is added to the policy to which it is attached and supersedes any existing sanctions language in the policy, whether included in an Exclusion Section or otherwise:

SANCTIONS EXCLUSION

Notwithstanding any other terms under this policy, we shall not provide coverage nor will we make any payments or provide any service or benefit to any insured, beneficiary, or third party who may have any rights under this policy to the extent that such cover, payment, service, benefit, or any business or activity of the insured would violate any applicable trade or economic sanctions law or regulation.

The term policy may be comprised of common policy terms and conditions, the declarations, notices, schedule, coverage parts, insuring agreement, application, enrollment form, and endorsements or riders, if any, for each coverage provided. Policy may also be referred to as contract or agreement.

We may be referred to as insurer, underwriter, we, us, and our, or as otherwise defined in the policy, and shall mean the company providing the coverage.

Insured may be referred to as policyholder, named insured, covered person, additional insured or claimant, or as otherwise defined in the policy, and shall mean the party, person or entity having defined rights under the policy.

These definitions may be found in various parts of the policy and any applicable riders or endorsements.

ALL OTHER TERMS AND CONDITIONS OF THIS POLICY REMAIN UNCHANGED

Endorsement # 2



Increased Limits of Liability Endorsement – Specified Insureds Only

Policy No.	Eff. Date of Pol.	Exp. Date of Pol.	Eff. Date of End.	Add'l Prem.	Return Prem.
EOC 5851799 04	01/01/2021	01/01/2023	Per Certificate of Insurance	Per Certificate of Insurance	N/A

Policyholder:
Per Certificate of Insurance

Producer:
See Declarations

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

This endorsement modifies insurance provided under the following:

Tennessee Real Estate Brokers Professional Liability Policy

In consideration of the premium charged, it is hereby understood and agreed that:

Item 5 of the Declarations is hereby replaced with the following:

Item 5. Coverage Schedule:

Limits of Liability		Deductibles	
Insuring Agreement A: Real Estate Brokers Professional Liability			
Each Claim limit:	\$ 250,000	Each Claim Deductible:	\$ 1,000
Aggregate limit:	\$ 750,000 per Policy Year		\$ 0
Insuring Agreement B: Lock Box Property Damage Liability			
Each Claim limit:	\$ 100,000	Each Claim Deductible:	\$ 0
Aggregate limit:	\$ 300,000 per Policy Year		
Insuring Agreement C: Fair Housing Discrimination Liability			
Each Claim limit:	\$ 50,000	Each Claim Deductible:	\$ 0
Aggregate limit:	\$ 50,000 per Policy Year		
Insuring Agreement D: Subpoena Assistance Costs			
Each subpoena limit:	\$ 5,000	Each subpoena Deductible:	\$ 0
Aggregate limit:	\$ 5,000 per Policy Period		

OR

Limits of Liability		Deductibles	
Insuring Agreement A: Real Estate Brokers Professional Liability			
Each Claim limit:	\$ 500,000	Each Claim Deductible:	\$1,000
Aggregate limit:	\$ 1,000,000 per Policy Year		
Insuring Agreement B: Lock Box Property Damage Liability			
Each Claim limit:	\$ 100,000	Each Claim Deductible:	\$ 0
Aggregate limit:	\$ 300,000 per Policy Year		
Insuring Agreement C: Fair Housing Discrimination Liability			
Each Claim limit:	\$ 50,000	Each Claim Deductible:	\$ 0
Aggregate limit:	\$ 50,000 per Policy Year		
Insuring Agreement D: Subpoena Assistance Costs			
Each subpoena limit:	\$ 5,000	Each subpoena Deductible:	\$0
Aggregate limit:	\$ 5,000 per Policy Period		

If this endorsement applies, the increased Limits of Liability will be evidenced on the **Certificate of Insurance** issued to the **Insured** who has paid such additional premium.

ALL OTHER TERMS AND CONDITIONS OF THIS POLICY REMAIN UNCHANGED.

Licensed Appraisal Endorsement



Policy No.	Eff. Date of Pol.	Exp. Date of Pol.	Eff. Date of End.	Add'l Prem.	Return Prem.
EOC 5851799 04	01/01/2021	01/01/2023	Per Certificate of Insurance	\$200.00 or \$100.00	N/A

Policyholder and Mailing Address:

Per Certificate of Insurance

Producer:

See Declarations

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

This endorsement modifies insurance provided under the:

Tennessee Real Estate Licensee Professional Liability Policy

In consideration of the premium charged, it is hereby understood and agreed that:

1. Subsection IV.BB. **Real Estate Services** is replaced with the following:

BB. **Real Estate Services** means services performed or advice given by the **Insured** as described and required in the Tennessee Real Estate License Law, including **Property Management Services**, as well as the following services performed or advice given by the **Insured** in connection with such services: consultant, counselor, notary public and **Real Estate Appraisal Services**.

Provided, however, that **Real Estate Services** shall not include services performed or advice given by an **Insured** in connection with activities as a(n):

1. mortgage banker, mortgage broker or correspondent;
2. construction manager;
3. property developer;
4. lawyer;
5. insurance agent;
6. title agent;
7. title agent; or
8. escrow agent.

2. The following definition is added to Section IV:

Real Estate Appraisal Services means the process of estimating the value of real estate or any interest in real estate, including establishing market value, investment value or other defined value of a specific item of real property, provided such services are conducted by a registered, licensed or certified real estate appraiser who also holds an active real estate license issued by the **Commission**.

ALL OTHER TERMS AND CONDITIONS OF THIS POLICY REMAIN UNCHANGED.



Contingent Bodily Injury and Property Damage Exclusion Endorsement

(Sublimit and Deductible for Insuring Agreements A and B)

Policy No.	Eff. Date of Pol.	Exp. Date of Pol.	Eff. Date of End.	Add'l Prem.	Return Prem.
EOC 5851799 04	01/01/2021	01/01/2023	Per Certificate of Insurance	\$50.00 or \$25.00	N/A

Policyholder:

Per Certificate of Insurance

Producer:

See Declarations

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

This endorsement modifies insurance provided under the:

Tennessee Real Estate Brokers Professional Liability Policy

Solely with respect to the coverage afforded by this Endorsement and in consideration of the premium charged, it is hereby understood and agreed that:

A. Subsection V.C. is replaced with the following:

The **Underwriter** shall not be liable for **Loss** or **Defense Costs** on account of any **Claim**:

C. based upon, arising out of or attributable to **Bodily Injury, Property Damage, Advertising Injury** or **Personal Injury**; provided, however, this exclusion shall not apply to **Claims** under Insuring Agreements A or B;

B. Subsection VI.A. is amended by adding the following:

Notwithstanding any language in the Policy to the contrary, to the extent that this Endorsement provides coverage for **Bodily Injury, Property Damage, Advertising Injury** or **Personal Injury** under Insuring Agreements A or B, the maximum aggregate liability of the **Underwriter** under this Policy for all **Loss** and **Defense Costs** on account of all **Claims** covered by reason of this Endorsement shall not exceed \$10,000., which is part of and not in addition to any applicable Limit of Liability in Item 4 of the Declarations.

C. The Deductibles in Item 5 of the Declarations for Insuring Agreements A and B are replaced with the following:

Deductibles	
Insuring Agreement A: Real Estate Brokers Professional Liability	\$ 1,000 Each Claim Deductible
Insuring Agreement B: Lock Box Property Damage Liability	\$ 0.00 Each Claim Deductible

ALL OTHER TERMS AND CONDITIONS OF THIS POLICY REMAIN UNCHANGED.



Exclusion Amended Endorsement (Ownership Carveback)

Policy No.	Eff. Date of Pol.	Exp. Date of Pol.	Eff. Date of End.	Add'l Prem.	Return Prem.
EOC 5851799 04	01/01/2021	01/01/2023	Per Certificate of Insurance	Included	N/A

Policyholder:

Per Certificate of Insurance

Producer:

See Declaration

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

This endorsement modifies insurance provided under the:

Tennessee Real Estate Brokers Professional Liability Policy

In consideration of the premium charged, it is hereby understood and agreed that:

Subsection V.F. is replaced with the following:

The **Underwriter** shall not be liable for **Loss** or **Defense Costs** on account of any **Claim**:

F. based upon, arising out of or attributable to any:

1. **Real Estate Services** relating to property in which the **Insured** or the **Insured's** spouse, including any entity, corporation, partnership or trust in which the **Insured** or the **Insured's** spouse maintains a financial or ownership interest which exceeds twenty-five percent (25%); or
2. **Real Estate Services** relating to property that is constructed or developed by the **Insured** or the **Insured's** spouse, including any entity, corporation, partnership or trust in which the **Insured** or the **Insured's** spouse maintains a financial or ownership interest which exceeds fifteen (15%);
3. **Real Estate Services** relating to residential property only in which the **Insured** or the **Insured's** spouse, including any entity, corporation, partnership or trust in which the **Insured** or the **Insured's** spouse maintains a financial or ownership interest, except where:
 - a. a seller disclosure form is signed by the **Insured** and acknowledged in writing by the buyer prior to closing;
 - b. a home warranty is purchased;
 - c. a written home inspection report by an independent, certified or licensed home inspector is obtained prior to closing;
 - d. a local or state board approved standard sales contract or franchise approved sales contract is used; and
 - e. the **Insured** or the **Insured's** spouse, including any entity, corporation, partnership or trust in which the **Insured** or the **Insured's** spouse maintains a financial ownership interest owned the residential investment property for at least one hundred eighty (180) days;

Provided, however, this exclusion shall not apply to:

- i. The management or sale of property acquired by the **Insured** under a **Guaranteed Sale Listing Contract** within the first year the **Insured** acquires such property, provided the property is listed for sale during the entire year;

- ii. The sale of an **Insured's** real property by an **Insured** who is not the property owner, builder or developer of such real property provided that the property owner, builder or developer was not the selling, listing or closing agent; or
- iii. The sale or listing of an **Insured's** primary or principle residence of two (2) or fewer units provided that the sale or listing is performed under Tennessee Real Estate License Law.

ALL OTHER TERMS AND CONDITIONS OF THIS POLICY REMAIN UNCHANGED.

Sample

Personal Identity Coverage Endorsement



Policy No.	Eff. Date of Pol.	Exp. Date of Pol.	Eff. Date of End.	Add'l Prem.	Return Prem.
EOC 5851799 04	01/01/2021	01/01/2023	Per Certificate of Insurance	\$30.00 or \$15.00	N/A

Policyholder:

Per Certificate of Insurance

Producer:

See Declaration

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

This endorsement modifies insurance provided under the following:

Tennessee Real Estate Brokers Professional Liability Policy

Solely with respect to the coverage provided by this Endorsement and in consideration of the premium charged, it is hereby understood and agreed that:

I. The Declarations and Policy are amended as follows:

Schedule

Limits of Liability		Deductibles	
Personal Identity Coverage			
Aggregate Limit per Policy Period	\$ 25,000	Each Stolen Identity Event Deductible:	\$ 0
Sublimits of Liability for Each Insured Person per Policy Period			
Initial Legal Consultation	\$ 250	Each Stolen Identity Event Deductible:	\$ 0
Lost Wages per Week	\$ 1,000	Each Stolen Identity Event Deductible:	\$ 0
Travel Expenses	\$ 500	Each Stolen Identity Event Deductible:	\$ 0
Elder Care and Child Care	\$ 1,000	Each Stolen Identity Event Deductible:	\$ 0

II. Section I. INSURING AGREEMENTS is amended by adding the following:

PERSONAL IDENTITY COVERAGE

The **Underwriter** shall pay on behalf of an **Insured Person** any **Loss** resulting from **Stolen Identity Events** which first occur during the **Policy Period** and are reported to the **Underwriter** as soon as practicable after the **Stolen Identity Event** occurs, but in no event later than thirty (30) days after the **Insured Person** becomes aware of such **Stolen Identity Event**. The **Underwriter's** maximum liability under this Insuring Agreement is limited as described in Section VI. LIMITS OF LIABILITY AND DEDUCTIBLES.

III. Section IV. DEFINITIONS is amended as follows:

A. The following is added to the end of Subsection IV.M. **Insured Persons**:

and has paid the additional premium charged for this Endorsement. **Insured Persons** include the spouse or domestic partner of the **Insured Person** described above and dependent children under the age of twenty-three (23) and who live in the same residence as the **Insured Persons** described above.

B. Subsection IV.Q. **Loss** is replaced with the following:

Q. **Loss** means the reasonable and necessary **Costs, Lost Wages, Legal Defense Fees and Expenses** incurred within twelve (12) months of the **Insured Person's** discovery of a **Stolen Identity Event** and incurred within the United States of America.

C. The following Definitions are added to Section IV. DEFINITIONS:

Business means any employment, trade, hobby, profession or occupation.

Costs means the following reasonable and necessary costs incurred by the **Insured Person** as a result of a **Stolen Identity Event**:

1. cost of re-filing applications for loans, grants or other credit instruments when the application is rejected solely because the lender received incorrect credit information;
2. cost of notarizing affidavits or other similar documents for credit agencies, financial institutions, merchants or other credit grantors that require such affidavits, long distance telephone calls and postage to law enforcement agencies, credit agencies, financial institutions, merchants or other credit grantors solely as a result of the **Insured Person's** efforts to report a **Stolen Identity Event** and/or amend or rectify records as to the **Insured Person's** true name or identity;
3. cost of up to six credit reports from established credit bureaus (with no more than two reports from any one credit bureau) within twelve (12) months from the date of the **Stolen Identity Event**;
4. costs approved by the **Underwriter**, for providing periodic reports on changes, inquiries or activities of the **Insured Person's** personal information contained in credit reports or public databases (including, but not limited to credit monitoring services);
5. cost of travel within the United States incurred as a result of the **Insured Person's** efforts to amend or rectify records as to the **Insured Person's** true name or identity;
6. costs for elder care or child care expenses incurred as a result of the **Insured Person's** efforts to amend or rectify records as to the **Insured Person's** true name or identity; and
7. costs of **Restoration Services**.

Legal Defense Fees and Expenses means the reasonable and necessary fees and expenses incurred by the **Insured Person** with the **Underwriter's** consent for an attorney retained by the **Insured Person** and approved by the **Underwriter** for:

1. An initial consultation with a lawyer to determine the severity of and appropriate response to a **Stolen Identity Event**;
2. Defending any civil suit brought against the **Insured Person** by a creditor, collection agency or other entity acting on behalf of a creditor for non-payment for goods or services or default on a loan solely as a result of a **Stolen Identity Event**;
3. Removing any civil judgment wrongfully entered against the **Insured Person** solely as a result of a **Stolen Identity Event**; and
4. Defending criminal charges brought against the **Insured Person** as a result of the **Stolen Identity Event**. However, the **Underwriter** will only pay for this after establishing by acquittal or dropping of charges that the **Insured Person** was not in fact the perpetrator.

Lost Wages means actual wages that would have been earned in the United States, whether partial or whole days, for time reasonably and necessarily taken off work and away from the **Insured Person's** work premises solely as a result of the **Insured Person's** efforts to amend or rectify records as to the **Insured Person's** true name or identity as a result of a **Stolen Identity Event**. **Lost Wages** also includes remuneration for vacation days, discretionary days, floating holidays, and paid personal days. Computation of lost wages for self-employed persons must be supported by, and will be based on, the prior year tax returns, and will not include losses for

business interruption or future earnings. Coverage is limited to wages lost within twelve (12) months after the **Insured Person's** discovery of a **Stolen Identity Event**.

Restoration Services means the services described below and performed on the **Insured Person's** behalf by a third party in response to a **Stolen Identity Event**, only after receipt of appropriate authorization from the **Underwriter**:

1. provide the **Insured Person** with a package of information which includes a description of the resolution process, educational articles, and guidance for avoiding future complications;
2. notify the three major credit bureaus and provide assistance with requesting that a fraud alert be placed on the **Insured Person's** credit files and affected credit accounts;
3. compile and organize the paperwork to help the **Insured Person** document the **Stolen Identity Event** and providing information to appropriate government agencies;
4. review the **Insured Person's** credit files with the **Insured Person** to determine the accuracy of the file and potential areas of fraud;
5. research and investigate potential damage to the **Insured Person's** identity;
6. notify as needed, the **Insured Person's** affected creditors, financial institutions, credit card companies, utility providers, and merchants of the identity fraud;
7. provide information to the Federal Trade Commission (FTC), and to other government agencies as appropriate;
8. when appropriate, provide assistance with obtaining and reviewing the **Insured Person's** Social Security Personal Earnings and Benefits Statement;
9. create and maintain a case file to document the identity fraud; and
10. when appropriate, provide other assistance the **Underwriter** might reasonably be able to offer to the **Insured Person** on a case by case basis, as determined by the **Underwriter's** sole and absolute discretion.

Stolen Identity Event means the theft of an **Insured Person's** personal identification, social security number, or other method of identifying the **Insured Person**, which has or could reasonably result in the wrongful use of such information. All **Loss** resulting from **Stolen Identity Event(s)** and arising from the same, continuous, related or repeated acts shall be treated as arising out of a single **Stolen Identity Event** occurring at the time of the first such **Stolen Identity Event**. **Stolen Identity Event** shall not include the theft or wrongful use of the **Insured Person's Business** name, d/b/a or any other method of identifying any **Business** activity.

IV. Section V. EXCLUSIONS is amended as follows:

A. The first sentence in Section V. EXCLUSIONS is replaced with the following:

The **Underwriter** shall not be liable for **Loss** or **Defense Costs** on account of any **Claim** or **Stolen Identity Event**:

B. The following additional exclusions are added:

The **Underwriter** shall not be liable for **Loss** or **Defense Costs** on account of any **Claim** or **Stolen Identity Events**:

based upon, arising out of, or attributable to any **Loss** reported to the **Underwriter** more than thirty (30) days after the **Insured Person** becomes aware of a **Stolen Identity Event**;

based upon, arising out of, or attributable to:

1. war, including undeclared or civil war;
2. warlike action by a military force, including action in hindering or defending against an actual or expected attack, by any government, sovereign, or other authority using military personnel or other agents; or
3. insurrection, rebellion, revolution, usurped power, or action taken by governmental authority in hindering or defending against any of these;

V. Section VI. LIMITS OF LIABILITY AND DEDUCTIBLES is amended by adding the following:

- A. The Aggregate Limit of Liability stated in the Schedule of this Endorsement is the most we shall pay for **Loss**, in excess of any applicable Deductible, resulting from all **Stolen Identity Events** occurring during the **Policy Period**.
- B. The Aggregate Limit of Liability stated in the Schedule of this Endorsement is solely for the coverage provided under this Endorsement for Personal Identity Coverage, and is in addition to the Limits of Liability stated in the Declarations.
- C. All **Loss** arising out of the same, continuous, related or repeated **Stolen Identity Events** shall be subject to the terms, conditions, exclusions and single Aggregate Limit of Liability provided in this Endorsement in effect at the time the first such **Stolen Identity Event** occurs.
- D. The maximum the **Underwriter** shall pay for an initial consultation with a lawyer shall not exceed the amount for Initial Legal Consultation as specified in the Schedule of this endorsement. All **Legal Defense Fees and Expenses** are part of, and not in addition to, the Aggregate Limit of Liability provided in the Schedule of this Endorsement for each **Insured Person**.
- E. The maximum the **Underwriter** shall pay for **Lost Wages** shall not exceed the amount for Lost Wages as specified in the Schedule of this Endorsement. All **Lost Wages** are part of, and not in addition to, the Aggregate Limit of Liability provided in the Schedule of this Endorsement for each **Insured Person**.
- F. The maximum the **Underwriter** shall pay for travel expenses shall not exceed the amount for Travel Expenses as specified in the Schedule of this Endorsement. All travel expenses are part of, and not in addition to, the Aggregate Limit of Liability provided in the Schedule of this Endorsement for each **Insured Person**.
- G. The maximum the **Underwriter** shall pay for elder care and child care shall not exceed the amount for Elder Care and Child Care as specified in the Schedule of this endorsement. All elder care and child care expenses are part of, and not in addition to, the Aggregate Limit of Liability provided in the Schedule of this Endorsement for each **Insured Person**.
- H. The **Insured Person** shall be responsible for the applicable Deductible amount shown in the Schedule of this Endorsement, and the **Insured Person** may not insure against it.
- I. Regardless of the number of covered **Stolen Identity Events** first occurring during the **Policy Period** each **Insured Person** shall be responsible for only a single Deductible during any one **Policy Period**.

In the event more than one Deductible applies to any **Stolen Identity Event**, the maximum total Deductible for such **Stolen Identity Event** shall be the highest of such applicable Deductibles.

VI. Section VII. CONDITIONS is amended by the following:

- A. The following additional Condition is added:

Obligations of the **Insured Person** in connection with a **Stolen Identity Event**

1. If a **Stolen Identity Event** occurs, the **Insured Person** shall notify the **Underwriter** of a **Stolen Identity Event** at the address on Item 8.A. of the Declarations as soon as practicable after the **Stolen Identity Event** occurs, but in no event later than thirty (30) days after the **Insured Person** becomes aware of such **Stolen Identity Event**. The **Insured Person** shall also follow the written instructions of the **Underwriter** to mitigate potential **Loss** as set forth in subsection 2. below.
2. If a **Loss** occurs, the **Insured Person** shall also:
 - a. promptly notify the **Underwriter** of the **Loss**, submit to the **Underwriter** the written proof of **Loss** and provide any other reasonable information or documentation that the **Underwriter** may request;
 - b. take all reasonable steps to mitigate **Loss** resulting from a **Stolen Identity Event** including, but not limited to, requesting a waiver for any applicable fees, loan application fees or credit bureau fees;
 - c. file a report with the appropriate police authority; and
 - d. provide all assistance and cooperation the **Underwriter** may require in the investigation and determination of any **Loss**, including but not limited to:

- (1) Immediately forwarding to the **Underwriter** any notices, summons or legal papers received by the **Insured Person** in connection with a **Loss** or the identity theft;
- (2) Authorize the **Underwriter** to obtain records and other information with regard to any **Loss**;
- (3) Cooperating with and helping the **Underwriter** to enforce any legal rights the **Insured Person** or the **Underwriter** may have against anyone who may be liable to the **Insured Person**;
- (4) Attending depositions, hearings and trials, securing and giving evidence, and obtaining the attendance of witnesses with regard to any **Loss**; or
- (5) Answering the **Underwriter's** questions under oath at such times as may be reasonably required about any matter relating to this insurance or the **Insured Person's Loss**, as well as permitting the **Underwriter** to inspect your books and records. In such event, the **Insured Person's** answers under oath shall be signed.

B. Subsection VII.H. is replaced with the following:

Other Insurance

This insurance is excess over any other insurance, whether primary, excess, contingent or on any other basis, except when purchased specifically to apply in excess of this insurance. When both this insurance and other insurance apply to any **Stolen Identity Event**, whether primary, excess or contingent, the **Underwriter** shall not be liable under this Policy for a greater proportion of **Loss** than the applicable Limits of Liability under this Policy for such **Loss** bears to the total applicable Limits of Liability of all valid and collectible insurance against such **Stolen Identity Event**.

ALL OTHER TERMS, CONDITIONS, PROVISIONS AND EXCLUSIONS OF THIS POLICY REMAIN UNCHANGED.



Conformity Endorsement

Policy No.	Eff. Date of Pol.	Exp. Date of Pol.	Eff. Date of End.	Add'l Prem.	Return Prem.
EOC 5851799 04	01/01/2021	01/01/2023	Per Certificate of Insurance	Included	N/A

Policyholder:

Per Certificate of Insurance

Producer:

See Declarations

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

This endorsement modifies insurance provided under the following:

Tennessee Real Estate Brokers Professional Liability Policy

In consideration of the premium charged, it is hereby understood and agreed that:

Section VII.D Conformity to **Other State's Mandatory Programs** is replaced with the following:

- D. Any part of this Policy which conflicts with any law provided by an **Other State's Mandatory Program** shall be automatically amended to conform with the law of such **Other State's Mandatory Program**, provided the **Insured**:
- a. has paid the additional premium for this endorsement;
 - b. holds a valid real estate license issued under the laws of such other state and is in accordance with the **Other State's Mandatory Program**;
 - c. is not a resident in the state of the **Other State's Mandatory Program**;
 - d. is an **Insured Person** under this policy; and
 - e. conducts his or her **Real Estate Services** in the state of such **Other State's Mandatory Program**.

Such **Insured Person** shall be provided the coverage required by the **Other State's Mandatory Program** under this Policy.

ALL OTHER TERMS AND CONDITIONS OF THIS POLICY REMAIN UNCHANGED.

CLAIMS PROCEDURES

- 1) Complete the reverse side of this procedure notice.
- 2) Attach all relevant documents.
- 3) Please forward claim to Zurich American Insurance Company, even if forwarding to an attorney or other insurance company.

REPORT A CLAIM to Zurich American Insurance Company BY THESE METHODS:

- EMAIL: USZ_CareCenter@Zurichna.com
- FAX: (877) 962-2567
- PHONE: (800) 987-3373
- MAIL: Zurich Customer Care Center, PO Box 968017, Schaumburg, IL 60196

Attach all relevant documents and complete the reverse side of this procedure notice.

- 4) For questions or additional information please contact:

Williams Underwriting Group at (800) 222-4035

It is important that all claims be reported promptly. Delays in reporting a claim can violate conditions of the policy, and jeopardize coverage.

If the broker is submitting for both the firm and agent(s), please indicate the license number for each or use a separate form. If using a separate form, you just need to complete the name and certificate number for each additional party.

***If one of the licensees' involved in the claim does not have coverage through Williams Underwriting Group, a Division of AssuredPartners NL LLC, the claim for that licensee needs to be reported to their insurance carrier. A note about this should be attached to the claim being reported to Zurich. The note at a minimum should contain the name of the licensee and their license number.

We do thank you for your business, and please feel free to contact Zurich at 800-987-3373 or Williams Underwriting Group at 800-222-4035 if you need any assistance.

REAL ESTATE BROKERS PROGRAM PROGRAM PROFESSIONAL LIABILITY CLAIMS NOTICE FORM

WILLIAMS GROUP REAL ESTATE BROKERS PROGRAM

Tennessee Master Policy #: EOC 5851799

INSURED BROKER NAME and/or INSURED AGENT NAME: _____
STATE: _____
LICENSE NUMBER: _____
CERTIFICATE NUMBER: _____

CONTACT INFO: _____
ADDRESS: _____
PHONE #(s): _____ FAX #(s): _____ EMAIL: _____

CLAIMANT'S NAME: _____
PROPERTY ADDRESS PERTAINING TO CLAIM: _____
DATE OF SALE OR INCIDENT: _____
(If no sale took place, date of alleged error or omission)
DATE THE INSURED FIRST BECAME AWARE OF THE CLAIM OR THE CIRCUMSTANCES THAT
MAY LEAD TO A CLAIM?: _____
HAS SUIT BEEN FILED?: _____ IF SO, WAS IT SERVED? WHAT DATE?: _____
DESCRIPTION OF CLAIM: (Please attach any correspondence from claimant
demand letters, documents, summons and complaint, etc.) _____

DID INSURED REPRESENT THE BUYER OR THE SELLER: _____
DATE CLAIM FORM NOTICE COMPLETED: _____
BY: _____ TITLE: _____
SIGNATURE: _____

****If no retroactive date is listed on your certificate of coverage please provide evidence of continuous coverage from date of transaction or alleged error.**

REPORT A CLAIM to Zurich American Insurance Company BY THESE METHODS:

EMAIL: USZ_CareCenter@Zurichna.com

FAX: (877) 962-2567

PHONE: (800) 987-3373

MAIL: Zurich Customer Care Center PO Box 968017, Schaumburg, IL 60196

If you have any questions please call Williams Underwriting Group at (800) 222-4035