

Legal hotline – free for policyholders

APNA Professional Indemnity Member Policy



What is it?

- Each insured member can access up to 30 minutes of free legal advice from DLA Piper (our appointed legal firm).
- The advice can be requested on any professional matter. Common legal queries may relate to subpoenas, health records and confidentiality issues and employer/contractor or restraint of trade type issues.
- Entitlement to legal advice is limited to 30 minutes per insured member per policy year and unused hours or part thereof cannot be aggregated from one period of insurance to another.
- The legal advice line cannot be used to seek legal advice in relation to the policy or other indemnity issues.
- For advice with respect to the policy or completing a claim/notification form the insured member should contact Insurance House.
- The insured member agrees that any information provided to DLA Piper through the use of the legal hotline may be disclosed to Insurance House.
- If you wish to make use of the free legal hotline, please contact DLA Piper on (03) 9274 5314 and have your policy number ready to quote.

How often can I access it?

- Your policy entitles you to 30 minutes of free legal advice per policy period. Any unused hours or part thereof cannot be aggregated from one period of insurance to another.

What sort of questions or advice can I seek?

- Any legal matter that relates to your professional activity.
- The legal hotline is commonly accessed for advice in relation to subpoenas, health records and confidentiality issues.
- If you have a claim/notification of circumstances or there is an inquiry on foot against you by a professional overseeing body then you should contact Insurance House as outlined above to advise of the claim/inquiry.

If I need more assistance what can I do next?

- Your policy provides you with access to legal assistance for claims and inquiries covered by your policy.
- If your legal query relates to a matter not covered by your policy and you have utilised your free legal assistance, you may need to engage your own solicitor. This will be at your own cost.

www.apna.asn.au/insurance

Question about the policy? Call 1300 213 067 toll free or email membersupport@ihgroup.com.au



For full terms and conditions please refer to the policy schedule, wording and endorsements issued by Insurance House Pty Ltd ABN 33 006 500 072. AFSL No. 240954. The Australian Primary Health Care Nurses Association (APNA) does not hold an Australian Financial Services Licence and members should consider obtaining their own financial advice about this product from a person who is able to give such advice under an Australian financial services licence such as Insurance House.