

Navigating Complaints with a Strategic Response

Even with the best intentions, sonographers may be involved in incidents that could lead to professional liability claims. Since anyone can initiate a complaint, it's important to know the steps you should take to prepare a response and defend yourself. **The most important thing to remember is that you should never attempt to manage a complaint yourself. Your program partners are here to help.**

Reporting a claim under your Professional Liability Insurance (PLI) is a crucial step to ensure that you receive the necessary support and coverage. By following the checklist below, you can navigate the claims process effectively.

IF YOU'RE THE SUBJECT OF A COMPLAINT

- Contact Berkley Canada, your insurance provider
- Ensure to provide your:
 - Certificate of insurance
 - Complaint letter
 - Any other relevant documentation

Once you have contacted Berkley Canada, they will acknowledge receipt of the claim and assign a claims adjuster to your case. The adjuster will be responsible for investigating the claim and determining the appropriate course of action, including connecting you with legal counsel, where appropriate. Rest assured that reporting a claim is confidential and should not limit your ability to secure coverage under the program in the future.

Communicating with your adjuster provides you with the peace of mind that you are working with insurance experts specialized in professional liability to achieve the best possible outcome for all involved.

IF YOU NEED LEGAL ASSISTANCE

By participating in your association's PLI Program, you also have access to **pro bono legal support from Miller Thomson LLP (Miller Thompson)**. This provides members with consultation with respect to professional malpractice claims or potential claims and/or investigations.

Advantages of the Legal Support Program include:

- Reducing risk of litigation and risk mitigation.
- Identifying potential liability issues.
- Protecting information gathered and documents generated by investigation from disclosure.

The complaints process can be stressful and it's important to remember that you are not alone. Your insurance program partners are here to help.

To report a claim: claims@berkleycanada.com (Berkley Canada)

To access pro bono legal support: 1-800-387-4452 (Miller Thompson)

To speak to a broker: 1-844-583-7748 or sonography.insurance@bmsgroup.com (BMS Canada)

The information in this graphic is for information purposes only. Full terms and conditions of the policy, including all exclusions and limitations, are described in the policy wording, a copy of which can be obtained from BMS Canada Risk Services Ltd (BMS).