



Errors & Omissions

Coverage for Your Peace of Mind

When your clients suffer monetary loss due to your actual or alleged mistakes, you risk the possibility of a lawsuit.

A Remedy for Your Risk

Even when these suits are groundless, you will incur legal costs. The costs to defend against these claims and ensuing settlements can be devastating. To protect against this potentially catastrophic exposure, Roanoke developed a specialty Errors and Omissions (E&O) insurance program. This program offers an array of features and coverage options to help you manage professional liability exposures that affect your business.

Logistics Professionals at Risk

Liability for improper performance of, or the failure to perform your professional services is an exposure shared by all types of logistics professionals. If you are operating as one of the service providers listed below, you can benefit from E&O coverage.

- 3PL/4PL
- Customs Brokers
- Domestic Freight Forwarders
- Indirect Air Carriers
- International Freight Forwarders
- NVOCCs
- Property Brokers
- Warehouse Operators

E&O Shields You Against...



Documentation errors



Failure to follow shipper's instructions



Incorrect classification of goods



Incorrect quotation of freight charges



Late delivery caused by your negligence



Negligent selection of a carrier



PROGRAM FEATURES

Claims-Made Policy	The most commonly preferred E&O policy format. Simply put, provides today's limits for today's claims.
First Dollar Defense	Legal expenses are paid from the very first dollar. You pay no deductible on legal expenses, including attorney fees.
Training	We provide you and your staff helpful tips and guidelines to enhance awareness, minimize the risks of E&O claims and best practices for responding to a claim.
Responsive & Proactive Claims Support	Claims are handled through our in-house group of specialists. Our team will provide much needed support and guidance through the claims process.
Financially Strong & Steady Provider	Our E&O program is underwritten by Lloyds of London, rated "A" (Excellent) by A.M. Best for financial strength.

COVERAGE OPTIONS

Contractual Liability	This specialized coverage can be endorsed to your policy and covers liability you assume in a written contract or agreement when those terms exceed your standard terms and conditions of service.
Importer of Record	The policy can be extended to cover your liability to Customs and Border Protection when you act as importer of record.
Optional Worldwide Coverage	With a few exceptions, coverage is granted for claims filed against you anywhere in the world.

Gain Peace of Mind with Roanoke Onboard

Contact us for more information about the value of Errors & Omissions Insurance:

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About Roanoke

Roanoke Insurance Group Inc., is a specialty insurance broker focused on surety bond and insurance solutions for logistics service providers, customs brokers and companies managing supply chains. Founded in 1935, Roanoke was the first provider of customs import bonds as well as the first appointed ATA Carnet provider in the United States. Roanoke has decades of partnership with the trade community as a trusted provider of insurance, surety bonds, ATA Carnet products and specialty services.