

# Insurance Agents and Brokers Errors & Omissions Pre-Claims Assistance Helpline

To assist insurance agents and brokers who are insured by the member companies of the Utica National Insurance Group (Utica National) and to help reduce the risk of errors and omissions claims, Utica National is offering, at no additional cost, a pre-claims assistance program developed by Wood Smith Henning & Berman, LLP (WSHB), a national law firm with 27 offices nationwide.

WSHB attorneys represent insurance agents and brokers in connection with issues that arise from the sale of insurance. Together, Utica National and WSHB offer access to a dedicated telephone helpline for questions about potential claims.

We KNOW  
for Insurance Agents

E&O

*\*The 2 hours of legal consultation is per policyholder per year and offered at no additional cost. The 2 hours can apply to the same or different issues, but all issues together would be limited to 2 hours total for the year. The policyholder has the option to continue the relationship past the 2 hours at their own expense.*

**To contact the Helpline, call 914-353-3803.**

Appointments to speak with WSHB can be arranged by written request.

**To submit a request for an appointment, email [Utica.Helpline@wshblaw.com](mailto:Utica.Helpline@wshblaw.com).**

## How should you prepare for using the Helpline?

Callers should be prepared to provide, and email requests should include, the name of the person submitting the request, the name of the insured agent, broker and/or company, a policy number, a secure email address, a mailing address and a telephone number.

- A WSHB attorney will then be in touch to discuss the issue posed – typically within the same business day and almost always within 24 hours.

## When should you use the Helpline?

The Helpline provides policyholders with 2 hours\* of legal consultation with knowledgeable attorneys on any matter that could potentially result in a claim under your agents and brokers E&O insurance policy with a member company of the Utica National Insurance Group.

*This helpline is offered as an insurance risk management tool. The member insurance companies of the Utica National Insurance Group (Utica National) are not providing legal advice, or any other professional services or advice. Utica National shall have no liability to any person or entity with respect to any loss or damages alleged to have been caused, directly or indirectly, by the use of any advice provided by WSHB.*

## Can a claim be made through the Helpline?

No. The Insurance Agents and Brokers Errors and Omissions Helpline is not a loss reporting helpline. To report a claim, follow the claim reporting instructions in your policy, or ask your agent. WSHB will not submit a claim for you. If you have any questions about how to report a claim, you should contact your broker or Utica National.

## Are Helpline calls confidential?

WSHB will not disclose to Utica National the questions, answers or content of the issues discussed on the Helpline. Rather, WSHB will provide Utica National with a monthly spreadsheet listing the name, company, policy number and time spent on each call.

## Will Helpline calls impact premiums?

No. Use of the Helpline will not impact you when renewal discussions take place.

**WSHB**  
WOOD SMITH HENNING & BERMAN LLP



**Michelle Arbitrio Esq., Partner**

📞 914-353-3803

✉️ [marbitrio@wshblaw.com](mailto:marbitrio@wshblaw.com)

 **Utica National Insurance Group**  
Insurance that starts with you.®

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