

Public Liability Insurance – Example of Claims

Slip and Fall Accident

In a busy café, a customer slips on an unmarked wet floor and breaks their wrist. They allege fault on your behalf and initiate a claim for medical expenses and suffering.

The café owner reports it to their public liability insurer, who will investigate the circumstances and defend your position covering legal costs. If you are found to be at fault the policy will cover the bodily injury awards and medical expenses.

This coverage protects the café from significant out-of-pocket expenses, allowing it to continue operating without the financial burden of the accident.

Property Damage due to business operations

During a home renovation, a contractor accidentally damages a client's wall unconnected with the actual works being undertaken. The client initiates a claim for the repair costs.

The contractor reports the incident to their public liability insurer, who assesses the damage and validates the claim. If you are at fault then the insurer compensates the client for the repair costs, ensuring the damage is fixed quickly.

This process protects the contractor from the financial burden. His public liability insurance means that he is covered in the event of such at fault accidents.

Property Damage due to business operations

One of your employees drops a tool from the top of your scaffolding and it lands right on the windscreen of your customers brand new car. In this type of case, although nobody was hurt, you're still liable for the damage that has been caused to your customers car. Even though the damage was caused by one of your employees, you're still covered. You would be covered for compensation and legal costs for the damage to third-party property (depending on limit of cover and excesses)

Public liability covers the actions of both you and your employees – not to be confused with Employers' Liability, which protects you from claims made by an employee.

*This content was sourced and adapted from Aviva and Towergate. Thank you to our insurance partners for providing these helpful examples and insights, which we've tailored for our website.

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