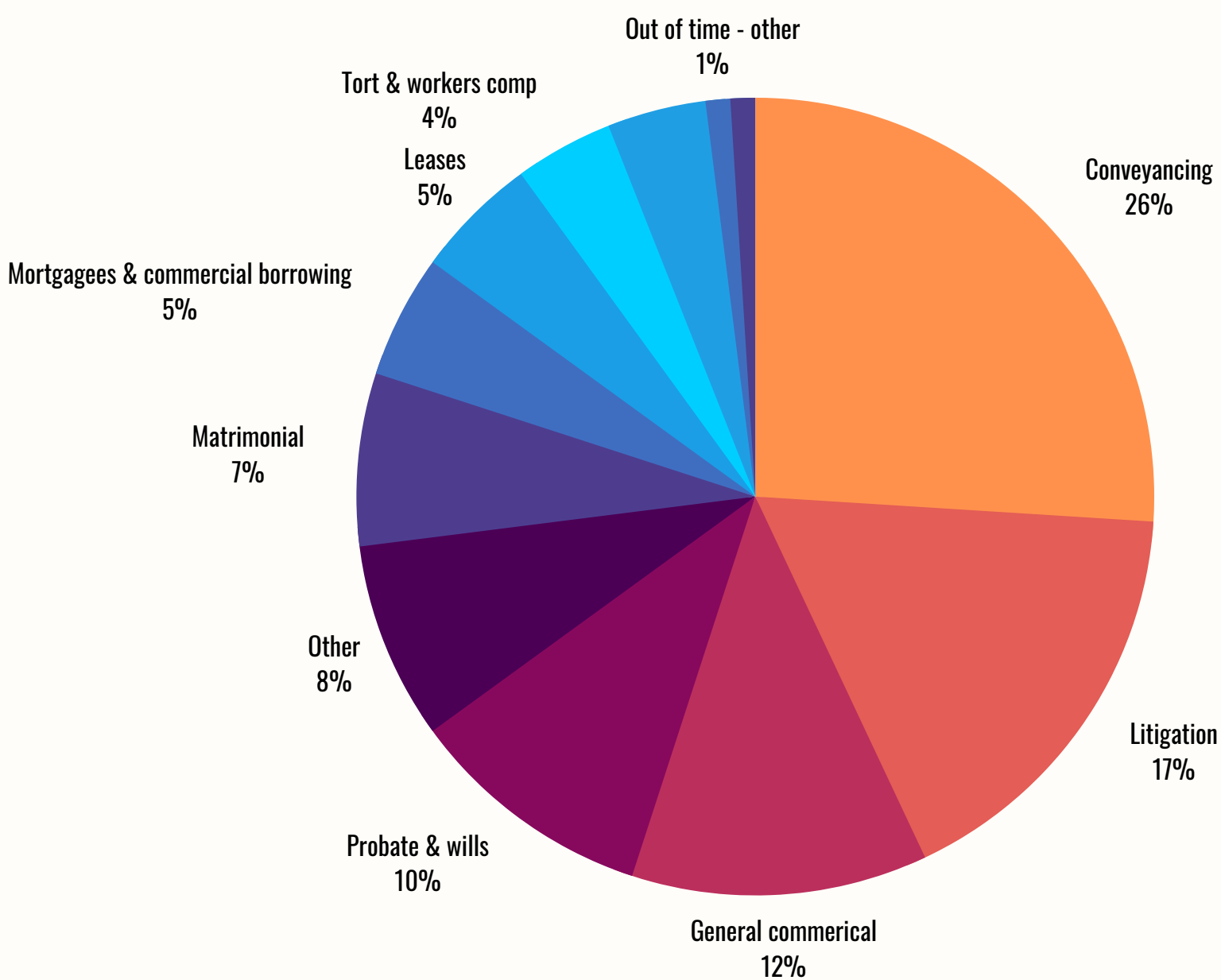
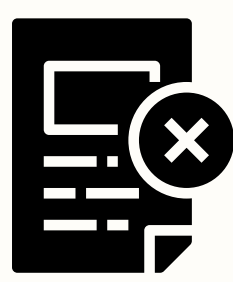

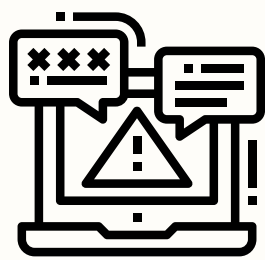


MANAGING PROFESSIONAL INDEMNITY CLAIMS

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CAUSES OF CLAIMS

- 01**  **POOR COMMUNICATION**
41%
- 02**  **DOCUMENT PROBLEMS**
21%
- 03**  **NOT KNOWING THE LAW**
15%
- 04**  **SYSTEM PROBLEMS**
14%
- 05**  **OTHER**
9%