

Errors & Omissions 2025-2026 - FAQs

Who is defined as an Insured?

For the purposes of this document, the term “Agent” collectively refers to Exclusive Agents, Insurance Producers/Specialists, and Worksite Agents who are licensed in Property & Casualty (P&C), Life & Health (L&H), and/or Retirement.

Accordingly, whenever the document refers to an “Agent”, it includes all individuals within these roles.

What is covered by E&O insurance?

The errors and omissions policy provides you with coverage for your negligent acts in performing “Professional Services.” “Professional Services” is defined as those services required to be rendered in the capacity as a Horace Mann agent, selling and servicing of insurance and annuity products approved by Horace Mann.

Can I obtain E&O coverage from the same vendor Horace Mann uses?

Agents can participate in the Corporate policy offered by Zurich American Insurance Company.

There are two coverage limit packages available:

- \$1,000,000 maximum per wrongful act occurrence
- \$2,000,000 maximum per wrongful act occurrence

The policy deductible is as follows:

- \$1,000 deductible - damages only

The Agent is responsible for payment of the deductible as directed by [Risk Management](#).

Can I purchase limits above \$1 million minimum coverage required?

Yes. A \$2 million limit is available to Agents in addition to the \$1 million option (minimum coverage) under the corporate Errors and Omissions policy.

How do I sign up for this coverage?

Click on [this link to access the website designed for Horace Mann Agents to obtain and/or renew their E&O coverage](#) through Horace Mann’s agent error and omissions policy. After visiting the website, contact Nicole Israel of Risk Management via e-mail (nicole.israel@horacemann.com) if you have additional questions.

When can I sign up?

For first time enrollments, you will need to obtain coverage prior to your on-boarding date.

Errors & Omissions 2025-2026 - FAQs

Enrollment periods are effective on the first business day of each month. If you are an existing agent who wishes to switch carriers, you'll need to enroll in the month prior to the desired effective date for the coverage.

What is the annual cost of the coverage?

The annual cost for the coverage period 10-1-25 to 10-1-26 is \$610 for the \$1 million policy or \$768 for the \$2 million policy for Agents and \$450 for the \$1 million policy for Worksite Agents which includes the administrative services fee. Pro-rate amounts dependent on the agent's on-board date are as follows:

	Agent	Agent	Worksite Agent
Coverage Effective Month	\$1 million policy	\$2 million policy	\$1 million policy
October 2025	\$610.00	\$768.00	\$450.00
November 2025	\$565.00	\$710.00	\$419.58
December 2025	\$521.00	\$653.00	\$389.17
January 2026	\$476.00	\$595.00	\$358.75
February 2026	\$432.00	\$537.00	\$328.33
March 2026	\$387.00	\$479.00	\$297.92
April 2026	\$343.00	\$422.00	\$267.50
May 2026	\$298.00	\$364.00	\$237.08
June 2026	\$253.00	\$306.00	\$206.67
July 2026	\$209.00	\$248.00	\$176.25
August 2026	\$164.00	\$191.00	\$145.83
September 2026	\$120.00	\$133.00	\$115.42

I am currently participating in the corporate E&O policy. When will I receive notification about the annual renewal?

You will receive a letter from AON (our insurance broker) with instructions on how to renew your coverage during the middle of August.

How will I pay for the coverage?

You'll have the option of using a credit card or paying by check. Failure to obtain and maintain policies of insurance represents a breach of your Agent Agreement.

What does the administrative services fee cover?

This fee includes a web-based process for enrollment, collection of premium and delivery of certificates and is included in the annual E&O cost.

When and how can I obtain proof of E&O insurance?

When you enroll or renew online, you'll have access to a PDF of your coverage certificate which can be e-mailed or printed as needed. One advantage of the web-based technology is that you'll have 'on

Errors & Omissions 2025-2026 - FAQs

demand' access to information regarding your coverage which includes a coverage certificate and the E&O policy.

Will the premium amount change on renewal dates?

Yes, it is possible the premium will change based on current market environment and group claims experience.

Can I obtain my own E&O insurance?

You can obtain coverage on your own, but a third-party policy must meet minimum coverage terms and limits and be approved by Horace Mann. To learn more about the process for approval, contact [Risk Management](#). A complete policy for the alternate carrier must be submitted to [Risk Management](#) for review prior to you securing alternate coverage. You'll be notified in writing if the proposed alternate coverage is approved or rejected.

I do not participate in the corporate E&O policy. My policy reads \$500,000 per occurrence and \$1,000,000 aggregate. Is this acceptable or do I need to change it?

Horace Mann's policy required minimum is \$1 million per occurrence; therefore, you will need to increase your per occurrence limit to match.

If I terminate my agreement with Horace Mann, will I receive a prorated refund?

No. The policy does not allow for mid-year cancellations and pro-rata refunds; however, as long as you are no longer in the insurance industry, you will have an unlimited reporting period during which you can report Claims out of Wrongful Acts which occurred prior to your date of departure from Horace Mann. If you continue as an insurance producer after leaving Horace Mann, you still are eligible for an extended reporting period of up to one year after terminating.

Is my E&O policy transferable if I do a transfer of interest to another agent?

No. The policy may not be transferred to another individual. The new agent will be responsible for obtaining their own policy upon appointment with the Company.

Is errors and omissions policy a guaranteed renewable type of policy?

The current policy is not a guaranteed renewable policy. Horace Mann professional liability policies are renewed based on certain underwriting criteria -- including loss experience, coverage terms, market environment, etc., -- which must be met each year.

Are my licensed producers and office support staff covered?

Yes, licensed producers (including Registered Representative LPs) and office support staff who are engaged by the Agent. This program ensures all individuals acting on behalf of the agent and assisting in the performance of Professional Services. Zurich has amended the definition of "Insured" to accommodate the LPs for their approved third-party business; however, Zurich will submit the

Errors & Omissions 2025-2026 - FAQs

exposure for claims naming only registered representative LPs (RRLPs) to \$500,000 per claim and \$1,000,000 aggregate (if the RRLP has other applicable insurance, Zurich would serve as excess coverage). Should the RRLP be named along with the Agent, the Agent's higher limits would apply for all Insureds. Although their coverage is sub limited, in most instances, the Agent would be named in a claim, and the Agent's limit would apply.

Do I need to buy additional E&O in the name of the licensed producer?

No. If you participate in Horace Mann's E&O policy, your LPs will be covered without buying additional E&O in the name of the LP, regardless of products sold as long as they are acting on your behalf. In accordance with Horace Mann's Licensed Producer appointment agreement (located within the LP Onboarding kit), the LP may not be licensed with, appointed by, represent, sell for or otherwise perform services for any insurance or financial services company other than Horace Mann or its authorized third-party vendor(s).

How will I know if my agency is involved in an E&O claim?

The E&O carrier will contact you to discuss the matter and send you a Reservation of Rights letter or other correspondence explaining coverage.

Will I be notified in advance if my staff (licensed or unlicensed) will be contacted by a member of the claim department?

If it's determined that a member of your agency (licensed or non-licensed staff) was involved in a claim being investigated for a coverage discrepancy, you will be contacted prior to your staff being interviewed. You would have the option of participating in the phone interview. The full cooperation of both the agent and office staff is critical to our ability to settle claims promptly.

If I have a satellite agency, do I need to secure coverage for it separately?

No. The policy you purchase for your primary agency will cover your satellite agency as well.

Will the Agent E&O policy through Zurich cover the sale of NTA products?

Yes. The policy would cover NTA sales, and the minimum coverage (\$1M) is sufficient. However, there is a \$2M policy limit that is also available.

Are defense costs included in the corporate E&O policy, if an issue relates to the actions of an agent or their staff?

Defense costs are included with the agent's coverage. If the coverage applies, defense costs will be included within policy limits. There are exclusions (A-Z) that can keep coverage from applying. Please refer to [the Web site customized for Horace Mann's Agents](#) for details on these exclusions.

Errors & Omissions 2025-2026 - FAQs

How can I find out more about what's covered under this policy?

A guide that includes highlights of the Errors and Omissions Insurance Program is available to you at www.HM.agent-eo.com. Agents who purchase this coverage should review the guide in its entirety to ensure they are familiar with the policy.