



Product Recall



Keep producing the goods

The exposures related to product recalls or manufacturing errors are ongoing and increasing in occurrence regardless of a company's size or industry. No matter where a company resides in the supply chain, these exposures can pose a significant risk to a company's balance sheet and reputation.

When a recall incident occurs, our comprehensive coverage will cover costs associated with pulling products out of the stream of commerce and replacing them, as well as the expenses to protect the insured's brand and mitigate any further loss. Additionally our policy also provides coverage to protect profits as well as damages incurred by a third party to help shield everyone impacted by a product recall.

INDUSTRY SPECIFIC POLICIES & COVERAGES

Consumable Products

Topical or ingestible products for human use and consumption.



Consumer goods & Component parts

Finished non-food products & Non-food components parts.



Industry Specific Coverages

- > Supply chain error, processing or production error, distribution error
- > Loss from adulteration or packaging defect

Industry Specific Coverages

- > Design error, supply chain error, manufacturing error
- > Loss from defect or mislabeling

KEY RESPONSE SERVICES

Legal

legal advice in relation to a potential, suspected or actual recall



Investigation

analysis, testing and/or physical examination necessary to determine whether an insured recall has occurred



Crisis Consulting

advisory services provided by crisis consultants to assist in responding to any potential, suspected or actual recall.



Forensic Accounting

forensic accountant to assist the insured or their customer calculate the value of a recall



Reputation Management

public relations firm to provide crisis communications, advertising, marketing, and public relations services in relation to a potential, suspected or actual recall.



TERRITORY



> **Worldwide**

CAPACITY

Up to
\$5M

TARGET SEGMENTS



> **Broad range of industries**

CLAIMS EXAMPLES

Product Defect

A bathroom fitting manufacturer was engaged to design and manufacture two shower trays for two luxury new bathrooms. Once the shower trays were installed, it was discovered that they did not drain properly and so they had to be removed. It was determined that the trays had been made with incorrect falls and, further, the drainage holes were in the wrong place.



The policy responded to cover the costs of removing and replacing the defective shower trays.

Product Packaging Defect

A food manufacturing factory had an ongoing contract to supply sandwich spreads to a major Australian supermarket chain. However, as the product was placed on the supermarket shelves, it became clear that the jar lids had not been secured correctly and the product was leaking out. Unfortunately, this was an issue for many thousands of jars resulting in a recall of the product, remedial works where possible and replacement costs.



The policy responded to cover costs associated in removing and replacing the defective items and remedial works.

Product Contamination

A food manufacturer produced egg free mayonnaise for one of their customers. The customer performed routine allergen tests on the mayonnaise which confirmed traces of egg allergen. The customer notified relevant government authorities that it was initiating a consumer level recall due to the presence of an undeclared egg allergen. The food manufacturing factory was notified of the contamination and when testing retention samples found egg present in the mayonnaise product manufactured.



The policy responded to the product recall costs of the third party which included nationwide newspaper advertisement of recall, product destruction cost, recall fees and related PR costs.

ABOUT US

Delta Insurance launched in June 2014 and is a leading locally owned and operated specialised underwriting agency, designed to provide a comprehensive range of liability insurance products. We are an approved Coverholder of Lloyd's of London and employ over 50 staff providing insurance services across ten countries in the Asia Pacific Region.

LOOKING FOR MORE INFORMATION

This document is a summary of cover only and is subject to meeting certain underwriting criteria and acceptance, specific terms, conditions, and exclusions which are specified in the Policy. For more information regarding this product please consult an Insurance Broker or Agent.