



# AUSTRALIA POLICYHOLDER INSURANCE HIGHLIGHTS 2021

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Guides – By **Mark Darwin, Guy Narburgh, Anne Hoffmann and Travis Gooding**

Read our assessment of the key lessons for insurance policyholders based on last year's top cases and market developments.



## POLICYHOLDER INSURANCE HIGHLIGHTS 2021

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This unique publication focuses on business implications and learnings for insurance policyholders, including:

- **COVID-19 has meant insurance has been front page news and top of mind for corporate Australia:** interruption to Australian (and global) businesses as a result of COVID-19 has been widespread. Because COVID-19 is not a typical 'physical damage' trigger for business interruption policies, there has been a significant focus on the response of various 'non-damage' extensions for disease, prevention of access and actions by authorities as policyholders search for insurance to cover the financial impact of the pandemic.
- **Continuing pressure on the Directors' & Officers' insurance market:** policyholders have continued to experience a hardening of the D&O insurance market, which has primarily been driven by historical and ongoing class action and regulator activity, as well as the inadequacy of past premiums to meet those liabilities.
- **Delays and disputes continue to affect major insurance claims:** with pressure from COVID-19 and catastrophe losses and lower investment returns in a low interest environment, insurers' profit margins come under increased pressure. Consistent with the trends we have observed in recent years, coverage disputes for major claims are on the rise.

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# KEY CONTACTS

If you have any questions, or would like to know how this might affect your business, phone, or email these key contacts.



**MARK DARWIN**  
PARTNER, BRISBANE

+61 7 3258 6632  
Mark.Darwin@hsf.com



**GUY NARBURGH**  
SPECIAL COUNSEL,  
SYDNEY

+61 2 9322 4473  
Guy.Narburgh@hsf.com



**ANNE HOFFMANN**  
SENIOR ASSOCIATE,  
SYDNEY

+61 2 9225 5561  
Anne.Hoffmann@hsf.com



**TRAVIS GOODING**  
SENIOR ASSOCIATE,  
BRISBANE

+61 7 3258 6701  
travis.gooding@hsf.com

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