



## Specialty Human Services Division

*Insuring those who improve our communities.*

### The Moment of Truth: Employee Dishonesty Claims

The moment of truth for an insurance company and its clients comes when a claim occurs and it is first submitted to the insurance company. Leaders of social service organizations may ask themselves, "Did we choose to purchase the right coverages for our organization's risk exposure? Did we purchase insurance from a consistent and reliable insurance company?"

Employee Dishonesty coverage is a very important coverage for social service and non-profit organizations. Financial resources are so valuable and often scarce in such organizations. As specialists, we do everything possible to provide our customers with the best coverage options available to protect them from loss. In an employee dishonesty claim, your organization's financial stability is at stake and the risk of financial ruin is high. Here are examples of claims that could have put some social service organizations out of business:

#### Employee Dishonesty – Claim Example #1

A pastor pleaded guilty to stealing from his own church that he had "served" for 18 years. The church members thought their pastor would always put the best interest of the church first. Financial controls were not in place to monitor the church finances.

The congregation's treasurer began to notice a lack of sufficient funds. An investigation showed the pastor had falsified loan documents to support personal purchases including a new vehicle, family luxuries, and gambling debts.

Not only were the foundations of the church shaken, financial implications were also felt. The stolen assets left a fiscal deficit that jeopardized the church's ability to repay its building loan and to continue as a congregation.

#### Coverage Protection

Employee Dishonesty Coverage could have reimbursed the church for the loss of monies. Proper crime and financial controls might have limited or even prevented the loss from occurring.

#### Employee Dishonesty – Claim Example #2

A shelter became aware of unusual and unexplained accounting transactions. The shelter discovered a large sum of money was missing and attributed it to the actions of two employees. The two employees had diverted cash for their personal use without approval.

#### Coverage Protection

Employee Dishonesty Coverage could have protected the shelter from financial turmoil. Implementation of checks-and-balances and crime controls might have decreased the likelihood of this loss.

### The Great American Advantage

Great American Specialty Human Services is in the business of handling such claims with a specialized Claims Department that focuses only social service claims. Our claims personnel are dedicated to earning your trust and putting your best interests first. Our Claims Department provides a rapid response: you will be in contacted within 24 hours of reporting a claim.

#### If you need to report a claim:

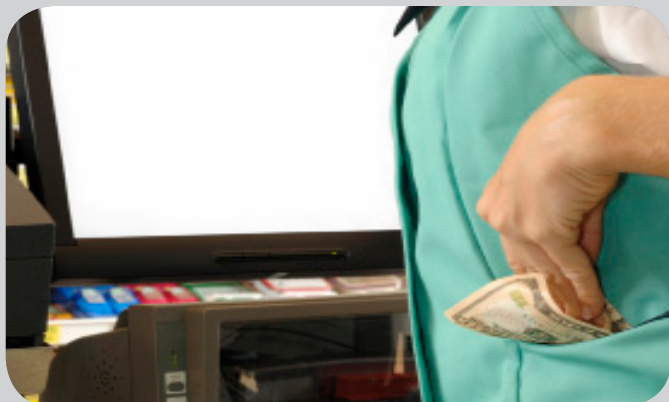
**Toll Free: 888-317-4828**

**Fax: 888-307-3180**

Great American also provides a professional Loss Prevention Department dedicated to helping you and your organization prevent claims. Ask your agent what our Loss Prevention representatives can do for you or visit our Loss Prevention website at: [GreatAmericanInsurance.com/LossPrevention](http://GreatAmericanInsurance.com/LossPrevention).

#### For more information for Loss Prevention:

**Toll Free: 800-720-1354**



**SpecialtyHumanServices.com**



Every claim is unique; the examples may not be indicative of other claim outcomes. Examples are provided for illustrative purposes only. Great American Specialty Human Services has a dedicated Loss Prevention Department that will help you and your organization prevent claims. We also have a specialized Claims Department that focuses on non-profit and social service claims. Ask your agent what our Loss Prevention or Claims representatives can do for you or visit our website at [www.specialtyhumanservices.com](http://www.specialtyhumanservices.com). Policies may be underwritten by Great American Insurance Company, Great American Insurance Company of New York, Great American Alliance Insurance and Great American Assurance Company, which are all authorized insurers in all 50 states and D.C. Products are not available in all states. The following registered service marks are owned by Great American Insurance Company: the Great American Insurance Group eagle logo and the word marks Great American® and Great American Insurance Group®. © 2000 - 2010 Great American Insurance Company. All rights reserved. 580 Walnut Street, Cincinnati, OH 45202. 0057-SHS (3/10)