

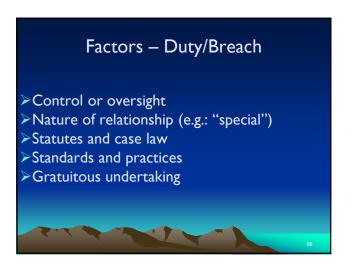








Duty/Breach A variety of factors can create, eliminate or influence the duty These factors impact the basis for a negligence claim and any defenses to a claim



Factors – Duty/Breach Your internal policies (oral or written)* Staff words or conduct* Representations in your external materials* Your contracts* *Information exchange









