




The Catholic University of Eastern Africa

TITLE	AUTHOR
DAMAGE TO PROPERTY CLAIM CUEA/DVC-ADM/I&I/003	ASSISTANT ADMINISTRATOR
	NO. OF APPENDICES:
	1 (A)
AUTHORIZATION This Standard Operating Procedure is issued under the authority of:	
TITTLE	DEPUTY VICE-CHANCELLOR ADMISTRATION
SIGNATURE	
DATE	23 February 2011
ISSUE DATE	23 March 2011
STAMP CONTROLLED / UNCONTROLLED	
NOTE: <ol style="list-style-type: none"> Write amendments on the page provided (Clause 0.2) Controlled copies of this document will be in the Assistant Administrator's Office and the DVC-Administration's office 	

Revision	00		Date	18 Jan 2011
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0. CONTENTS AND RECORD OF CHANGES

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0.2 RECORD OF CHANGES

No.	Date	Details of Changes		Authorization
	(dd-mm-yy)	Page	Clause/subclause	Title

0.3 Distribution / Circulation

This Standard Operating Procedure is available at relevant functions for authorized users.


1. Purpose: This procedure outlines the application for compensation for damage to property to ensure faster compensation for damaged property from the Insurance Company to minimize loss to the University.

2. Scope: This procedure shall be used by the CUEA General insurance office to facilitate the claims for damaged property.

3. Reference:

3.1 Quality management manual

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3.2. Claim form for property damage or loss

3.3. Policy document for fire and perils cover

3.4. Policy document for burglary cover

3.5. Policy document for Electronic Equipment cover

4. Terms and Definitions:

For the purpose of this procedure the following terms shall apply in addition to those already found in the CUEA Quality Management Manual

4.1 DVC/ Admin– Deputy Vice-Chancellor/Administration

4.2 CUEA- Catholic University of Eastern Africa

4.3 AA – Assistant Administrator

4.4 Insured – the institution whose property is being covered by the Insurance Company

4.5 Indemnity-to go the state where one was before the damage

4.6 Assessor-a person hired by insurance company to estimate the extend of the damage in financial terms.

4.7. Claim Package – (*police report, estimated market cost of the damaged property, report on how the damage occurred, receipts used to purchase the destroyed property (portable property)*)

4.8. IID – Immigration and Insurance Department.

4.9. OP – Operational Procedure


5. Responsibility: It is the responsibility of the Assistant Administrator to ensure the procedure is followed.

6. Method:

6.1. The in-charge of the damaged property shall put together the claim package.


6.2. The claim package shall be forwarded to the Assistant Administrator to check and verify.

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- 6.2.1. If the claim package is complete, he/she shall write a letter for claim to the insurance company for the DVC/Administration's approval.
- 6.2.2. If the claim package is not complete, he/she shall revert to the in-charge of the damaged property for more information.
- 6.3. The DVC/Administration shall check and verify the documents.
 - 6.3.1. If the documents are in order, DVC-ADMIN shall sign the letter for forwarding to the insurance company and forward the documents to the Assistant Administrator .
 - 6.3.2. If the documents are not in order, he shall revert to the Assistant Administrator with reasons.
- 6.4. The Assistant Administrator upon receiving the endorsed documents from the DVC/Administration, shall forward the documents to the insurance company.
- 6.5. The Assistant Administrator shall receive communication from the insurance company after the assessor(from the Insurance company) has done the evaluation of the damage for action.
- 6.6. The Assistant Administrator shall forward the documents to the DVC/Administration for checking and verification.
 - 6.6.1. If the documents are in order, the DVC/Administration shall endorse by signing the Discharge Voucher which is an acceptance of the compensation stated therein and forward them to Assistant Administrator.
 - 6.6.2. If the documents are not in order, the DVC/Administration shall not endorse them and forward to Assistant Administrator with reasons.
- 6.7. Upon receipt of the documents.
 - 6.7.1. If they are approved by the DVC-Administration, the Assistant Administrator shall forward them to the Insurance Company for the processing of the cheque
 - 6.7.2. If they are not approved by the DVC-Administration, the Assistant Administrator shall launch a complaint to the Insurance company giving reasons as given by DVC/Administration.
- 6.8. The Assistant Administrator shall then receive the cheque from the Insurance company when it is ready and check that the cheque is equivalent to the amount specified on the discharge voucher.
 - 6.8.1. If the amount is correct, thus, equivalent with what was indicated on the discharge voucher, the assistant administrator shall forward to finance office for receipting.

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6.8.2. If the amount is not equivalent with what was indicated on the discharge voucher, the assistant administrator shall revert to the insurance company for clarification.

6.9. Upon receipt of the cheque, the Assistant Administrator shall forward the cheque to the finance office for receipting.

6.10. The Finance office shall receipt the cheque and issue the assistant administrator with a receipt.

7. Appendices

7.1. Appendix (A) Process Map

8. Associate Documents

8.1. Policy document for fire and perils cover

8.2. Policy document for burglary cover

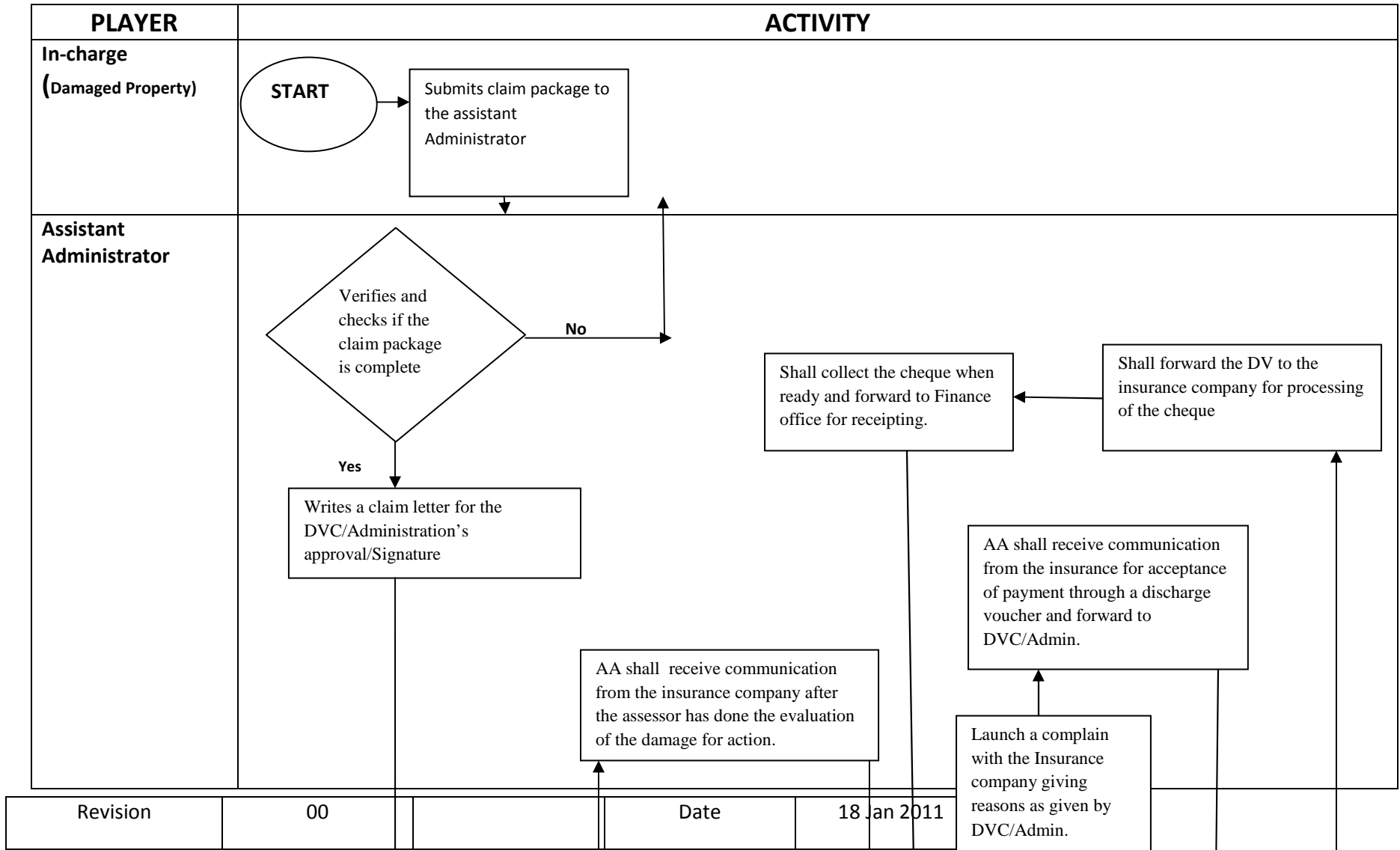
8.3. Policy document for Electronic Equipment cover

8.4. Claim form for Property Damage or Loss

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Appendix: A

Damage to Property Claim Procedure– General Insurance Cover





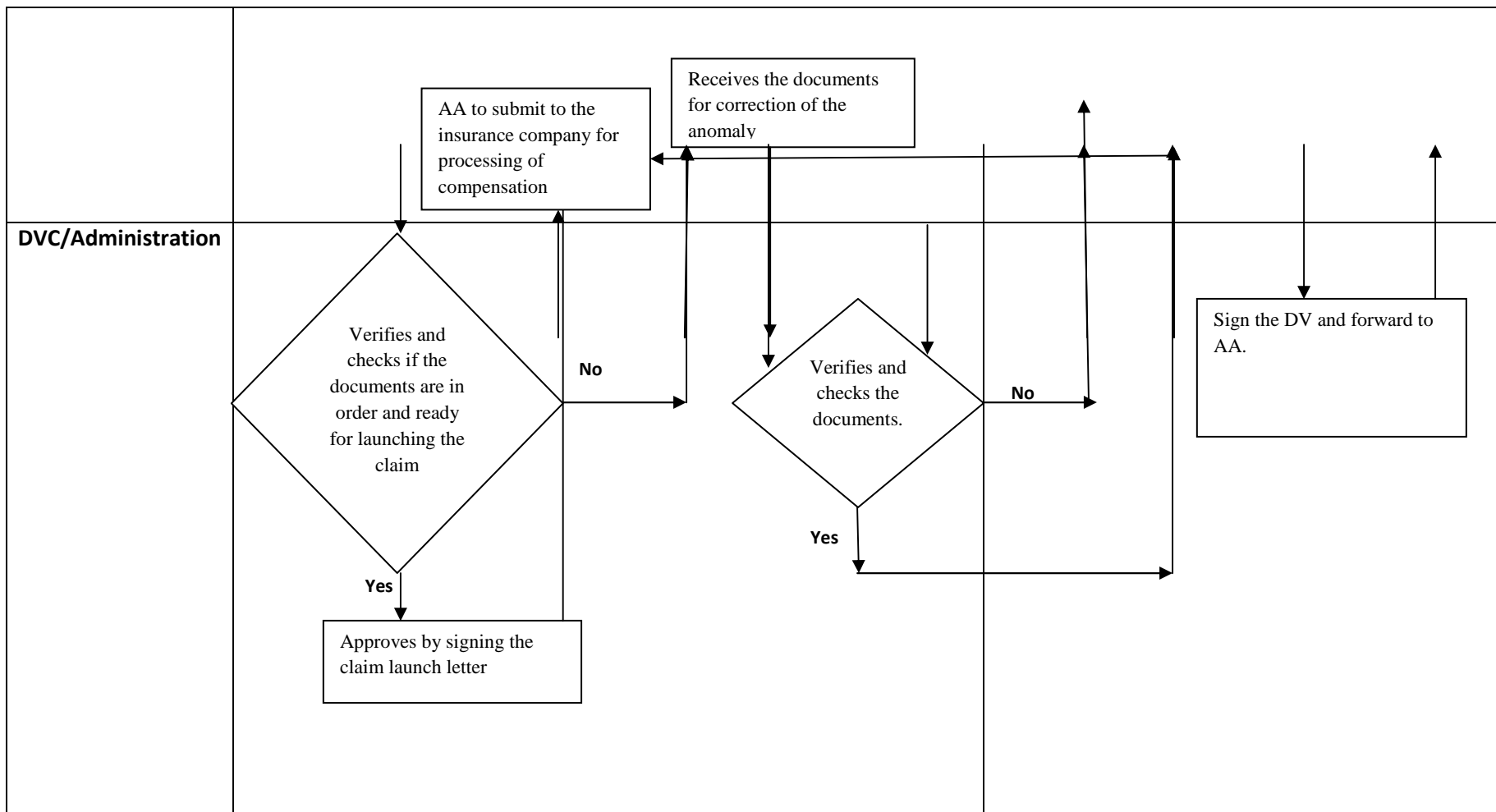
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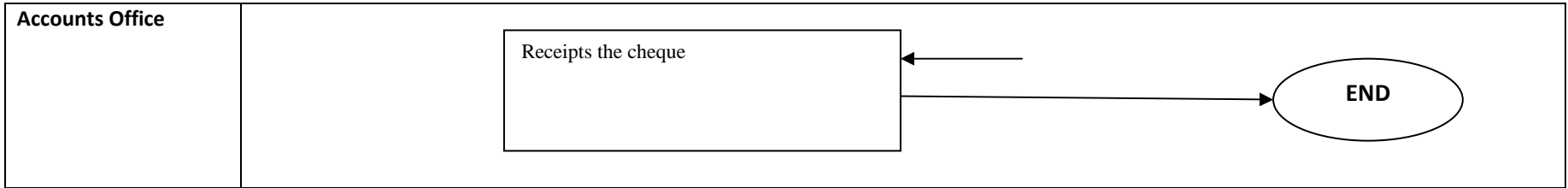
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