

The University of Georgia
Risk Management Services
Property Claims Policies and Procedures

Subject: Processing Building and Contents Claims

Purpose or Objective: To implement a process that assures correct protocol is used to establish a Property (Building and Contents) Claim with the Georgia Department of Administrative Services (DOAS) Risk Management Services.

Responsibility: UGA Risk Management Services

Statement of Policy: Property (Building and Contents) loss claims will be reported per established claim procedures to determine an appropriate settlement through DOAS Risk Management.

Procedure:

Processing Notice of Loss:

1. All property losses or damage to UGA owned property or contents must be reported to the University of Georgia Police immediately. If the department is not located on the main UGA campus, the local police department where the incident occurred may be contacted. All claims must be reported to the UGA Risk Management Office within 48 hours of the incident via telephone or email.
2. When notification of a property loss is received by telephone or email, the UGA Risk Management coordinator will notify the Property Specialist at DOAS Risk Management and will initiate a Notice of Loss (NOL) form with an estimated value of the loss - information provided by the UGA department. The completed NOL is then forwarded to the Property Specialist at DOAS Risk Management as documentation to support the claim. The UGA Risk Management coordinator will provide any other documentation (police report, photographs, if available, and an estimate of repair) to the Property Specialist as soon as possible or as requested from DOAS Risk Management.
3. Notice & Proof of Loss: UGA Risk Management Services are required to provide a written notice of loss to DOAS Risk Management within 60 days after the loss is discovered and a written proof of loss with full details of the loss within 120 days after the loss was discovered. If full details of the loss are not known within 120 days, UGA Risk Management Services may request an extension of time in which to file a proof of loss. Such request must be made in writing to DOAS Risk Management by UGA's Risk Management office and must be agreed to by DOAS Risk Management. Failure to comply with these policy conditions are grounds for denial.

Acknowledgement of Claim:

1. Within one business day, the DOAS Risk Management Property Specialist will send an Acknowledgement of Claim letter to UGA Risk Management Services and will advise if an adjuster has been assigned to investigate the claim further or will request additional documentation if needed to support payment of the claim. UGA Risk Management coordinator will request additional documentation from UGA department as needed.

Determination of the amount of loss:

1. Once DOAS Risk Management has determined coverage is applicable, the DOAS Property Specialist will provide UGA Risk Management with a Claim Summary form or forms for the loss. The Claim Summary form is used to determine repairs and/or replacement value of covered items.

Settlement and payment of property claims:

1. The settlement of the claim from DOAS Risk Management is based on the lesser of the repair cost or replacement cost subject to the limits stated in UGA's Property Record (i.e. Property Register, Vehicle Register or All Risk Certificate) at time of loss. Actual Cash Value is defined as the replacement cost less any applicable depreciation.
2. Once a settlement is determined and is within the DOAS Risk Management Property Specialist's authority, UGA Risk Management Services is contacted with a settlement offer. UGA Risk Management Services provides the settlement amount to the UGA department for their review. If the department agrees to the settlement, they are authorized to proceed with the repairs and/or replacement. If the department does not agree, additional information is requested for DOAS Risk Management to evaluate. DOAS Risk Management may offer a revised settlement offer based on the additional information or may respond with no additional adjustment. At some point, a settlement agreement must be reached and the UGA Risk Management Services will assist each department with a successful and satisfied outcome.
3. Once repairs and/or replacement have been made, the UGA department provides proof of such repairs and/or replacement (i.e. purchases order, check request, etc.) to UGA Risk Management Services. When UGA Risk Management Services receives proof of repairs and/or replacement, a Sworn Proof of Loss form is prepared. The Sworn Proof of Loss form is then notarized and forwarded to DOAS Risk Management for processing.
4. Once DOAS Risk Management receives the Sworn Proof of Loss a check for reimbursement is sent to UGA Risk Management Services. The check is then deposited into the account which paid for the repairs and/or covered the replacement cost.