Information

Property Claims

Effective

1992

Number

Risk 1.02

Applicability

This procedure applies to the University Community (administrators, faculty, staff, and students).

Administrative Authority

Vice President for Risk, Audit, and Compliance

Responsible Unit

Enterprise Risk and Insurance
215 Central Avenue, Suite 205
Louisville, KY 40208
Phone: 502-852-6926
Email: rskmgt@louisville.edu

History

Revision Date(s): June 16, 2016; August 24, 2020; February 20, 2023

Reviewed Date(s): June 16, 2016; August 24, 2020; February 20, 2023

Categories

Reason for Procedure:

This procedure was developed to aid the University community in the event of a property claim on university/departmental property.

Statement:

Property Damage Insurance Claims

Before An Incident Occurs:

- Inventory property: Using Inventory Control's policies and procedures make sure all department items are appropriately inventoried. The University's insurance coverage is based on the inventory kept by Inventory Control. If items are not on Inventory Control's list, they will not be covered by the University's property insurance. It is very important to keep the department inventory list up to date.
- Have emergency numbers readily available: Emergency contact information for appropriate departmental staff, including night and weekend numbers, should be available to the University of Louisville Police Department if an incident occurs.
- Preventative Maintenance: Conduct, or have conducted, regular inspections and routine maintenance to keep equipment and facilities in good working order. If equipment or facilities need repairs, contact the appropriate people to have repairs made before an incident occurs.

After An Incident Occurs:

- Report the incident as soon as possible. Contact the University of Louisville Police Department at 502-852-6111, Physical Plant at 502-852-6241, and report the property damage on the Enterprise Risk and Insurance website via the Property Damage Report form. For questions, contact Enterprise Risk at 502-852-4654 or rskmgt@louisville.edu.
- Minimize property damage. Keeping your personal safety and the safety of others first, then take appropriate steps to minimize property damage.
- To file a claim with the appropriate insurance carrier, Enterprise Risk will need the following information:

1. The department name.
2. The department representative (name, phone number, email address, etc. for the department contact person).
3. A detailed description of any damaged item(s), including the inventory control number, location (building and room number). If damaged item(s) does not have a UofL inventory control number, please provide make, model, serial

number, etc., and any original purchase information.

4. Description of the damage to the item(s) (what is not working, how it is damaged). Also, please provide photos of damaged property and/or location(s).
5. Replacement information for "like, kind, and quality" (company quote/estimate or catalog information) and/or repair quote or estimate. Documentation from a qualified technician or Tier I detailing why item should be repaired and/or replaced should also be provided with the quotes or estimates.
6. If there are any items that are currently working, but you have reason to believe there could be a problem with them in the future as a result of the incident, provide the UofL inventory control numbers, location and a detailed description of the item and the reason there may be a future problem.
7. Information regarding any extra expense that may be incurred as a result of the incident (lease equipment, relocate offices, etc.).
8. What will be required to get your program back in operation (equipment and repairs necessary before the department can resume operations - it is the University's goal to get programs back in operation as soon as physically possible after an incident).

THE UNIVERSITY DOES NOT INSURE PERSONAL PROPERTY OF STUDENTS, FACULTY, OR STAFF

WHAT NOT TO DO:

- Do not state the cause of the incident to anyone other than Enterprise Risk. Until all the circumstances surrounding the incident and resulting property damage have been researched, the actual cause may not be known. Therefore, when talking to anyone other than Enterprise Risk about the incident, don't state the cause of the incident.
- Do not remove or repair damaged items, unless it is necessary to minimize loss or prevent further damage. Item(s) should not be removed from the incident scene or repaired until after the initial inspections by Enterprise Risk or Adjuster are complete.
- **Do not discard damaged equipment**. It may be necessary to inspect specific equipment item(s) as part of the claims process. Enterprise Risk will give the department permission to discard any damaged property. Before discarding any University equipment, contact Inventory Control for appropriate procedures to follow.

CLAIMS PROCEDURES:

1. The department(s) reporting a claim provides the information listed above through the Enterprise Risk and Insurance website via the Property Damage Report form.
2. Enterprise Risk then files the claim with the appropriate insurance carrier(s).
3. Enterprise Risk works with the insurance adjuster(s) and department(s) to ensure that the claim is moving toward settlement as quickly as possible.
4. Department(s) will either pay for replacement/repair of damaged item(s) or wait for claim settlement for funds to replace/repair damaged item(s).
5. Settlement is received by Enterprise Risk and Insurance.
6. Enterprise Risk contacts department(s) and requests account information for the account the department(s) wants the settlement deposited into.

Note: When settlements are received by Enterprise Risk, policy deductibles and any appropriate depreciation have already been removed from the settlement by the insurance carrier.

Related Information:

Property Insurance
Property Damage Report Form

Responsibilities:

University departments with university property or property that is in the care, custody, and control of the university and/or university department.