

THEFT & DAMAGE + INSURANCE CLAIM PROCEDURE



THEFT and/or DAMAGE PROPERTY or EQUIPMENT INCIDENT PROCEDURE

REPORTING PROCESS

Contact CPS immediately when theft is suspected or confirmed:
x2222 / x2121 or 080 650 2222

Complete the INS01 Risk Incident Advice/Report form & send through via email CC'ing:
* Monique Muller - monique.muller@uct.ac.za
* HOD - head.chemistry@uct.ac.za

Forward to UCT Insurance Office:
Insurance Office
fnd-ins-comm@uct.ac.za

Monique Muller to request CCTV camera footage:
* Chemistry Levels 1, 4 - 7
* CILT Level 7
* STATS level 5

CLAIM PROCESS

PERSONAL CLAIMS

Kindly note student/staff personal possessions are not covered, have to claim from own personal insurance.
UCT does not provide insurance cover for students' personal belongings except in case of fire or flooding in student residences.

Assets List: > R15 000 - Pieter de Kock

Contact CPS Investigations department for investigation & report/case no:
* Bernard Soules: bernard.soules@uct.ac.za
* Raymond Herandien: raymond.herandien@uct.ac.za

If replacement value of the claim is greater than R30 000
An excess by department may be expected

UCT CLAIMS

For UCT assets/property ONLY
Complete the INS03 Insurance Claim
IMPORTANT: Include Estimate Amount even if not sure what it will be/without quotes received
Do not add any negative reflection on what happened i.e. left tap open; did not lock door etc.

Forward to UCT Insurance Office:
Insurance Office
fnd-ins-comm@uct.ac.za

- The following documents will be required when submitting the claim:
- Fully completed claim form. The declaration must be signed.
 - CPS report
 - Full description of the stolen items
 - Asset register
 - Proof of purchase / ownership - items <R30 000
 - Two quotes for each damaged/stolen item
 - Proof of ownership & a blacklist letter for each laptop claimed
 - Full description of incident
 - SAPS details
 - Police station at which accident/ incident was reported
 - SAPS reference number
 - Replacement quotations
 - Invoice (as proof of original purchase)
 - Proof of forcible and violent entry/ exit
 - Photographs

UCT ASSETS

- AST001 Asset Acquisition Policy
- FG001 Insurance Documentation
- FG005 Guideline: Protection of high risk UCT portable devices & equipment
- FG008 Insurance Cover Guidelines

POLICIES

FORMS

- INS01 Incident Report/Advice Asset Claim Cover Sheet
- INS02 Overseas Travel Insurance
- INS03 Insurance Claim
- INS04 Assets all risk - staff in transit insurance