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
* 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.

UCT CLAIMS

For UCT assets/property ONLY
Complete the INS03 Insurance Claim

Assets List: > R15 000 - Pieter de Kock

Forward to UCT Insurance Office:
Insurance Office

fnd-ins-comm@uct.ac.za

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

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

UCT ASSETS

POLICIES

AST001 Asset Aquisition Policy

FG001 Insurance Documentation

FG005 Guideline: Protection of high risk UCT portable devices & equipment

FG008 Insurance Cover Guidelines

FORMS

INS01 Incident Report/Advice Asset Claim Cover Sheet

INS02 Overseas Travel Insurance

INS03 Insurance Claim

INS04 Assets all risk - staff in transit insurance