

THEFT & DAMAGE + INSURANCE CLAIM PROCEDURE



THEFT and/or DAMAGE PROPERTY or EQUIPMENT INCIDENT PROCEDURE

REPORTING PROCESS

CLAIM PROCESS

UCT ASSETS

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

FG001 Finance Guideline: Insurance Claim Documentation
FG005 Finance Guideline: Protection of high risk UCT portable devices & equipment
FG008 Insurance Cover Guidelines
ICT001 Replacement Cycle of End-User IT Equipment

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

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

Monique Muller to request CCTV camera footage:
* Chemistry
* CLT level 7
* STATS level 5

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

UCT CLAIMS

For UCT assets/property ONLY
Complete the INS03 Insurance Claim

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

Contact CPS Investigations department for investigation & report/case no:
* Warren Pekeur: warren.pekeur@uct.ac.za
* Bernard Soules: bernard.soules@uct.ac.za
* Raymond Herandien: raymond.herandien@uct.ac.za
* Anthea Appollis: anthea.appollis@uct.ac.za

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

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

POLICIES

FORMS

INS01 Incident Report/Advice
Asset Claim Cover Sheet
INS04 Assets all risk - staff in transit insurance
INS03 Insurance Claim
INS02 Overseas Travel Insurance
AS001 Asset Acquisition
AS003 Asset Relocation / Transfer
CD006 Donated Asset Notification