

Volume G2: General Administrative	G2.02.6 Reporting and Filing Insurance Claims Effective Date: 05/01/2014 Last Revised: 05/01/2020 Date of next review: 05/01/2025	Responsible Office: Risk Management
Chapter 02: Auxilliary Services		Responsible Officer: Vice President for Finance and Administration

POLICY STATEMENT

Northeastern Illinois University (the "University") provides insurance coverage for property and liability exposures appropriate for the risk. In the event of a property loss, wrongful act, or other incidents that expose the University to potential liability, the University maintains a process for reporting and filing claims.

PURPOSE OF THE POLICY

This policy and included procedures provide guidance to the University community in the reporting and filing of insurance claims.

WHO IS AFFECTED BY THIS POLICY

University faculty and staff.

DEFINITIONS

Wrongful Act: The event triggering coverage under many professional liability policies. Typically, a "wrongful act" is defined as an act, error, or omission that takes place within the course of performing professional services.

Claims: A formal request by a policyholder to an insurance company for coverage or compensation for a covered loss or policy event. The insurance company validates the claim and, once approved, issues payment to the insured or an approved interested party on behalf of the insured.

Notices: Letters from attorneys and lawsuits.

General Liability Incidents: A standard insurance policy issued to business organizations to protect them against liability claims for bodily injury (BI) and property damage (PD) arising out of premises, operations, products, and completed operations, and personal injury (PI) liability. These Incidents are more thoroughly defined in the University's commercial general liability policy and must be reported to Risk Management as soon as possible.

Property Damage Incidents: These Incidents include damage to University property either through willfulness or negligence by a person or entity or by natural phenomena. These Incidents are more thoroughly defined in the University's property damage policy and must be reported to Risk Management as soon as possible.

REGULATIONS

State of Illinois Self-Insured Motor Vehicle Liability Plan:
<https://www2.illinois.gov/cms/benefits/rm/Pages/MotorVehicleLiability.aspx>



Northeastern Illinois University purchases insurance to protect its resources and assets. Examples of coverage included in the University's program of insurance are property, business interruption, crime, commercial general liability, educator's legal liability (including officers and directors), special risk accident, foreign liability, liquor liability, and cybersecurity.

All Claims involving property damage or loss or other Incidents which expose the University to potential loss or liability must be reported immediately to Risk Management, which will assist the department in reporting and filing a Claim with the appropriate insurance carrier.

The Equal Employment Opportunity Commission (EEOC) and the Illinois Department of Human Rights (IDHR) charges must be reported to the General Counsel and may be reported to Risk Management, if appropriate, but they are not considered Claims while they are at those agencies.

Departments are not authorized to settle Claims on behalf of the University.

Commercial property losses are subject to a deductible, which may be charged to the department sustaining the loss.

PROCEDURES

All incidents that might result in an insurance liability claim are reported to Risk Management as soon as possible by phone or email to coordinate the investigation and report Claims with the University's insurance provider.

1. PROPERTY DAMAGE

In the event of property damage, the following steps should be taken immediately:

- 1.1. Protect the property from further damage.
 - If water is involved, begin remediation and drying
- 1.2. Take photos or video of the damage.
- 1.3. Retain damaged property until the Claims adjuster has been consulted.
- 1.4. Establish a record system to record all costs and expenses related to the loss including cleanup efforts of University staff or contracted parties.

2. PERSONAL INJURY

- 2.1. If a person is injured, contact University Police (ext. 4100) or dial 911 if immediate medical attention is necessary.
- 2.2. Do not make any promises or financial commitments on behalf of the University.
- 2.3. Prospective claimants submit Claims in writing to Risk Management and include the following:
 - A statement of the occurrence,
 - Time of occurrence,
 - Location of occurrence, and
 - Specifically what type of relief is being requested.

3. WRONGFUL ACTS BY EMPLOYEES

In the event that a University employee has committed a Wrongful Act, all University faculty and staff are expected to do the following:

- 3.1. Report employment practice Claims, Claims alleging "Wrongful Acts", or receipt of Notices to their immediate supervisors or other University authority who will work with Risk Management or General Counsel to immediately notify the insurance carrier.
 - Do not make any promises or financial commitments on behalf of the University. Departments are not authorized to settle Claims.

4. AUTOMOBILE ACCIDENTS

In the event of an auto accident, the following steps should be taken immediately:

- 4.1. Contact University Police (ext. 4100) or dial 911 if immediate medical attention is necessary.



- Accidents involving University vehicles are reported within 24 hours to the Parking and Transportation Department who will take the lead to report to Risk Management and Central Management Services (CMS).

HISTORY

05/01/2020 – Revised (5-year review)
 Public comment period (revision): 04/01 – 30/2020
 01/10/2019 - Reclassified and recoded from General Administrative (G2) to Finance (F1)
 Formerly Administrative Memorandum No. 2 – Insurance: Filing Claims Under Self-Insurance Program effective date 03/01/1995

CONTACT INFORMATION

Please direct questions or concerns about this policy to:

Contact	Phone	E-Mail
Vice President for Finance and Administration	(773) 442-5100	VPfinance-admin@neiu.edu

DISCLAIMER

The University reserves the right to modify or amend sections of this policy at any time at its sole discretion. This policy remains in effect until such time as the Responsible Officer calls for a review. Requests for exception to any portion of this policy, but not to the policy statement, must be presented in writing to the Responsible Officer.