# After A Loss: Workflow

## **1. Critical Needs**

Notify Emergency Services (i.e., Police, Fire, etc.)
Initiate Campus Services (i.e., EH&S, Facilities Services, TAPS, etc.)

After

Loss

### 5. Claim Debrief

• Work with Department Leadership, Campus Stakeholders, and Risk Management to review lessons learned and implement preventive measures

#### 2. Claims Process

Report damage or loss by submitting an <u>Incident Report</u>
Notify Department Leadership (i.e. CFAO/FAO)
Assist with Investigation
Monitor Claims Milestones
Be Patient: Coverage determination and claim resolution take time

#### 4. Financial

- •Work with CFAO/FAO to address immediate financial loss
- •Track all expenses related to the loss
- •Timely Review of Statement of Loss (SOL)
- •Provide COA for payment processing (if applicable)

### 3. Investigation

- •Aid Claim Examiners with investigation and inspections conducted by experts
- Provide documents & information timely



#### **Risk Management**

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