Q: What is covered by this policy?
A: Only USP owned items (equipment and portable electric equipment) listed as insured are covered in this policy.

Q: I am using my personal laptop for USP business. Does this policy cover my personal laptop?
A: No. the ‘All Risk’ insurance policy covers only USP-owned items. Personal laptops might be covered while you are official business with USP. See the travel policy pages of our web site.

Q: What is meant by ‘deductible’ (also called excess)?
A: Amount USP has to meet/bear for each and every claim/loss. (There are two excess limits)

Q: When a settlement is processed who is responsible for the excess portion?
A: The USP department.

Q: If two of more USP items are stolen at the same time, which excess is payable?
A: Excess is paid on a per loss basis so both items have an excess applied to them.

Q: When can I replace my stolen piece of equipment?
A: As soon as your request is approved by your department/school. The insurance claim process plays no part in this.

Q: What happens to insurance claim settlements?
A: Insurance settlements are receipted to USP general fund and not returned to the department.

Q: What are the procedures for reporting incidents for items insured under this policy?
A: Incidents must be reported to the relevant USP departments as per USP procedures. You must also immediately inform the following in compliance with USP policies and procedures:

- **Losses on Campus:** Campus security or your Campus Director. They will contact the police per USP policy.
- **Losses off Campus:** Police and USP departments per USP policy.
- **The Risk and Insurance Unit:** Immediately upon discovery for insurance purposes. The Unit will provide you the list of required documents and the deadline for submission.

Q: Who is responsible for providing supporting documents?
A: The person responsible for the item at the time of the theft/incident. They need to ensure the required documents are forwarded to the RI Unit by the advised deadline. This is important to avoid claims being denied due to inadequate supporting documents not being provided in a reasonable deadline.
Q: Is an item covered if I give it to a family member or a friend to use?
A: Only approved persons can use USP property. This includes using USP property off campus. Failure to comply increases the risk of a declined claim.

Q: How can the department inventory listing assist me?
A: Maintaining an accurate inventory listing will assist with inventory reconciliations, recording who has equipment and when items need to be returned. These procedures can all help to prevent losses.

Q: Does the insurance company consider the circumstances leading to the loss?
A: Yes. Inadequate preventative measures may lead to claims being declined.

Q: What can I do to prevent loss?
A: Do not leave items unattended, in full view of the public or in an open offices etc. Keep items in a safe place when not in use, i.e. a safe, locked cabinet or office.

Q: Can you help us with looking at preventative measures?
A: There is a self-assessment guide on the Insurance intranet site to help you.

Q: What should I do if an airline or coach company misplaces USP property?
A: Report the matter to the carrier. Seek compensation. If they don’t compensate, include their reply in the information you provide to the Risk and Insurance Unit. Insurers expect us to approach the companies first.