

## **GEORGE MUNICIPALITY**

# **INSURANCE MANAGEMENT POLICY**

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## 1. INTRODUCTION

Asset Management is one function in ensuring effective financial management. Section 63 of the Municipal Finance Management Act, No. 56 of 2003 (MFMA) places the responsibility of asset management on the Accounting Officer.

Section 63 (1)(a) stipulates as follows:

“The Accounting Officer of a municipality is responsible for the management of -

- a) the assets of the municipality, including the safeguarding and the maintenance of those assets; and*
- b) the liabilities of the municipality.”*

Section 78 (1)(e) stipulates as follows:

*“However also assigns responsibility to each Director of a municipality and each official of a municipality exercising financial management responsibilities, to take all reasonable steps within their respective areas of responsibility to ensure that the assets and liabilities of the municipality are managed effectively and that assets are safeguarded and maintained to the extent necessary.”*

Other legislative requirements in this regard placed on the Accounting Officer are:

- to take all reasonable steps to ensure that the George Municipality has implements budget related policies that was approved with the annual budget (Section 24(2)(c)(v) of MFMA) for effective financial and risk management.

## 2. DEFINITIONS

In this policy document the following words will have the meaning assigned to it:

**"Accounting Officer"** means a person appointed in terms of section 54A of the Municipal Systems Act, No. 32 of 2000 (MSA) and refers to the Municipal Manager of a municipality in terms of section 60 of the MFMA;

**"Director"** means all officials reporting directly to the Accounting Officer as contemplated in section 56 of the MSA.

**“Assets”** means resources controlled by the Municipality as a result of past events and from which future economic benefits or service potential are expected to flow to the Municipality;

**"Budget-related Policy"** means a policy of the Municipality affecting or affected by the annual budget of the municipality and includes all policies as prescribed in terms of the Municipal Budget and Reporting Regulations;

**“Chief Financial Officer”** means a person designated in terms of section 80(2) (a) of the MFMA; **“Council”** means the Municipal Council of George Municipality referred to in section 18 of the Municipal Structures Act, No. 117 of 1998;

**“Councillor”** means a member of council;

**“Damage”** means the loss, destruction, or damage of tangible property;

**"Delegation"** means the power to perform a function duty which is given to an office bearer, councillor, or staff members either in terms of section 59 of the MSA or section 79 of the MFMA;

**"Executive Mayor"** means the councillor elected as the executive mayor of the municipality in terms of section 55 of the Municipal Structures Act;

**"Financial year"** means a twelve-month period commencing on 1st July and ending on 30th June each year;

**“General Public”** means ordinary persons, or the state of a nation, or community members including legal entities such as businesses;

**“Insurer”** is the company that provides insurance coverage by assuming financial risk in exchange for premiums paid by the municipality;

**“Broker”** means institution who advises insurance needs and negotiates insurance

contracts on behalf of George Municipality with Insurer/s at a fee as compensation;

**“Policy holder ”** means an organisation who holds an insurance contract with the insurer. For all purposes in this policy, George Municipality will be referred to as the Policy Holder;

**“Insurance”** means a financial arrangement in which the municipality pays premiums to an insurer in exchange for protection against specified risks. In the event of a covered loss, the insurer provides compensation, helping to mitigate financial impact;

**“Insurance Section”** means the section of the municipality designated by the Chief Financial Officer to be administratively in charge of the short-term insurance functions;

**“Excess”** means the fixed amount a municipality is required to pay towards a claim before the insurer covers the remaining costs, as specified in the policy terms.;

**“Within Excess”** refers to a situation where the cost of a claim is equal to or less than the excess (deductible) amount specified in an insurance policy. Since the excess is the portion of the claim that the municipality is responsible for paying before the insurer do a settlement, any claim amount that falls within this limit must be fully covered by the municipality;

**“Insurance claims Within Excess Committee”** means the committee established within the municipality responsible for reviewing and deciding on claims outcome that fall within the policy's excess (deductible) limit;

**“Money”** means cash, bank and currency notes, cheques, postal orders, money orders, current negotiable postage, revenue and holiday stamps, credit card vouchers and documents, certificates, or other instruments of a negotiable nature;

**“Municipal Council”** means the council of the municipality referred to in section 18 of the Municipal Structures Act 117 of 1998;

**“Occurrence”** means an accident or an event or a continuous event or repeated exposure



to conditions, which results in personal injury, property damage, advertising liability, errors and omissions, exposure to medical malpractice and/or legal defence costs;

**“Personal Injury”** means bodily injury, inclusive of internal injury (poison etc.) causing disability or shock, including death at any time arising there from, mental anguish and mental injury;

**“Public liability claims”** means the claim instituted by a third party against the municipality. In other words, this refers to claims from the public against the municipality for:

- a) false arrest, false imprisonment, wrongful eviction, wrongful entry, wrongful detention, wrongful discharge, or malicious prosecution;
- b) libel, slander, defamation of character, injuria, humiliation, or invasion of the rights of privacy, unless arising out of advertising activities;
- c) discrimination not committed by or at the direction of the Insured or any executive officer, director, or councillor thereof, but only with respect to the liability other than fines and penalties imposed by law; and e) assault and battery committed for the purpose of protecting persons and/or property; caused by an occurrence;

**“Act of God”** means an uncontrollable event, such as a tornado, flood, or tsunami, earthquakes, landslides not caused or controlled by humans;

**“Malicious Damage”** means damage caused on purpose to the property of another person;

### 3. ABBREVIATIONS AND OBJECTIVES

AO – Accounting Officer

CFO – Chief Financial Officer

MFMA – Municipal Finance Management Act, No. 56 OF 2003

MSA – Municipal Systems Act, No. 32 of 2000

SCM – Supply Chain Management

SOP – Standard Operating Procedures

SLA – Service Level Agreement

SASRIA – South African Special Risk Insurance Association

COIDA – Compensation for Occupational Injuries and Diseases Amendment Act, No. 61 of 1997

#### **4. OBJECTIVE**

The objective of this policy is:

- to comply with legislative framework with regards to safeguarding of assets;
- to minimize risks and liabilities associated by having Insurance coverage;
- to provide an effective and efficient workflow within the municipality regarding insurance; and
- setting out the role and responsibilities of Councillors and officials regarding safeguarding of municipal assets

#### **5. RELATIONSHIP WITH OTHER POLICIES**

This policy, needs to be read in conjunction with other relevant adopted council policies, including the following –

- a) Delegation of authority
- b) Asset Management policy
- c) Supply Chain Management policy
- d) Budget Policy
- e) Fleet Management Policy
- f) IT Policy

#### **6. RESPONSIBILITIES FOR INSURANCE**

##### **6.1 General**

- 6.1.1 The Accounting Officer (AO) must ensure that all identified risk with regard to asset and liabilities management are reduced by means of preventative measures, and what remains that cannot be retained must be transferred to be covered by another party, i.e. Insurance.

- 6.1.2 It shall be the duty of each Director (or delegated official/s) to ensure that preventative measures are implemented as far as possible within their Directorates (i.e servicing of fire extinguishers, clearing gutters, comply with the Occupational Health and Safety Act 85 of 1993). Additionally, Director should take cognizance, that if preventative measures are not implemented the insurance portfolio's claim ratio is impacted by each claim submitted and the claim ratio impacts the risk category the municipality will be placed in by the Insurance which will impact the premium being charged by the Insurance.
- 6.1.3 To minimise the risk of loss each Director (or delegated official/s) should advice all staff within their department of their obligation to ensure the security of municipal assets and also to institute disciplinary steps and /or recovery if deemed necessary.
- 6.1.4 Each employee should insure personal property against loss or damage, particularly if it is of significant value with their private insurer.
- 6.1.5 Employees should avoid storing private property at the workplace for extended period of time, especially over weekends and during vacation periods.
- 6.1.6 It shall be the duty of each Director (or delegated official/s) to ensure that sufficient budget is available to cover premiums and excess payments.

## **6.2 Insurance portfolio**

- 6.2.1 The Chief Financial Officer (CFO) shall call for bids to appoint an Insurer or Broker at least once every three years and the appointment must be performed via the normal Supply Chain Management (SCM) process of George Municipality.
- 6.2.2 The CFO shall sign a Service Level Agreement (SLA) with the appointed Broker/Insurer regarding the Insurance portfolio/schedule/policy.
- 6.2.3 It is the responsibility of each Director (or delegated official/s) to determine which assets owned by, leased to or under the control of the municipality are to be insured, as well as the nature and value of cover.

## **6.3 Claims**

- 6.3.1 It shall be the duty each Director (or delegate official/s) to notify the Insurance Section without delay of any new insurable risk or of any alterations in an existing insurable



risk which has arisen in connection with his/her department. Refer to Standard Operating Procedure (SOP) for Administration of Insurance attached for forms and detail how notification should be done to the Insurance Section.

- 6.3.2 It shall be the duty of each Employee to report a claim by or against the municipality is logged with the Insurance Section. Reporting is to be done in accordance with the SOP Administration of Insurance.
- 6.3.3 Failure to report and accident or incident to the Insurance section within the required timeframe will result in Disciplinary steps being taken against the alleged employee in line with the Disciplinary procedure (Collective Agreement).
- 6.3.4 It is the responsibility of the relevant Director (or delegated official/s) to ensure that all documents and/or information (for example any required forms, departmental reports incident/accident reports, police reports, quotations etc) for the completion of the claim is forwarded to the Insurance Section.
- 6.3.5 It is the responsibility of the relevant Director (or delegated official/s) to assist the Insurer and/or assessor appointed by Insurer with any information required in order to finalise a claim.
- 6.3.6 It is the responsibility of the Insurance section to manage operations associated with insurance coverage, claims logged, record keeping of claims, claims register and payments to the Broker/Insurer. Detail pertaining to the management of operation related to insurance is set out in the SOP Administration of Insurance.
- 6.3.7 The CFO (or delegated official/s) shall have the discretion to not submit a claim received to the Insurer.

## **7. INSURANCE COVERAGE**

- 7.1 The municipality shall provide special risk cover for councillors in accordance with the Public Office Bearers Remuneration Act, No. 20 of 1998.
- 7.2 All insured assets shall be handled in terms of the municipality's insurance as agreed with the Insurer/Broker.
- 7.3 Material movable and Immovable assets (in value and substance) shall be insured at least against destruction/accidents, fire and theft, and all municipal buildings shall be insured at least against fire and allied perils.

- 7.4 Separate cover for riot, strike and public disorder damage, falls under the South African Special Risk Insurance Association (SASRIA), and should be taken out at the discretion of the AO in consultation with the CFO and the relevant Director.
- 7.5 The decision to insure or not to insure an asset, will be the discretion of the relevant Director or delegated official, but within consultation with the Insurance Section.
- 7.6 Amendments, additions or deletions to the insurance portfolio, as a result of circumstances changing during the year, shall be made with the Broker/ Insurer by the Insurance Section.
- 7.7 The following assets and risks should, after consideration of risk and excess, be insured: -
- Buildings
  - Plant and Equipment
  - Investment properties
  - Office Content (Office Equipment, Furniture and fittings)
  - Electronic equipment
  - Maintenance Equipment
  - Vehicles (Comprehensive including 3rd party liability)
  - Finance leased assets
  - Hire purchased assets
- 7.8 The other items to be covered in the insurance: -
- Homeowners
  - Business interruption
  - Cash
  - Fidelity Guarantee
  - Public Liability
  - Marine
  - Directors and Officers
  - Personal Accident Councilors (with reference to Public Office Bearers Remuneration Act 20 of 1998)

7.9 Ad-hoc insurance coverage quotation can be arranged with the Insurer for special event/occasion, however only if a request is received from the user department, event being organised as an official event and if sufficient funds are available on the budget.

## **8. INSURANCE EXCLUSION, CLAIMS AND EXCESS**

### **8.1 Insurance Coverage exclusions**

8.1.1 All property owned by or leased to the municipality for which the municipality is responsible must be insured except for the following which are specifically excluded:

- Land, topsoil, backfill, drainage or culverts
- Graves and tombstones
- Driveways, pavements, outdoor parking surfaces
- Storm water piping including their supporting structures, other than on or within 150 meters of insured property
- Loose assets falling within the excess payment of the applicable insurance policy
- Electrical and communication transmission and distribution lines including cabling and their support structures, other than on or within 150 meters of any insured premises.
- For any public function held but not organised by the municipality in an official capacity.

8.1.2 Any event of risk where the Council is specifically indemnified.

8.1.3 Compensation for personnel are covered under the Compensation for Occupational Injuries and Disease Amendment Act, No 61 of 1997 (COIDA)

### **8.2 General Claims Exclusions**

8.2.1 Any claims submitted where occurrence of an accident or incident was due to *Act of God*.

8.2.2 Any third-party claim submitted as a result of tree roots unless evidence is presented by third-party and confirmed by the relevant department that the department was notified about the potential risks related to the roots and the relevant department did not act accordingly.

8.2.3 Any claim where any loss or damage, direct or consequential, suffered or sustained by a third-party or customer as a result of or arising from the cessation, interruption,

or any other abnormality of the supply of electricity, grid failure unless caused by negligence on the part of the municipality.

8.2.4 Any claim where any loss or damage, direct or consequential, suffered or sustained by a third-party as a result of or arising from the operation or worked performed by a Contractor of the municipality.

8.2.5 Any claim for loss or damage, direct or consequential, suffered or sustained by a third-party or customer, but where the cause of the damage or incident was not due to any property owned by the municipality or any negligent actions of the municipality.

## **9. EXCESS**

### **9.1 Insurance policy excess payable**

Excess is paid in accordance with the agreed policy of the Policy holder.

### **9.2 Payment of excess by employees**

Where in the opinion is established by the Director and/or the AO that an employee's negligence led to the damage, or loss of an asset, the excess amount payable to an Insurer may be recovered from the employee concerned in terms of the Disciplinary Procedures.

## **10. LIABILITIES**

### **10.1 Insurance Claims (Excess)**

Claims that will be dealt with by the Broker/Insurer in terms of the agreement between Policy Holder and the Broker/Insurer.

### **10.2 Insurance Claims (Within Excess)**

Third-party claims, where the claim value is under the excess amount will be directed to the *Insurance claims Within Excess Committee* for review and conclusions, but excluding any claims that have legal processes involved.

- For any asset claims, where the claim value is under the excess amount will be directed to the relevant department for coverage to be done through the department budget.

### **10.3 Legal**

Claims where legal charges are issued against George Municipality and is not an Insurance claim (Excess). These claims are managed by the Legal Department of George Municipality.

## **11.COMMITTEE ESTABLISHED FOR INSURANCE**

### **11.1 Insurance Claims Within Excess Committee**

- 11.1.1 Assessing all public liability claims Within the excess amount.
- 11.1.2 Committee are to comprise with at least one member of the following Departments: Insurance Section, Legal and relevant user department related to the claim.
- 11.1.3 The Chairperson of this committee will be the delegated official from the Insurance Section.
- 11.1.4 Committee meetings will take place on a monthly basis, unless there are no claims to be reviewed.
- 11.1.5 Finalising all claims submitted to the committee and ensuring that all the required technical, financial, and legal aspects to each claim and application are dealt with.
- 11.1.6 Committee shall make recommendations to the Accounting Officer (or delegated official) on rejection or settlement offer/s (with value) towards a third-party claim.
- 11.1.7 Committee shall make recommendations to the Directors and/or Accounting Officer.

### **11.2 Vehicle Accident Committee**

- 11.2.1 Assessing all incidents where a municipal vehicle was involved.
- 11.2.2 Committee members are to comprise of the following: Director Community Safety (or delegate office), Insurance Section, Delegate official from the Traffic department, driver of vehicle involved in accident, supervisor of the driver and whoever is deemed necessary by the chairperson of committee.
- 11.2.3 The Chairperson of this committee will be the Director Community Safer (or delegated official).
- 11.2.4 Committee meeting will take place once twenty incidents are to be reviewed by the Committee.
- 11.2.5 Finalising cases submitted to the committee and ensuring that all the required technical, financial, and legal aspects to each case and application are dealt with.
- 11.2.6 Committee shall make recommendations to the Directors and/or Accounting Officer.

## **12. POLICY RENEWAL**

This AO with the assistance of the CFO and other Directors, are responsible for the implementation of this policy and must take reasonable steps to ensure that the policy is reviewed annually as part of the review of the other budget related policies.

## **13. INTERPRETATION OF THIS POLICY**

All words contained in this policy shall have an ordinary meaning attached thereto, unless the definition or context indicates otherwise.

The Chief Financial Officer (or delegated official) shall give a final interpretation of this policy in case of a disputes.

## **14. ANNEXURES**

Standard operating procedures – Administration of Insurance

## **INSURANCE MANAGEMENT POLICY**

This Policy is effective from the date of approval by the Council, as per the approved system of Delegations of the George Municipality.

Signed at GEORGE on the 3rd day of June 2025.

A handwritten signature in black ink, appearing to read 'GW Louw', is written over a horizontal line.

**MR GW LOUW**  
**MUNICIPAL MANAGER**



# **SOP ADMINISTRATION OF INSURANCE**

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## 1. Introduction

### 1.1 Purpose of the Standard Operating Procedure Manual

This Standard Operating Procedure (SOP) manual is designed to outline the administrative processes within the Insurance section. The manual ensures consistency in the administration of insurance policies for municipal assets employees, and operations, promoting transparency, accountability, and compliance with local government regulations and the Insurance Management Policy of George Municipality.

### 1.2 Scope

This manual covers all aspects of municipal insurance administration, including policy issuance, claims management, policy renewals, communication with officials, and record keeping. It specifically applies to insurance policies related to municipal assets (e.g., buildings, vehicles, public facilities), municipal employees, and government operations.

### 1.3 Abbreviations

- **SOP:** Standard Operating Procedure
- **SAPS:** South African Police Station
- **SLA:** Service level agreement
- **SCM:** Supply Chain Management

### 1.4 Definitions

- **Claim:** A request for compensation due to loss, damage, or injury.
- **Insurance Administrator:** The individual overseeing claims processing.
- **Claimant:** The party filing the claim.
- **Endorsement:** A modification or addition to an existing municipal insurance policy.
- **Municipal officials:** Any government employee or representative who interacts with the insurance system on behalf of its respective department.
- **Third-Party:** An external entity or individual making a claim against the municipality.
- **Insurance Portfolio/Policy:** A legal contract between the insurance company (insurer) and the municipality (insured). The schedule attached to and forming part of the Policy mentioning the details of the Insured, the Sum Insured, the period and the limits to which the Benefits under the Policy are subject to, including any Appendix's and /or endorsements, made to or on it from time to time, and more than one, then the latest in time.
- **Insurance schedule:** The document containing all the details of the municipal assets and/or employees that are to be insured by the service provider.

- **Service provider:** The appointed Broker who then appoints an Underwriter (insurer) who provide risk coverage to the municipality in terms of the policy.
  - **Service level agreement:** A legal contract between the insurance company (insurer) and the municipality (insured).
- 

## **2. Roles and Responsibilities**

### **2.1 Insurance Administrator**

- Oversee the daily operations of the municipal insurance department.
- Ensure all municipal assets and employees required to be insured are insured.
- Manage the intake of claims, assess eligibility, and ensure claims are processed in a timely and transparent manner.
- Coordinate claims processes and assist officials with policy-related inquiries.
- Collaborate with other municipal departments and the underwriting team to determine claim settlements.

### **2.2 Municipal officials**

- All employees are required to report an accident or incident to their supervisor and then to the Insurance department (dependant on the type of incident) for insurance purposes.
- Provide guidance on policy coverage, claims processes, and premium payments.
- Assist in resolving claims by providing all required information (photos, reports, quotations etc) and provide required information regarding insurance matters.
- Officials are to complete Insurance Coverage Request form (Annexure A) for insurance cover with the relevant supporting documentation of the asset (e.g., vehicle registration, building details, equipment inventory, ukey for premium payment).
- Ensure department's operation budget have sufficient funds for insurance premiums and excess payments.
- All officials are to ensure that all claims are submitted within 30 days.
- Legal services: Provides legal advice and defence.

### **2.3 Service Provider**

- Broker appointed by municipality will appoint underwriter on behalf of the municipality to cover insurance policy of the municipality to mitigate risk.
- Provide guidance on policy coverage, claims processes.
- Assess and evaluate risks related to municipal assets, operations, and employees.

- Ensure proper insurance coverage is obtained, aligned with municipal risk management needs.
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### **3. Insurance Policy Issuance and Renewal**

#### **3.1 Process Overview**

- A service provider is appointed to provide insurance services to the municipality by means of Supply Chain Management (SCM) procurement process (Tender).
- The process for issuing insurance policies to the municipality is whereby the Service Provider receives asset detail, evaluating risk, and creating appropriate coverage for municipal assets, employees, and operations.

#### **3.2 Required Documents**

- Provide the service provider with an asset register and a populated policy schedule containing all assets, employees etc that are to be covered under the insurance policy.

#### **3.3 Policy Creation**

- Service provider will create insurance policy which will give detail about coverage limits, terms, and premiums.

#### **3.4 Approval and Distribution**

- The municipal insurance administrator ensures final policy approval by the relevant senior management.
- Policy documents are distributed to the municipality by the service provider and will be maintained in the insurance section.

#### **3.5 Policy Renewal**

- The supply chain process is followed by means of issuing a tender to a service provide for issuance of an insurance policy. A tender run for a period of 3 years and SLA stipulates terms and conditions for the tender.
  - Management must ensure that a new tender process is started last year of tender in accordance with SCM timeframes, should this service still be required.
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### **4. Policy Maintenance**

#### **4.1 Policy Updates**

- Request received by means of a completed Insurance Coverage Request form from the municipal department together with the supporting documentation of the insured asset (e.g., vehicle registration, building details, equipment inventory, ukey for insurance premium).
- Requesting departments should submit updates for policy amendments, such as coverage extensions or reductions.
- Verify that all required documentation is received and then submit the asset detail to service provider (Broker) to assesses the coverage needs and then add to municipal insurance portfolio.
- When changes occur within the municipality (e.g., acquisition of new property, employee changes, etc.), the policy must be updated.

#### **4.2 Premium Adjustments, Endorsements and Riders**

- Additional coverage (endorsements) or modifications (riders) may be added to policies as needed, such as additional liability coverage or adding new assets
- Annually premiums may be adjusted based annual increase to the service level agreement with the service provider or base on amendment made to the policy.
- The relevant management must approve any premium adjustments and inform the Budget office and department funds allocation.
- The insurance administrator ensures all changes are properly documented and communicated.

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### **5. Claims Management**

#### **5.1 Claims Reporting and Validation**

##### **a) Claims Reporting**

###### ➤ Motor vehicle claims:

Claims must be reported within 48 hours of the incident by officials to their supervisors, Fleet and Insurance Section. Please refer to the Fleet Management Policy, section 22 of this policy.

###### ➤ Municipal assets and employee claims:

Claims must be reported within 48 hours of the incident by officials to their supervisors and Insurance Section.

###### ➤ Third party claims:

Claims must be reported to the insurance section of the municipality at the Financial Services Department.

Claim forms (obtainable from the Insurance Administrator at Financial Services) and supporting documents must be submitted to the insurance department by hand or via email ([insurance@george.gov.za](mailto:insurance@george.gov.za)).

Failure to report within the required time frame will require a valid reason for late notification, for Insurance purposes. Late submission of a claim (after 30-days of the incident) it could result in the claim being rejected by the service provider.

Additionally, the Insurance Section are to report to the Director of the relevant Department on the non-reporting or late reporting institute Disciplinary procedures.

#### **b) Documentation and Validation**

- Claims must be supported by all required documentation such as Incident report, claim form, photos, medical records (if applicable), quotation/s, SAPS report and other relevant documents.
- The Insurance Administrator reviews claims submitted and check it against municipal insurance policy.
- Further evidence or supporting documents such as repair estimates, witness statements, and site visits may be required.
- Claims will be reviewed, and determination will be done if claims are deemed to be immaterial or will negatively impact the claims ratio in terms 6.3.7 of the Insurance Management Policy. For these claims, it will be reverted to the department and should accommodate repairs through the operating or capital budget for the relevant section.

### **5.2 Claims Processing, progress and settlement**

#### **a) Claim Processing**

- The Insurance Administrator upon receiving incident report and claim form shall lodge the claim with the service provider (Broker) within 10 working days of receipt of Incident.
- The insurance Administrator shall then issue all parties concerned with a unique Claim number once received from the Broker.
- The Insurance Administrator shall maintain claims register which should be updated as soon as the claim is received, up to the settlement and closure of claim.
- The Insurance Administrator shall request a departmental report pertaining to incident from the relevant Department.
- To establish progress; as well as obtain claim number from service provider (Underwriter) as an indication that the claim has been lodged successfully and update claims register.
- The Insurance Administrator shall weekly follow-up with the insurance brokers
- Liaise with service provider and department related to choosing repairer and excess payments. Determination of compensation and payment

### **b) Claims Settlement**

- Insurance Administrator liaise with service providers (Broker) regarding whether a claim falls within the excess or not.
- If claim fall within excess the claim will be directed to the Insurance Claims Committee.
- Service providers shall forward a settlement offer to the 3rd party with claims related to 3rd party. For internal claims the service provider will settle with repairer and the municipality will settle the excess with the service provider (Underwriter).

### **c) Payment Processing**

- Payments are processed according to municipal financial procedures through Creditors.

### **d) Communication with Officials**

- Claim decisions are communicated to the relevant parties.
- A settlement offer/s or rejection letter is sent to the municipality by the service provider to the insurance section.
- The insurance section will then forward a settlement offer/s or rejection letter to 3rd party.

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## **6. Record Keeping and reports**

- The Insurance Administrator shall maintain claims register with all claims logged and the necessary information (e.g. Date of incident, Type of claim, Type of damage, claim number)
- Securely store municipal records electronically.
- Municipal officials must ensure all insurance-related information remains confidential.
- On a monthly basis the Insurance Administrator will produce a status report on all claims and submit to manager.

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## **7. Annexures**

- A – Insurance Additions Form
- B – Claims Form: Third-party



**9. Approval**

The Standard Operating Procedure is approved by Chief Financial Officer on \_\_\_\_\_  
2025.

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**CHIEF FINANCIAL OFFICER**

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## Insurance: Additions Form (Page 1)

## INSURANCE: ADDITIONS FORM



Please email the completed form with supporting documents to [insurance@george.gov.za](mailto:insurance@george.gov.za)

1) Detail of the asset:

Asset Name:	
Asset Description:	
Size in square meters: (For Buildings or fences only)	
Location of the asset: (Building name / Office name / street address / GPS co-ordinates)	
GM nr / Serial nr / Asset barcode nr / In case of Hire vehicle give registration nr	
Department and Section:	
<i>Only complete if applicable</i> If equipment is fitted on another asset, please specify and give GM number of asset on which it is fitted	
Responsible official: For reporting /safe guarding of the asset:	

2) Specification and value of the asset:

Please complete the type of asset and give the relevant value for the asset.  
Attach relevant supporting documentation (e.g. invoice) and detail listing of content

<u>Type of asset:</u>	<u>Value:</u>
Building	
Content	
Fences or boundary walls	
Plant and Machinery	
Substation/ Transformers / Electrical switchgear etc	
Generators (fixed or fitted)	
All water purification works and pump stations	
Reservoir	
All sewerage works, pump stations	
Stadiums / pavilions / tartan tracks	
Any other <b>property</b> (more specifically insured)	
Electronics	
Tools and/or Machinery	
Vehicles and Trailers (Fleet)	
Generators (Moveable)	
Marine	

## Insurance: Additions Form (Page 2)

### Definition of type of assets:

#### Buildings are defined as :

- **building**  
(constructed of brick, stone, concrete or metal on metal framework and roofed with slate, tiles, metal, concrete or asbestos) including fixtures and fittings therein and thereon plant and equipment forming part of such building and permanent fixtures and fittings therein on thereon including but not limited to television and radio aerials, satellite dishes and masts, close circuit TVs and cameras, burglar alarms, fire extinguishing equipment, geysers, air condition units)
- **all outbuildings**  
(constructed of brick, stone, concrete or metal on metal framework and roofed with slate, tiles, metal, concrete or asbestos)
- **carports**
- **external signages**
- **railway sidings**
- **shade netting and their structure**
- **gates and gate motors, fences**
- **sporting or recreational structures**
- **walls (except dam walls)**
- **fixed water features, rainwater tanks, boreholes**
- **swimming pool**

**Contents** refers to movable property and assets within a premises (excluding electronics) not permanently fixed to the building.

**Electronic** refers to any computer, hardware, printers, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, including any similar system/devices

### 3) **Premium: Ukey**

Please note that the **current budget** on the vote is already committed to existing assets being insured and department may be required to do a viament to this vote for premium payments.

Hence you will be required to identify a vote where viament may be made from. Insurance office will give request for viament to Budget office, who will notify department of viament.

<b>Ukey</b> : Insurance Premium	
<b>Ukey</b> : Identified vote for viament	

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

## Claims Form: Third-party – Page 1

THIRD PARTY CLAIM  
FORM

Please email the completed form with supporting documents to [insurance@george.gov.za](mailto:insurance@george.gov.za)

1) **THIRD PARTY CONTACT DETAILS:**

Name and Surname:	
ID Nr:	
Physical Address:	
Cell phone number:	
Alternative contact number:	
E-mail address:	

2) **CLAIM:**

Please tick the type of claim you are submitting

- ☐ Damage to property  
☐ Vehicle damage  
☐ Medical cost  
☐ Damage due to electrical fault  
☐ Other (Please specify): \_\_\_\_\_

3) **GENERAL INCIDENT INFORMATION:**

- a) Purpose of the claim? \_\_\_\_\_
- b) Date of incident: \_\_\_\_\_
- c) Address/Place of incident: \_\_\_\_\_
- d) Briefly describe what has happened and how did it happen?
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- e) Please indicate the extent of damage to vehicle, property and/or injuries sustained?
- \_\_\_\_\_
- f) Amount of claim? R \_\_\_\_\_
- g) Is your claim based on actual expenditure incurred or estimate? \_\_\_\_\_

## Claims Form: Third-party – Page 2

h) Did you (third party) claim this incident from your insurance? YES ☐ NO ☐

If not, please provide reason why not? \_\_\_\_\_

i) Please describe the weather conditions on the day of incident. (eg. Wind/storm/rain/sunny)

\_\_\_\_\_

#### 4) SUPPORTING DOCUMENTS:

Please provide the following supporting documents:

- Photos of the damage incurred and/or incident
- Video footage of incident (if available)
- Damage report with quotation and/or invoice
- Valid driver's license (applicable to any vehicle damage claims)
- Vehicle registration document (applicable to any vehicle damage claims)
- No claims letter from insurance (applicable if no claim was submitted to own insurance)
- Police case number (applicable to any burglary/road accidents)
- Doctors report and invoices of actual expenditure related to medical expenditure claims
- Copy of municipal account (applicable to any claim to property damage/s)
- ID Copy of third party claiming

Please note that you may be contacted for additional information as and when required.

Signed at \_\_\_\_\_ on the \_\_\_\_ of \_\_\_\_\_ 2025.

Signature: \_\_\_\_\_