TOWN OF HILLSBOROUGH
PERSONNEL POLICY

POLICY 301 LAST REVISED 7/26/01

SUBJECT: INSURANCE CLAIMS

PURPOSE: To establish procedures for handling of liability insurance claims against the Town.

STATEMENT OF POLICY:

Claims for damages presented to the Town shall be referred to the City Clerk for filing with the Town's insurance administrator. All questions pertaining to claims shall be referred to the Assistant City Manager.

No employee will discuss matters involving claims against the Town, unless authorized to do so by the City Manager.

No employee is authorized to assume liability for an accident, injury or property loss, unless authorized by the City Council.

RESPONSIBILITIES

All Town employees must notify their supervisor of incidents involving potential claims within 1 day. The supervisor must report this information to his or her Department Head or the City Manager's Office within 3 days. Items reported should include any property damage occurring during work for the Town, no matter how small.

The City Clerk is responsible for receiving claims against the Town, and forwarding them to the Town's insurance administrator.

No employee shall discuss matters involving claims against the Town, except with the Town's claims administrator. Employees are to refer any inquiries from claimants, the public or media to the Town's insurance administrator or Assistant City Manager.

The Town's claim administrator is responsible for investigating the validity of claims against the Town and shall contact claimants and staff as needed.

The Town's claim administrator shall advise the Town as to need to assume liability or not. Claims are formally rejected by City Council if it is found that the Town bears no liability for a claim.