



**SAN MATEO COUNTY SCHOOLS
INSURANCE GROUP**

— A Public Entity —

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DISTRICT PROCEDURES FOR HANDLING TORT CLAIMS

- 1) Have a claim form prepared on District letterhead.
- 2) The District office is the proper location for receiving claims.
- 3) When a claim is received, **DATE STAMP IT**, (very important), and forward it immediately to SMCSIG.
- 4) If you're not sure that an item of correspondence is an actual claim, forward it (by fax or email) to SMCSIG for further advice. An example would be a letter with a demand for compensation.
- 5) Upon receipt by SMCSIG, the Claims manager will generally respond with one of 4 recommended actions:
 - A) Accept the claim
 - B) Reject the claim by Board action
 - C) Return for insufficiency
 - D) Return for untimelinessThere are exceptions.
- 6) There are form letters with special wording that should be sent with actions B, C and D, above. The claims manager can email you the forms, to be reproduced on District letterhead.
- 7) Be sure to send copies of any and all claim correspondence to SMCSIG for our files.
- 8) If there is an Incident Report on file that applies to tort claim received, be sure to forward the incident report to SMCSIG at the same time.
- 9) If SMCSIG recommends Board action, be sure to agendaize it so the Board will act within 45 calendar days of receipt.
- 10) Claims involving vehicle accidents are handled differently. Call and speak with someone at SMCSIG for further advice.

You may refer to Government Code §910 and §911 for further information.

