

Guide to the United Nations Claims Board (“UNCB”):
Claims for loss or damage to personal effects directly attributable to service

General

This document is intended as a general guide for processing service related claims for loss of or damage to personal effects.

Administrative Instruction ST/AI/149/Rev.4 (the “Administrative Instruction”) sets out the terms, exclusions and limitations for the payment of compensation for loss of, or damage to, personal effects, where the loss or damage is directly attributable to service (*i.e.*, the performance of official duties on behalf of the United Nations).

Staff members are encouraged to obtain, at their own expense, adequate personal property insurance coverage, valid at the duty station of their assignment as the Organization only provides compensation for loss or damage found to be directly attributable to service.

Conditions under which compensation may be payable

1. The Administrative Instruction provides that loss of, or damage to, personal effects are deemed to be attributable to service when the loss or damage is:

- caused by an incident which occurred while the staff member was performing official duties on behalf of the United Nations, for example:
 - attacks on United Nations offices or facilities;
 - armed robbery, kidnapping or other types of assault on United Nations staff members while performing their official duties;
 - malfunction of facilities or equipment provided by the Organization; or
 - acts directed at staff members specifically because of their association with the UN or due to explicit actions taken in the course of performing their official duties;
- directly due to the presence of the staff member, in accordance with an assignment by the United Nations, in an area designated by the United Nations as hazardous and such loss or damage occurred as a result of such hazard. This may include, for example, looting, stealing or destruction of personal effects resulting from acts of war, civil commotion or natural disaster, or following emergency evacuation of international staff members—where such hazards have been identified by United Nations in such duty station; or
- caused by an incident which occurred during any travel, by means of transportation furnished by, or at the expense or direction of, the United Nations, undertaken in connection with the performance of official duties, for example, loss of checked luggage by an airline or armed robbery.

Conditions under which compensation is *not* payable

2. Compensation is not payable for loss of, or damage to, personal effects when the loss or damage is:
- caused by negligence or misconduct of a claimant, such as loss of unattended luggage or other personal items;
 - sustained by a private vehicle which was being used for official business, including travel in connection with home leave, when such use was solely at the request, and for the convenience, of the staff member;
 - a result of pick-pocketing or other acts of common theft or fraud; or
 - a result of accidental damage.

Limitations and other factors considered

3. The personal effects of a staff member will be deemed to include those of the staff member's spouse and dependent children residing with the staff member in a duty station designated as a family duty station. Conversely, compensation is not payable for the personal effects of a staff member's spouse and dependent children in a duty station which is not designated a family duty station. In addition, compensation is not payable for personal effects in an unaccompanied shipment for travel on appointment, transfer or repatriation (which are insured under the Staff Rules).

4. Compensation is not payable for items which are not reasonably required for the particular living conditions at the relevant duty station. For example, if accommodation at the duty station is in a military camp or barracks, it would not be considered reasonable to have antiques, porcelain or valuable art. In addition, no compensation is payable for the loss of or damage to animals, motorcycles, boats, jewellery, negotiable instruments, tickets or documents.

5. Compensation of the following items is limited to the maximum amounts specified:

Automobile (and all accessories)	\$15,000.00
Television and/or video recorder	1,000.00
Stereo systems (compact disc players, tape recorder radio, amplifier, speakers and other accessories)	1,500.00
Video camera	1,500.00
Still camera	350.00
Personal computer equipment (including hardware and software)	3,000.00
Watch	350.00
Cash	400.00
Prescription glasses/lenses	300.00
Sports/recreation equipment	500.00
Decorative items (single household)	1,000.00
Decorative items (family household)	1,500.00
Pen	25.00
Video Tape/Compact disk (each, to a reasonable quantity)	10.00

6. The following factors are also considered:

- With respect to the items in the immediately preceding chart, compensation will be paid for only one of each item (i.e., there is no compensation for multiple items of the same category).
- For any single item not listed in the immediately preceding chart, compensation may not exceed \$3,000.00.
- In addition to the maximum compensation for an automobile, compensation in connection with any one incident may not exceed \$19,000.00 (for a staff member without recognized dependents residing with him or her at the duty station) or \$32,000.00 (for a staff member with recognized dependents residing with him or her at the (family) duty station).
- Compensation paid takes into account the age, condition and place of purchase of an item, original cost, replacement cost, depreciation and any other relevant factors.
- Where the UNCB finds unusual hardship or clear unreasonableness to apply the foregoing limitations to a claim, the UNCB may submit to the Controller for consideration reasonable compensation for such a claim.

Deadline / notification of loss

7. Claims for compensation must be submitted to the staff member's Executive/Administrative Office within two months of discovery of the loss or damage.

8. At the time of an incident, staff members should notify the appropriate authorities, including their Administrative/Executive Office, UN Security, and, if applicable, local police.

9. Staff members must take all reasonable steps to recover any lost or damaged items, claim suitable compensation from any party responsible, and claim against their own insurance company. Compensation from the Organization will be reduced by any such recovery, based on the disposition of claims made to insurance companies, airlines or transportation companies, governments or other third parties.

Documentation

10. Claims must include the following information and documentation (See Annex 3):

- claim form (attached as Annex 1) signed by the claimant (original copy);
- brief narrative of the circumstances of the relevant incident;
- inventory form (attached as Annex 2) of lost/damaged articles with their description, original cost, date and place of purchase or acquisition and estimated replacement cost;
- police or UN Security investigation report, statements signed by eyewitnesses or other persons in a position to furnish information relating to the loss or damage, news articles, photographs, correspondence or any other pertinent or corroborating documentation;

- description of any action taken to claim under insurance coverage or from a party responsible for the relevant loss or damage and, the results of such action;
- in the case of travel by common carrier, a copy of the lost property report and information on any reimbursement provided by the carrier; and
- in the case of damage, the cost of repair supported by a copy of the repair estimate, invoice or receipt.

Submission and adjudication of claims

11. Claims are first submitted to the Executive Officer/Chief Administrative Officer who will examine the claim and ascertain whether all required information and documentation has been provided. As appropriate, the Executive Officer/Chief Administrative Officer will additionally:

- request additional information or documentation from the staff member or other parties;
- provide any additional information on the causes and circumstances of the loss or damage, including copies of any investigation reports; and
- certify and provide:
 - Personnel Action or other documentation attesting to the claimant's contractual status with the Organization at the time of the incident;
 - Travel authorization/security clearance or any other documentation attesting to the claimant's official travel status at the time of the loss;
 - documentation indicating recognized dependents residing with the staff member at the duty station at the time of the incident;
 - inventory of personal effects filed by the claimant upon arrival to the duty station or the most recent inventory that has been filed, in each case, prior to the loss; and
 - other pertinent observations, including information regarding the replacement cost claimed.

12. The relevant Executive/Administrative Office forwards claims, with relevant documentation and their comments, to the secretary of the local claims review board ("LCRB"), if one has been established at the duty station, or, if no LCRB has been established at the duty station, to the secretary of the UNCB at headquarters.

13. Claims are adjudicated by the LCRB where one has been established at the duty station and its recommendations are submitted to the mission official to whom a delegation of authority has been granted for approval and instruction for payment of the claim by the duty station. Where a claim exceeds the delegated financial authority of the mission official, the LCRB, having adjudicated the claim, forwards its findings and all relevant information to the UNCB for adjudication by the UNCB, which submits its recommendations to the Controller for approval and instruction for payment of the claim by the relevant agency, department or duty station. Where no LCRB has been established at the duty station, claims are adjudicated by the UNCB and its recommendations are submitted to the Controller for approval and instruction for payment of the claim by the relevant agency, department or duty station.

Military Observers/Civilian Police

14. Claims from military observers and civilian police officers, and those of contingent personnel from troop contributing countries, are not receivable by the UNCB. Military observers and civilian police are referred to DOS for further guidance.

Payment of claims

15. Payment of claims is the responsibility of the relevant Executive/Administrative Office, which shall initiate payment upon (i) receipt of the Controller's decision or the decision made by the UN official to whom delegation of authority has been granted and (ii) receipt of an undertaking and assignment form (attached as Annex 4) executed by the claimant.

Annex 1 - Claim form

Annex 2 - Inventory list of lost/damaged personal effects

Annex 3 - Checklist of documentation submitted with claim

Annex 4 - Undertaking and assignment form

Annex 1

United Nations
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Claim for Loss of or Damage to Personal Effects Attributable to the Performance of Official Duties

Submit completed CLAIM FORM to your Executive/Administrative Office within two months of the discovery of the loss or damage
Claims are to be forwarded to the Local Claims Review Board or to the Secretary of the UN Claims Board at Headquarters

CLAIMANT INFORMATION

1. LAST NAME:	2. FIRST NAME:	3. INDEX / ID No.:	4. SEX: M F	<input type="checkbox"/> STAFF MEMBER <input type="checkbox"/> MILITARY OBSERVER <input type="checkbox"/> CIVILIAN POLICE
5. ORGANIZATION / DEPARTMENT / OFFICE / SERVICE / SECTION / UNIT:		6. CONTACT PHONE: E-MAIL ADDRESS:		

INCIDENT DETAILS

7. DATE & TIME:	8. LOCATION:	9. DATE FIRST REPORTED:
10. DESCRIPTION OF THE CIRCUMSTANCES LEADING TO THE LOSS OR DAMAGE:		
11. MEASURES TAKEN TO RECOVER LOST ITEMS: (If none were, or could have been taken, explain why.)		
12. PERSONAL INSURANCE STATEMENT: (If insurance is available, please submit copies of appropriated settlement/payment statement(s) rejection notices, etc.) <input type="checkbox"/> YES, I do have personal insurance coverage that may be applicable to this incident/loss. <input type="checkbox"/> NO, I do not have personal insurance coverage that may be applicable to this incident/loss. COMMENTS:		
13. MEASURES TAKEN TO RECEIVE COMPENSATION FROM OTHER PARTIES THAT MAY BE LIABLE FOR THE LOST OR DAMAGED ITEMS: (Such as airlines/transportation companies, event organizers, hotels, government institutions, etc.)		
14. IF CLAIM IS BEING SUBMITTED AFTER THE TWO-MONTH TIME LIMIT, PLEASE PROVIDE EXPLANATION:		

CERTIFICATION

15. I declare that the above information, as well as that provided in the enclosed list of lost or damage items, are true and accurate statements to the best of my knowledge and, hereby submit a claim for compensation for loss of or damage to my personal effects in accordance with the provisions of ST/AI/149/Rev. 4.	
DATE _____ (Day/Month/Year)	SIGNATURE _____



INVENTORY LIST OF LOST/DAMAGED PERSONAL EFFECTS
SUBMITTED WITH COMPENSATION CLAIM

CLAIMANT'S NAME: _____ ID #: _____ DATE PREPARED: _____
(Day/Month/Year)

DATE OF INCIDENT/LOSS: _____ LOCATION: _____
(Day/Month/Year)

Description of Item(s)	Quantity	Age and Condition of the Item	Date of Purchase or Acquisition	Purchase Cost in Local Currency or US equivalent	Replacement Cost or Repair Estimate in U.S. Dollars
TOTAL					

Claimant's Initials _____

Annex 3

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Checklist of Documentation Submitted with Compensation Claim

(Please check only those which apply)

Investigation Reports and/or Corroborating Statements/Evidence

- ☐ United Nations security and/or administrative report(s) of the incident/accident.
- ☐ Local Police Report or other investigation reports by authorities.
- ☐ Witness statements.
- ☐ Statement from the Head of Office/Supervisor attesting to the circumstance of the case.
- ☐ Copies of memoranda/correspondence or other documentation relevant to the circumstances of the incident/accident.
- ☐ Lost Property/Discrepancy Report (or similar document) from Airline or other transportation carrier.
- ☐ Newspaper or other news article(s) reporting on the incident/accident.
- ☐ Photographic record of the incident/accident or damage.
- ☐ Other. Specify: _____.

Proof of Purchase, Repair Receipts/Estimates, Replacement Cost Estimates.

- ☐ Receipts for original purchase of items or Services.
- ☐ Repair bill(s) or estimate(s).
- ☐ Copies of vehicle title and/or registration
- ☐ Copies of bank or credit card statements reflecting relevant purchases or payments.
- ☐ Initial Inventory, inventory for insurance purposes, shipping list.
- ☐ Other. Specify: _____.

Insurance/Third Party Payments/Rejection

- ☐ Copy of compensation settlement or denial from personal insurance coverage.
- ☐ Copy of compensation settlement, partial settlement or rejection by third parties involved, i.e.; airlines, shipping or transportation carriers, liability coverage, institutions, etc.
- ☐ Other. Specify: _____.

Administrative Documentation (Normally provided by Administrative/Executive Offices)

- ☐ Copy of Personnel Action (PA) form in effect at the time loss and/or other documentation attesting to the claimant's contractual status with the Organization. (Always required).
- ☐ Copy of the claimant's travel authorization/security clearance or other documentation attesting to his/hers official travel status at the time of the loss (Required in cases involving official travel).
- ☐ Indication as to whether or not the staff member had recognized dependents residing with him/her at the duty station.
- ☐ Copy of the inventory of Personal Effects filed by the claimant upon arrival to the duty station or one filed in accordance with the applicable security plan prior to the loss.
- ☐ Observations, explanations, endorsements and/or other statements made by the claimant's Office and/or supervisors.
- ☐ Other: Specify: _____.

UNDERTAKING AND ASSIGNMENT

United Nations Claims Board # ____
_____, Secretary

Certified for payment
Account No. _____

As recommended at the ____ meeting and
approved by the Controller on _____

Certifying Officer

I hereby affirm that:

(a) I, _____, will accept payment of the sum of
_____ (\$ _____) from the United Nations, on account of the loss and/or damage to my personal
effects attributable to service with the United Nations and arising from Claim No. ____ dated _____.

(b) The total of (i) such amount to be paid to me by the United Nations and (ii) any amount
recovered, or to be recovered, by me from insurance, in respect of such personal effects does not, and will not,
exceed the amount of the loss or damage of such personal effects sustained by me.

(c) In consideration of the payment of such sum, I assign to the United Nations all rights and claims
I may have against any third parties in respect of loss or damage to such personal effects, and the United
Nations is hereby authorized to retain, out of any amounts recovered in prosecution of any such claim, the sum
total of the amount paid to me by the United Nations as well as the costs, if any, incurred by the United Nations
in the prosecution of such claim.

IN WITNESS WHEREOF, the undersigned has executed the present
instrument this _____ day of _____ 20 ____.

Signature

Witness

Please make payment to:

(Name and current address of claimant)