As a state agency, liability for damage claims is statutorily limited. To ensure that damage claims are properly reviewed for compliance with applicable statutes and consistently handled in a timely manner, all damage claims received by the agency will be handled as follows:

1. **Claims Involving Personal Injuries to Employees**
2. See [Accident and Injury Guidelines](http://tfsfinance.tamu.edu/modules/finance/admin/guidelines/Accident%20and%20Injury%20Guidelines.docx).
3. **Claims Related to Vehicle Accidents Involving Employees**
4. See [Accident and Injury Guidelines](http://tfsfinance.tamu.edu/modules/finance/admin/guidelines/Accident%20and%20Injury%20Guidelines.docx).
5. **All Other Damage Claims**
6. For all other damage claims (not covered under sections 1 and 2 above), the employee making the claim or receiving the claim from a third party should forward the claim to the Chief Administration Officer (CAO).
7. The CAO reviews all claims and requests additional information or clarification, as needed. The claim and supporting documentation are forwarded to the A&M System Office of Risk Management (ORM) for processing.
8. ORM serves as the claim’s processor for the agency. It reviews damage claims with the System Office of General Counsel to determine the agency’s legal liability and works directly with the claimant to determine actual damages.
9. If it is determined that the agency is not legally liable for damages and cannot legally pay for them, ORM briefs the CAO and then notifies the claimant. If it is determined that the agency is legally liable, ORM briefs the CAO and obtains approval to proceed with settling the claim.
10. For damage claims approved for settlement, ORM prepares a settlement agreement, obtains signatures from the claimant and the Director, and coordinates with the CAO on making the agreed upon payment.

CONTACT: [Chief Administrative Officer](mailto:ewall@tfs.tamu.edu), (979) 458-5799