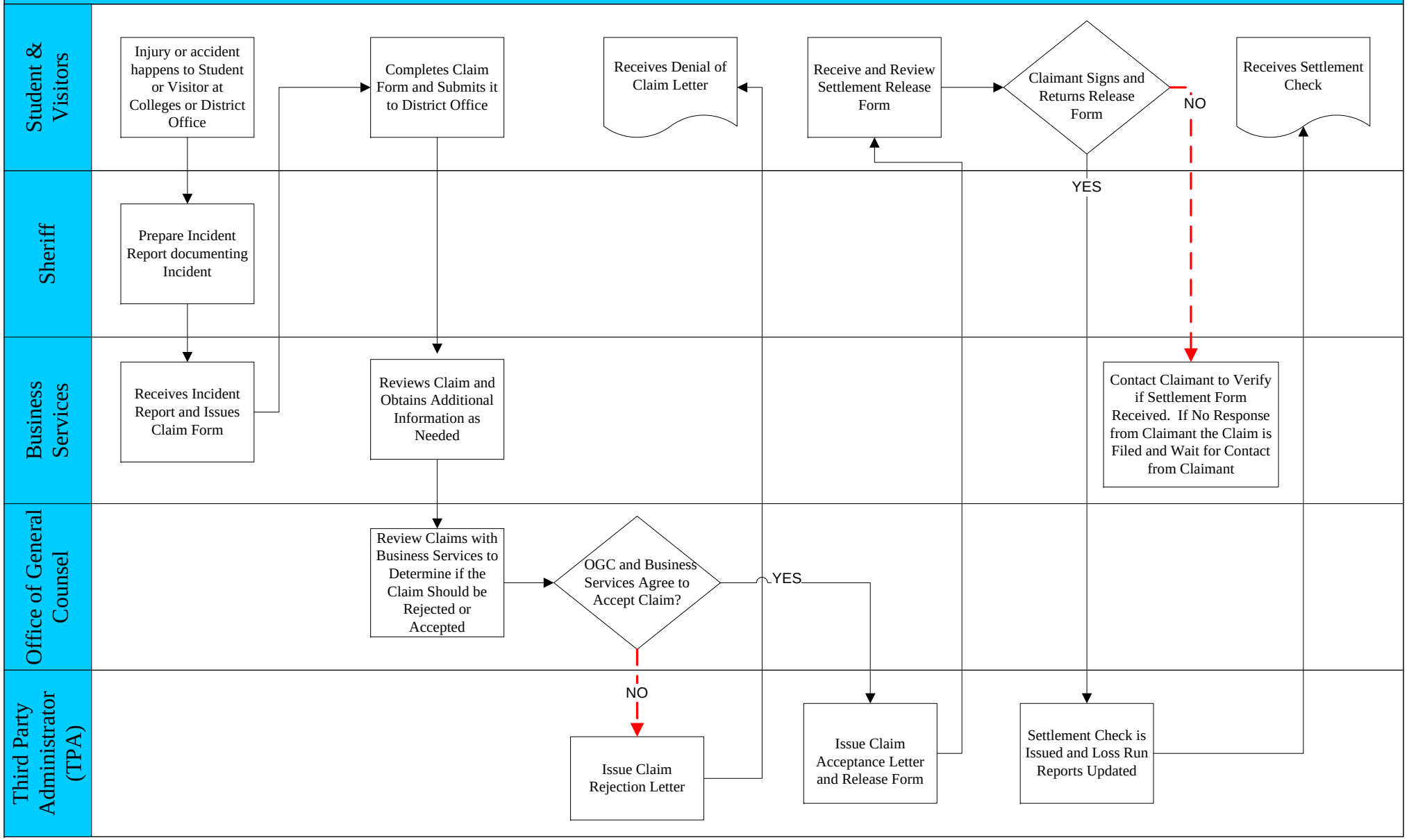Student & Visitor Property & General Liability Insurance Claim Process