

WHAT IS AN ADJUSTER?

An adjuster is a licensed representative of the insurance company. They are responsible for handling claims made against the insurance policy or against a policyholder.

A FEW FACTS ABOUT ADJUSTERS

- Insurance company adjusters do not work on commission, nor do they otherwise benefit by paying you less for a loss.
- Their objective is to pay exactly what a claim is worth - no more, no less.
- Just as it is wrong to underpay a claim, it is wrong to overpay one; in the end, everyone suffers through higher premiums.
- Their work hours extend beyond 8 to 5. Adjusters are on call 24 hours a day when an emergency strikes.

The Oklahoma Insurance Department is responsible for enforcing the insurance-related laws of the state. We protect consumers by providing accurate, timely and informative insurance information. We promote a competitive marketplace and ensure solvency of the entities we regulate including insurance producers and adjusters, funeral directors, bail bondsmen & real estate appraisers.

More than \$13 billion in premiums are written in Oklahoma annually. OID collects more than \$150 million in premium taxes, which provides funding to the Firefighters Retirement System, the Police Retirement System, the Law Enforcement Retirement Fund as well as the State's General Revenue Fund.



OKLAHOMA INSURANCE DEPARTMENT
Consumer Assistance/Claims Division

400 NE 50th Street
Oklahoma City, OK 73105
405.521.2991 | 1.800.522.0071
www.oid.ok.gov



INSURANCE ADJUSTERS

and the services they provide

WHAT DO ADJUSTERS DO?

An adjuster investigates, evaluates, negotiates and finalizes claims brought against an insurance policy or policyholder. They can be actual employees of the insurance company or independent contractors hired to handle insurance claims on behalf of the insurer.

WHAT SHOULD YOU EXPECT FROM THE ADJUSTER?

You should expect to be paid in accordance with the provisions of your policy contract. You should also expect prompt, fair and courteous service. You should not expect the adjuster to help you recover benefits you do not have under your insurance policy.

WHAT ARE YOUR RESPONSIBILITIES TO THE ADJUSTER?

1. Protect your property from further loss until the damage can be repaired.
2. The claim will be settled more quickly and fairly if you have documentation such as appraisals, comparable prices, receipts and/or photographs. It is wise to keep these items (and your insurance policies) in a safe deposit box or other safe location outside your home.
3. Be prepared to fully explain the loss to the adjuster so that he/she can make more informed judgments.
4. Do not “pad” the claim or attempt to recover benefits to which you are not entitled to receive.
Remember, we all pay for it!
5. Understand your coverage and its key provisions as explained under your contract. If you do not understand, it is your responsibility to contact your agent or the company for clarification.

WHAT TO DO IN CASE OF A LOSS

1. Contact the insurance company immediately.
2. Protect your property from further damage.
3. If appropriate, call the police.
4. Get names of any witnesses.
5. Photograph the loss if you can.

WHAT TO DO IF YOU DISAGREE WITH THE ADJUSTER

- Read your insurance policy and its provisions for handling disputes.
- Work with your company before seeking alternative remedies. Obtain documentations, comparable costs/prices, photographs, appraisals and other evidence you feel could help you arrive at a fair solution.
- Contact the Oklahoma Insurance Department if you are experiencing any issues with the adjuster or insurance company. This is a free service that we provide to you.