

What is a loss adjuster and how will they help me and my business?

A loss adjuster is somebody who works on behalf of, but independently to, your insurance company. Their job is to help process any payments due on a claim which you may have made. Your insurance company may appoint a loss adjuster if you are making a claim as a result of damage caused by flooding, fire, building collapse etc

Loss adjusters usually specialise in a particular area of claims, they will have specialist knowledge of their particular area and detailed knowledge about insurance. They use this to submit a report to your insurance company, providing them with the full facts and details relating to the claim. This then enables your insurer to process the claim and ensure that you and your insurer agree on the amount to be paid to you.

What will the loss adjuster do?

Usually the loss adjuster will visit you within days of the insurance claim being submitted, the main purpose of this visit is to check:

- The loss or damage falls within the terms of the insurance policy
- The sums insured on the policy are adequate
- The amounts being claimed are fair and reasonable
- All valid items of the claim have been included and nothing has been omitted

Essentially the loss adjusters job is to make sure that you are claiming for everything you are entitled to claim for under the terms of your insurance policy, and that you get the correct payment from your insurance company.

Loss adjusters can help you identify aspects of the claim you may have overlooked, there may be more you can claim for than you actually think! Loss adjusters often have contacts with specialist repair firms who may be able to assist in repair work, for example to find matching replacement carpets or furniture.

What can I do?

It will help the loss adjuster in their work if you can provide:

- Estimates for repairs
- The cost of any "emergency" repairs that were needed
- Valuations, receipts and other proof of ownership and value e.g. photographs
- The Police crime reference number
- Any badly damaged property - for example burnt or soaked - should be stored in a garage or outbuilding so the loss adjuster can inspect it.

It is important to remember that your insurance contract is still with the insurance company, not with the loss adjuster. Also, you do not have to pay any fee to loss adjusters; everything is paid by your insurance company. If your loss adjuster starts asking you for money contact your insurance company.

You should consider speaking to your insurance company and pre-appointing a loss adjuster as part of your business continuity planning arrangements.

For further information on loss adjusters, contact The Chartered Institute of Loss Adjusters via their website www.cila.co.uk or call 020 7337 9960