

SILA: Claims Adjusting Advanced

Description Integrity is a word which aptly suits the adjusting profession. The aim of the adjusting process is to repair what has been broken and to bring restoration to property and lives that have suffered damage and loss. The adjusting professional's integrity is subject to attack on all fronts. Conflicts of interest arise that exert pressure on an adjuster to dishonestly evaluate claims. Confusion in the legal interpretation and application of insurance policies and the chaos that accompanies a property loss, battle against the adjusting process and its ability to methodically, fairly and competently rebuild and make whole what has been torn down. Political and competitive disputes within the insurance industry, legal arena and among the regulatory powers exacerbate the current economic turmoil and changing global environment within which the adjuster works. All these factors undermine the stabilizing force insurance and its adjusters are intended to be in our society. They debilitate the strong, whole and sound financial foundation a well-ordered insurance market should provide the nations.