



SILA - Adjusters and CAT Claims

NAIC: 43,468 words

365 minutes ÷ 50 = 7 CE credits

This course discusses the various types of insurance adjusters, the kinds of losses they handle, and how local and catastrophe losses are handled differently. Upon completion of this course, adjusters will be able to demonstrate knowledge relating to claims adjusting, insurance policy provisions, and insurance terms and related concepts.

Specifically, the student will:

- Possess an understanding of adjuster licensure, including qualifications, reciprocity, and continuing education requirements
- Be able to describe and explain the differences between the different types of adjusters
- Understand insurance terms and concepts related to the adjusting of losses
- Be able to differentiate between the types of losses adjusted; e.g., local (daily) and catastrophe losses
- Be able to determine what type of adjuster is required to adjust each type of loss
- Be familiar with the different types of catastrophes (e.g., flood, earthquake, wildfire, wind, and terrorism)
- Possess a thorough understanding about how standard insurance policy provisions provide, exclude, and limit insurance coverage for catastrophe perils

Chapter 1 Profile of an Adjuster

- Course Description and Learning Objectives; The Adjuster's Role;
- Adjuster Qualifications;
- Regulation of Claim Settlement Practices; Types of Adjusters;
- Review Questions/Answers/Rationales

Chapter 2 Underwriting Catastrophes

- What is a Catastrophe?; Underwriting;
- Catastrophes and Underwriting; Review Questions/Answers/Rationales

Chapter 3 Catastrophe Perils: Earthquakes and Flood

- Overview;
- Earthquakes;
- The Peril of Flood;
- NFIP Flood Insurance Policy; NFIP Adjuster Claims Manual; Claims Handbook;
- Resources;
- The Flood Policy versus Standard Property Insurance; Review Questions/Answers/Rationales



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Chapter 4 Catastrophe Perils: Wildfire, Wind, and Terrorism

- Wildfires;
- Wind-Hurricanes;
- Wind-Tornados;
- Wind-Thunderstorms and Lightning, Hail;
- Terrorism;
- Review Questions/Answers/Rationales