



Public Insurance Adjusters - Frequently Asked Questions



FAQs

What can a Public Adjuster do for me?

Whether you're already working with an adjuster, are in the research phase, or are unsure if your current situation requires the help of an adjuster, you probably have questions. People are often confused or have misconceptions about the need or use case for a public insurance adjuster. What is an adjuster? How can working with one help you and your business? When is the appropriate time to contact an adjuster? In this document, we'll help answer all of these outstanding questions and clarify the role and responsibility of a public insurance adjuster in your claims process.



Q: What is a public insurance adjuster?

A: A public insurance adjuster is someone who is hired to represent the financial interests of the person who is insured by an insurance policy. These licensed professionals work for the policyholder—not the insurance company. Public adjusters use their experience and expertise in the insurance industry to make sure a claim is properly handled and achieves the maximum possible settlement that helps their clients restore their property to pre-loss conditions.

Q: What's the difference between a public adjuster and the adjuster that the insurance company provides?

A: A public adjuster works directly for YOU, the policyholder. On the contrary, the adjuster the insurance company provides represents the interests of the insurance company. In this regard, they are incentivized to limit the insurance company's financial burden as much as possible.

Q: Can anyone be a public insurance adjuster?

A: No. Becoming a public insurance adjuster is not as easy as one might think. Public insurance adjusters are required to be licensed by the state in which they operate. Some licenses may extend across several states allowing adjusters to practice in multiple different areas, but ultimately becoming an adjuster requires much study and the completion of multiple different exams as outlined by each individual state.



Q: How can working with a public insurance adjuster help me?

A: The unfortunate reality is that a significant proportion of insurance claims are underpaid. Insurance companies are always looking out for their own best interest—they attempt to provide some peace of mind to their customers while simultaneously limiting their risk and reducing their financial burden as much as possible. Working with a public adjuster helps ensure your best interests are represented throughout the claims process. In other words, whereas the insurance company is looking out for their own best interests, a public adjuster is on your side. Their primary goal is to ensure your final claim payout is fair and comprehensive—ultimately helping you restore your property to pre-loss conditions.

Q: How does a public insurance adjuster maximize a claim?

A: Public adjusters leverage their breadth of industry experience to understand whether a claim is being underpaid. If they suspect that an insurance company is trying to keep the claim payout low, they may enlist the help of other industry professionals in creating a case to maximize the claim. For real estate adjusters, this may involve recruiting the help of general contractors, roofers, plumbers, electricians, etc. By polling industry professionals and having them survey and quote repairs for damage, a public adjuster can craft a compelling case for increasing claim payout.

Q: Are all adjusters the same?

A: No. As with any industry or profession, there is a wide range of public insurance adjusters, both in terms of experience, quality, and price. Many adjusters focus on a specific subset of claim and/or property types. These specializations help adjusters provide a higher level of service to their clients because of their expertise. Other adjusters offer a broad range of services, and perhaps charge lower rates, but may ultimately deliver lackluster results. In the end, choosing the right adjuster comes down to the type of property you own, the type of claim you are seeking to resolve, and your gut feeling about the results and quality of work an adjuster can deliver.

Q: How do I know which type of public insurance adjuster I need?

A: The type of adjuster you will need depends almost entirely on the specifics of your claim. Consult with the adjusters you are considering on any specializations they may have and if they have experience working with claims similar in nature to your own. There may be some instances when an adjuster does not work on the specific type of claim for which you need assistance. In these instances, you may wish to shop around for an adjuster that offers services specific to your type of claim.

Q: What should I look for in a public insurance adjuster?

A: Before choosing an adjuster to represent you, it is important to find out more about their experience in the industry and the results they have achieved for their clients. Before signing a contract with an adjuster, ask to read some reviews or speak with previous clients. Testimonials are a great way of gauging how well a public adjuster has represented their clients' best interests in the past. Asking for a detailed breakdown of claims results will also help you understand the value a specific adjuster can provide. Ultimately you want to work with an adjuster who knows what they are talking about and will stop at nothing to ensure your interests are represented.

Q: How do public insurance adjusters get paid?

A: Public insurance adjusters typically work off of a percentage-based contingency model. This means an adjuster is typically not paid until after your claim has been settled with the insurance company. A public insurance adjuster's incentives are aligned directly with your best interests. That is, the higher the payout you win, the higher their end compensation becomes as a percentage of that payout.



Q: Are public insurance adjusters expensive?

A: Insurance adjusters often help their clients win a significantly higher claims payout. Some clients can see increases as high as 100-200% in their claims. Although adjusters will claim a portion of that payout via their percentage-based contingency model, their ability to drastically increase total claim payout often means thousands of dollars saved for their clients. In other words, paying an adjuster is almost always worth the expense as an end insured would never have been able to reap as large a financial payout from the insurance company without the help of an adjuster. In most cases, the services of a public adjuster pay for themselves.

Q: When should I consult with a public adjuster?

A: If you suspect that your insurance claim is not being fairly represented by the insurance company, you should consult with a public adjuster. Even if your claim has already closed, you may still be eligible for additional payment with the help of an adjuster. Not sure where to start? Give us a call or send us an email at Raisman Catastrophe Claims Group - we'd love to give you some guidance and offer a free consultation.






Our Team

When catastrophe strikes, who is looking out for you? At Raisman, we believe everyone has a right to fair compensation when their property is damaged by no fault of their own. That's why we've been helping our clients recover their losses from the insurance company since 1998.

Our work and expertise spans across dozens of property damage claim types including claims related to extreme weather events, fire, water, smoke, vandalism, inventory loss, rent loss, and business income loss. Leveraging our network of subject matter experts, we assemble a unique team tailored to the specifics of each claim and then build compelling cases that advocate on our clients' behalf.

If your home or business has been impacted by a catastrophic event and you feel you may be entitled to compensation from an insurance carrier, please don't hesitate to connect with our team. We would love to provide you with a free consultation to help you understand what compensation you may be entitled to.

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