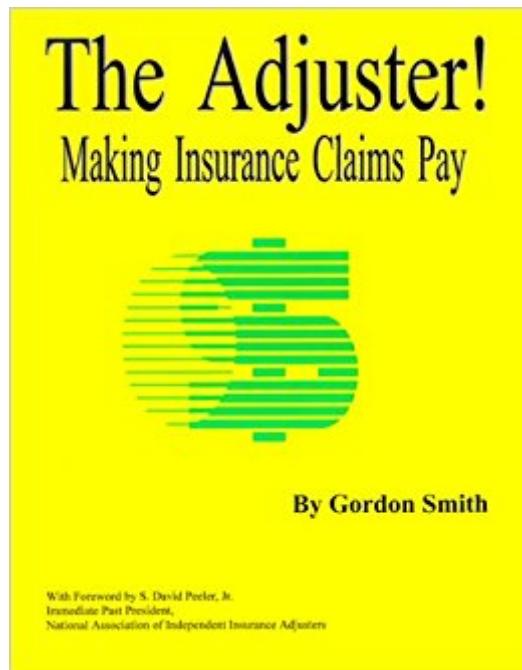


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The Adjuster! Making Insurance Claims Pay



Synopsis

The Adjuster! is a practical, down-to-earth self-help guide to learning the business of insurance claim adjusting. Written in an easy, comfortable style the book takes the beginner by the hand and leads the way through the basics of investigation, evidence gathering, analysis, evaluation and ultimately settlement negotiation. For the person who has no insurance experience the book provides the nuts and bolts of claims in a straightforward, simple manner with excercises and suggestions for further study. It includes descriptions of the materials and equipment which are used by the insurance claim adjuster and explains in honest terms what it takes to go into business for oneself. The book demonstrates how to start out "on the kitchen table" in a business of your own, or teaches the basics by which a trainee can go out and get a job working for someone else in a new and exciting career.

Book Information

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Customer Reviews

This book is every adjuster's bible, or should be. I have worked many years as an independent adjuster, without any such resource. A great deal of my time was spent trying to track down answers to general questions, that all adjusters have. The majority of those questions are addressed in this one book. Mr. Smith knows the areas of importance that an adjuster needs to know, on a day to day basis and has provided that information in his book. The book is also entertaining which makes it not only an easy read but an enjoyable read. There are many different types of adjusters but there isn't any one type that would not find this book of some use. What do you do when you are on the phone with a claimant and suddenly they inform you they are represented? I spent five years in

Management for one of the larger commercial carriers and never had this scenario spelled out for me or any of our adjusters as well as Mr. Smith advises on how to handle this touchy situation. Some very simple scenarios are addressed, because if handled incorrectly, they can be very costly. That is why this book should be required reading and used as an ongoing reference material for all adjusters who are truly serious at being the best in their particular field. And to those adjusters, who are right now, out there sitting in fear because they don't know the answer to some question and therefore cannot proceed on a claim or an assignment (every adjuster knows that feeling), buy this book so you do not have to go through that experience anymore. Thank you Mr. Gordon Smith, for realizing the need for a book such as this, for adjusters!

If I were going to take up a new profession, I would hope to be able to go to a friend who already had a great deal of experience in the trade and have him tell me ALL about it. This friend's stories should be witty as well as factual. Of course, I would want a philosophical and historical overview of things as well as a nitty-gritty, microscopic view of the details necessary for getting the job done. It would be tough to find a pal with nothing but time on his/her hands for non-stop mentoring, and one who wouldn't mind 4:00 a.m. phone calls when questions occurred to me. If I were interested in becoming an Independent Insurance Adjuster, or learning what it was like to be one, I'd be in luck. Gordon Smith's *The Adjuster! Making Insurance Claims Pay* is the tell-all book that really tells all. The author draws on his years of experience as an independent adjuster to give a wide-ranging account of what the job is and how the industry works. He tells who the players are and what their points of view are. His stories touch on topics from the Great Fire of London in 1666 to the finer points of ladder selection in the here-and-now. He ties the whole book together with a narrative that is both amusing and informative. ---Glen E. Hargis, editor, *The Insurance Record*

This book starts off a bit long winded but goes into detail that everyone studying the art of the adjuster will find helpful. The chapter headings are not particularly useful since the author uses them to display his wry sense of humor rather than using them to point the reader to a particular topic in the text.

Mr. Smith does a wonderful job of introducing the claim adjusting business within the larger insurance field. Items up for discussion range from job related risks to ideas for similar or related careers. For those who consider themselves in the preliminary career research stage, this is a fantastic first read. Not every question is going to be spelled out in black and white, but the adjusting

business is all about putting the pieces together for yourselves!

The book was very well written. Direct and to the point. He started off very slowly, Covering material everyone knows. Within three or four chapters he really gets into the meat of the adjusting business. He covers many real world situations and many abstract practices. If your interested in Adjusting I would buy and read it. I found the the Adjusting Business is not for me. Too much detail!

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