

ADJUSTOR OR SURVEYOR?

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ADJUSTOR

- Knows the same facts as the insurance company
- Knows all the chain of events
- Receives notice: type of loss and report
- Knows coverage limits, explains claim investigation, takes statement, and may require examination under oath.
- Determines scope of damage
- Performs field inspection and requests marine surveyor
- Determines if loss is covered
- Computes depreciation if applicable
- Issues settlement letter
- Issues payment

MARINE SURVEYOR

- Surveyor is usually called by adjustor to perform loss inspection
- Adjustor instructs surveyor and defines scope of damage appraisal
- Adjustor instructs surveyor NOT to comment on coverages and payments
- Confirms receipt of assignment, reads assignment and understands exactly assignment.
- Accepts or declines based on any conflict of interest and experience
- Contacts insured and repair persons.
- Explains terms of loss appraisal to all parties
- Inspects and photographs damage.
- Verifies all documents and verifies HIN.
- Considers all reported facts
- Documents all letters and reports transmitted and “chain of custody” of documents
- Prepare fact based written report in the legal time constraints as advised.
- Do not make vague, misconstruable statements.
- Spell check.