

Arkansas Insurance Department

Mike Beebe
Governor



Jay Bradford
Commissioner

NEWS RELEASE

FOR IMMEDIATE RELEASE

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Consumer Alert: Storm Victims Should Know Public Adjusters Are Not Permitted in Arkansas

LITTLE ROCK, ARKANSAS (April 14, 2009) —State Insurance Commissioner Jay Bradford today reminds Arkansans that the salary of an adjuster is paid by the insurance company he or she represents. The Department has received reports that public adjusters have approached citizens in Mena following last week's storm. Adjusters requesting payment from the insured for their services are considered public adjusters and are not permitted in Arkansas.

In the aftermath of a catastrophic event such as a tornado, the insurance company will assign an adjuster to process one's claim. "I advise everyone to request the identification of anyone approaching them claiming to be an adjuster." He went on to say, "Call your insurance agent if you have questions as he or she is the first link between you and your insurance company."

Reports of adjusters operating without a license or trying to seek compensation from an insured for their services should be reported to the Arkansas Insurance Department at 501-371-2820. Anyone with questions or problems relating to the processing of their insurance claims may call the Consumer Services Division of the Arkansas Insurance Department at 800-852-5494.

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