

Quality Claims Management Commentary about Public Adjusters and Independent Insurance Agents Starts a Firestorm of Controversy at Top Insurance Publications

Insurance Agents and Public Adjusters Should be Partners - Not Enemies

March 10, 2010, San Diego, CA – Ronald Reitz's articles about how and why Independent Insurance Agents should work with Public Adjusters has stirred up a firestorm of controversy at two industry-leading publications. This week, InsuranceJournal.com and ClaimsJournal.com posted a commentary by Ron Reitz, CPPA and CEO of [Quality Claims Management Corporation](http://QualityClaimsManagement.com).

Mr. Reitz is a Certified Professional Public Adjuster (CPPA) with over sixteen years experience. In addition, Mr. Reitz is the past President of the California Association of Public Insurance Adjusters (CAPIA) and is currently an officer on the Board of Directors of the National Association of Public Insurance Adjusters (NAPIA) www.napia.com. (He will be president in 2012). Recognized as a leading expert on hazard claims, Mr. Reitz serves on many industry panels, as well as providing consulting and training services industry-wide.

"Public adjusters and insurance agents are not enemies - they should be partners in working with insurance claims," explained Mr. Reitz. "A Public Adjuster can take a lot of the load off an insurance agent after a disaster. The PA can research and answer the myriad of questions and work with both the insured and the insurance company to ensure that all parties can resolve their issues with minimal misunderstandings. By providing a connection to a trained and certified PA, the insurance agent can be assured that the case will be handled professionally and efficiently, without the need for legal recourse or angry accusations. The Public Adjuster in the middle will help ensure that the customer is happy with the outcome and that they will stay a customer with the insurance agent."

In his article *Why Independent Agents Should Work with a Public Adjuster*, Mr. Reitz not only explained why working with a public adjuster can be good for an independent insurance agency and its customers, but also provided an outline of what they should look for when recommending a public adjuster for their insurance customers.

They should:

- Be licensed in the state the loss occurs in
- Be a member of the National Association of Public Insurance Adjusters (NAPIA)
- Have experience with a range of disasters and worked with many insurance companies

- Possess local knowledge of contractors, repair and remediation prices, building codes, etc.
- Have knowledge of your insurance company - its top adjusters and claims handling processes and policies
- Provide references from satisfied customers

About Quality Claims Management

Quality Claims Management Corporation provides hazard claim recovery services to investors, mortgage servicers, homeowners and businesses. All claims are adjusted by licensed insurance professionals for an equitable settlement and accelerated resolution timelines.

QCMC's core focus is unparalleled expertise in policy coverage and the technical aspects of mortgagee and homeowner claims. QCMC has worked with homeowners and businesses including those affected by catastrophic natural disasters such as the 2003 and 2007 Southern California Wildfires, and Hurricanes Katrina, Rita and Wilma.

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