



THE INSURANCE COMMISSION
OF THE BAHAMAS

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Guidance Note

Use of Adjusters – Catastrophic Events

The Insurance Commission of The Bahamas (the Commission) advises that the following Guidance Note governs the use of adjusters in the event of a catastrophe such as a hurricane. This Guidance Note should be read in conjunction with the **Guidance Note for Minimum Qualification for Adjusters**.

1. Definition of an individual adjuster

An adjuster is a person who investigates and assesses damage or injury for the purpose of an insurance claim.

2. Types of adjusting firms

(a) An independent adjuster is engaged by the insurance company to aid in the investigation and assessment of an insurance claim.

(b) A public adjuster is engaged by the policyholder who is making a claim. The public adjuster is hired by the policyholder to assess and agree on a claim settlement offered by the insurance company.

All registered independent and public adjusters can be found on the Commission's website (www.icb.gov.bs).

3. Independent adjusters

Independent adjusters work for an insurance company. They are not engaged by the policyholder. An independent adjuster or an insurance company can utilize the services of foreign adjusters (on short-term work permits) following a catastrophe such as a hurricane. An independent adjuster or an insurance company would be responsible for the foreign adjuster, ensuring that they are properly qualified and supervised. The adjusting firms and the insurance companies are required to submit to the Commission a list of the names of foreign adjusters contracted in advance of their arrival in The Bahamas.

4. Public adjusters

Public adjusters work for the policyholder. They review claims submitted by the policyholder or offers made to the policyholder by an insurance company. A public



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adjusting firm can utilize the services of foreign adjusters (on short-term work permits) following a catastrophe such as a hurricane. The public adjuster would be responsible for the foreign adjuster, ensuring that they are properly qualified and supervised. The public adjusting firm is required to submit to the Commission a list of the names of foreign adjusters in advance of their arrival in The Bahamas.

5. Direct use of foreign adjusters by policyholders

“Direct use” means the engagement of a foreign adjuster by a policyholder, without recourse to a public adjusting firm.

Policyholders may hire a foreign adjuster (on a short-term work permit) to evaluate an insurance claim following a catastrophe such as a hurricane. This is not prohibited by insurance legislation. However, a foreign adjuster cannot solicit business in The Bahamas.

Policyholders should conduct due diligence before engaging foreign adjusters.

Any further queries may be directed to the Commission at email info@icb.gov.bs or at telephone contact 242-397-4183.