



*PROVIDING THE
TOOLS*

*THAT PROTECT
YOUR WORLD*



WHY IS CPLIC WORTH A LOOK?

It's important to see the big picture regarding adjuster insurance.

Whether it's required of you through a client contract, or whether it's part of a smart risk management solution, take a close look at the six types of insurance below and make sure you are adequately protected against these exposures that arise on a daily basis for independent adjusters.

Insurance for the Independent Adjuster

Being an independent adjuster can be a rewarding experience, both personally and professionally. Helping people during a time of need, to repair or rebuild their homes, cars, possessions - or sometimes themselves - is more than providing those individuals a professional service. It can also provide you a sense of personal pride and accomplishment. However, not everyone is always grateful for your involvement in the process.

Occasionally the relationship can become contentious or even litigious. The best intentions of all involved parties can still result in harmful consequences and risks of financial exposure to the independent adjuster, either through unforeseen events, oversights, negligence, misunderstandings or simple disagreements between two or more reasonably minded people. That's when you find yourself on the other side of the coin and realize that dealing with insurance companies, policies, and coverages can be more complicated than first thought. But it doesn't have to be a difficult process if you've taken proper steps to protect yourself and your business.

Professional Liability (E&O)

Commonly referred to as Errors & Omissions or E&O insurance, this insurance protects you in the performance of your professional services. Mistakes in estimating, disputes on scope and price, failure to properly identify coverage, misleading statements, or a failure of communication with the insured or client carrier, can leave an independent adjuster exposed and at risk of claims or lawsuits from policyholders and insurers who have relied upon their professional service. E&O will cover the cost of providing you legal representation and also pay any damages for which you may ultimately be found liable.

Carrying E&O insurance isn't just a good idea, it's an absolute necessity for any independent adjuster.

General Liability

General liability insurance, or GL, is a needed supplement to E&O insurance. GL is typically quite affordable and covers you for most of the exposures that the E&O won't touch, namely third-party bodily injury and property damage claims. If you step through a roof, drop a hammer on the homeowner's head (accidentally of course) or have a client slip and fall while on a premises used for your business, you'll be glad you were wise enough to purchase the GL insurance. Be careful though, the GL excludes damages arising out of a mistake made in your professional service (i.e. failure to inspect).

A smart move for any independent adjuster would be to confirm you have both professional liability and general liability insurance before accepting any assignments.



Cyber Liability

Cyber risks are a real and significant threat to single individuals or to the biggest of companies operating worldwide. Cyber liability insurance protects you against the cost of an actual or suspected security breach of your electronic systems, whether that be a violation of a privacy regulation or the unauthorized release of protected personal information. Current cyber programs are designed to meet the ever-increasing demands from client carriers and changes in many state laws aimed at bolstering data security. Cyber liability insurance offers peace of mind protection against ransomware, data breaches or e-theft and even includes coverage for data recovery and business interruption stemming from cyber security events.

Employment Practices Liability

Commonly known as "EPLI" (the "I" stands for Insurance), this insurance covers those businesses against claims by workers that their legal rights as employees of the company have been violated. The number of lawsuits filed by employees against their employers has been rising in recent years. While most suits are filed against large corporations, no company is immune to such litigation. Typical claims include sexual harassment, discrimination, wrongful termination, failure to promote or even mismanagement of employee benefit plans. The allegation doesn't have to be true, or even credible, to cost your business a lot of time, resource and money. If you have employees in your business, this coverage is a must!

Drone Liability

Do you fly drones as part of your claim adjusting services? If so, don't leave home without this coverage. Nearly all unendorsed general liability policies will exclude the operation of unmanned aerial vehicles (aka drones). By adding this coverage to your general liability policy, you gain financial protection against third-party claims such as bodily injury and property damage arising out of the ownership and operation of an unmanned aerial vehicle. As long as you are in the performance of your professional services, this insurance will provide the protection you need against possible claims when operating your drone. The risk is great and the cost is small. It's the best value you could ever want in a policy.

Insurance can be confusing, and expensive.

Take the time up front to sort through the various exposures you may have, evaluate your risks, your financial situation and make an informed decision about what might be right for you. The upfront investment of time and money may save you many multiples of both on the back end. If you have any questions about the types of coverages you may need - or what the coverage you already have applies to - contact us at CPLIC.net!

Claim Professionals Liability Insurance Company, RRG

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THE CPLIC DIFFERENCE

Why should I join the CPLIC group?

What is being provided by CPLIC?

Claim Professionals Liability Insurance Company, A Risk Retention Group (CPLIC) was created by the National Association of Independent Insurance Adjusters (NAIIA) to provide Errors & Omissions and General Liability coverage to all claim professionals who meet the underwriting criteria and will accept the risk management guidelines of CPLIC.

What is different about this coverage?

The CPLIC insurance policy is tailored specifically for independent adjusters and insurance service firms. With broad coverage and limited exclusions, this policy fits exactly what the independent adjuster needs to be fully covered in performance of their professional services.

Who is eligible for coverage?

Individual adjusters, adjusting firms, TPAs, appraisers, umpires, experts, consultants, engineers and more! We insure qualified professionals everywhere in the United States.

What do I need besides the E&O coverage?

That depends on each individual business need. In addition to the E&O, we offer General Liability and Drone coverage. CPLIC partners with other providers to offer EPLI and Cyber coverage as well. If you're not sure what coverage you need, contact a team member at CPLIC and we'll help you out!

**LET'S MOVE FORWARD
TOGETHER**

Is your company one size fits all?

Our policy was crafted through decades of industry specific expertise. While the coverage is equally broad for everyone, we do offer flexibility to fit your specific needs. Whether it be increased limits on a contract only basis, assistance in premium financing or special terms to meet a specific client needs, our underwriting team will work with you to make sure you have what you need to secure and maintain your client relationships.

How do I get started?

Go to www.cplc.net/apply and fill out our online application. Our experienced staff will then provide a quote. Once you approve, we'll bind your coverage and send a policy declarations page and certificate of insurance for any clients that need proof of coverage. It's that's easy!

Do you offer any other types of services?

Our risk management services are second to none. With decades of subject matter expertise on our staff, we're available to assist you to eliminate or reduce exposures to your business. Whether it be client contract reviews or general claim management tips and guides, we're here to help!

How does this work?

CPLIC is member owned and member run. Every insured is a shareholder and every shareholder is a member. That means you get a say in how we best serve you. CPLIC has been a partner with the insurance adjusting community for nearly 2 decades!

What does it mean to be a shareholder?

Being a shareholder does not make you liable for any business obligations. Owning a share of stock (or up to 250 shares) allows you to take advantage of all the CPLIC member benefits, such as voting rights and annual dividends (when applicable). Plus, the share value represents a refundable portion of the policy premium and is returned to you upon non-renewal or cancellation, if all other financial obligations are met.

CPLIC, RRG MEMBERSHIP

Summary of Benefits

Coverages Offered	<ul style="list-style-type: none">• Errors & Omissions• General Liability• Employment Practices Liability• Drones / UAV• Digital Risk (Cyber)	CPLIC, RRG is authorized to offer insurance throughout the United States (all 50 states).
Risk Management	<ul style="list-style-type: none">• Client Contract Reviews• Letter & Form Templates• Claim Management Tips• Expert Retention Guides• Industry News and Events	All of our resources are designed to help members navigate their daily operations. We're here to help our members succeed in their own business.
Limits / Deductibles	<ul style="list-style-type: none">• Limits \$500K to \$15M+• Deductibles \$1K to \$50K	From startups to industry leaders, we offer coverage solutions at all levels.
Investment Opportunity	<ul style="list-style-type: none">• Stock Allocation• Voting Rights• Savings Pool	Why rent a policy from someone else? Benefit from an ownership interest in the Company for long term value.
Flexibility	<ul style="list-style-type: none">• Premium Financing• Payment Options• Policy Amendments• AI Endorsements	Whether it's assisting our members in protecting against unique exposures or supporting them in securing client contracts, we do whatever it takes to get the job done.
Industry Partnerships	<ul style="list-style-type: none">• AM Best Listing (first year)• NAIIA Membership (first year)	We have established relationships with industry partners to provide our members greater access at a better price.
Price & Policy Credits	<ul style="list-style-type: none">• Legacy Credit• Member Referral Credit• Annual Dividends (as approved by CPLIC Board of Directors)	In addition to our reduced premiums and great benefits, we will match or beat competitor pricing in most situations.
Broad Coverage	<ul style="list-style-type: none">• Manuscript Policy• No E&O Pollution Exclusion• No Punitive Damage Exclusion	Our policy is easy to read, easy to understand and has rarely created a barrier to a covered claim. Our coverages are designed exclusively for those in the insurance claim services industry.
Service	<ul style="list-style-type: none">• Same Day policy binding• Internal claims handling	Find yourself needing help? Our team is dedicated to providing best in class customer service at every opportunity.
Partnership	<ul style="list-style-type: none">• Created by claim professionals for claim professionals	CPLIC, RRG is a member owned and member operated company, which means you have a say in how we best serve you.
Stability	<ul style="list-style-type: none">• 15 years in business• A+ rated reinsurance partners	We have been doing this a long time and you won't find anyone that does it better. We'll be here for as long as you need us and then some.

Michael A. Hale, President
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Francis J. Marx, Secretary
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DON'T TAKE OUR WORD FOR IT...

"Over the last few years I have come to know the staff at CPLIC and truly believe that one of the best choices I have ever made was to have them as my E&O carrier." – July 2019

John Dotson

Owner, Dotson & Associates, LLC

"We have placed our E&O coverage with CPLIC for over 15 years. We believe the coverage provided fits very well with the risks associated with our industry. We have found the premiums charged to be very competitive with the market. The claims service is excellent. We view our relationship with CPLIC to be a very strong and beneficial partnership." – July 2019

Donald E. Lederer, CPCU, AIC, AIM, ARM

President/CEO

Johns Eastern Company, Inc.

My experience with the Claim Professionals Liability Insurance Company dates back to approximately 13 years ago when my original independent adjusting company first became a member. Once we became a member; we never considered getting a quote from any other carriers. The reasons were simple; **1) Policy service was always immediate, professional and accurate 2) Prices were stable 3) there was no chance we would be told "We are no longer writing E&O professional liability coverage."** (This happened to us from a standard market carrier; it was not pleasant to search out, find and change carriers.) AND **4) when a couple of potential claim incidents arose Harvey Lightstone was there to immediately assist us although no claims materialized.**

When I created my second independent adjusting company which I operate today; I reached out to CPLIC and my coverage went into effect immediately with no hassles. During my initial phone call I was told ("No problem, we know who you are.") I can't imagine owning an independent insurance adjusting company without E&O coverage with CPLIC, especially knowing standard market companies do not cover environmental claims. There is no IA handling property claims who does not have a significant number of environmental claims. I can't image any prudent owner or principal of an independent adjusting company being without coverage for environmental claims.

Over the course of these years, I cannot find a reason to be insured by any carrier other than CPLIC. – July 2019

Meredith L. Reschly

Executive General Adjuster, The Olds Professional Centre, Ltd.

Learn more at www.cplc.net.

"We have been fortunate to have been carrying our E & O coverage with CPLIC since its formation 15 years ago. We have saved thousands of dollars in premiums, however the most important aspect as an employer is the knowledge that only the most professional claims and reinsurance executives are involved, and they are 100% on our side with expertise and attention to every detail and concern we have as an independent adjusting company. Our being involved in the E & O claim decisions which affect our coverages, our potential liabilities and each of our deductible dollars is a satisfying feeling due to the partnership with everyone at CPLIC." – July 2019

Tom Moss, JD, GLEG

President
Tenco Services, Inc.

"As a shareholder and member of CPLIC we couldn't be more pleased with our experience. We reduced our premiums significantly and cut our deductible in half. We also have peace of mind that we are covered for mold because our previous carrier excluded mold. Fortunately, we have only had to report a few claims over the past 15 years but our experience with the claims staff has been great." – July 2019

Mike Gilligan

President
McIntyre, Gilligan & Mundt, Inc.

"Before CPLIC, we participated in a variety of traditional professional markets, the carriers for which would randomly move in and out of the marketplace. Premiums gyrated, not just based on experience, and at least on one occasion with the distinct impression given being one of what the market would support. Whereas with CPLIC, there is a consistency of quite competitive rates, additionally with legacy and performance credits often sprinkled in. CPLIC's proactive approach on claims enlisting the client carrier to defend has been refreshing especially given the standard markets modus operandi of initial appointment of defense counsel on even nuisance type claims, who would proceed to expend the policy deductible, only then to nearly simultaneously provide policyholder an early exit. CPLIC offers other competitive goodies like a CGL program and most recently drone coverage. If your quest is for stability and satisfaction in this market, CPLIC is your destination." – July 2019

James Greene

President
James C. Greene Company

"CPLIC is a special company, founded and maintained by people who understand what we do every day and care about our success, both personally and professionally. E & O insurance can be looked at purely as a commodity until you have a claim or need advice in areas such as risk management or client contracts. I challenge you to find another E&O insurer who will give anywhere near their level of service. I completely support and recommend CPLIC." – July 2019

Peter Schifrin, RPA

SGD, Inc.

"CPLIC 'gets it' "!

David McCullough

President/CEO
Central Adjustment Co., Inc.
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