

## Insurance Loss Adjuster

Insurance loss adjusters specialise in investigating difficult or complicated insurance claims on behalf of insurance companies. They must negotiate on an impartial basis between the company and the policyholder making the claim.

### The Work

You could be:

- working for several insurance companies at once
- investigating claims, possibly large or complex, such as theft, flood or fire damage to property, and air, rail, road and sea accidents
- acting as the link between the insurance company and the claimant (the person or organisation making the claim)
- visiting the site to examine the damage, taking any action to arrange repairs or make sure the area is safe
- collecting information by interviewing the claimant, taking photographs or reading reports
- liaising with other adjusters and professionals including accountants, surveyors and engineers
- checking the claimant's policy to make sure that the loss is covered
- advising the claimant on cost-effective ways to repair any damage, or how to avoid future loss or damage
- writing a report for the insurance company recommending a suitable payment amount.

### Pay

The figures below are only a guide. Actual pay rates may vary, depending on:

- where you work
- the size of the company or organisation you work for
- the demand for the job.

The starting salary for graduate trainee loss adjusters is between £18,000 and £25,000 per year. Experienced loss adjusters earn up to £45,000 a year or more.

Senior loss adjusters or managers earn around £65,000 or more.

There may also be benefits such as bonuses, a pension scheme and private health care.

### Conditions

- You would work from an office, or possibly from home. You would spend much of the day making visits and attending meetings.
- You will sometimes work outside office hours, such as being on call for emergencies during evenings, weekends and public holidays.
- You would visit accident sites, such as crashes and fires. The work would sometimes be dirty, unpleasant or upsetting.

- You may spend time away from home if you are called to attend a major national or international incident.
- You may have to wear protective gear on sites, such as boots, a fluorescent jacket and a hard hat.

## Getting In

- Most entrants are graduates in related fields such as accountancy, business, engineering, insurance, law or surveying. They gain work experience before training in loss adjusting.
- Larger insurance companies run graduate training programmes, employers usually look for a 2:1 degree or higher. Applicants with a good degree in a business, finance or engineering related subject are usually preferred.
- Alternatively, you could first work in the field of claims settling or management with an insurance company and study part time for the Certificate, then the Diploma of the Chartered Institute of Insurance (CII), taking the option in claims management. (See the job profile '[Insurance Claims Handler](#)' for details). The Diploma qualifies you to train in loss adjusting.
- The Chartered Institute of Loss Adjusters (CILA) also offer qualifications at certificate and diploma level.

Some opportunities are in providing risk management services to organisations including local authorities, health services and brokers as well as traditional insurance companies.

## What Does It Take

You need to have:

- sound judgement
- excellent written and verbal communication skills
- integrity
- good negotiating and influencing skills
- good attention to detail
- good IT skills
- excellent ability with figures.

You need to be:

- confident
- alert and observant
- methodical and well-organised
- able to write clear and accurate reports
- tactful and professional towards clients
- fair and impartial
- responsible and aware of health and safety issues
- able to work to deadlines.

## Training

- You would normally train on the job, supervised by an experienced loss adjuster. Large firms usually

provide well-organised training programmes.

- You would study part time for the professional examinations of the Chartered Institute of Loss Adjusters (CILA). The levels start at certificate and go through to associate and fellow.
- CILA approves qualifications in the fields of accountancy, engineering, law and surveying, including the CII Diploma in Insurance (Claims).
- You study to become an Associate of CILA. With further experience you can progress to become a Fellow of CILA.
- To become a CILA Associate and get Chartered Loss Adjuster status you must hold the CILA Advanced Diploma qualification, pass an assessment process called Accreditation for Chartered Status (ACS) and have five years' experience as an independent loss adjuster (reduced to three years if you hold a professional qualification approved by the institute).

## Getting On

- Once you achieve associate status, you need to keep up with continuing professional development (CPD). This requires 21 hours of structured study and 14 additional hours, which can be unstructured learning, each year.
- You might specialise in particular areas of insurance, such as aviation, marine or motor insurance.
- After gaining experience, you could work up to management and eventually become a partner in a firm.
- You might move into other areas of the insurance industry, such as insurance surveying, claims management or fraud investigation.
- There are opportunities to work abroad, or to become self-employed.

## Contacts

### Chartered Institute of Loss Adjusters (CILA)

Tel: 020 3861 5720

Email: [info@cila.co.uk](mailto:info@cila.co.uk)

Website: [www.cila.co.uk](http://www.cila.co.uk)

### Chartered Insurance Institute (CII)

Tel: 020 8989 8464

Email: [customer.serv@cii.co.uk](mailto:customer.serv@cii.co.uk)

Website: [www.cii.co.uk](http://www.cii.co.uk)

X: @CIIGroup

### Financial Conduct Authority (FCA)

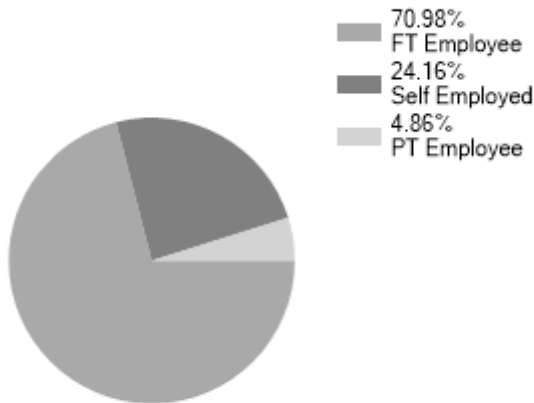
Tel: 0800 111 6768

Website: [www.fca.org.uk](http://www.fca.org.uk)

X: @TheFCA

## Statistics

Employment Status UK %

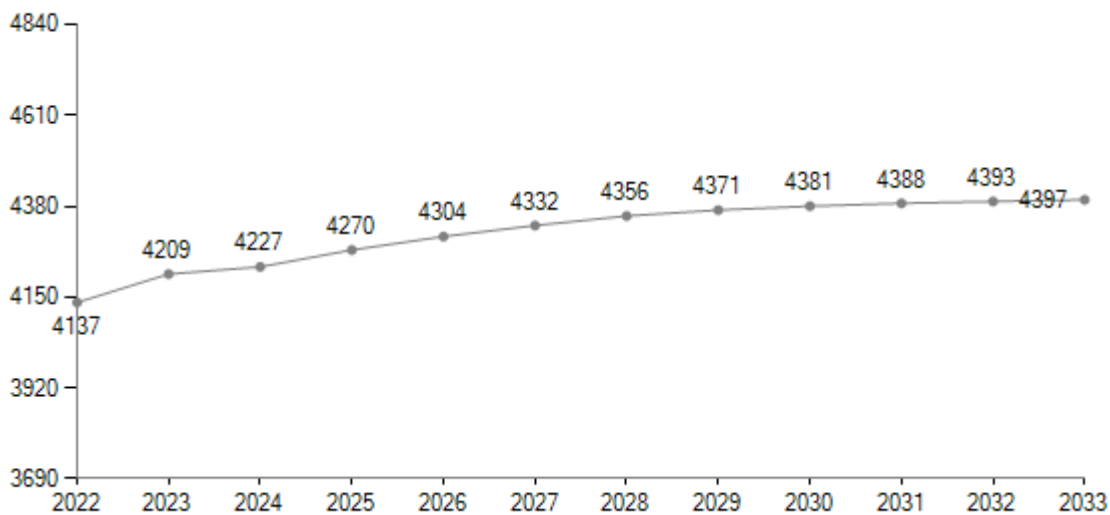


Past Unemployment - Scotland

No Claimant statistics available for Scotland.

LMI data powered by [LMI for All](#)

Predicted Employment in Scotland



LMI data powered by [Lightcast](#)