

Central Illinois Mutual Insurance Company

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Public Adjusters

Policyholders may be approached by public adjusters, especially following large losses. It appears many monitor news and other sources searching for potential clients. Some try to get between the insured and the insurance company before the company has even had an opportunity to meet with insured.

While we have no company policy regarding public adjusters, in our opinion contracting with a public adjuster is an unnecessary expense for the policyholder. We offer the following information:

1. At Central Illinois Mutual, our claims settlement strategy is simple and straight forward—we pay what we owe. That is, we pay claims according to the terms of the policy.
2. We recognize that dealing with a loss to your property is unsettling and may create anxiety. This is not something you do every day. Our claims adjusters are there to help guide you through the claims process. There are no extra charges for their services.
3. Central Illinois Mutual claims adjusters are experienced company employees who understand the coverages we provide.
4. Central Illinois Mutual claims adjusters carry photo business cards for identification purposes.
5. As a member-owned mutual, it is in the best long-term interests of our policyholders for us to pay claims fairly and quickly, under the terms of the policy.
6. Public adjusters do charge for their services, typically a percentage of the claim settlement. You are agreeing to share your claim settlement with the public adjuster. These fees are not covered by your insurance policy.
7. While we will work with public adjusters, we cannot comment on the value of contracting with a public adjuster. The insured must weigh the value of the services provided by the public adjuster against the cost.
8. The public adjuster must provide the client with a written contract. Be sure to read and understand the contract BEFORE you sign it. Understand the fee schedule. You may cancel the contract by certified mail within 5 business days of signing the contract.
9. Once you sign the contract, we are required to deal with the public adjuster rather than deal directly with the policyholder.
10. Public adjusters are not employees or representatives of any insurance company, or of any governmental subdivision. That is, they are not “public employees” as the term is often used.
11. Public adjusters in Illinois are required to be licensed. You have a right to confirm the public adjuster is properly licensed.
12. For more information, visit <http://insurance.illinois.gov/HomeInsurance/publicadjusters.asp>