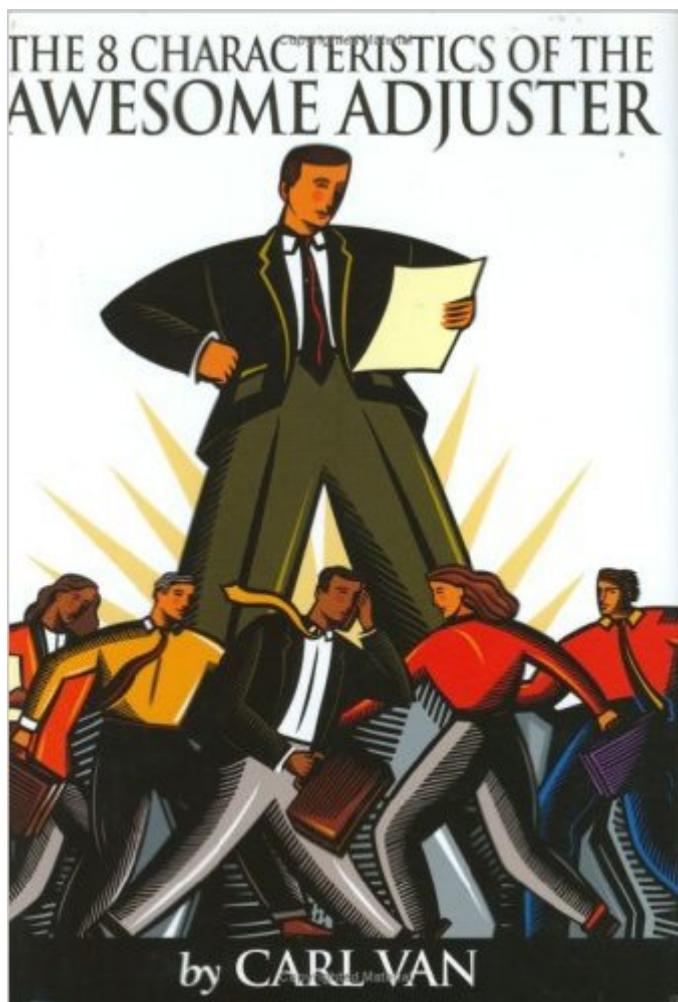


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# The 8 Characteristics Of The Awesome Adjuster



## **Synopsis**

A MUST read for anyone involved in the insurance claims industry. The 8 Characteristics of the Awesome Adjuster provides a glimpse into what the most effective claims professionals do to make their jobs easier. Attitude;Customer Service/Empathy;Initiative;Continuing Education;Teamwork;Time Management;Desire for Excellence;Interpersonal Skills;The author provides real-life scenarios that will have true meaning to anyone who has ever dealt with a customer. He often provides interesting and humorous true stories to outline each of the characteristics, and offers practical advice on how to improve oneself. This book has been the number one selling claims book every year since its release in 2005, and has sold in over 32 countries around the world. It has been the subject of numerous articles; the highlight of over 150 workshops and classes; and the subject of over 75 keynote speeches. --This text refers to the Kindle Edition edition.

## **Book Information**

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## **Customer Reviews**

I highly recommend this book for anyone faced with the challenge of delivering exceptional customer service in the insurance claims industry. It teaches proven techniques for communicating effectively, gaining trust through empathy, and time management. It is the only book I've found that applies these techniques to the unique situations faced by claim handlers everyday.

This is the first great book I have found where the author has specific experience relative to the topic of insurance claims. Carl Van has worked as a Claims Adjuster, a Claims Supervisor, and a

Claims Manager among many other industry positions. His experiences lend credibility to the lessons of each chapter. It is a very easy read, and in each chapter you will recognize yourself, or someone you know. "The 8 Characteristics..." is filled with simple, obvious lessons; yet the first time I read it I was stunned to realize that I was missing opportunities. I've been a fan ever since. I keep a copy at home and a copy at the office. If you are in the insurance industry, especially if you are a claims professional, then you must read this book.

If you're looking for common sense advice on how to deal with customers, look no further. This book is a great resource for anyone dealing with customer service issues. And it isn't just applicable to the insurance industry; this book is valuable to anyone who wants to understand what makes great customer service. The author makes excellent usage of stories to illustrate his point and enable the reader to relate what he is saying to the real world. Many of the points I read in the book stuck with me and come to mind frequently. You don't have to be in the insurance business to appreciate this one.

This book really can be used for any customer service based business. Carl Van puts everything in perspective. For instance, in order to do your job well, it's not enough just to go through the motions. The work ethic most customer service related businesses seem to display are lackadaisical at best. Mr. Van says shun that attitude, give more than you receive and treat your customers with dignity and respect. This may not be a fresh read for some, but for more it was a motivator.

This book is an invaluable tool for anyone who deals with people. The principles taught in this book are for anyone who deals with people, not just adjusters (however, every adjuster should have this book to advance their careers). It will help you examine how you do things and give you a fresh approach to everything from why you should answer your phone and not let it go into voicemail to word selection to make your point correctly and as intended. It's a fact, the right words will help mitigate/reduce your losses and help you gain control of a situation. Just that one paradigm will change how your approach to people and dealing with everyone from colleagues, claimants, family members and people in your social and professional networks. There are numerous time saving tips and tools, great interaction examples--even if you don't think you negotiate at work or home you'll learn you do. Why not learn to do it so you have the advantage? This is a quick, easy, humorous read. A must have.

I work in Claims Customer Service for an insurance company taking first notice of losses & answering general questions regarding existing claims. All I can say is this book is AWESOME! I just read a co-workers but I will be purchasing a copy of my own. As stated in several other reviews, this is not just geared toward the insurance industry, it can be used in ANY organization especially those that are customer service related.

Eight years ago our insurance company, SECURA, made management changes in its Claims department. While service was good, new management wanted to take it to great. The principles set out in Carl Van's book were a foundation for that effort. "Awesome" is a wonderful read. It is filled with service stories, both good and bad, that are funny and compelling. We used this book, combined with training from Carl's company, to shape and transform our department culture to one in which our associates are inspired to provide terrific service. We continue to use it today. While SECURA was formerly reputed to have good claims service, it is now recognized in surveys of insurance agents as having some of the best service in the country. The principles set out in Carl's book played an important role in that transformation. Scott Huias Senior Vice-President SECURA Insurance

I flipped through this book and absolutely love it! "The 8 Characteristics of the Awesome Adjuster" is easy to read and understand and gives great insight into what it takes to be a leader in any environment (not just in the insurance world). I am very excited to purchase a copy for myself and share.

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