



Draft date: 4/1/24

Virtual Meeting

PUBLIC ADJUSTER LICENSING (D) WORKING GROUP

Friday, April 5, 2024

1:00 – 2:00 p.m. ET / 12:00 – 1:00 p.m. CT / 11:00 a.m. – 12:00 p.m. MT / 10:00 – 11:00 a.m. PT

ROLL CALL

Trinidad Navarro, Chair	Delaware
David Buono, Vice Chair	Pennsylvania
Sharon P. Clark	Kentucky
Matt Gendron/Rachel Chester	Rhode Island
Richard Tozer/Juan Rodriguez Jr.	Virginia
Jeff Baughman	Washington

NAIC Support Staff: Tim Mullen/Greg Welker

AGENDA

1. Review its Charge and Scope of Work
—*Commissioner Trinidad Navarro (DE)*
 - A. Charge: Review and Amend the *Public Adjuster Licensing Model Act (#228)* as Needed to Enhance Consumer Protections in the Property/Casualty (P/C) Claims Process.
 - B. Adopted Request for NAIC Model Law Development: The model will be amended to strengthen regulatory standards governing the conduct of public adjusters for the following four issues: 1) individuals acting as unlicensed public adjusters; 2) contractors who are also acting as public adjusters on the same claim; 3) inappropriate assignment of benefit rights; and 4) excessive fees charged by public adjusters.
2. Review Proposed Amendments to Model #228
—*Commissioner Trinidad Navarro (DE)*
3. Receive Comments on Public Adjuster Topics from Working Group Members, Interested State Insurance Regulators, and Interested Parties
—*Commissioner Trinidad Navarro (DE)*
 - A. Individuals Acting as Unlicensed Public Adjusters
 - B. Contractors Acting as Public Adjusters on the Same Claim
 - C. Inappropriate Assignment of Benefit Rights
 - D. Excessive Fees Charged by Public Adjusters
4. Discuss Any Other Matters Brought Before the Working Group
—*Commissioner Trinidad Navarro (DE)*

Attachment A



5. Adjournment