



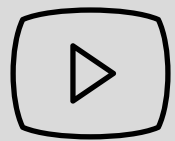
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Chantal M. Roberts, CPCU, AIC, RPA

**SPEAKER, AUTHOR,
EXPERT WITNESS**



book information

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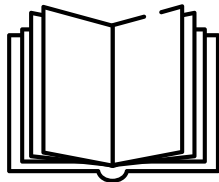
about

I was a multi-lined adjuster for 20+ years. I handled dry cargo, homeowners, commercial property and liability, personal and commercial automobile, marijuana, and heavy equipment claims among other lines. My background includes seminars for claims departments and overseeing adjuster training. I had the privilege of speaking at the Western Zone Committee Meeting of the NAIC (National Assn. of Insurance Commissioners). I speak at continuing legal education credit events and at universities discussing claim handling practices, standards, and procedures.

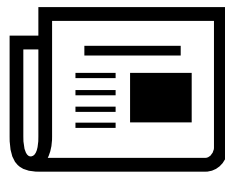
information

Chantal (pronounced: SHAWN-tell) is spelled in the French manner, but pronounced with an "E". The art work for the book is reminiscent of Piet Mondrian. *The Art of Adjusting: Writing Down the Unwritten Rules of Claims Handling* is the first book in a series. This book is for mid-career adjusters, although new adjusters will find it helpful. The Art of Adjusting (TM) is on **Clubhouse** beginning August 2021. A sweepstakes for a custom painting by East Carolina University insurance professor, Brenda Wells, will run from September 1-15, 2021. The Art of Adjusting (TM) is owned by CMR Consulting Corporation, whose corporate colors are blue and grey.

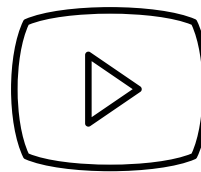
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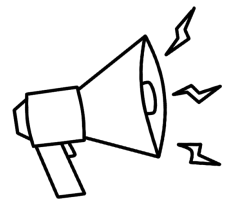
One book



12 Articles



52 Vlogs



18 Lectures

affiliations

- The Institutes (CPCU, AIC)
- Registered Professional Adjuster (RPA)
- Defense Research Institute (DRI)
- American Bar Association (ABA)
- National Cannabis Industry Association (NCIA)
- American Association of Insurance Management Consultants (AAIMCo)

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