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**Chantal M. Roberts teaches the art
behind the science of insurance adjusters' jobs.**

August 16, 2021—OVERLAND PARK—No one knows the stress insurance adjusters are under better than Chantal M. Roberts, CPCU, AIC, RPA. Roberts is using her experience as an adjuster, a former manager of a claims department, and an expert witness to help adjusters springboard into stronger, more confident advocates for the policyholder and claimant.

Roberts does not sugar coat the very really issues facing adjusters, but she offers solid advice on how to deal with them.

“*The Art of Adjusting: Writing Down the Unwritten Rules of Claims Handling* is geared towards an adjuster who has five to ten years in the claims department,” Roberts explains. “Now, more than ever, adjusters must be able to accelerate their learning; managers don’t have the time or resources to devote to training. This is where the book steps in,” says Roberts, who is a sought-after speaker on claims handling and an author of 12 articles in national trade journals.

Roberts’ book is set apart from others because it also offers new adjusters an in-depth, realistic view of the insurance adjusting career field. Alex Shaw, AFIS, an adjuster in Missouri, looked forward to the release of the book saying Roberts’ discussion on reservation of rights letters is “the best explanation in detail that I have seen or read.”

In keeping with the art and insurance theme, Roberts had a moment of kismet when she happened upon the idea of a sweepstakes involving a commissioned painting. “I thought of my friend who paints and who is also a professor at East Carolina University. I called Brenda (Wells) and explained what I was looking for and how I thought (an art piece) could be a neat thing since so many adjusters are still working from home, the name of the book is about the art of adjusting, and an insurance professor would do the painting,” Roberts explained.

Dr. Brenda Wells, Ph.D., a Robert F. Bird Distinguished Professor of Risk & Insurance at ECU’s College of Business, recalls getting chills since she had previously finished a painting similar to Roberts’ description. Roberts laughed when she received Wells’ emailed photograph because the commissioned painting was eerily reminiscent of Roberts’s book cover which Wells had not seen up that point.

The sweepstakes to enter to win the painting is from September 01 to September 15, 2021. See <https://www.theartofadjusting.com/sweepstakes> for more information.

This full-color book is available through local and national bookstores and Amazon. It can also be ordered through Roberts’s website <http://TheArtOfAdjusting.com>.

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