

NH ADJUSTER Ethics Guidelines

Effective January 1, 2020, RSA 402B-5a will require that three (3) of the twenty four (24) hours of continuing education credits for adjusters be in ethics for claims adjusters in the state of New Hampshire.

To be approved, an ethics training course must reinforce a adjuster's ethical competence, must contribute to a adjuster's understanding of the complexities of ethical decision-making in the insurance industry, and must provide tools to help an insurance professional identify, prevent and constructively resolve ethical dilemmas.

As you determine if your course(s) would meet this new requirement, please keep the following questions in mind:

1. Does this course contribute to an adjuster's understanding of his/her ethical responsibilities?
2. Does the course give examples of "good" licensee conduct, as well as examples of "bad" licensee conduct?
3. Does this course contribute to an adjuster's understanding of the complexities of ethical decision-making within the context of insurance transactions?
4. Does the coursework describe where an adjuster may find tools that are provided to help the adjuster identify, prevent, and resolve ethical dilemmas that arise in the course of conducting insurance business?
5. How will the content of this course contribute to the adjusters' understanding of proper vs. improper, honest vs. dishonest behavior?
6. Does this course demonstrate to whom the licensee "owes" an ethical responsibility and how this will help the licensee understand his or her ethical responsibilities to such an entity?
7. How will this course help the licensee distinguish between legal and ethical behavior and legal but unethical behavior?

Ethics training may include, but not be limited to, subject as follows:

• Anti-money laundering	• Fraud awareness
• Competence	• Fiduciary duties (financial irresponsibility)
• Compliance with state and federal laws and regulations	• Honesty (dishonest practices and untrustworthiness)
• Consumer protection	• Integrity
• Credit scoring	• License suspension, revocation, or denial
• Defamation of a competitor	• Loyalty
• Disclosure	• Market conduct
• Fair claims practices	• Privacy
• Fair trade practices	