

# NEGOTIATING WITH INSURANCE ADJUSTERS

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## Disclaimers

- Mediations are **confidential processes**; I will not disclose confidential communications made in an ADR proceeding.
- My practice experience includes representing insurance companies and their insureds; I will not disclose confidential party-agent or privileged attorney-client communications.

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## Goals for our 30 minutes...

- Reframe your thinking about insurance adjusters as **negotiating counterparts**.
- Reconsider your approach to the negotiation **process**.
- Refresh or expand your negotiation **skills**.

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## Our Highlighted Terms

- **COUNTERPART**
- **PROCESS**
- **SKILLS**

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# PART 1

## COUNTERPARTS

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## COUNTERPARTS

- The insurance adjuster is your negotiation **counterpart**.
- **Counterpart** is different from **adversary**.

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First appeared as part of the conference materials for the

2023 The Car Crash Seminar session

"Negotiating with Insurance Adjusters"