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June 27, 2025

Ms. Karen Winkel, Rules Coordinator 350 Winter St. NE Salem, OR 97301 Via email at dfr.rules@dcbs.oregon.gov

Re rule changes proposed 836-071-1100 – 836-071-1195

Dear Ms. Winkel,

I am writing on behalf of the National Association of Public Insurance Adjusters ("NAPIA"). NAPIA was founded 75 years ago in 1951 to advance the profession for those directly representing and assisting consumers on insurance claims involving property loss, whether business loss or personal property such as homes. NAPIA members are committed to education, certification, ethics, and professional excellence in the profession of public adjusting. The ethics statement for the association is even codified in the NAIC model. We refer to it as the gold standard for public adjusting. I write to you today as President of NAPIA, in support of proposed changes to the regulations relating to public adjuster licensing in Oregon. We believe that distinguishing between public adjusters and independent adjusters will be beneficial to Oregon policyholders and reduce confusion at the time of a property loss. This is long overdue.

NAPIA would also like to advocate for three changes to the proposed rules:

- 1. Where 836-071-1165 (7) reads "The insurer shall verify the public adjuster holds a valid license..." we would propose amending the rule to read "The insurer shall verify the public adjuster or those acting as public adjusters hold a valid license...". This change will pick up contractors and others attempting to act as a public adjuster, ensuring the person(s) engaged in the activity is properly licensed.
- 2. Where 836-071-1185 (10)(c) notes a licensed public adjuster may not represent or act as a company adjuster or be an independent adjuster on the same claim, NAPIA would propose removing "on the same claim". This will better protect Oregon consumers by ensuring a public adjuster cannot experience a conflict of interest if employed by their insurer as an independent adjuster on different claims.
- 3. Clarification on whether a current exception to obtain a license to engage in business as an adjuster in ORS 744.515(2)(j) to "a person that provides, without compensation, an estimate for repairs that the person will perform, even if the person receives compensation for the repairs under the claim" will continue to be apply. NAPIA believes this exception is contradictory to the new rules being proposed.

Again, we thank you for working toward reducing confusion in the claims process and believe these proposed rule changes will improve protections for policyholders.

Sincerely,

Justin R. Skipton, AIC, SPPA, NAPIA President 2025-2026

Justin R Skipton