Before the adjuster calls.

The adjuster will be polite, quick, and very organized. You can be organized too.

- [ ] **1 Know who they represent.**
  It's in the first sentence they say.
- [ ] **2 You can schedule the call.**
  It doesn't have to be now.
- [ ] **3 Your notes belong in front of you.**
- [ ] **4 "I don't know" is a complete answer.**
- [ ] **5 Recorded statements can wait.**
- [ ] **6 Keep a one-page call log.**
  Date, name, what was said. It's on the next page.

Save this for the day the phone rings.

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Call log.

One line per call: who called, from where, and what was said. Keep it with your notes.

DATE, TIME	NAME AND COMPANY	PHONE	CLAIM NUMBER	WHAT WAS SAID, NEXT STEP

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