

ADJUSTERS CODE OF ETHICS

The purpose of the provisions of this Code is to promote the protection of the public and the honest and competent practice of the professional activities of claims adjusters, regardless of the structure of their practice, the nature of their contractual relationship with clients or the class of the claims adjustment sector in which they practise.

1. Claims adjusters must ensure that they observe and comply with the guidelines set out by Bank Negara (Central Bank) and Kementerian Dalam Negeri (Home Ministry).
2. Claims adjusters must not, directly or indirectly, pay or promise to pay remuneration, compensation or any other benefit to a person who is not a representative in order for that person to act in that capacity or use that title.
3. Claims adjusters must not, directly or indirectly, procure a promise of payment or payment of remuneration, compensation or any other benefit from a person who is not a representative and who acts or attempts to act in that capacity.
4. Claims adjusters must not pay, offer to pay or agree to pay any remuneration, compensation or benefit to a person who is not a representative, except where permitted by law.
5. Claims adjusters must not pay or promise to pay any remuneration, compensation or benefit in order to have their professional services retained, except as provided by law or its regulations.
6. Claims adjusters must not accept, other than the remuneration or compensation to which they are entitled, any benefit relating to their professional activities, except where permitted by law.
7. Claims adjusters must avoid placing themselves, directly or indirectly, in a situation of conflict of interest. Without limiting the generality of the foregoing, a claims adjuster would be in a situation of conflict of interest where
 - the interests involved are such that the claims adjuster may tend to favour certain interests over those of the client, or the claims adjuster's judgment and loyalty towards the client may be adversely affected; or
 - the claims adjuster obtains a current or future personal benefit, directly or indirectly, for a particular act.
8. Claims adjusters must not neglect professional duties relating to their professional activities and must carry out such duties with integrity.
9. Claims adjusters must not
 - have a personal interest in the settlement of a claim;
 - derive or seek to derive personal benefit from a matter entrusted to them, other than their remuneration;
 - ask anyone, except a client or client's representatives, to inform them of an event giving rise to a claim;

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- obtain or attempt to obtain details concerning an insurance policy from any person other than a client or client's representatives, with a view to having the settlement of claim entrusted to them; or
- advise an insured, a claimant, a client or a third party against consulting another representative or another person of their choice.