

DUTIES AND OBLIGATIONS TOWARDS THE CLAIMANT

- 1.** Claims adjusters must not withhold a claimant's money, securities, documents or property unless permitted under a legislative or regulatory provision.
- 2.** Claims adjusters must take reasonable care of property entrusted to their care during their mandate.
- 3.** Claims adjusters must not borrow from a claimant, sums of money they have collected for the claimant. Claims adjusters must not endorse a cheque made out to a claimant or to a client unless authorized by the claimant or client and provided that the cheque is endorsed for deposit only into a separate account.