

ONCE UPON A CLAIM:

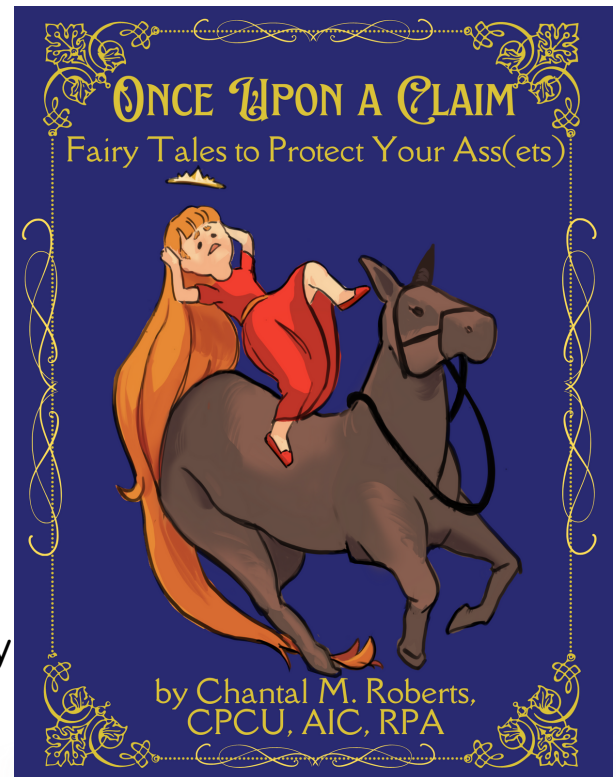
FAIRY TALES TO PROTECT YOUR ASS(ETS)

Fairy tales, nursery rhymes, and fables teach children that the world is a dangerous place filled with monsters, witches, evil step-mothers, and claims adjusters, and no one is going to save you.

Until now.

While insurance is the last thing you want to read about, this book promises to do the unthinkable--keep you entertained while subtly imparting essential knowledge.

Prepare to be both enlightened and delighted, because who said learning about insurance couldn't be fun?



Chantal M. Roberts, CPCU, AIC, RPA

SPEAKER, AUTHOR, EXPERT WITNESS

BOOK INFORMATION

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THE *Art* OF
ADJUSTING®

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@KCMRoberts The Art of Adjusting® Chantal Roberts

ABOUT THE AUTHOR:

Chantal (pronounced: SHAWN-tell) M. Roberts, leverages over two decades of experience as a claims adjuster and manager, transforms mundane insurance concepts into engaging and memorable lessons. She is a self-described insurance nerd with over 20 years of experience as a multi-lined claims adjuster. She is currently a professor of risk management and insurance at the Borough of Manhattan Community College, City University of New York, where she injects humor into a topic that can be as dry as burnt toast.

QUOTES:

The insurance industry has done a terrible job in teaching consumers about its products. Insurance touches everything, but it doesn't cover everything.

the numbers



Once Upon A Claim is Chantal's second insurance book. Her first, **The Art of Adjusting: Writing Down the Unwritten Rules of Claims Handling**, published July 2021, helps mid-career adjusters handle claims more efficiently.



Chantal has written 17 articles in insurance trade journals on wide-ranging topics such as COVID, cannabis, coverage issues, mold, and minor impact claims.



Chantal has spoken in over 30 insurance seminars about cannabis, reservation of rights, mass shooting incidents, and good faith claims handling practices.

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