



Obligations of the Designated Representative of the Adjusting Firm

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As individual licence holders conduct insurance activities under the authority and contracts of the adjusting firm, the adjusting firm is responsible for the activities of all licensees and employees. The Designated Representative is responsible for the supervision and management of the adjusting firm which includes all of the insurance activities of the adjusting firm. The ICM holds the designated representative accountable for the actions of the adjusting firm, and for insurance activities under their supervision and management.

These would include:

- reviewing the list of licensees available under the licence search on the ICM website regularly to ensure that it corresponds with your records. Any discrepancies should be reported **immediately** to the ICM;
- implementing reasonable screening procedures to determine an applicant's suitability to receive an insurance adjuster licence;
- submitting an application for a new employee and to ensure that a valid licence has been **issued by the Insurance Council of Manitoba prior to** that applicant acting as an adjuster;
- ensuring that no employee, director or partner who is not licensed acts as an insurance adjuster;
- ensuring that proper and adequate supervision of employees is provided at all times (refer to the Licensing Rules and Code of Conduct);
- ensuring that proper and adequate management of each office (head office and any branch offices) has the appropriate level of Manitoba licensed Insurance Adjuster managing the office;
- **immediately** notifying the ICM in writing, at any time during the licensing year, if a licence holder leaves the Adjusting Firm, providing the reason and effective date of termination;
- **immediately** notifying the ICM in writing of any change of Designated Representative;
- ensuring compliance with *The Insurance Act* of Manitoba, its Regulations, its Rules and the Code of Conduct;
- ensuring that errors and omissions (E&O) insurance is maintained in accordance with the Regulations;
- ensuring that every adjuster licensed with the firm is covered under the firm's E&O insurance, regardless if they are an independent contractor or an employee;
- ensuring that E&O insurance is kept current in the [ICM Licensing Portal](#) (NOTE: failure to keep the E&O current within the online system would result in the licences affiliated with the adjusting firm being disqualified);
- reporting any material changes to the ICM within 15 days (Council considers a material change to include **any** material fact which may influence Council to amend, or review a licensee's licence(s). Refer to the [Material Changes - When to Disclose them to the ICM](#) available on the ICM website; and
- ensuring that the adjusting firm, and/or its licensees, does/do not represent or hold themselves out to the public in any other name than is stated on the licence, **which would include all social media references, email signatures, letterhead, business cards, signage**, etc.

Questions on these obligations can be directed to the ICM at contactus@icm.mb.ca.