

CALA - Certified All-Lines Adjuster Practice Test Questions and Answers

1. When must an adjuster maintain confidentiality?

- A) Only after claim settlement
- B) During litigation only
- C) Throughout the claim process
- D) Only for property damage claims

2. What is the primary role of a catastrophe adjuster?

- A) Sell insurance policies
- B) Conduct fire drills
- C) Handle mass claims from natural disasters
- D) Oversee marketing operations

3. What is the first step in the claims handling process?

- A) Send a settlement check
- B) Deny the claim
- C) Acknowledge receipt of the claim
- D) Request a police report

4. What are 'specials' in bodily injury claims terminology?

- A) Quantifiable economic losses such as medical bills and lost wages
- B) Secret settlement amounts
- C) Special policy endorsements
- D) Specialty medical procedures only

Answers: 1-C 2-C 3-C 4-A

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