

Assignment of Benefits

What is it?

An Assignment of Benefits is a legal contract which transfers the rights or benefits of your insurance policy to a third party.



The third party you've transferred your insurance benefits to, stands in your shoes and has the authority to file a claim, make repair decisions and collect insurance payments.

Can I cancel it?

The Assignment of Benefits contract is legally binding.

There is no "cooling off period" and consumers are typically unable to cancel it.



What do I look for?

There are some key indicators to help determine if you are signing an AOB:

- You are required to sign an AOB to start the repair process
- Language that prevents your insurance company from communicating with you about your claim
- Language that gives the third party the right to negotiate and endorse checks on your behalf.

The other indicator to look for is "Free Services" or a third party offering to waive any portion of your deductible.

Florida law prohibits contractors from paying, waiving or rebating any part of an insurance deductible for repairs to property covered by an insurance policy.



How to Handle Your Insurance Claim

Below are some of your rights and responsibilities as an insurance consumer along with tips to help facilitate a smooth claim process.

Before a claim:

- Read through each page of your insurance policy
- Ask your insurance agent questions for clarification



Immediately following a loss:

- Make temporary repairs
- Do not throw anything away
- Allow the company to inspect prior to implementing permanent repairs or removing debris



During the repair process:

- Verify that all contractors are licensed and insured by visiting the Department of Business and Professional Regulation's website and the Division of Worker's Compensation Proof of Coverage Database
- Read through the contracts before signing
- You do not need to sign an AOB in order to get your insurance claim processed or your residence repaired
- DO NOT sign anything you do not fully understand
- Review the financial and insurance tools available on the Department of Financial Services' Consumer Services website



Claim Reporting Checklist

Below is a checklist you may use as a resource to navigate through the claim process.

- Contact your insurance company to report the damage and set up a time for the adjuster to inspect the damages.
- Take photos of the damage.
- Make emergency or temporary repairs.
- Save receipts for any repairs.
- Make an inventory of any damaged items.
- Do not discard any damaged items without prior approval from the insurance company.
- Make a list of any questions you would like to ask the insurance adjuster.
- Request a copy of the fire or police report, if applicable.

