



Claim Complete Auto Appraisals™ – Auto Insurance Claim Term Glossary

- **Actual Cash Value (ACV):** The fair market value of your vehicle immediately before the loss, accounting for age, mileage, and condition.
- **Adjuster (Insurance Adjuster):** The person who evaluates your claim on behalf of the insurance company.
- **Appraisal Clause:** A policy provision allowing each party to hire an appraiser if there's a dispute over repair costs or total loss value.
- **Appraiser:** A professional who evaluates repair costs or vehicle value when a dispute arises between you and the insurer.
- **Claimant:** The person filing a claim for damages.
- **Collision Coverage:** Pays for repairs or replacement if your vehicle is damaged in a collision with another car or object, or rollover.
- **Comprehensive Coverage:** Covers damage not caused by a collision, such as theft, vandalism, or weather-related damage. Also includes animal hits.
- **Coverage Limits:** The maximum amount your insurer will pay for a covered loss.
- **Deductible:** The amount you must pay out of pocket before your insurance coverage applies.
- **Diminished Value (DV):** The decrease in your car's market value after an accident, even after proper repairs.
- **Endorsement:** A policy amendment that adds, removes, or changes coverage terms. Exclusion: A specific situation or type of damage that your policy does not cover.
- **First-Party Claim:** A claim you file with your own insurer under your policy.
- **Third-Party Claim:** A claim filed against another person's insurer when they're at fault.
- **Loss of Use:** Compensation for the time you're without your vehicle due to a covered loss.
- **OEM Parts:** Original Equipment Manufacturer parts made by your vehicle's manufacturer.
- **Aftermarket Parts (A/M):** Non-Original parts manufactured by someone other than the Original Vehicle Manufacturer.
- **LKQ Parts:** Parts that are not new, and are sourced from salvaged vehicles. These parts are intended to be OEM, but are sometimes A/M as well. 'LKQ' stands for Like Kind and Quality, however there is also a retailer that sells LKQ parts who's name is also LKQ.
- **Liability:** Coverage that pays for injuries or property damage you cause to others in an at-fault accident.



- **PIP (Personal Injury Protection):** Covers medical expenses, lost wages, and related costs for you and your passengers regardless of fault. Can also provide coverage when you are a pedestrian.
- **Independent Adjuster:** A third-party adjuster hired by an insurer to handle claims on their behalf. They do not work for the policyholder.
- **Public Adjuster:** A licensed professional who represents the consumer only (prohibited from ever representing an insurer) in evaluating, advising on, and negotiating insurance claims on the consumers behalf.
- **Salvage Title:** A title brand assigned to a vehicle declared a total loss.
- **Subrogation:** The process where your insurer seeks reimbursement from the at-fault party's insurer after paying your claim.
- **Uninsured / Underinsured Motorist Coverage (UM/UIM):** Protects you if the driver at fault has little or no insurance coverage or is unknown (hit and run). Coverage is provided for expenses the party at fault would be responsible for.
- **WAC 284-30:** The section of the Washington Administrative Code that establishes minimum claims-handling standards for insurers.
- **RCW 48.30.015 (IFCA):** Washington's Insurance Fair Conduct Act, allowing policyholders to recover damages if an insurer unreasonably denies a claim.