

KRU TALENT GROUP

2026 ADJUSTER INTELLIGENCE REPORT



**WHAT CLAIMS
ADJUSTERS
WANT IN 2026**

Prepared by
KRU TALENT GROUP

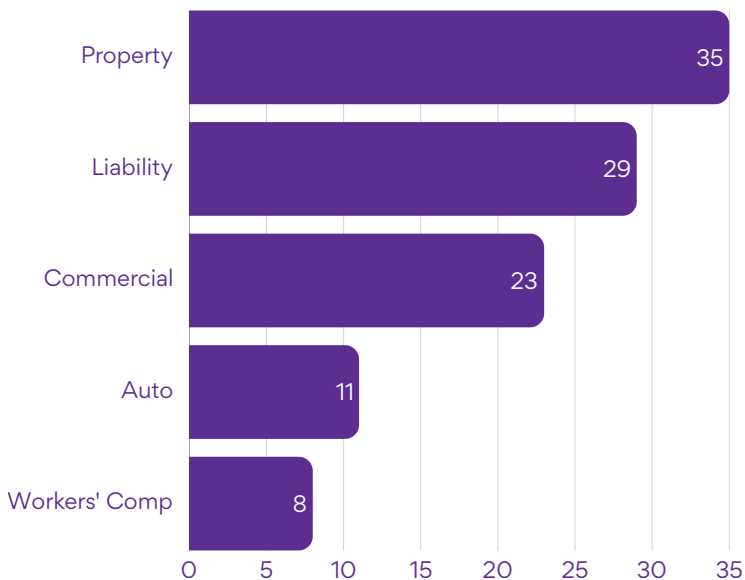
WHO WE TALKED TO



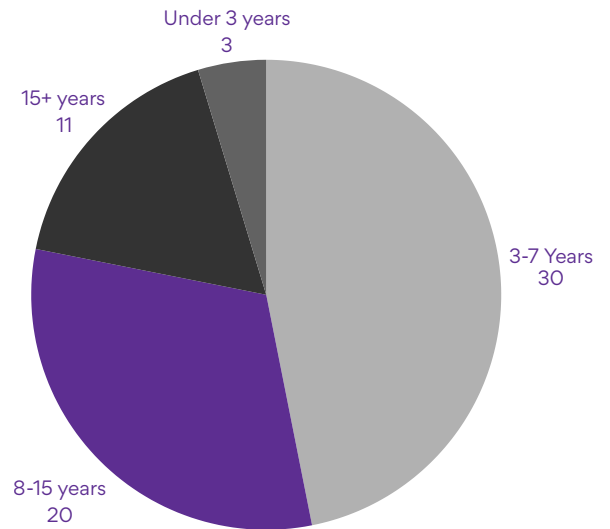
64

Adjusters surveyed

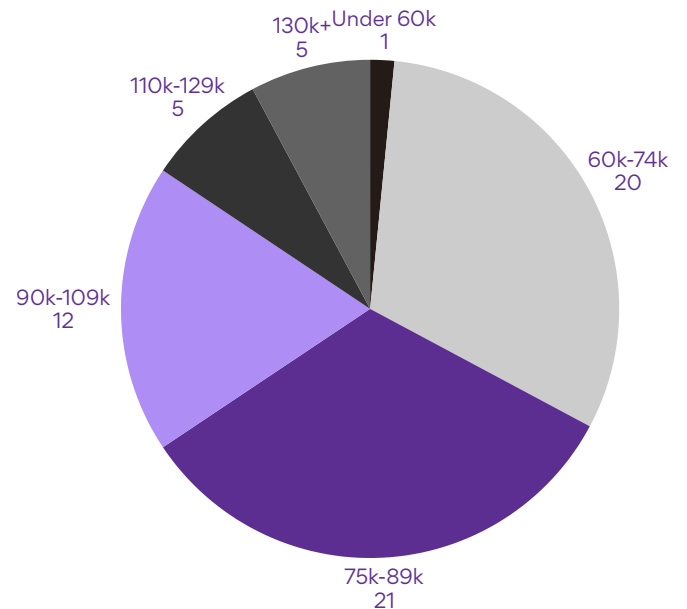
Claims Types Handled
(multi-select)



Years in Claims



Base Salary



How we collected responses: 64

anonymous responses gathered through our newsletter subscribers, podcast listeners, and LinkedIn community in August 2026.

THE PAY REALITY CHECK

Nearly a third of claims adjusters don't feel fairly paid for the work they do. That matters beyond retention. How someone feels about their own pay directly predicts whether they'd recommend this career to someone else. Adjusters who feel fairly paid recommend claims as a career 83% of the time. Adjusters who don't feel fairly paid recommend it only 55% of the time. Underpaying doesn't just risk losing that one adjuster. It quietly shrinks the talent pipeline for the whole industry.



Feel fairly paid

56%



Not fairly paid

31%

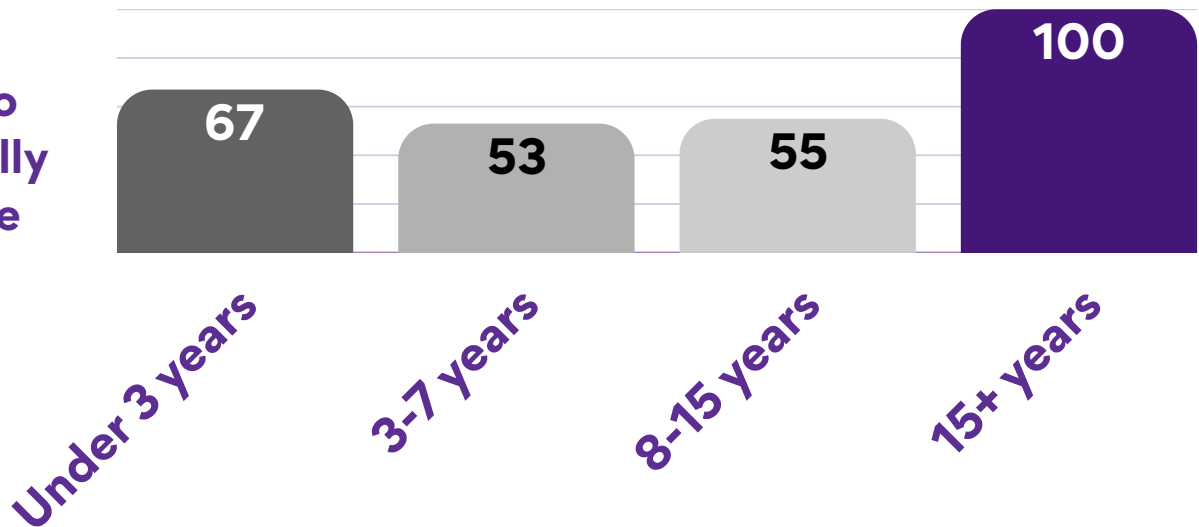


Unsure

13%

Remote Work by Tenure

% Who
want fully
remote



REMOTE WORK IS THE DEFAULT

Remote flexibility isn't a nice-to-have anymore. It's the baseline expectation across every experience level, and the more senior the adjuster, the stronger that expectation gets.

REMOTE, BY TENURE

* 67% of adjusters under 3 years want fully remote, and it holds fairly steady through the 3 to 15 year range at 53 to 55%.

* By 15+ years, that number hits 100%. Every senior adjuster surveyed wants fully remote work. No exceptions.

63%

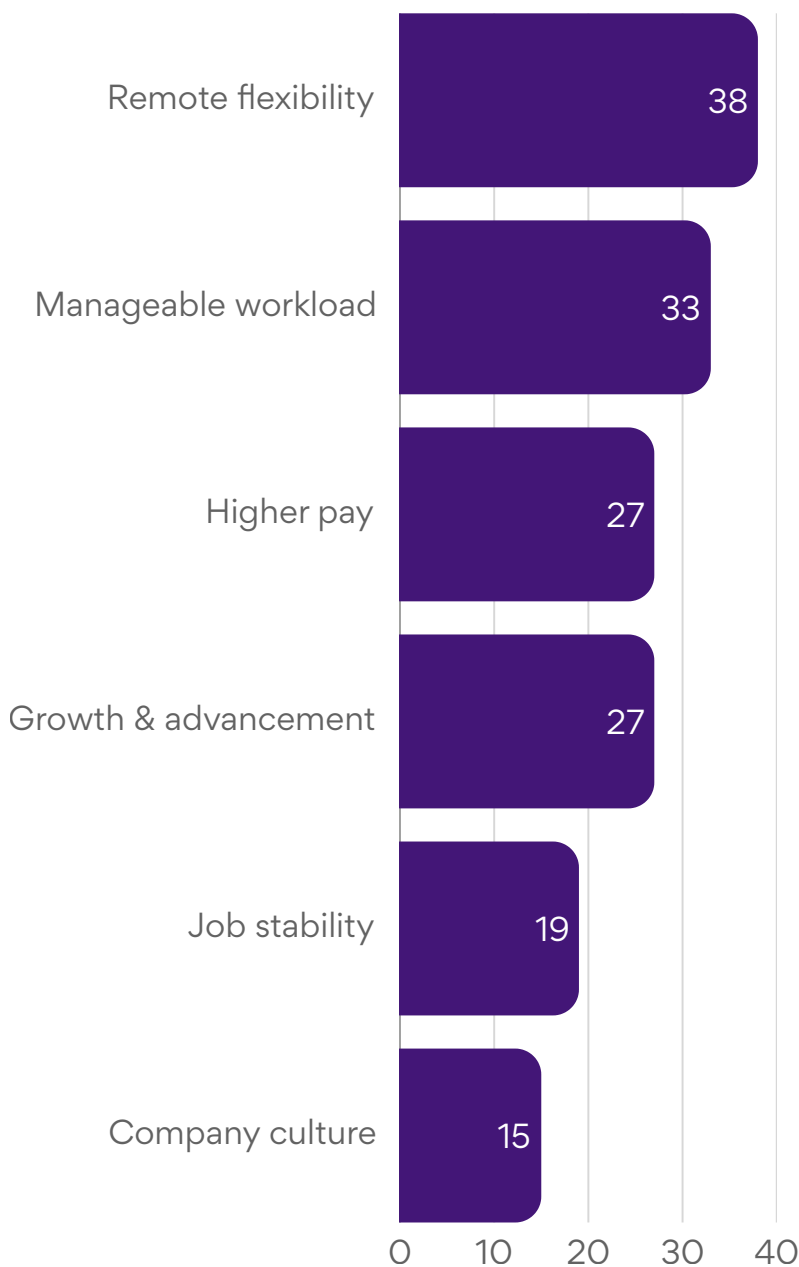
Of all adjusters surveyed
want fully remote



What this means for hiring: If your posting requires hybrid or in-office, you're filtering out your most experienced candidates before the interview even starts.

ADJUSTER PRIORITIES

What Matters Most in a New Role Top 3 Priorities (multi-select)



WHEN IT'S TIME TO MOVE

When adjusters weigh a new role, they're not chasing salary first. Remote flexibility and manageable workload top the list of what actually matters.

59%

Remote flexibility

52%

Manageable workload

WHAT COMES NEXT

Higher pay and growth still matter. They're just not the leading factor, with job stability and culture rounding out the list further down.

42%

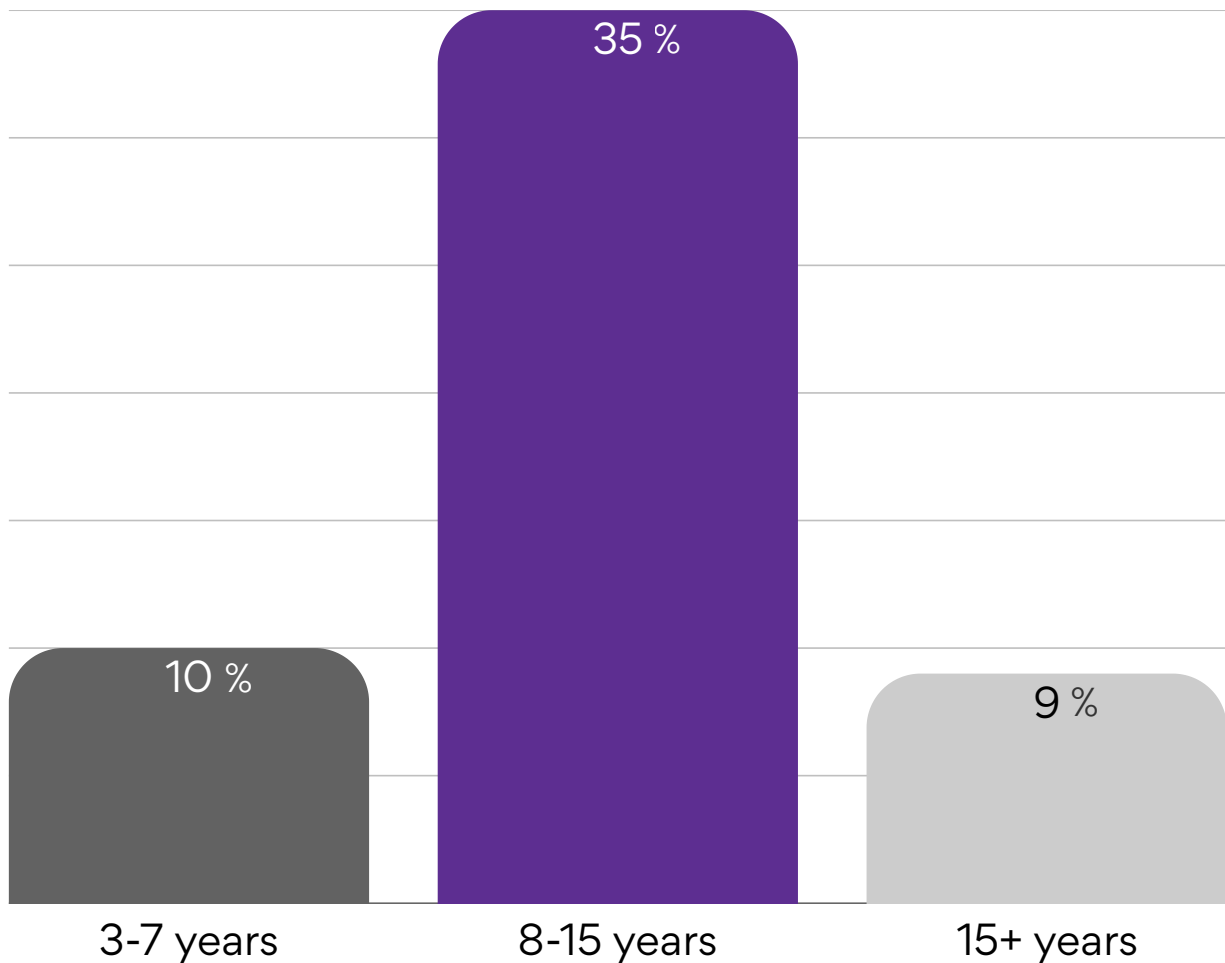
Higher pay

42%

Growth & advancement

THE BURNOUT CLIFF

% of Adjusters Who Cite Burnout as #1 Reason to Leave Current Job by Tenure

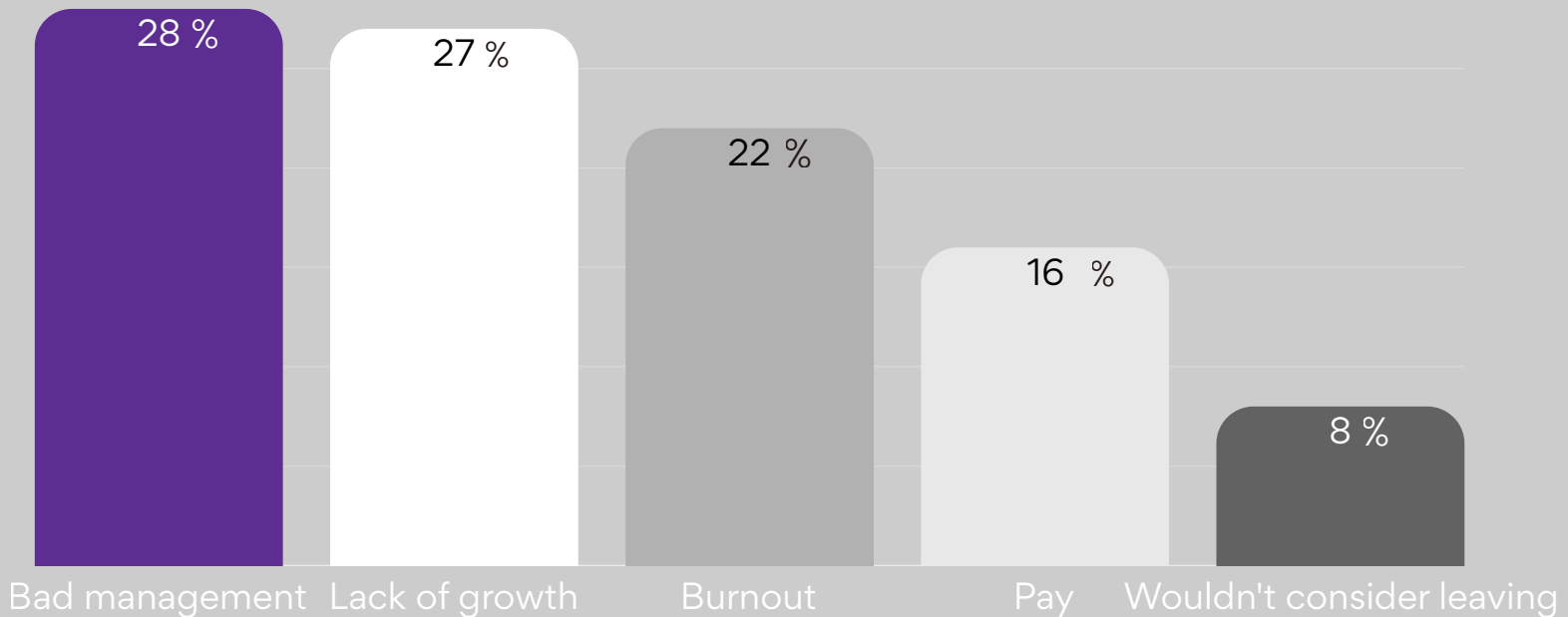


BURNOUT DOESN'T SPREAD EVENLY. IT SPIKES HARD FOR ADJUSTERS RIGHT IN THE MIDDLE OF THEIR CAREERS.

Break the burnout answer down by experience level and a pattern appears that the top-line number hides. New adjusters are still finding their footing. Senior adjusters have largely built the setup they need. The 8 to 15 year group is stuck in the middle, and it shows: burnout hits them more than three times as often as anyone else.

WHY ADJUSTERS LEAVE

Top Reasons Adjusters Would Leave Their Current Job



* PAY & STABILITY

Pay still matters, just less than expected. A small group wouldn't consider leaving at all, no matter what's offered elsewhere.

Pay	16%
Wouldn't leave	8%

* MANAGEMENT & GROWTH

These three reasons account for more than three quarters of everyone who says they'd leave. None of them are about the paycheck.

Bad Manager	28%
Lack of growth	27%
Burnout	22%

In Their Own Words

16 of 64 adjusters answered an optional question: what would keep you long-term? Here's what they told us, unedited.

TRUST & AUTONOMY

"Micromanagement and lack of authority to properly do my job was a deal breaker every time."

"Not lie to me."

MANAGEABLE WORKLOAD

"The capacity of claims assigned to a single adjuster is not maintainable. If there was a decreased cap in claims received, I would consider staying."

GROWTH BASED ON SKILL, NOT TENURE

"Offer advancement based on skillset, not based on tenure or degrees, and increase pay."

"Keep their promises. Like promotions, raises, growth, etc."

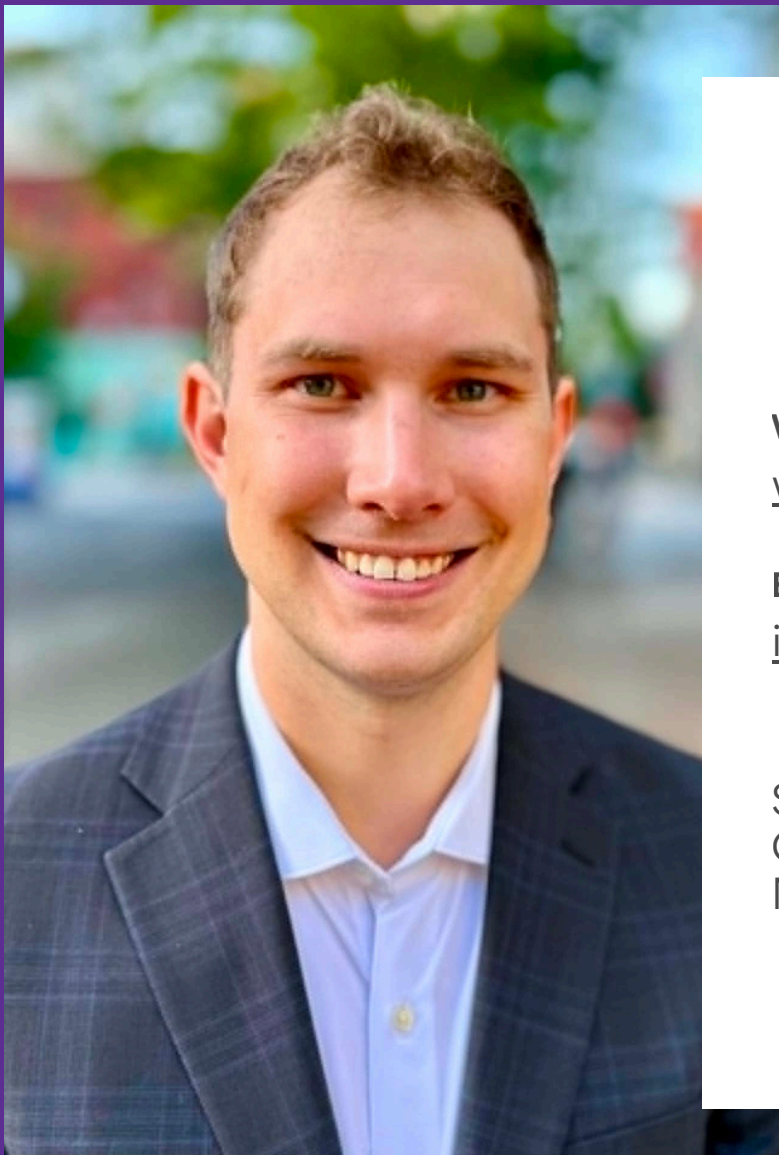
LESS METRICS, MORE TRUST

"Stop using metrics to determine success."

"Revamp of quality review process."

ABOUT KRU TALENT GROUP

KRU Talent Group is a claims recruiting agency built by people who get the industry. We place adjusters with TPAs, carriers, and claims organizations who invest in their people, not just fill seats.



Website

www.krutalentgroup.com

Email

info@krutalentgroup.com

Serving TPAs, Carriers, and
Claim Organizations
Nationwide