



USAA Certification Testing – Frequently Asked Questions

Q: Can I take the test as a team if I work with another person / spouse to handle claims?

A: If you work as a team with someone else who does not do their own claims, you can take the test as a team. Please keep in mind that USAA will not allow you to work as individuals if you have previously told them you will be working as a team and tested as a team. Please list both names on the test but the primary name (the name of the Adjuster who will be responsible for the claim) will be at the top and the other name at the bottom of the test.

Q: I have been an Adjuster less than 2 years but I have many years of experience as a Contractor. Can I still take the test?

A: USAA requires 2 Years of experience as an Adjuster before you can work for them. There are no exceptions.

Q: I have taken the test twice this year already and not passed it. Can I test again?

A: USAA limits each person to two (2) attempts to pass the USAA Certification test each year. If you have already taken the test twice and not passed you must wait until next year to try again.

Q: I hear that USAA requires a background check and a drug screening. When does that occur?

A: USAA does require RJMW to conduct a background check and a drug screening. RJMW will conduct the background check and schedule the drug screening if and after you pass the test. There is no cost to you for these items. If you pass the test, a form will be provided to you for your permission to conduct these items.

Q: My USAA Certification is good for another year but I want to go ahead and get it out of the way, can I do that? If I fail the test this time do I lose my last year of eligibility?

A: Your USAA certification is good for a period of 3 years from the time you obtain it. Taking the test again prior to the expiration date and failing does not void your current status as USAA Certified. In this scenario, your certification will still be good through the original 3 year time frame. Taking the test again and passing will reset the 3 year time frame. The time frame does not accumulate longer than 3 years. It is a good idea to plan to take your re-certification tests such that your certification does not expire in the middle of a CAT event.

Q: If I take the USAA Certification Test with another Independent Adjusting Company do I need to take it again for RJMW to work USAA claims with RJMW?

A: Your USAA certification is good to work RJMW's USAA claims regardless of which IA firm you obtained certification from. You can test with us or any company authorized by USAA to conduct the test. If you do take the test with another IA company, we request that you send us proof of such including a certificate listing the IA company and the date of completion.

