Customer Service = Resolution

Insurance Loss Inspections
July 2016 Inspections Training
Table of Contents

• What is an Insurance Loss Inspection?
• Insurance Loss - Internal Process
• Your Responsibilities
• Making Contact
• Insurance Loss Work Order Codes
• Conducting The Inspection
• Estimates / Scopes
• Good Call Clients
• Photo Requirements
• Result Form Requirements
• Calculating the Completed Percentage
• Avoiding Common Issues
What is Insurance Loss?

- Insurance Loss inspections are completed on properties that have suffered some type of damage to the property.
- The Homeowner has filed a claim with their Insurance Company
  - The most common damages are storm, water and fire.
  - Most often the homeowner is not past due on their mortgage and their lender owes them a disbursement of money from the Insurance Claim, which the lender is holding.
Insurance Loss - Internal Process

• A Safeguard Liaison will contact the homeowner when their lender places the order
  – To advise homeowner /authorized party that they should be expecting a call from a local inspector (you)
  – The authorized party is advised to call Safeguard if they do not hear from you within 24 hours
• Your Insurance Loss Regional monitors the order from start to finish
  – Ensuring appointments are scheduled & kept
  – Results are received within the required timeframe
• The Safeguard Billing / QC Department audits & closes the orders.
Inspector Responsibility:

- Be prepared & plan ahead
- Review the scope of repairs
- Complete the inspection
- Report on progress/completion of repairs listed in scope
- Submit Results Form and Photos at the same time
- Contact Insurance Loss Regional prior to the scheduling of the appointment if you have not received the correct paperwork or have any questions regarding the process
Making Contact

• Time is of the essence when making contact with the homeowner / authorized third party.
  – It’s very important that you make contact with the authorized party, usually the homeowner or contractor within 24 hours of receiving the order.
  – Contact Information is located on the Work Order Text you receive.
Inspector Responsibility:

- Update the order with contact attempts or an appointment at InsuranceLoss.updates@Safeguardproperties.com

- Continue attempting contact every 48 hours. Until the appointment is scheduled.

- You can also call your Insurance Loss Regional with updates

- Confirm claim address

- Confirm they have the scope of repairs, if work order dictates – you cannot proceed without it on most Insurance Loss Inspections.
Inspector Responsibility:

- If homeowner or authorized third party requests that you meet with someone who is not on the work order or Results Form
  
- Permission must be authorized by the client before setting up the appointment
  
- Call Your Insurance Loss Regional
Insurance Loss Work Order Codes

Inspections Types:

- Instructions for completing each work code type are located on the email you receive when the order has been assigned to you.

- **ILP – Insurance Loss Photo Order**
  - There is no estimate; it is not required
  - Lender is looking for photographs of the damage /repairs.
  - Completed Percentage is not needed
Insurance Loss Work Order Codes Cont.

Inspections Types:

- **ILPV – Insurance Loss Visual**
  - Visual Inspection
  - Scope of Repairs may or may not be provided
  - Can knock on the door to let homeowner know lender ordered an inspection **UNLESS** work order specifies No Contact
  - Read the work order instructions to validate if scope should be provided or No Contact is required.
Inspections Types:

- **ILIS – Insurance Loss Scope Provided**
  - Scope will be available on INSPI2
  - Interior / Exterior Inspection

- **ILS – Insurance Loss Scope Provided**
  - Scope will be available on INSPI2
  - Interior / Exterior Inspection

Call your Insurance Loss Regional if you cannot view the scope
Inspections Types:

- **ILPCM – Mortgagor to Provide Scope**
  - Homeowner /authorized party has the scope
  - Cannot complete the inspection if they do not have scope
  - Do not set the appointment if they do not have scope
  - Call your Insurance Loss Regional Immediately if they do not have scope
  - We will request from client and push out your due date

- Interior / Exterior Inspection
Insurance Loss Work Order Codes Cont.

Inspections Types:

- **IL6 – Repair QC**
  - Inspection on repairs completed by a Safeguard Vendor
  - Must be completed on its due date
  - No appointment needed
  - Any delay in completion can potentially delay conveying the property to HUD

- Questions or Access Issues
  - Call your Insurance Loss Regional
Conducting The Inspection

• **Dress Appropriately**
  – You are meeting the homeowner in most cases
  – Dress Professionally – refrain from shorts and t-shirts unless company logo is present

• **Do NOT Discuss how funds are released**
  – You do not know this information, nor do we

• **Do NOT Discuss any topic regarding the repairs**
  – You may advise the results will be sent to Safeguard who will then send to the lender (our client)
  – Don’t offer an opinion on the quality of the repairs
    • The homeowners will advise- take note for the Result Form
  – If it appears sub-standard materials were used or poor work was performed
    • Contact your Insurance Loss Regional
    • Do not indicate as such to the homeowner or authorized party
Conducting The Inspection

• **Denied Access to an area listed on the scope?**
  – You must list in detail on the Results Form who denied access
  – The words “Denied Access” are not acceptable
    • Example – Homeowner denied access to interior

• Areas in which you are denied access cannot have the repairs included in your completed percentage calculation
Estimates / Scopes

- You must print the scope and take it to property
  - You cannot view from a mobile device
  - You can view on a lap top or tablet

- Located in INSPI2
  - Click on communications tab
  - Choose documents

- If order states scope in INSPI2 and it is NOT
  - Contact your Insurance Loss Regional
  - Scopes are required on most Insurance Loss Inspections

- Walking the property
  - Highlight the repairs that are not completed on the scope
  - This will help you complete the Results Form accurately
Good Call Clients

• You are required to call from site for these clients
  – PNC ( NCM )
  – PRVDNT
  – RRR / SPS
  – CMC
  – CMCHE
  – CMCWAM

• There are approximately 9 questions you need to answer *while on site*

• Your Insurance Loss Regional will ask the questions

• *If you do not call from site on these clients you face a potential charge back on the order.*
Photo Requirements

– Photos Must be taken of all rooms, buildings, out buildings, sheds, fences and all areas listed on the scope
  • Regardless of repair completion status
  • Regardless if photographed on a prior inspection

– Take a full room photo
  • Include the ceilings and floors
  • Take more than one if necessary
  • Stand back from the property for roof photos

– Take a photo of repaired /damaged areas
  • Do not zoom in on the repair
  • Client needs to be able to tell what they are looking at
Photo Requirements

– Front of house photo is required
– Close up photo of the house number is required
– Do NOT take a photo with people in it
  • Ask them to step to the side or remove their children
  • If homeowner / authorized party refuses to move
    – Make a detailed note on the results form
    – Do not photograph and do not include as a completed repair
      » It cannot be counted toward a completed percentage
Photo Requirements

- **Photos MUST be Labeled According to the Scope**
- If you are unable to locate an applicable photo label
  - Chose the label “Other with Description”
  - Type in the name of the room listed on the scope
- Take a picture- then label it
  - If you take a series of pictures of the same area
    - these can all be labeled at once using the “other with description” choice
- The client needs to be able to validate per the photos what they are looking at. If scope doesn’t say bedroom 1 don’t label the photo that way
- You must submit photos & Results Form within 24 hours of completed inspection
  - You face potential charge back if all photos and signed results form are not submitted as required
Result Form Requirements

- All Insurance Loss Inspections require a Result Form is completed and submitted with the photos.
- The Result Form along with instructions on completing the Insurance Loss Inspection is found on the initial email you received when the order was assigned to you.
- If Homeowner or Authorized signer refuses to sign the form:
  - You need to write this on the Result Form.
  - “Refused to sign” is not acceptable.
  - The person who refused to sign is required.
    - Homeowner refused to sign
    - Contractor refused to sign
Result Form Requirements

• As the inspector YOU need to complete the Result Form with accuracy and detail

• **Section 1 of the Result Form**
  - *Describe the damages as fully as possible*
    • This information is found on the scope
    • Examples are:
      – Hail
      – Storm
      – Flood
      – Fire
      – Tornado
      – Hurricane
Result Form Requirements

• **Section 2 of the Result Form**
  - *Are all repairs 100% complete?*
    - Choose yes if the repairs are all completed
    - If the work is not 100% complete, as the inspector you need to calculate the completed percentage.
      - Reference *The Calculating The Completed Percentage Slides* in this presentation for assistance
      - OR
        - Call your Insurance Loss Regional for assistance
    - Use the scope of repairs to calculate the completed percent
    - You cannot provide an “eye-ball” completed percentage unless directed by the work order instruction
Result Form Requirements

• Section 3 of the Result Form
  – *List repairs not completed and estimated date of completion if known*

• Use the scope and notate all areas you highlighted as not completed when you did your walk through the property

• If the entire area /room listed is NOT completed
  – You are required to provide an itemized, legible list
  – It should be the same as what you entered into INSPI2
Result Form Requirements

- **Section 4 of the Result Form**
  - *List repairs completed*
    - If the entire area / room listed on the scope is completed, it is ok to list as the room name
    - If the entire area / room listed on the scope is not completed
      - You are required to provide an itemized list of repairs that are completed
      - Completed “Per Scope” is not acceptable
        - The client needs to know what specifically has been repaired thus far
Result Form Requirements

- Section 5 of the Result Form
  - *Are the mortgagors satisfied with the repairs?*
  - Yes or No – MUST be checked off
    - *Unless*
      - The inspection type is a VISUAL Insurance Loss Inspection
  - If no was checked, provide detail as to why the mortgagor is not satisfied with the repairs is required to be provided
Result Form Requirements

• Section 6 of the Result Form
  – *Did you (mortgagor) or your contractor pull any necessary permits for the work being completed?*
    • You need to check off one of the choices
      – Yes
      – No
      – Not Applicable

• A follow up will not be opened unless the loan type is FHA and the question was not answered when you submitted the photos and Result Form
Section 7 of the Result Form

- If your home was significantly damaged (over 50% damaged), did you (mortgagor) follow local elevation requirements?
  - You need to check off one of the choices
    - Yes
    - No
    - Not Applicable

- A follow up will not be opened unless the loan type is FHA and the question was not answered when you submitted the photos and Result Form.
Result Form Requirements

• Disclaimer on the Result Form
  – I/we acknowledge that the Insurance Loss inspection of the above listed property has been completed in my presence.
  – My signature and acknowledgement that the inspection has been completed does not constitute my agreement with, nor acceptance of, the quality of workmanship, materials used or the repairs listed.
  – My signature solely validates that the inspection was completed in my presence and that I have read and understand the findings of the Inspector.
  – I/we acknowledge that the percentage of work completed listed on this form is an initial visual assessment and may change upon further review of the photos and results through a quality control process.
Result Form Requirements

• **Required Signature and Date of Signature**
  – The homeowner, contractor, authorized third party should sign & date the Result Form in applicable area.
  – No party who was not pre-authorized to sign should sign.
  – If the authorized party refuses to sign, note who and why they refused signature.
    • This information will be needed for the client.
  – You as the inspector are also required to sign and date the form.
Calculating the Completed Percentage

• Carry a Calculator with you or use your mobile device calculator to ensure accuracy

• Most scopes have an ACV (Actual Cash Value)
  – Add each line item that has been completed and divide the completed ACV line item total by the ACV on the Summary page, if available
  – If not available, total the completed ACV line items and divide it by the ACV line item total.
Calculating the Completed Percentage

• IF there is not an ACV available

• Most scopes have an RCV (Replacement Cash Value)
  – Add each line item that has been completed and divide the completed RCV line item total by the RCV on the Summary page, if available
  – If not available, total the completed RCV line items and divide it by the RCV line item total.
Calculating the Completed Percentage

• IF there is not an ACV or RCV available

• Use the Total Column on the scope
  – Add each line item that has been completed and divide the completed Total Column line item total by the Total Column on the Summary page, if available
  – If not available, total the completed Total Column line items and divide it by the Total Column line item total.
Calculating the Completed Percentage

• IF you receive a scope that has no totals and references “PER BID”
  – and there is no bid provided with the scope, call your Insurance Loss Regional immediately, a completed percentage cannot be offered.

  – IF there is a bid provided with the scope and it’s a lump sum all the repairs on the bid have to be completed before that bid dollar amount can be included in the completed percentage

  – IF bid is itemized follow normal calculation processing
    • Including the completed repairs in the completed percentage
Calculating the Completed Percentage

• If you receive a scope for a VISUAL Insurance Loss Inspection
  – With interior repairs listed, deduct those line items from the completed percentage

• For example, the living room, kitchen, bathroom and roof repairs are the scope of repair.
  – Each of those repairs are 25% if completed
  – Since you cannot view the living room, kitchen or bathroom and you can see the roof repairs are complete

  • Your completed percentage would be 25% because the roof if the only repair you can validate
Calculating the Completed Percentage

• If you receive a scope that shows the repair as a lump sum and that lump sum is not itemized
  – You cannot give credit for completed repairs until the entire area is done
  – Its all or nothing – partial credit cannot be given
    • If the scope breaks down the lump sum you will give credit for each line item

• Never give credit for materials that are not installed or half completed line items.
  – The exception would be if the scope specifically states the dollar value is for the materials only – most scopes do not reflect this
Calculating the Completed Percentage

• Credit cannot be given for “down graded materials” that were used for the repair.

• For example, if a roof was supposed to be a tile roof (per scope) and the homeowner replaced with asphalt shingles, this is considered a lesser value material and cannot be included in the completed percentage.

• You need to notate the use of “down graded materials” on the Result Form.
Calculating the Completed Percentage

• When in doubt on calculating a completed percentage, call your Insurance Loss Regional for assistance.

• Do not be swayed by emotions.

• Never allow the authorized third party or homeowner to influence you on the percentage of work completed.

• If they question your calculations, explain to them how its calculated, if they continue please refer them to Safeguard Properties Insurance Loss Department at 1-800-852-8306 ext. 2195.
Avoiding Common Issues

• Call the authorized third party or the homeowner within 24 hours of receiving the order.

• Call from site on required Good Call Clients.

• Update all unscheduled Insurance Loss orders every 48 hours.

• Print the scope from INSPI2 or confirm with authorized third party or the homeowner, if the order specifies.
Avoiding Common Issues

• Do not complete an inspection without the authorized third party or homeowner present
  – if they are not available at the scheduled appointment; call your Insurance Loss Regional immediately.
  • This excludes visual Inspections.

• All areas on scope must be photographed each time an inspection is completed regardless if taken previously.

• If authorized third party or the homeowner denies access to certain areas on scope, do not consider as repaired.
Avoiding Common Issues

• If authorized third party or the homeowner decides not to repair certain areas, do not consider as completed.
  – Make a note on the Results Form

• Greentree, also known as Ditech, does not allow anyone who is not listed as a contact to sign the results form.

• Provident Funding, does not allow visual inspections
  – The authorized party must always be present for Provident Insurance Loss inspections.
Avoiding Common Issues

• Do not send in the Result Form without a percentage and/or signatures, unless the work order instructions dictate differently.

• Only meet with approved contacts.
  – If an approved contact is not at the property, do not perform the inspection unless granted as a visual inspection.

• Only use a scope provided by Safeguard, unless instructed otherwise by Safeguard.
Avoiding Common Issues

• Complete each inspection as if it the first inspection.

• NEVER take photos with children in them!

• Ensure photos cover the whole scope before leaving the property
Avoiding Common Issues

We understand that there is a lot that goes into completing Insurance Loss inspections.

Please call your Insurance Loss Regional with any questions regarding the topics discussed today. We are available from 8 a.m. until 7 p.m. e.s.t Monday through Friday.

Following these directions will ensure your success in completing Insurance Loss Inspections.