

Customer Service = Resolution



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Properties

Insurance Loss Inspections
July 2016 Inspections Training



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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.



- 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.

Your Responsibilities

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.
 - Its 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.



Making Contact (Cont.)

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.



Making Contact (Cont.)

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.



Insurance Loss Work Order Codes Cont.

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



Insurance Loss Work Order Codes Cont.

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 the 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





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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



Result Form Requirements

- **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 is 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.



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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.



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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



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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.