

## **Scheduling Outside of the Promised Inspection Window**

1. Field Inspector will notify the GRS desk adjuster via Email and will CC [GRSONDemandAllstate@globalrisksolutions.com](mailto:GRSONDemandAllstate@globalrisksolutions.com) providing:
  - Your name
  - Claim number
  - Reason for the rescheduling
  - New inspection date and time

GRS Desk Adjuster will notify the client by:

### **If an Emergency will Delay the FI's Arrival to a Scheduled Inspection**

1. Field Inspector will immediately notify the GRS desk adjuster via Email and will CC [GRSONDemandAllstate@globalrisksolutions.com](mailto:GRSONDemandAllstate@globalrisksolutions.com) providing:
  - Your name.
  - Claim numbers for all appointment's scheduled for that day.
  - Circumstances causing the delay.
  - Estimated time of arrival.
2. Field Inspector will call all appointment's scheduled for that day and advise them of the delay.
3. Following each completed inspection, Field Inspector will call the next appointment to advise them of their estimated time of arrival.

GRS Desk Adjuster will call the Allstate Escalation Line

### **Cancellations/Rescheduling Due to Customer Request, Rain, or High Winds**

1. Field Inspector - As soon as you know the scheduled appointment is cancelled at the customer's request or rescheduled due to inclement weather you will notify the GRS desk adjuster via Email and will CC [GRSONDemandAllstate@globalrisksolutions.com](mailto:GRSONDemandAllstate@globalrisksolutions.com) providing:
  - Your name.
  - Claim number.
  - Reason for the cancellation/rescheduling.

GRS Desk Adjuster will call the Allstate Escalation Line

2. If rescheduling is needed, the Allstate adjuster will contact the customer to reschedule the inspection. The Field adjuster will receive a **notification email** with the day and time of the new inspection from the GRS Desk Adjuster.

## **Winter Weather Handling**

**Winter Weather Protocol** is a process that is followed when inclement weather conditions, such as snow or buildup of ice/snow, makes inspecting the exterior dwelling

damage unsafe or creates conditions that hinder safe access to the exterior of the dwelling for an extended period of time. Claims that cannot be inspected are routed to a Winter Weather Bank, monitored by the National Catastrophe Team (NCT), for distribution once the weather conditions clear for safe inspection.

### **With Activation of Winter Weather Protocol**

Allstate will notify GRS via a network bulletin of states in which Winter Weather Protocol is activated. Winter Weather Protocol will only be followed in the states listed in the bulletin and will not apply to every state that has wintry conditions. Files will be placed in the Winter Weather Bank pending notification via a network bulletin that the weather has cleared to allow for an inspection, then Wind/Hail inspections will be assigned.

#### **If you are Unable to Safely Inspect the Roof due to Snow or Ice**

1. Field Inspector will immediately notify the GRS desk adjuster via Email and will CC [GRSONDemandAllstate@globalrisksolutions.com](mailto:GRSONDemandAllstate@globalrisksolutions.com) providing:
  - Claim number.
  - Customer Name.
  - Loss Location.
  - Reason the inspection could not take place.

GRS Desk Adjuster will notify Allstate.

### **Without Activation of Winter Weather Protocol**

#### **If you are Unable to Safely Inspect the Roof due to Snow or Ice**

1. Field Inspector will immediately notify the GRS desk adjuster via Email and will CC [GRSONDemandAllstate@globalrisksolutions.com](mailto:GRSONDemandAllstate@globalrisksolutions.com) providing:
  - Claim number.
  - Customer Name.
  - Loss Location.
  - Reason the inspection could not take place.
  - Advise if you will you be inspecting the interior due to reported damage.
2. If the customer has reported interior damage the Field Inspector will:
  - Conduct the interior inspection.
  - Contact Allstate VA via the **Virtual Assist** phone application.

The Allstate adjuster can reschedule the roof inspection with the customer during the VA call.

3. The Field Inspector will upload documents and photos for review as normal.
  - Enter fee for **Interior only Inspection**.

**If the customer has not reported interior damage the GRS Desk Adjuster will notify Allstate. The Allstate adjuster will place the assignment in the Winter Weather Bank then contact the customer to reschedule the exterior inspection once the weather has cleared.**

### **Virtual Adjuster (VA) Collaboration**

**If you are unable to make contact via Virtual Assist due to connectivity/technology issues:**

1. Field Inspector will include screenshots supporting connectivity issues in your photo package.
2. Field Inspector will notify the GRS Desk Adjuster that the virtual collaboration was unsuccessful via Email and will CC

**[GRSONDemandAllstate@globalrisksolutions.com](mailto:GRSONDemandAllstate@globalrisksolutions.com)** providing:

- Claim number.
- Customer Name.
- Loss Location.
- Reason the Virtual Collaboration was not successful.