

VIRTUAL ASSISTANT® Inspector Quick Reference Guide

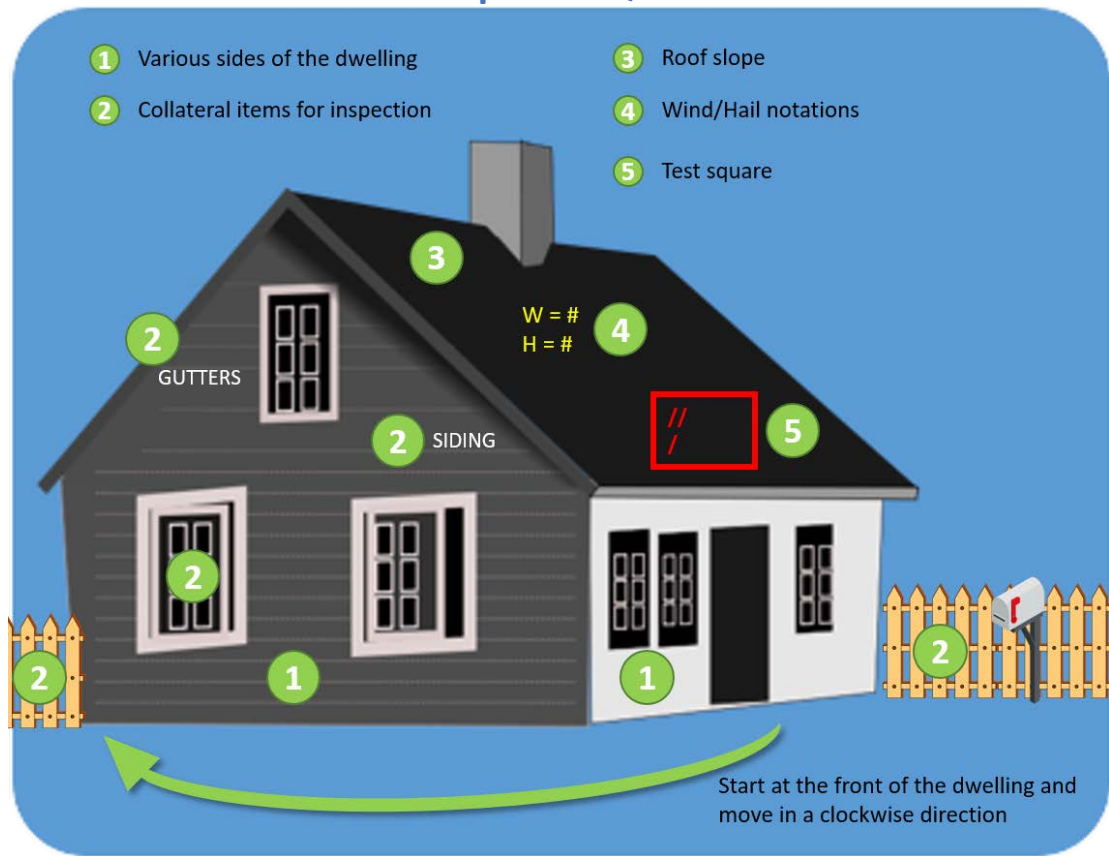


Photo Guidelines

General Instructions

- Proceed clockwise around the dwelling, photographing potential damages, existing conditions, including collateral observations and all other structures
- Photograph interior damages (if indicated by customer)

Labeling photos

All photos MUST BE CLEARLY ANNOTATED USING THE FOLLOWING CONVENTION (see acceptable examples in table), using each of the following parameters for each photo:

- **Area** – a general description of the portion of the structure
- **Location** – the spatial location of the damage in relation to its position on the dwelling
- **Description** – room or area name being photographed
- **Detail** – description of photo (to provide scale for the viewer) or other detail (e.g., directional)

Area	Location on Dwelling	Description	Detail
<ul style="list-style-type: none"> • Roof • Exterior • Interior • Detached Structure 	<ul style="list-style-type: none"> • Front • Rear • Left • Right • Floor (1st, 2nd, etc.) • Basement 	<ul style="list-style-type: none"> • Slope • Elevation • Porch • Bedroom Name • Bathroom • Kitchen • Garage 	<ul style="list-style-type: none"> • Overview • Close-up • Test Square • Collateral Damage • [N/S/E/W]-Facing • Ceiling • [R/L] Wall • Floor

- Acceptable Labels: “Roof-Front-Slope-Overview” OR “Exterior-Rear-Elevation-Collateral Damage”
- Unacceptable Labels: “Back of Roof” OR “Siding” OR “Garage Wall”

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Arrival and Prep

- Greet customer, explain role, set expectations
- Solicit customer input to help identify damage areas
- Check connectivity and battery life – If virtual inspection can't be completed (e.g., steep roof or connectivity failure), refer to package instructions
- Steep Roof Option - If rope and harness is required for inspection, contact Allstate via VIRTUAL ASSIST® to explain why roof inspection can't be completed. Complete ground level inspection then conclude visit.

Inspection must to be conducted in the specific order outlined below.



Ground and Roof Level Inspection

1. Begin with ground level inspection, moving clockwise around the dwelling. Document and photograph anomalies/areas of interest including collateral and all other structures (e.g., fences, sheds, AC units, etc.).
2. Inspect and photograph interior anomalies/areas of interest (if indicated by customer)
3. Transition to roof level inspection
4. Proceed to roof - stopping at eave to photograph roof pitch, # of layers, ice/water shield, drip edge and felt presence
5. Starting on the front slope, take an overview of each directional slope
6. Photograph any collateral anomalies (e.g., soft metal, gutters, screens, heating/cooling systems, etc.)
7. [Hail only] Set up test square and identify anomalies/areas of interest
8. Photograph overview of all test squares and close up photo areas of interest within test squares
9. Photograph any creased, missing or flipped back shingles
10. Dismount roof
11. Contact the Allstate adjuster via the VIRTUAL ASSIST® app* (if you cannot make a video connection or if connection fails during the inspection, go to step 19)
 - 11a. Adjuster will provide instructions for submission of QFC photos
12. Connect the customer and adjuster*
13. Repeat steps 1 and 2 (ground level inspection), adjusting as needed based on adjuster request*
14. Repeat steps 4-8 (roof level inspection), adjusting any items per adjuster instruction*
15. Notate W-#/H-# after review of test square and only at adjuster instruction*
16. Conduct brittleness test including photos at adjuster instruction*
17. Confirm that adjuster has completed the inspection*
18. Dismount roof*
19. Conclude inspection (see instructions below)

These items apply to inspections in which **there is video connectivity to the adjuster*

Package preparation should only be used when connectivity fails during inspection or the roof is too steep to complete the inspection.



Concluding Inspection

- With video connected inspection, connect adjuster and customer to review details of inspection and discuss next steps. If no video connectivity, explain next steps and set expectations for customer.
- Verify no additional questions or damages to inspect. Inform customer that adjuster will contact them to review the claim settlement process. Do not discuss damages or coverages with customer.
- Disconnect with adjuster (if applicable), thank the customer and conclude inspection
- Finalize the package (if applicable)