



VIRTUAL ADJUSTING NARRATIVE CHANGE

Please add and respond to these 6 bullet points in your Narrative. Please attach to the Very Top of the narrative beneath the CONTACT info. You can copy and paste these into your Narrative and answer accordingly.

- Were there unique obstacles or issues encountered with this claim.
- Was the PH open to their additional commitment to assist the adjuster, provide documentation virtually, and follow up
- Was the PH capable of assisting through the entire remote adjustment or, during the process was it deemed necessary that a physical inspection would be required.
- How was contact with the PH maintained through the process.
- Did the PH provide direct feedback (Positive or negative) to the remote adjusting process?
- Do you anticipate that this claim will require an onsite inspection later to resolve issues.

Also please note some areas of concern for the carriers and FEMA, that we may want to touch on in our reports as well.

- Every REMOTE/Virtual Inspection is getting reviewed by FEMA
- If claim cannot be completed remote, please note why in narrative.
- GCF- We need to discuss how we determined the GCF doing a remote claim.
- Using outside resources for Valuation- Deeds, tax records, prior losses
- What is source of room measurements, water depth, how was this verified
- No notes if future on-site inspection required
- Documenting un-damaged areas.
- Determining Quality of items we are replacing. How did we come to that conclusion? Please show evidence to back up what you are paying for.