

COVID-19 Digital Workflow

Do more remotely to protect your business. Be proactive. Be ready.

Benefits to your business

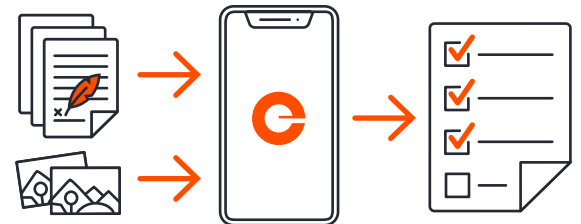
1  **Protect your team**
leverage digital solutions to reduce human interaction

2  **Maintain accuracy**
safely document and scope the loss without pen and paper

3  **Reduce risk**
understand the loss prior to deploying equipment or workers

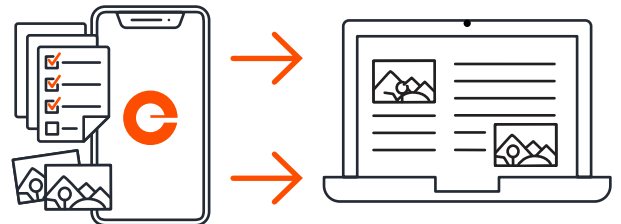
First notice of loss

- Send documents electronically for remote digital signature to insured cell phone. For example:
 - COVID-19 Work Authorization
 - COVID-19 Health and Safety Questionnaire
- Receive photos to determine risk, scope and affected areas prior to arrival
- Recommended – share team information with your customer
 - Have you traveled in the last 14 days



Daily documentation

- Document who was working on the site
- What tasks were completed
- Document before you leave
- Send digital report to stakeholders



Reporting and closing claim

- Send completion certificate electronically for remote digital signature to insured
- Send digital documentation to carrier or property management company to initiate payment process



Field documentation (TIPS)



- Only send people on site that are critical to move the claim forward
- Resources on site gather photos, videos, notes, sketch, contents, moisture readings that remote resources can leverage (must read like a children's storybook)
- Create an accurate scope of work digitally in order to leverage remote resources
- Involve homeowners virtually wherever appropriate