



## Ladder Assist Program

### Frequently asked questions

#### **What is the ladder assist program?**

Sedgwick's property division needs boots on the ground nationwide to help meet the needs of our clients and their customers. The ladder assist program is designed to provide complete and accurate roof inspections for steep and two-story roofs. As a member of the team, you will assist the adjuster in providing the required equipment, photos, measurements and documentation to ensure the proper settlement of losses.

#### **How do I get started?**

**Step 1:** [Create your profile](#). Under the secondary skill set section, select "Ladder Assist" as one of your options.

**Step 2:** Click submit! A resource manager will contact you shortly to discuss program details.

#### **What type of claims will I inspect?**

Most claims will be wind and/or hail damage.

#### **Do I have to be HAAG certified to complete ladder assist roof inspections?**

HAAG Residential, Commercial, Wind and Hail Certification or an EVS Roof Certification is preferred, but not required at this time. EVS Roof Certification is offered through [Vale National Training](#).

#### **As a ladder assist inspector, will I still be eligible for other types of assignments?**

Yes, by creating your online profile in the Sedgwick resource network, you will be considered for assignments based on client needs and your specific skill set.

#### **Do I need a Xactimate subscription to complete the assignments?**

No, you will not need Xactimate in order to work ladder assist assignments.

#### **How will I be notified that an inspection needs to be completed?**

A notification will be sent through Sedgwick's mobile Lightning Resource app. Instructions on downloading the app will be provided after training.

#### **How far will I travel for assignments?**

If there is an assignment within a 50-mile radius of your location, an alert will appear on your phone. You will have the opportunity to accept or decline the assignment. Should the assignment not be accepted by anyone within a 50-mile radius, the area would increase to 75 miles and another alert will be sent. This will continue until the assignment is accepted.

**Am I responsible for reaching out to the policyholder to set up the appointment?**

Typically, you will schedule the appointment with the adjuster unless they advise you to contact the policyholder directly.

**How do I identify myself to the policyholder and adjuster once onsite?**

On arrival at an assigned loss location, you will be required to provide an introduction and proof of identification (state-issued DL).

**Is there a dress code?**

**Professional Appearance Standards**

Acceptable	Unacceptable
Polo shirts	Ripped or tattered clothing
Slacks (Dockers style OK)	Halter or midriff tops
Dress pants	Athletic style sweatshirts
Blouses	Leggings
Shirts with collars	Sweatpants
Sweaters	T-shirts
Jeans	Thong sandals
Turtlenecks	Halter or midriff tops
Athletic shoes/Cougar Paws	Shorts
Cap or hat with network logo	

**What equipment is needed?**

- Fully charged mobile device
- External power supply if needed
- Measuring tools (chalk, graph paper, pencil, measuring tape)
- Shingle gauge
- Pitch gauge
- Moisture meter
- 32-foot ladder
- Safety gear
- Roof gauge
- Hook ladder
- Cougar Paws or similar footwear

**Is there a cost to get started as a ladder assist?**

No, as long as you already have the equipment necessary to complete roof inspections (see list above).

**What is the onboarding process?**

You will be asked to consent to a standard employment background check (must have a valid driver’s license), sign required paperwork, complete online training, and download and register the Lightning Resource mobile app.



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**If I have already completed the onboarding process, do I have to do it again?**

No, you do not.

**Do I need to have a state adjuster license to perform ladder assist roof inspections?**

No, you do not need an adjuster license to perform roof inspections.

**What is the pay scale?**

The range of pay can be anywhere from \$95 - \$160 per roof inspection, with potential add-ons increasing your pay. Mileage is not paid. The fee schedule will be provided at the time of assignment. By accepting ladder assist assignments, you agree to the fees and terms of the program.

**Are ladder assists paid as W2 or 1099?**

Where allowed by law, you will receive a 1099 as a Sedgwick contractor and be paid on that pay cycle. Where this arrangement is not allowed, you will receive a W2 as an employee of RightSourcing and be paid on that pay cycle.

**Who is RightSourcing?**

RightSourcing is our partner company that will assist in completing the onboarding for CA, MA, NJ residents.