

On-demand Property Inspector

Frequently asked questions

What is the Sedgwick on-demand property inspector program?

The Sedgwick on-demand property inspector program is a collaboration between a field inspector and desk adjuster to capture the critical details needed in the proper settlement of losses. As an inspector, you will provide professional field services to some of the world's largest companies and play a critical role in helping determine a proper settlement. Using the mobile Lightning Resource app, you will partner with the desk adjuster to capture the important details to support the investigation of a loss in a streamlined and simple manner.

How do I get started?

- Click to create your profile: <https://www.sedgwick.com/create-your-adjuster-profile>
- Please indicate your interest as follows:
 - For secondary skill set, select “On-demand Inspector” as one of your options

Why join the Sedgwick team of on-demand property inspectors?

- Convenience – You choose when and where you want to work – leveraging your industry knowledge doing quick, easy work.
- Flexibility – Accept only the assignments you want. Each assignment will be within a 25 mile radius from your current location (i.e., at home, on vacation, on assignment, at the grocery store, etc.).
- Money – Each assignment has a specific pay rate. Complete the job and get paid fast, earning extra income in your idle time.

What types of assignments are included in the program?

The on-demand property inspector program is comprised of two types of assignments:

- The first assignment will require you as the inspector to take photos, label the photos and complete an abbreviated report which is a notes template contained within the mobile Lightning Resource app.
- The second assignment will require you as the inspector to take photos, label the photos, complete an abbreviated report and may require additional details obtained through scoping, measurements and a sketch or diagram.

What types of claims will I inspect?

As an on-demand property inspector, you will be inspecting low severity/minimal damage claims. Some examples could include but not be limited to hail damage to a roof (does the roof require replacing or repair); pipe burst under a sink in an upstairs bathroom (determine water damage to floor, possible ceiling damage in the downstairs area); break-in or theft at a vacant home (document break in and items stolen).

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

All notifications will be sent through the mobile Lightning Resource App. If there is an assignment within a 25 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 25 mile radius, the area would increase to 50 miles and another alert will be sent. This will continue until the assignment is accepted to be inspected. When you have yourself marked available, you should keep your phone close so you do not miss opportunities available.

Do I need Xactimate subscription to complete the assignment?

No, Xactimate is not required. The only platform you will be working in is the mobile Lightning Resource app.

What is the onboarding process?

Our streamlined onboarding process and mobile Lightning Resource app will have you set up and ready to inspect losses quickly.

- The first step is to ensure that you have set up an online profile on the Sedgwick resource network. To create a profile, click [here](#) and follow the instructions noted above in “How Do I Get Started”. Complete the entire form with your personal information. *If you have already created an online Sedgwick profile, you can email YourProfile@Sedgwick.com to express your interest.*
- The onboarding process for CA, MA, and NJ will be conducted through RightSourcing and all other states will be managed by Sedgwick.
- As we have work in the state where you reside, you will receive two email communications to begin the onboarding process: one from RightSourcing Inc. or Sedgwick, depending on the state you reside, and another from a Sedgwick property field representative.
 - RightSourcing or Sedgwick – The initial email you receive will explain in detail the process and next steps to complete your onboarding documents and background check.
 - Sedgwick property field representative – The email from a Sedgwick property field representative will have instructions on how to download and log in to the mobile Lightning Resource app. The app is available for iOS and Android users. Once you have downloaded the app, you will receive an additional email and be asked to attend virtual training on how to use the app.

Who is RightSourcing?

RightSourcing is our partner company that will assist in completing your onboarding.

When will I be eligible to receive assignments?

- Each step in the process must be complete before you are eligible to begin inspections:
 - Complete the onboarding process
 - Download the mobile Lightning Resource app
 - Attend the training on how to use the mobile Lightning Resource app

Is there a cost to get started as an on-demand inspector?

No, there is no cost to you.

Do you need to have a state adjuster license to perform inspections?

No, you do not need an adjuster license to perform on-demand property inspections. However, if you are interested in being considered for other assignments, we encourage you to obtain your resident state license or a designated home state license if you live in a non-licensing state.

What equipment is needed?

- Phone with the mobile Lightning Resource app loaded and internet access
- Ladder to climb roof
- Measuring tools

What is the pay scale?

Pay is dependent on the type of assignment and area you are located in. The range can be anywhere from \$46 - \$130 per inspection. Mileage is not paid.

Are on-demand property inspectors 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.

Are there enough inspection assignments for this to be a full-time job?

This role is currently designed to be supplemental income or occasional work. However, as the program expands it is possible to fill an entire day/week. There is no guarantee on the number of inspections within your area.

As an on-demand property 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.

Are contractors with Sedgwick Repair Solutions network guaranteed to be selected to repair the damage from the on-demand inspection?

No, the on-demand inspection assignments are completely separate from the Sedgwick Repair Solutions network. On-demand assignments are intended to be extra earning potential.

What do I do as a business owner/employer who wants to partner with Sedgwick as a company to do on-demand inspections?

Please reach out directly to your resource managers at your.profile@sedgwick.com with your contact information and your specific needs.