



Virtual Inspector Program

Frequently asked questions

What is the Virtual Inspector Program?

The **Virtual Inspector Program** is for a Top 5 Personal Lines Carrier and is being managed within their program requirements. It is an on-demand, video chat application that enables property adjusters to connect with a desk adjuster in real-time, allowing them to assess the damage virtually and communicate with the customer.

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 “Virtual Inspector” as one of your options

As a virtual inspector, can I receive CAT/daily claims, on-demand inspections and virtual inspection assignments?

Yes, you will be considered for assignments based on client needs and your specific skill set. The on-demand inspections and the virtual inspector programs are different. You can do both; however, the processes and pay schedules differ.

Do I need Xactimate subscription to complete the assignment?

Yes, you will need Xactimate in order to work virtual inspection claims.

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

All virtual inspection claims are assigned through XactAnalysis. You will receive two email notifications: one from XactAnalysis and one from Sedgwick’s claims management system outlining the loss details.

How far will I travel for assignments?

You can choose to receive assignments within a 25 mile, 50 mile, or 75 mile radius from your home zip code.

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

Yes, you are responsible for setting up the appointment with the policyholder. Their contact information will be provided to you. Initial contact must be made within 2 hours of receiving the assignment. The appointment must be set within 48 hours of receiving the assignment.

How do I identify myself to the policyholder once on-site?

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

What equipment is needed?

- Fully charged mobile device

- External power supply if needed
- Appropriate ladder
- Safety gear
- Chalk or soapstone
- Roof gauge
- Compass
- Pitch gauge
- Headphones/ear buds

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 type of claims will I inspect?

Most claims will be wind and/or hail damages. Within 24 hours of on-site inspection, you will upload Xactimate estimate assignment with scope notes, photos, required forms or documents and any specific notes regarding the inspection.

What is the onboarding process?

- 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.
- You will receive email communications to begin the onboarding process: one from RightSourcing Inc. or Sedgwick, depending on the state you reside.
 - 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.

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

No, you do not.

Who is RightSourcing?

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

Is there a cost to get started as a virtual inspector?

Yes, you will be required to have an Xactimate subscription and all required equipment.

Do I need to have a state adjuster license to perform virtual inspections?

No, you do not need an adjuster license to perform virtual 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 is the pay scale?

The range of pay can be anywhere from \$35 - \$140 per assignment based on task requirements. Mileage is not paid. The fee schedule will be provided at the time of assignment. By accepting virtual inspection assignments, you agree to the fees and terms of the program. The expectation is that you will complete all work assigned to you within the radius you have set.

Are virtual 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.