

## FAQS

# Contents solutions field adjuster program

### **What is Sedgwick’s contents solutions field adjuster program?**

Sedgwick’s contents solutions program provides professional contents field services to some of the world’s largest companies. As a contents adjuster, you will help assist in the compiling of business and personal contents losses by following Sedgwick’s contents solutions protocols to include managing the pack-out, scoping the total loss contents and creating photograph catalogues and videos. You will work in conjunction with other field staff on complex claims and work individually on small losses.

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

Step 1: [Create your profile](#). Under the primary specialization section, select “Contents adjuster”.

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

### **Why join Sedgwick’s contents solutions team?**

Simplicity – Our streamlined onboarding process makes it easy to get set up as a contents adjuster.

Convenience – You choose when and where you want to work.

Flexibility – Accept only the jobs you want, wherever you are. It’s that easy.

Teamwork – Work with a team of field and desk adjusters toward a common goal.

Money – Earn extra income without any initial out-of-pocket expenses. Leverage your industry knowledge to complete the job and get paid fast.

### **What types of assignments are included in the program?**

The contents field adjuster is called upon for two types of assignments:

1. Pack-out management of the restorable contents. Working with our repair program or other contractors, you will agree on the items to be restored and removed from the property. This is completed on a room-by-room basis. On occasion, this pack-out discussion will be in conjunction with a Sedgwick contents solutions adjuster using the remote adjusting tool.
2. Completing the scope capture of all total loss items. This is a room-by-room capture and is completed by yourself on small losses or with a team on larger complex claims.

### **What is the pay scale?**

Time required to complete these claims may vary widely; pay is hourly based on billed hours.

- Pay rate is \$25.00 per hour on personal property losses and \$35.00 per hour on commercial or complex claims.
- Billed miles are paid at \$0.25 per mile.

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

A contents field adjuster will experience a wide array of losses from small apartment to large commercial losses. Your profile will determine the level of participation.

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

Sedgwick's contents solutions staff will contact you with instructions. Working with our adjusters and field supervisors, your assignments will come to you via email.

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

Every effort will be made to keep you sleeping in your own bed at the end of the day. There are circumstances when you will be asked to participate in large losses and travel may be required. It will be at your discretion whether you take the assignment. In that case, your room and board will be covered by Sedgwick.

**Do I need an Xactimate subscription to complete the assignment?**

Xactimate or a similar tool is required to upload the catalogue of photos.

**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 and complete online training.

**When will I be eligible to receive assignments?**

Each step in the process must be completed before you are eligible to begin inspections:

- Complete the onboarding process.
- Complete and pass the contents training and testing.

**What equipment is needed?**

- Laptop with Windows 7 or newer
- Phone or digital camera for acquiring and storing pictures
- Measuring tools
- Digital voice recorder
- Personal protective equipment, gloves and footwear (you will be working in heavily damaged buildings)

**Is there a cost to get started as a contents adjuster?**

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

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

Yes, you do need an adjuster's license to perform field contents adjusting. We encourage you to obtain your resident state license or a designated home state license if you live in a non-licensing state.

**Are Sedgwick's contents adjusters 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 eTeams or Workforce Logiq and be paid on that pay cycle.

**Who are eTeams and Workforce Logiq?**

eTeams and Workforce Logiq are our partner companies that will assist in completing the onboarding for CA, MA and NJ residents.

**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 may be possible to fill an entire day/week. There is no guarantee on the number of inspections within your area. Our goal is to expand this program in heavily populated areas. You can help lead this expansion.

**As a contents adjuster, will I still be eligible for other types of assignments?**

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

**Are contractors with Sedgwick’s repair solutions network guaranteed to be selected to repair the damage from the assignment?**

No, contents assignments are separate from Sedgwick’s repair solutions network. When possible, we encourage the use of program contractors. In any case, you are required to closely manage the pack-out to ensure the accuracy.

**What do I do as a business owner/employer who wants to partner with Sedgwick’s contents solutions team?**

Please email [YourProfile@sedgwick.com](mailto:YourProfile@sedgwick.com) with your contact information and specific request.