

Benefits

Implementing this service means:

- **Faster delivery.**
Spend less time completing the review and offer a faster turn-around time.
- **Contactless.**
Offer non-intrusive inspections that do not require appointments with the homeowners to conduct.
- **More flexible.**
Alter the type of residential review required depending on the needs of the customer, agency or underwriter.

Take Action

Tell your customers! We want customers to feel safe and know that their inspection call is not a scam.

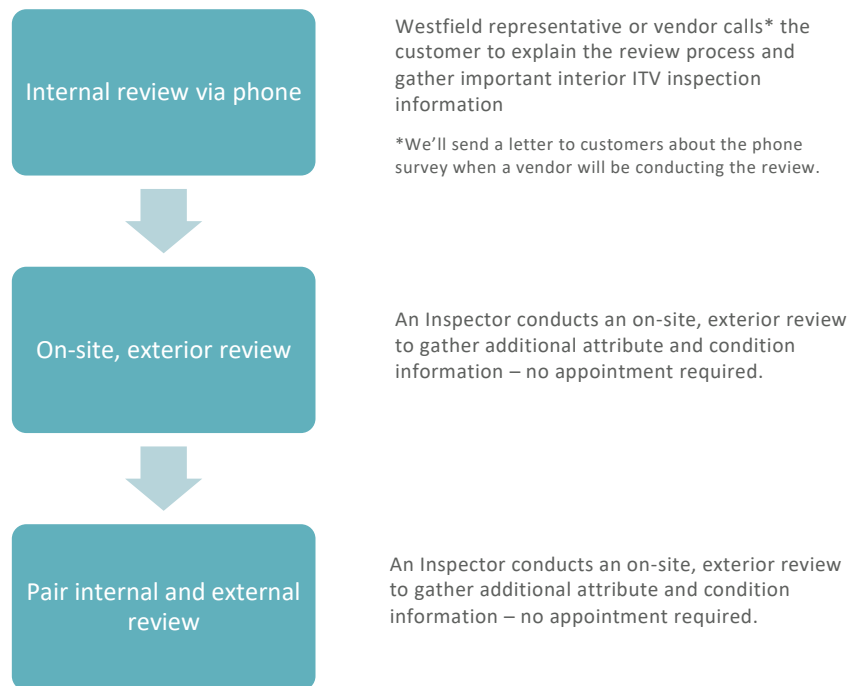
Offer High Value Assist as an alternative. This is a value-add option for customers who must have an inspection but at a lower Coverage A value.

Ask questions. If you have any questions about this new inspection service, contact the [Personal Lines Inspection Team](#).

High Value Assist is designed to enable contactless inspection services for our high value home customers when a residential review is requested. During the process, we will ask customers to **assist** with compiling information for our review. Inspection partners will follow the three-step process below for homes with Coverage A less than \$750,000, exceptions may apply.

Westfield Personal Lines Appraisers will follow the same process, including higher value Coverage A homes when suitable. Currently they have replaced the on-site visit with **virtual, real-time or self-guided, customer-time** options. And there's no better time than now to implement this new process.

Here's how it works



The result is a cost-effective inspection that we're able review and process efficiently and deliver to the customer in a timely manner.