

Section 1 – Why Self-Service?

What do you call insurance inspections completed by the policyholder?

- Self-service
- Remote
- Contactless
- Virtual

We will use the term self-service. Self-service inspections are not simply a way to replace a traditional inspection completed by a field person on site.



ViewSpection's mission is to provide a platform that adds value to the inspection process. The focus at ViewSpection is how can self-service better engage the policyholder, provide more connection for the agent and improve financial outcomes for agents and carrier.

Section 2 – Benefits of Self-Service

Prior to the COVID era, self-service inspections were nice to have, but not really a priority. Now, having a contactless option is mandatory.

ViewSpection provides a fast and simple way to start doing self-inspections now.

Benefits of Self-Service

Self-service delivers all the things that traditional inspections can, plus:

- Less expensive
- Faster turn time
- Afford to do more inspections
- More points of contact
- Can be completed at point of sale
- Ability to be proactive at submission
- Leverage the results for better sales and retention



Section 3 – Where to Use Self-Service

Where you use self-service inspections is unlimited. Yes, ViewSpection can help you replace traditional inspections.

Self-service can be the first pass. The self-service inspection will be complete in 7 days or it probably will not be successful.

ViewSpection is near real time so you can use it engage policyholders in their preferred digital format to provide exterior AND interior information that is impossible to get unless you send an inspector on site.

Other digital solutions like drones, satellite or aerial imagery and predictive analytics have great information and make a supplement to ViewSpection results. Talk to us about pre-built integrations with data providers.

This list is just some of the risks you could put ViewSpection to work on:



Residential

- Pre-1960 homes
- Vacant properties
- 1-4 Rentals

Commercial

- Main Street to mid-market
- Low premium risks
- Job sites
- Remote locations

Agriculture

- Small farms
- Commodity inspections

Specialty Markets

- Any specialty line. Use a specialized inspection app



Section 4 – Timing of Self-Service Inspections

The timing of when to complete a self-service inspection is unique to each company. When the inspection is completed will drive the success rate you have with the policyholder.

Questions to ask:

- What are you doing for inspections now
- When are you doing inspections currently
- What are the pain points with the inspection process
- What is your distribution model, IA, Direct, MGA, etc
- What is your bind rate
- Do you have an agent portal
- How responsive are your agents to new processes
- Have you considered \$ incentives to policyholders and/or agents
- Can you implement an API solution
- Can you move inspections to Point of Sale

And more...

For self-service, the earlier the better in the process will drive engagement. Inspecting later in the process will typically require good marketing and promotion to drive engagement.

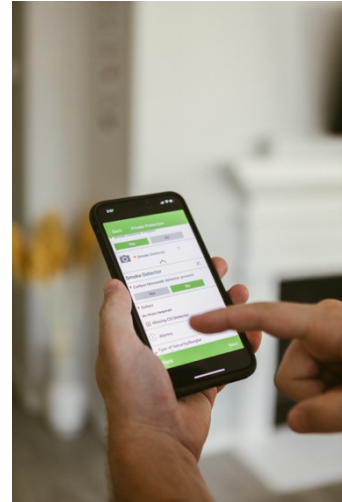
Section 5 – Workflow Considerations

Workflow is equally important as technology to get a successful program in place. The workflow can be a minimal viable product (MVP) approach, you can utilize the ViewSpection portal or do an API approach.

We suggest a test segment with a particular line of business and perhaps a selected group of agents depending on the process you select.

Workflow choices:

- Agent at POS
- Agent at post bind
- Agency at company portal
- Carrier invite at post bind
- ViewSpection invite at post bind
- Loss control invite and guided process



Section 6 – Designing the App

ViewSpection allows you to have almost limitless control over the app content and user experience. Our team will work with you to determine the optimum design for each line of business. The app can be adjusted easily and immediately.



The ViewSpection team handles all the app building and we also provide a full app library which is pre-built.

Section 7 – Metrics to Expect

Sections 1-5 guide you through implementing the optimal approach for your agency or carrier company. Below are metrics that self-service can impact.

Sales Metrics

- Identifying more sales opportunities (inventory option focuses on scheduled items)
- Increase retention through more digital touch points
- Reduce loss ratio by proactive risk management
- Identify more lines to write



Engagement Metrics

- Completed inspection rate is 30 to 85%
 - Average completion is 3 days to 7 days
 - Text versus email invitations will impact completion rate
 - Native app versus web app will impact completion rate (beta)
 - Invitations sent from your email or ViewSpection email will impact completion rate
- Point of sale vs. post bind will impact completion rate

Section 8 – Delivered Info and Content

Technology is always advancing and so will the options available for content to be delivered into the underwriting process.

ViewSpection can deliver your inspection data via:

- Web portal
- Email
- FTP
- API

Format of delivery currently includes

- PDF report
- Images (JPG)
- Data stream



We will be providing more extensive data visualization in the future. If you have a image recognition program in place, we will provide images for your feed.

Conclusion

There you have it, 8 steps to a self-service inspection program. Our team is here to make that process as easy as possible and to share our experiences with you.

Feel free to reach out for any questions.



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