

DEFINITIONS COMMITTEE



Committee Discussions we've had...

Warranties Update:

- Tracked down that there are no 3rd party options we could find... Possible space for warranty underwriters to come in

Complete Documentation

- Initial inspection -> Complete Estimate
- Identifying common program language for requirements (after Photo Doc...)

PHOTO DOCUMENTATION



Best Practices for Photo Documentation HANDOUT

RECOMMENDED BEST PRACTICES FOR: DIGITAL PHOTO DOCUMENTATION



Loss Assessment Photo Acquisition Practices

Regardless of your role in the restoration process, the capturing of photos is an important process for documentation. To protect yourself, your company and your client, identifying your process for photos before being on-site is a good practice. Take each step one by one, and take the time to ensure that you've properly catalogued all needed information.

If you are taking photos with a digital camera and not a photo capture software solution, you would start at the highest resolution setting and make sure all areas are well-lit. You can later reduce file size for use in sharing or uploading. Also, make sure you are including a time/date stamp option, but not to alter any of the metadata. In determining scope for estimating, remember that more photos are better. Based on target audience and guidelines, types of photos may change.

Linear sequencing of the photos is important to give a visual of the site. It also gives a sense of the structure and/or event. Capturing contents in place is also useful information,

Macro to micro (beginning from further away for an overall shot, then zooming in to the subject matter) photos of areas, and left to right in sequential order, as if you were walking into the damage.

Overview photos should first be taken at eye level - 360 degrees (follow with ceiling and floors). Interior photos are ideally in a vertical format, so you may capture floor to ceiling.

Still photos extracted from video should be free from frame blur, and have high resolution, depending on the device. Utilize as many photos as needed to capture the loss, scope of estimate and protect from liability. Use of tools or measurement devices to highlight damage and provide perspective within the photo are useful for common types of damage for scale, such as tape measures, gauges, meters with readings, pencil, etc.

PHOTO DOCUMENTATION



Photo Sheet Template ADDENDUM

Photo Sheet Template

Refer to "RECOMMENDED BEST PRACTICES FOR: DIGITAL PHOTO DOCUMENTATION" and review first.

Template Directions:

Place photos onto Photo Sheet Template beginning on next page

Simply drag and drop each picture file from the folder they are stored in to each empty square in the word document to automatically fill that square with the image.

To get more rows, go to last square and hit the "Tab" button on your keyboard.

*** best done with both windows open at once side by side***

Labeling Photos and Types of Labels in Report

Type in a label next to each image as you insert it in the empty square for labels next to each larger square for the pictures.

Make sure that the photo description matches the work diagram or schematic, i.e. "Bedroom 2" and "Suzy's Room" should match as one label

PHOTO DOCUMENTATION



Best Practices for Photo Documentation HANDOUT

- Recommended Best Practices For: Digital Photo Documentation
 - Photo Acquisition Practices
 - Photo Transferring or Reporting Practices
- Process for open submissions and comments

PHOTO DOCUMENTATION

Since adoption...

- IICRC Endorsement and sharing
- RIA Endorsement and sharing

"On behalf of the IICRC, we'd like to thank the numerous volunteers for their dedication and hard work in seeing this document come to fruition," said Pete Duncanson, IICRC Chairman. "It's important for our shared fields to have a consensus when it comes to best practices and key terms so there is alignment across the industry."

"RIA is pleased to recognize the PIRC Best Practices for Photo Documentation as an industry best practice. Having a consistent photo documentation standard will further move our industry forward," said Lee King, CR, President of RIA. "We appreciate the hard work that went into creating this document and look forward to the enhancements, consistency and efficiencies it will bring to our businesses and our industry."



PHOTO DOCUMENTATION

Since adoption...
Sharing by multiple
companies on
LinkedIn, news, etc.

News Promotion by:
Symbility/CoreLogic



CoreLogic | Symbility @symbility · Oct 16

The Property Insurance and Restoration Conference (PIRC) has announced official best practices for the claims supply chain to document loss photos. The Symbility platform currently supports 95% of these best practices, with the remaining 5% coming soon.

hubs.ly/H0lhPHz0



PHOTO DOCUMENTATION



Next Steps...

- Continued promotion and sharing
- Encouraging Insurance co / TPA usage, adoption
- **New Level – Video, Drone and/or 3D?**

We welcome any practical use changes back to the committee.

PHOTO DOCUMENTATION



Any comments or questions?

Thank you!

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The Question: Could there be Standard Agreement Language? ...

What this is:

- A way for Contractors to review program requirements and assist with compliance, execution and faster response times.

What this is NOT:

- Standardizing the requirements themselves

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The start of something possible...

Here is an example...

ELIGIBILITY REQUIREMENTS:

- Program Qualifications
- Program Fee Schedule
- Application Document(s) Requirements
- Credentials (Recertification, Licensing, Insurance) Requirements



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TIME FRAMES:

- Initial Acceptance of Claim
- Initial (Customer) Contact for Emergency or Standard Claims
- Initial On-site for Emergency or Standard Claims
- Contact Insurer Representative
- Initial Estimate / Documents Submission
- Complete Estimate Upload
- Claim Process, overall Assignment to Completion
- Business Hours / After Hours
- Duration of Time from Assignment to Closed
- Billing or Correction Timing Requirements
- Other Contact Time or Reporting Requirements

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Which format is better??

Thank you!