

F Y I Date

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**F Y I**

## Inspector Tips and Tricks

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H&S Loss Control Inspections, Inc. (908) 850-4110

- Use the APPS at the bottom of each case's General Information page for quick access to property information!

### FireDepartment Locate the nearest fire station

works with Chrome, Firefox, Safari, and Edge internet browsers, but does NOT work with Internet Explorer.

- View the LC360 "Training" tab for helpful tips in the FYI Archive and other useful resources.
- The Pay Plan Schedule is in the LC360 "My Pay Checks" tab drop-down menu.
- Always carry your H&S photo ID and business cards.
- Review the Company Guidelines section of your case's Special Instructions for updates to instructions and Standard Photos lists.

- ALL photos *must* be taken in LANDSCAPE mode.



**LC360 automatically resizes your photos to fit the report; upload them as-is.**

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## Time Service Guidelines

**Good "Time Service" is essential to our business and yours.**

The quicker assignments are handled, the quicker more inspection opportunities will become available. We're here to help!

Visit the LC360 "Training" tab or click this link for a Step-By-Step Guide to [H&S Time-Service Protocol](#).

Remember: *Communication is key.*

### Submit your report within 3-5 days of the inspection.

H&S recently had an inspection done for which the inspector did not submit the report for a few weeks. There were critical issues at this property and the delay was a major problem. Losses/claims can happen in that short time frame, so we cannot delay the report. Once a property is inspected, please write the report ASAP!

## Interviewing the Insured

### Stick to the Script!

- 1) Refrain from asking questions that are not natural follow-up questions to our survey.  
For example: if you're inspecting for Workers Comp, don't ask about OSHA. Our report is a high-level overview of Workers Comp Issues). Use the report form as your guide.
- 2) Never discuss Recs with the Insured.  
H&S's QA department or the Underwriter may choose not to enforce certain recommendations based upon the Insurance Company's underwriting guidelines. We don't want the Insured to pay for updates that aren't needed.
- 3) Don't imply that an Insured's policy could be negatively impacted.  
The status of an Insured's policy is not up to us and is based upon many factors. Saying that the policy will be cancelled if they don't comply could not only be inaccurate but leave a trail of upset Insureds, Agents, and Underwriters.