Reinspection & Supplement Process

# Receipt

### Upon receiving a supplement request, you must do the following:

* Re-open and assign to yourself in Diamond and XactAnalysis
* Update reserves
* Enter notes in Diamond to how and when you received the supplement request
* Determine the type of supplement requested
  + ALE
  + Personal Property
  + Dwelling/Other Structure
* Determine needed action to resolve the supplement
  + Simple Fix - Address the supplement with a payment and settlement letter
  + Supplement – Damages, repricing, contractor negotiations, etc. can be addressed without sending a Field IA to inspect
  + Reinspection - Damages, repricing, contractor negotiations, etc. require sending a Field IA to inspect
* Make the required request
* Enter notes in Diamond to the request. You can copy the email if it is easier.
* Update Supplement Status Worksheet online

# Notification

* Email: [newclaims@prestige-claims.com](mailto:newclaims@prestige-claims.com)
* Copy manager on the email
* Subject: REINSPECTION REQUEST or SUPPLEMENT REQUEST

## Required information in email request

* Type of Request Needed
  + Reinspection
  + Supplement
* Name Insured Name & Claim #
* Name Insured Address & Phone & Email
* Upload the Contractors Estimate and any photos.
* Indicate the Prior Payments made on the Claim for each Coverage
* Let them know what you are asking them to do
* Indicate that any new items estimated be in Bold Print

# Monitoring

* Set follow up’s to ensure you are getting your changes back timely.
* Set follow up’s to make contact with the insureds and agents as necessary

# Concluding

## Receipt

* Supplements and reinspections will be returned consistent with how files are submitted now.
* The QA Approved report will capture them as they are returned. For the returned files to be properly routed to you, you must have assigned yourself in the beginning of the file.
* Review submitted changes and ensure all items of concern are addressed.
* Create settlement documents and submit consistent with current practices
* Pay supplement/reinspection invoice
* Make payments and close.