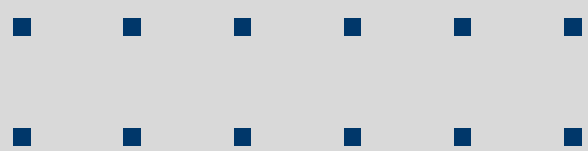
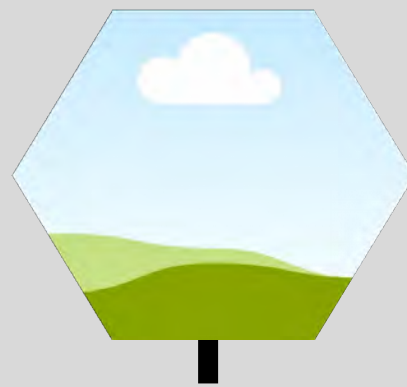


2023 NAMFS CONFERENCE

Technology in Default

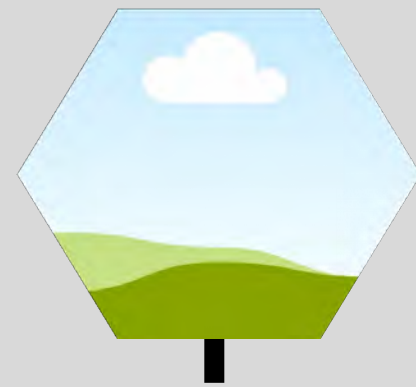


PRESENTERS



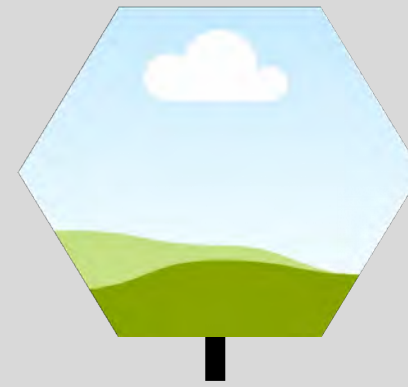
Kim Ruiz

Director of
Operations
Verisk



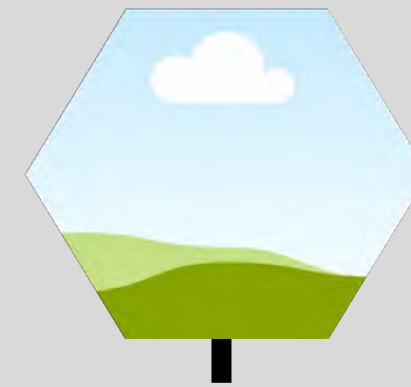
Keith O'Donnell

National
Account Director
Ivueit



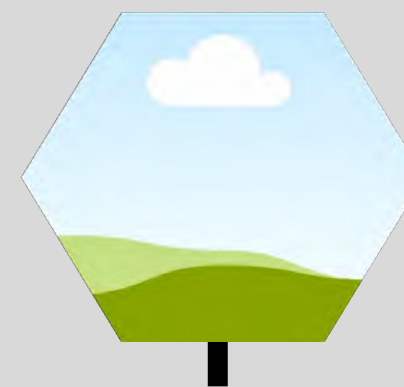
Matt Zoldowski

Account
Executive
Verisk



Scott Nerdin

CEO
ADEvantage
Technology



Kailey Joyce

Product Manager
Verisk Weather
Solutions

2023 NAMFS Conference

Where Did Tech Start

The Beginning

- Polaroid
- Scantron
- Mail

Which gave way to.....

- 35mm
- Fax
- Digitally printed pictures

Then we got advanced

- Digital cameras
- Email
- Uploads to website
- Hours spent every night doing data entry

Forms were still difficult

- Lack of communication between Nationals and technology providers
- Different questions that did not match answers on Nationals websites(Master form one form to rule them all)
- Vendors and software providers had to guess at the form rules
- Changes to the forms/questions took days to update to boots on the ground

Where Tech Is Today

Photos

- Apps and digital cameras
- Added security and proof of service(meta data/GPS)
- In field updates if required or needed
- Less chance for altering/using previous photos

Forms

- Instant changes from Nationals to vendors(API's and dynamic form translators)
- Validation of the form at the property
- Validation of needed labels based on the form
- Less returning to the property due to validation and correctly answered questions/photos
- Faster communication to the Client

Costs

- Software developers salaries on the rise
- More and larger photos, expensive to store
- Constant hardware/software requirements and updates
- If you leave software alone you get bit rot

Where Tech Is Going

- AI for quality control, use past data to train AI systems for improved QC
- Analytics
- Greater communication between technology providers and Nationals
- Property view for Inspections and Preservation orders on one screen over IA and PA
- Client portal

Mobile Features

- Photos
- Mobile Forms
- Attachments
- Video
- “Check-In”
- Mapping
- Property View Picture
- Date/Time Stamp
- GPS Verification

Mobile Benefits

Visibility:

- Property details and instructions
- Helpful notes or attachments
- “Proof” of permission to be on site

Organization:

- Assign work to specific individuals
- Label photos in the field
- Generate Bids on the fly

Results:

- Photos that are accepted by your Clients
- Forms completed at the site!
- Videos to capture ‘context’

Mobile Challenges

Beware:

- Older phone models
- “Brand New” phone models
- Off Brand, Generic Devices

Understand:

- Updates: Manual vs Automated
- Architecture: Android vs iOS
- Settings: Phone vs App

Mobile Workflows

“One size does not fit all”

Who are You? (This will Directly Affect your Workflow)

- Individual Contractor
- Small Mom & Pop
- Large Business

What do you Care About?

- Field Visibility
- Photos and/or Forms
- QA Tools, Remote Processors

Who do you Work For?

- Consider their Requirements
- Know the Dynamics of any Integration Functionality
- “Find the Balance” between the Client system AND Your mobile technology

Marketplace Differences

- Use of crowdsourcing to complete inspections
- Orders offered to all local vuers
- Vuers paid upon completion and review of each order
- Order specific guidance contained in each individual order
- Gig workers only complete 1 – 10 per day as a “side hustle”

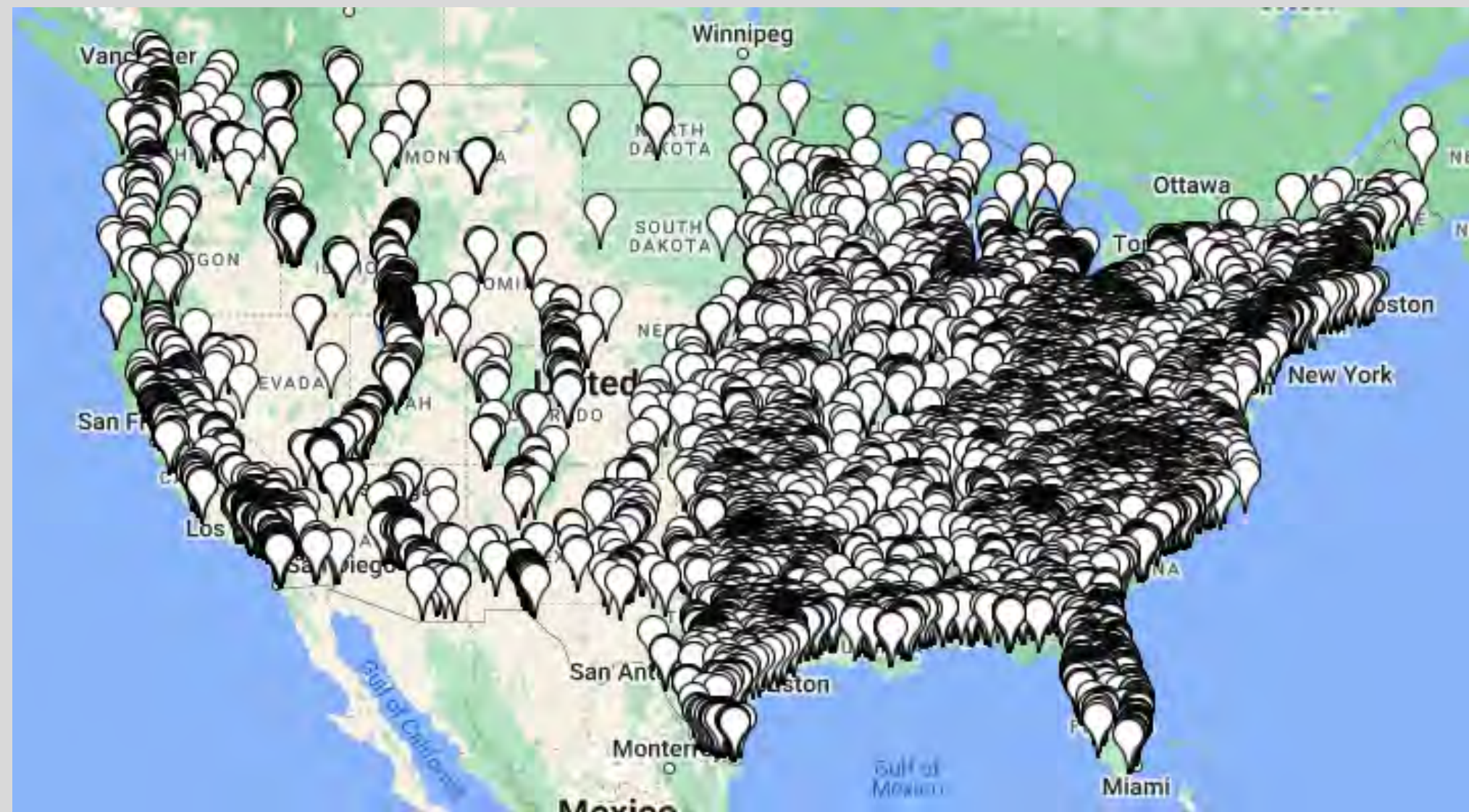
Marketplace Differences

The App



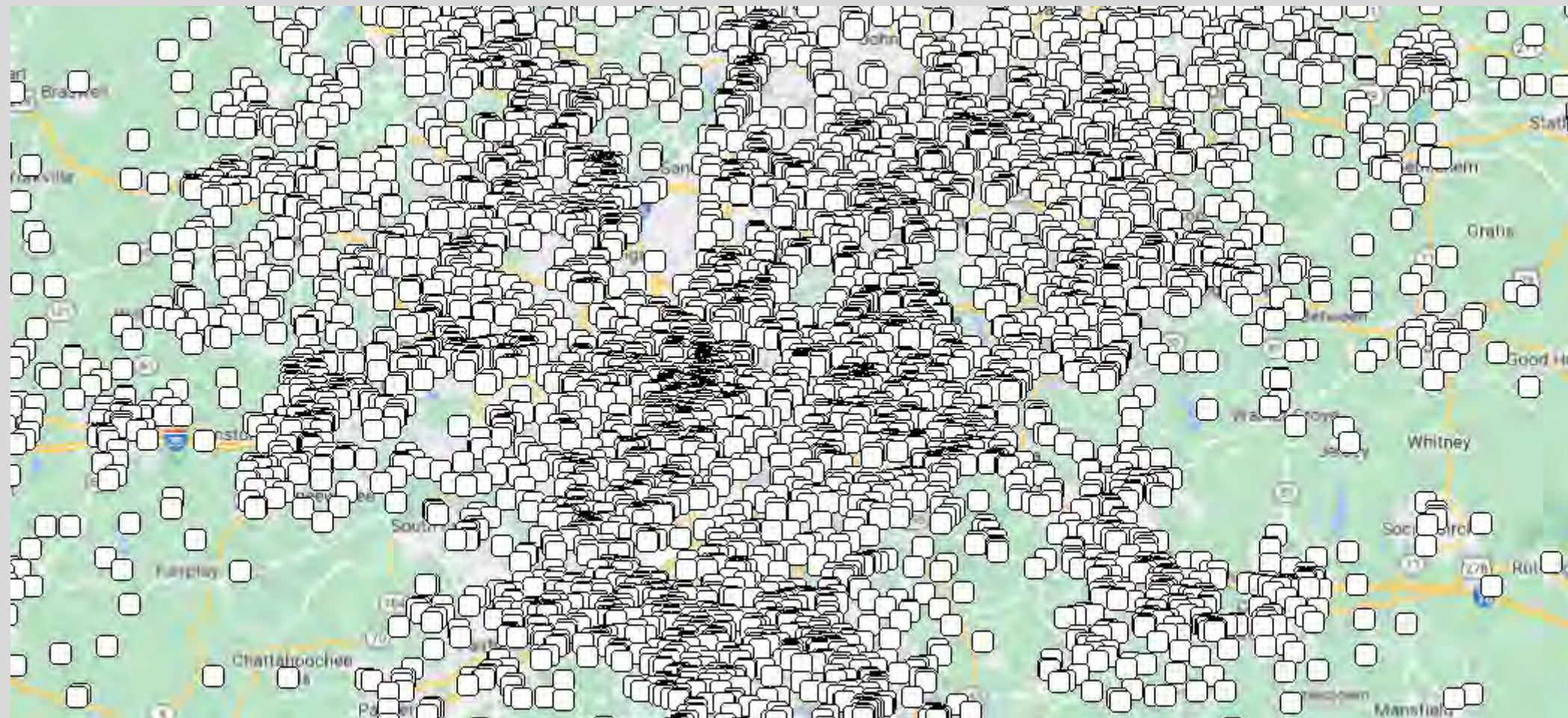
Vuer Coverage

Over 250,000 Potential Vuers Nationwide



Vuer Coverage

Density of Vuers in major markets creates competition for orders thereby reducing turn times



Atlanta, GA Metro Area

Vuer Coverage

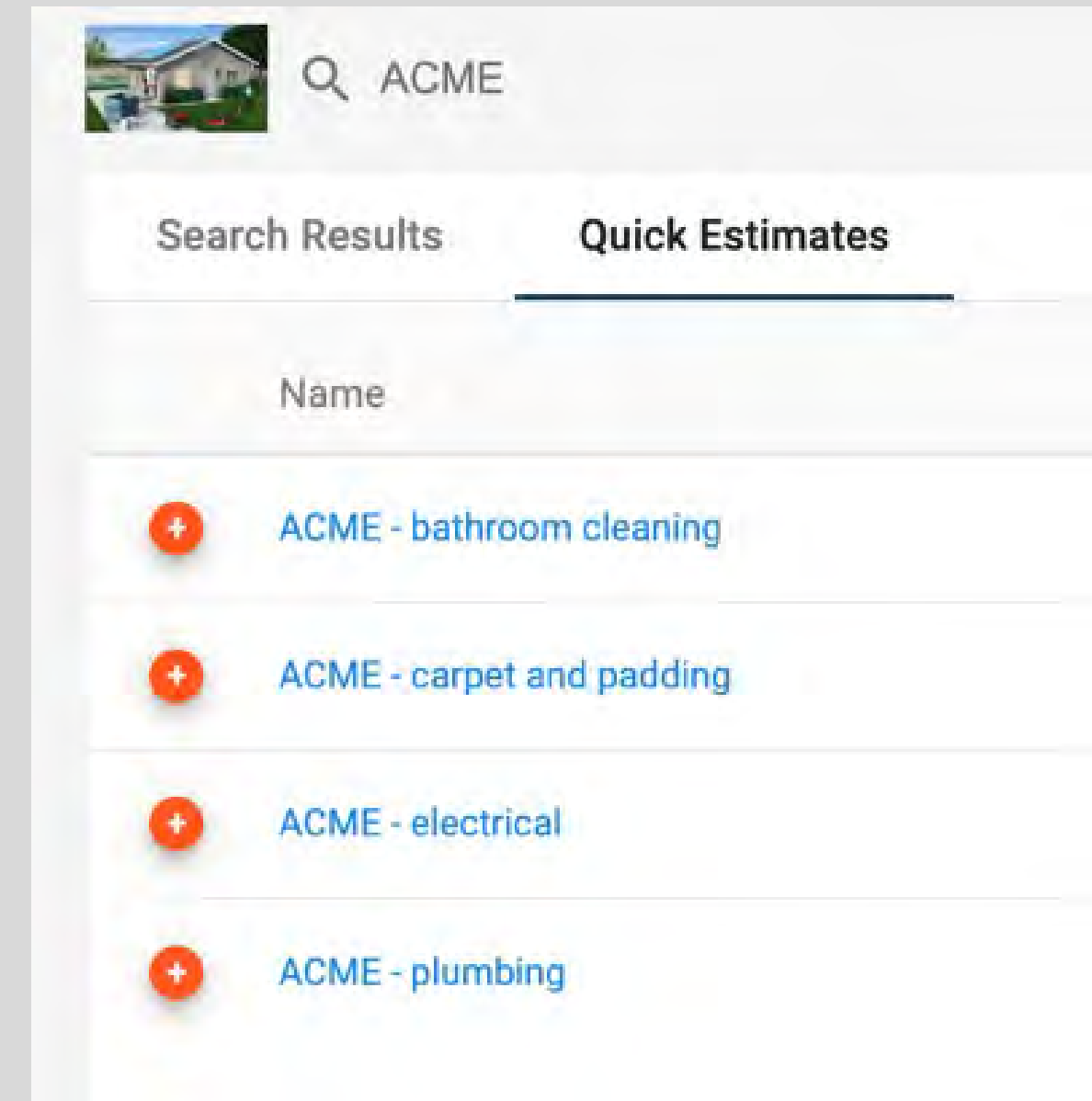
Commercial & Facilities Management Relationships
Supplement Residential Orders



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QUICK ESTIMATES

- Bundle related items for quick adding
- Create a checklist of line items you frequently add
- Email rpmartin@verisk.com to receive a list of your most commonly added line items



FORMS+

What landscaping activities are required?

☐ grass cut

☒ weed removal

☐ shrub trimming

☐ tree trimming

Description	Quantity	Unit
Weed pulling - per hour	<input type="text" value="0"/>	HR
Haul debris - per cubic yard	<input type="text" value="0"/>	CY

- Link PRM line items to form responses
- Create estimates automatically while answering questions about the property.
- Decrease training needs while increasing estimate consistency

ADD LINE ITEMS YOUR WAY

1. Use Reference Images to point and click on what you're looking for
2. Search for line items by name
3. Input line item codes directly into the Added Items Grid

The screenshot illustrates the software interface for adding line items, with three numbered steps:

- Step 1:** A reference image of a house with vines is shown in the top left corner.
- Step 2:** A search bar at the top contains the text "vine removal". Below it, the "Search Results" section displays a table of items:

	Cat	Sel	Act	Description
	PRM	VINER	-	Remove vine from wall /structure
	LND	PFV5	+	Plants - ferns - vines - 5 gallon
	LND	PFV1	+	Plants - ferns - vines - 1 gallon

Below the search results is the "Added Items" section, which contains a table with a red plus icon in the first column:

	Cat	Sel	Act	Description

Step 3: The red plus icon in the "Added Items" table is highlighted, indicating where to input line item codes directly.

2023 Severe Weather Season

- **Catastrophe Events**

- Already 3 weather systems in 2023 that are expected to result in more than \$1 billion in damages to properties across multiple states

- **NWS Severe Thunderstorm Warnings**

- NWS has issued twice as many severe thunderstorm warnings across the US compared to Q1 2022

Weather Preparedness

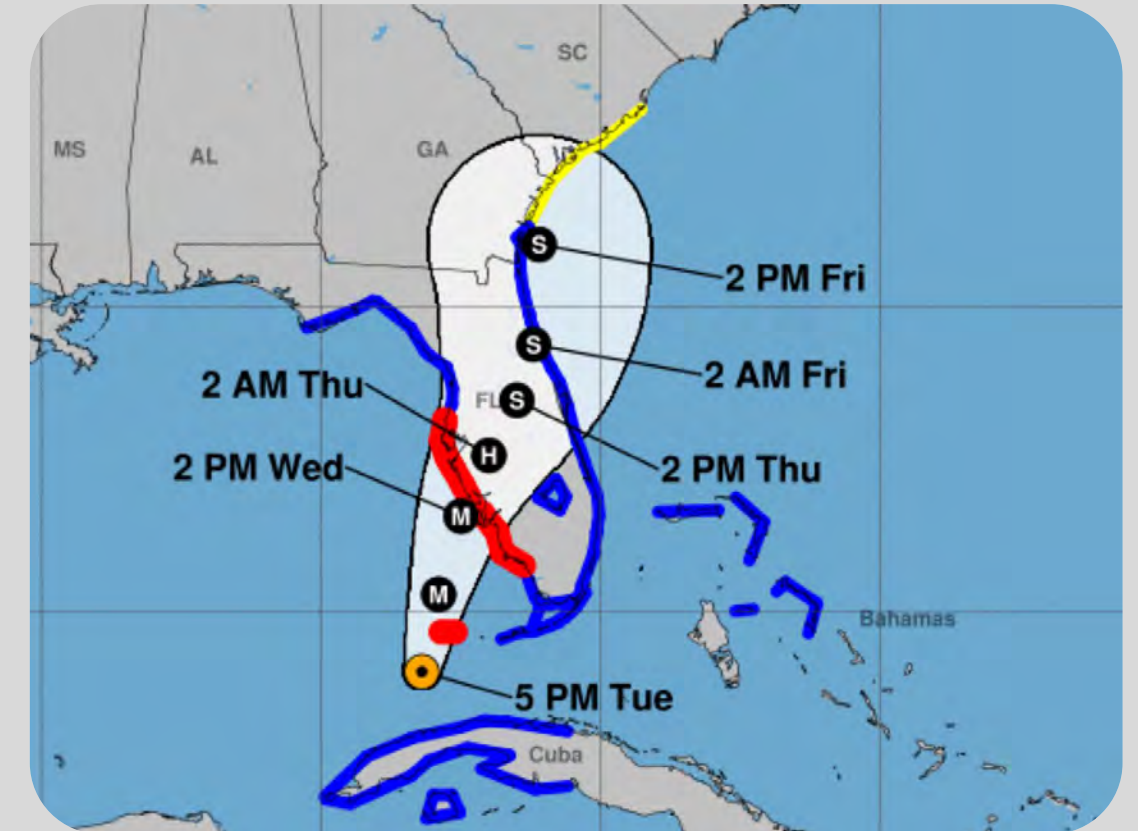
Weather data in the mortgage default space



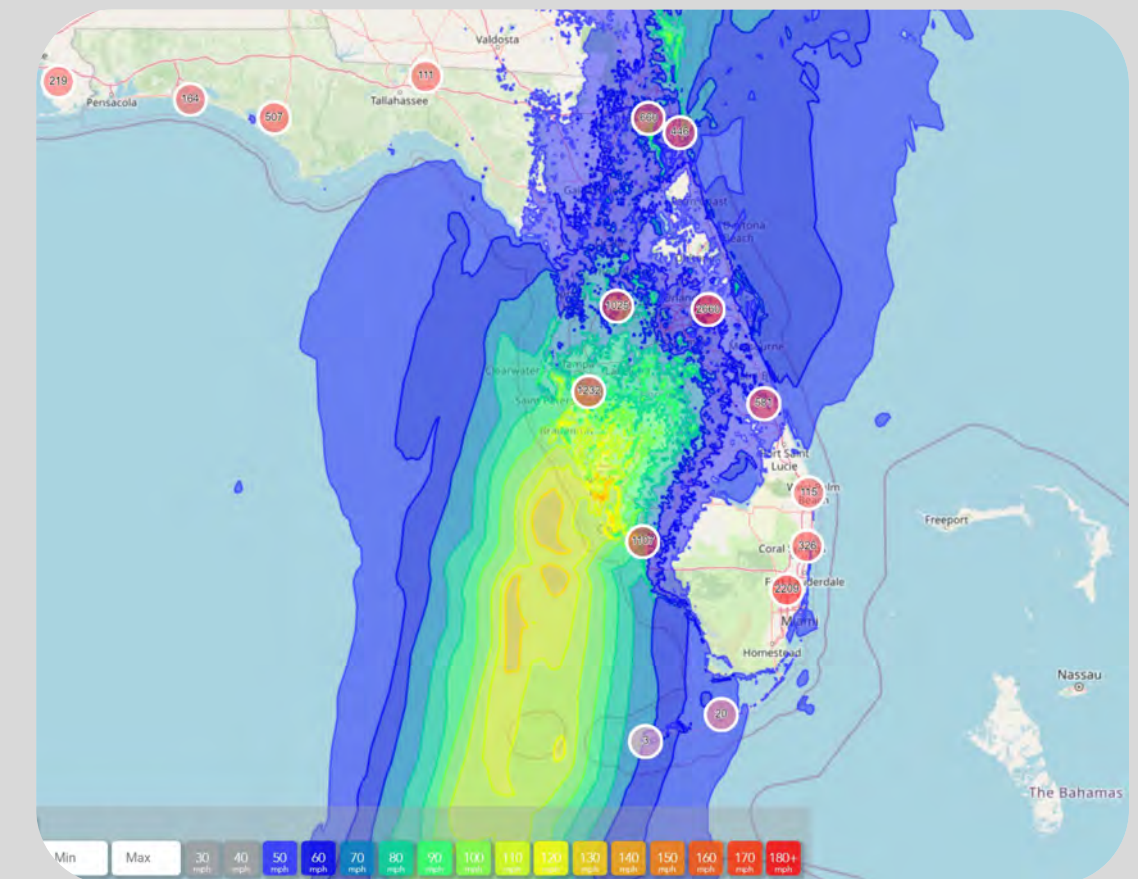
- Severe weather event preparation and response
 - Weather forecasting
 - Post-event analysis
- Catastrophe and risk modeling
 - Modeling of natural hazard risks & long-term impacts of changing climate patterns

Weather Event Preparation

- **Weather Forecasting tools**
 - **Data Sources:** Forecasts available via public sources (National Weather Service, National Hurricane Center, Storm Prediction Center, etc.)
 - Local and National News Sources
 - Third party weather data providers
- **Use Case:** Prepare properties for significant weather impacts & analyze potential losses
 - Prepare resources for response to impacted areas



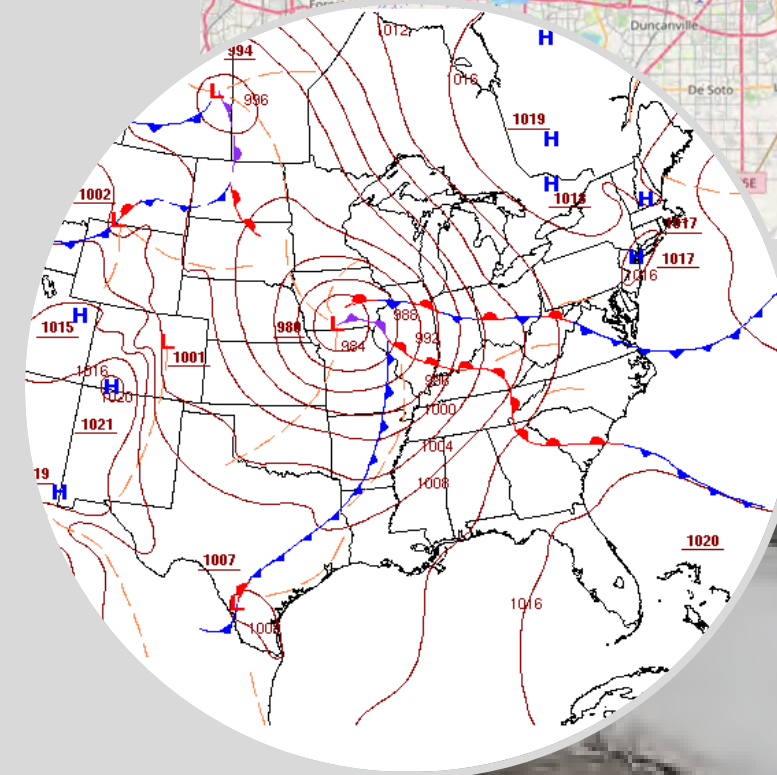
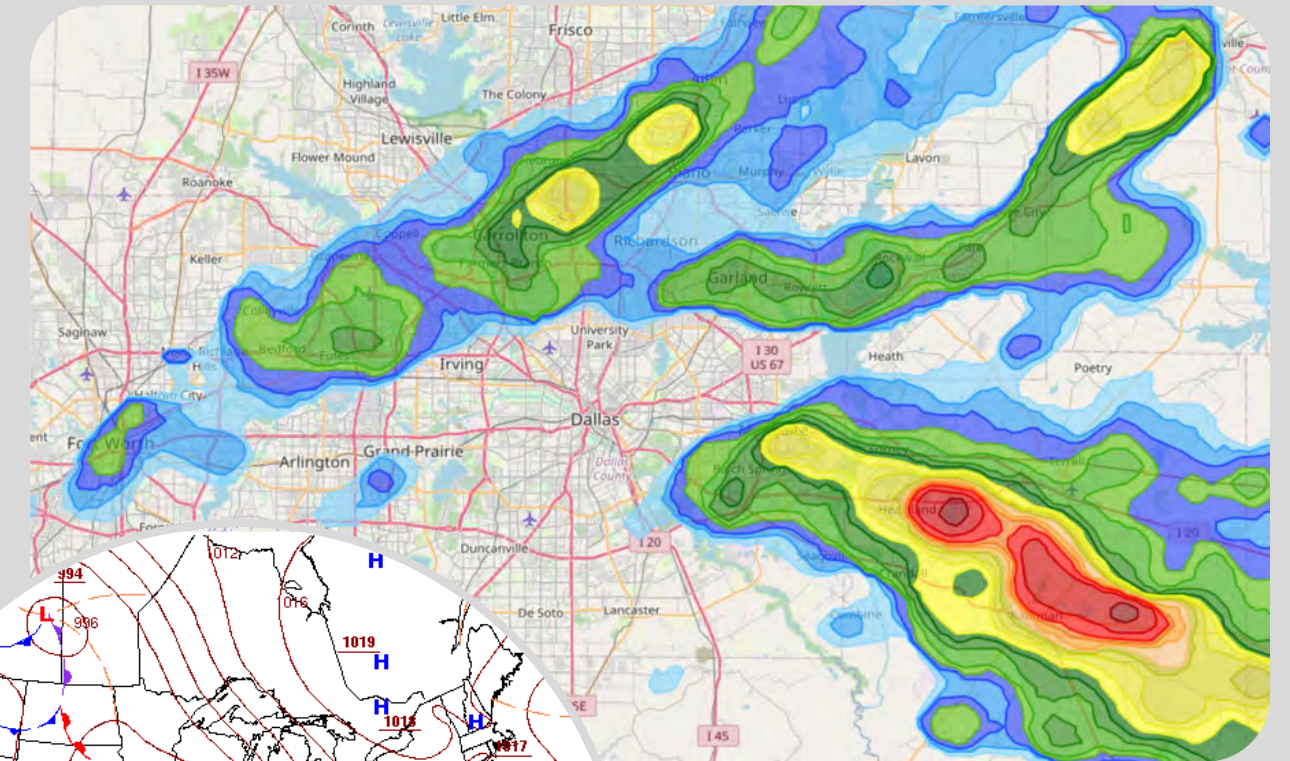
NHC Hurricane Ian Forecast



Verisk Hurricane Ian Forecast

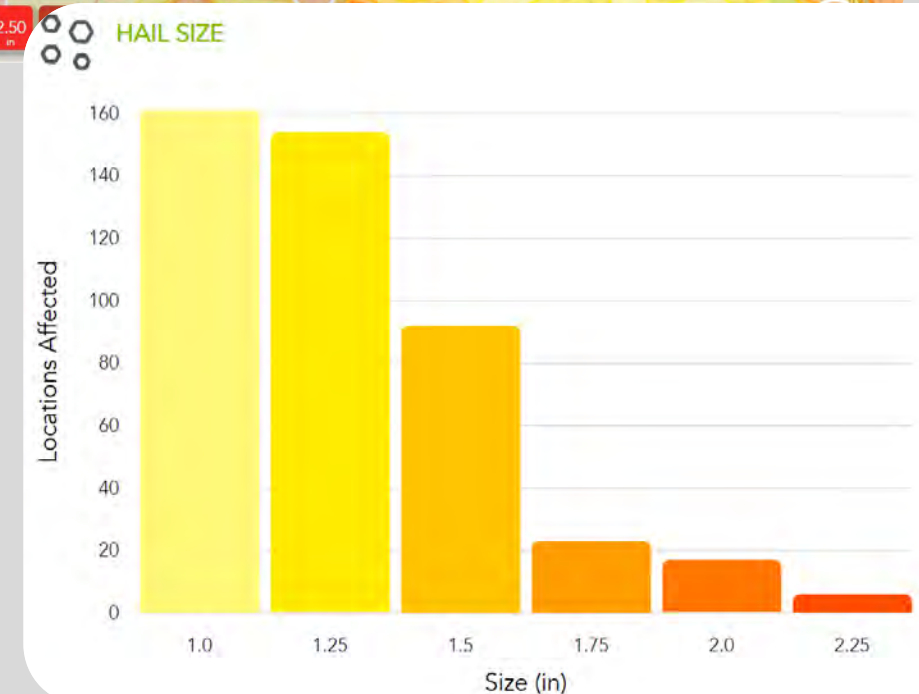
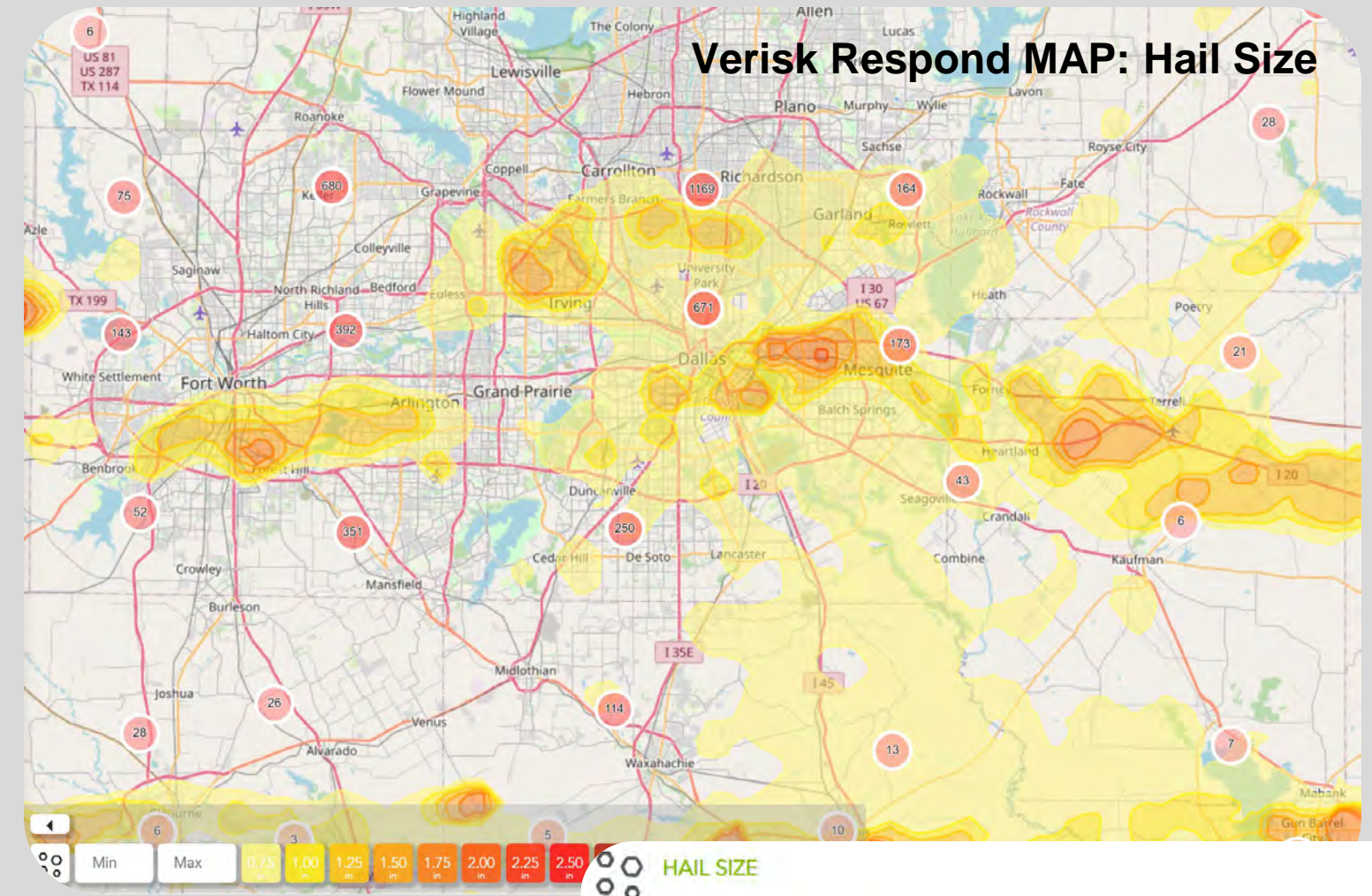
Post-event Weather Analysis

- **Near real-time weather data**
 - Track significant weather events in real time (i.e. damaging hailstorms)
- **Post-event weather data**
 - Data sources:** weather radar data, model data, weather station measurements, and public reports
 - Combined in post-event weather models (daily hail size impacts, wind, rainfall, etc.)



Post-event Weather Analysis

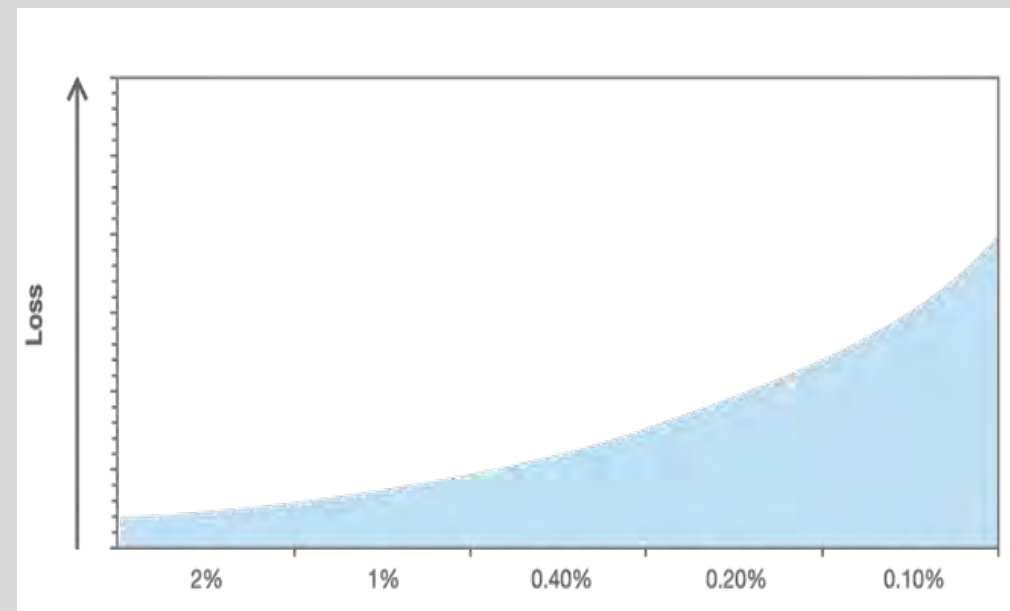
- **Use Case:** Analyze weather impacts to book of business
 - Assign resources as needed
- **Examples:**
 - Determine properties impacted by damaging hail during severe weather season
 - Track snowfall accumulations to respond appropriately
 - Utilize hurricane severe wind data to analyze probability of default across region



Catastrophe and Climate Modeling

- **Data Sources:**
 - Private catastrophe modeling companies
- **Use Cases:**
 - Hurricane/storm models to assess portfolio risk and mortgage loss
 - Resource management and allocation
 - Direct relationship between property values and impacting weather/climate
 - i.e. Increasing temperatures, risk along coastal areas, etc.

Simulation Modeling



Scenario Planning

