



Eye in the Sky:

How Insurers' Use of Aerial Images is Impacting Coverage



Who The Heck Are You?

- ▶ Who I am?
- ▶ Why I'm here?
- ▶ My Background
- ▶ My Experience
- ▶ What I'm up to these days?



Inspections Are Nothing New

- ▶ Properties have always been inspected
- ▶ How inspections were done by agents
- ▶ How inspections were done by insurance companies
- ▶ How inspections were done by third parties



Consumers Take On Inspections

- ▶ Consumers, not a big fan
- ▶ Not clear on why
- ▶ Not comfortable with the process
- ▶ Feel privacy is being invaded



Self Inspections

- ▶ Rise of the self-inspection
- ▶ Lack of compliance
- ▶ Messy or incomplete data
- ▶ Outright miss-information



Horrorific Messaging

- ▶ Insurance industry failed miserably
- ▶ Guidelines necessary
- ▶ Complete transparency
- ▶ Relevant aspects provided
- ▶ Time to comply & re-underwrite

LET'S TALK IT OUT!

Karl@SusmanInsurance.com

(310) 820-5200