Self-Inspection App FAQ

What is the purpose of the questions and why is this important for my organization to complete an inspection using the app?

Answering the questions in the Self-Inspection App provides IPE with the information needed to complete an accurate valuation of your property and ensures your policy reflects your building and its coverage needs.

Is my information safe and secure?

Yes. We protect your information with industry-standard security protocols and all of your answers are subject to our Privacy Policy.

Will an IPE representative contact me after I've submitted my inspection?

Your responses will be reviewed by IPE's Risk Management Team, who will complete the analysis and prepare the final report. You or your broker may be contacted if additional details are needed, or to follow up with the completed valuation.

Why am I receiving these specific questions?

The questions and prompts you receive when completing the inspection are tailored to your property and policy needs and are based on the information you provided in your application.

Will this change my insurance costs?

Completing the inspection may result in updates to your building's replacement value, which can affect the overall premium. In some cases, inspection findings (such as the presence or absence of sprinklers or fire protection) may also result in an adjustment to the rate applied.

Any changes—whether to value or rate—will be reviewed by our team and communicated to you or your broker, if applicable.

General Use

What if I need to change something?

To make changes to your responses, tap the "Back" button to return to the Response Summary screen.

Can I change my responses after I submit?

Once the inspection is submitted, the process is considered complete, and changes cannot be made through the app. However, if you realize you've made an error or missed something, please contact Jeff Price, Manager, Loss Control Services at **jeff.price@intactpublicentities.ca** as soon as possible. We'll work with you to address any issues.

Why can't I use the app without linking my policy?

This app uses your unique activation link and your organization's policy number to pair your digital inspection record with the property data already on file. Activation links are specific to policyholders and cannot be duplicated.

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Photos

Do I need to turn on my flash?

No, the flash is automatically enabled in the app.

How should I orient the photos?

Use portrait orientation - hold your device vertically.

My camera isn't working, what should I do?

Check your Privacy or Security Settings to ensure camera access is enabled. If you are still having issues, please contact support by calling DAVIES at 1-888-877-7475, ext. 8151, Monday to Friday from 9 a.m. – 6 p.m.ET.

How close do I need to be?

You should stand close enough to the item in question so that the entire item fits within the photo field. You may have to stand closer to smaller items and farther back from larger items.

Why do you need these photos?

We need these photos to ensure the proper valuation and underwriting of your policy.

Do I have to take photos of every item listed?

No. However, without a full set of photos IPE will not receive an accurate representation of your property. We understand that limitations may exist, and you might not be able to take every photo requested. To the extent possible please provide all requested photos. If you are unable to take all of the photos, you will be required to provide an explanation which will be captured prior to submission.

Why do I need to provide an explanation?

Explanations are needed if you are unable to submit all requested photos. This helps ensure that your inspection is as complete and accurate as possible.

How do I know if the photos are clear enough?

Each photo should be clear enough that you can plainly see the item in question. If there is blurring, blemishes, or shadows, or if the zoom is set too high or too low, you should retake the photo.

Can I re-take a photo?

Yes. If you need to re-take a photo, tap "Edit" on the photo you wish to replace and you will be taken back to the Photo Capture Screen.

I took a photo but it's not appearing on this screen. What should I do?

If your photo is not showing up on this screen, tap "Edit" on the photo and re-take it.

What is the best way to take these photos?

To achieve the best outcome, ensure your camera is in front-facing mode and that you are in an area with adequate lighting. Take pictures in a portrait orientation – hold your device vertically.

Do I have to take the photos in order?

You can capture the photos in any order by clicking on the Camera Icon for each requested photo. Thumbnails of your photos will replace the Camera Icons after each photo is captured.

Why do the photo requests change based on my answers?

The app customizes the photo requests based on your responses to ensure we collect the most relevant information for your property. This helps our team complete a more accurate assessment.

Support

For all questions regarding the app including technical support please contact support by calling DAVIES at 1-888-877-7475, ext. 8151, Monday to Friday from 9 a.m. – 6 p.m.ET.