

# Policies Governing the Haag Certified Inspector Programs



## What is HCI?

The Haag Certified Inspector (HCI) programs (featuring *Residential Roofs*, *Commercial Roofs*, and *Wind Damage*) were created by Haag Engineering in conjunction with Haag Education. Haag Engineers have developed research-supported methods of damage assessment through over 50 years of laboratory testing and over 90 years of field work and experience. The purpose of each HCI course is to instruct roofing, insurance, engineering, and other industry professionals how to assess damage according to these type of research-supported methods.

*Note: The Haag Certified Inspector—Residential Roofs (HCI-R) and Haag Certified Inspector—Commercial Roofs (HCI-C) programs were originally referred to as the “Haag Certified Roof Inspector—Residential” (HCRI-R) and “Haag Certified Roof Inspector—Commercial” (HCRI-C) certifications.*

## We Hereby Affirm

The HCI program is governed by policies set forth by Haag Education, LLC, as detailed in this document. Haag reserves the right to update or change any of the policies that govern the Haag Certified Inspector program at any time, without notice. By registering for any HCI course, attendees agree to all policies governing the HCI program.

## Eligibility

To be eligible to attend any HCI program, a registrant must affirm—by providing proof/references—that s/he has the following pre-requisite experience.

HCI Course	<b>Pre-Requisite Experience</b> <i>Note that “inspection”, “on roof”, and “on site” mean that a registrant has inspected a roof or site for damage <b>in person</b>.</i>
<b>Residential</b>	Attendees must have performed a minimum of 100 residential (steep-slope) roof inspections as the primary “on roof” inspector.
<b>Commercial</b>	Attendees must have performed a minimum of 50 commercial (flat/low-slope) inspections as the primary “on roof” inspector <b>OR</b> have a minimum of 3 years of experience as a commercial line adjuster.
<b>Wind Damage</b>	Attendees must have earned the HCI-R or HCI-C Certification <b>OR</b> have completed 100 wind damage inspections as the primary “on site” inspector.

In addition to on-site inspection requirements, registrants should have experience as one of the following:

- Licensed Insurance Adjuster
- Licensed Roofing/General Contractor (business owner)
- Licensed Professional Engineer or EIT
- Licensed Home Inspector
- Roofing Industry Designations: RRC, RRO, or RWC
- Insurance Industry Designations: CPCU, CLU, or AIC
- Building Official
- Licensed Public Adjuster
- Licensed Architect

In the absence of the professional experience listed, HCI registrants must (in addition to satisfying the inspection requirements) provide reference information of someone with the above experience who has first-hand knowledge of, and can verify, the registrant's industry experience.

## Revocation

Haag Education reserves the right to perform random experience verification checks on all HCI registrants prior to course attendance, as well as during their tenure as a Haag Certified Inspector. If, at any time, a registrant of any HCI program is found to have falsified her or his experience or work history, Haag Education will immediately cancel the registration and/or revoke certification for that individual. Any attendee who has her or his HCI registration canceled or her or his Certification revoked will be subject to cancellation penalties and will not be eligible for any whole or partial refund of any class or recertification fees. Also, that attendee will not be eligible to attend any future Haag Education sponsored Certification programs.

Haag Education recommends that if a registrant has any questions about experience level qualifications for any HCI program, that registrant should contact Haag's Education Department at [Education@HaagGlobal.com](mailto:Education@HaagGlobal.com) 800-527-0168 prior to registering.

## Registration Fees

**\$949 each** *Residential Roofs, Commercial Roofs* **OR** *Wind Damage*

The registration fee is payable by check or by credit card. Credit cards accepted are: MasterCard, Visa, American Express, and Discover.

## Discounts

Discounts for the Haag Certified Inspector courses may not be combined and apply only to registration fees. Other related costs (including travel, lodging, food, and fees for reporting CE credit) are not included. Haag discounts may be obtained in one of two ways:

## 1. Haag offers various discount codes at will.

- Such discounts are shared through Haag tradeshow materials, Haag's website at HaagCertifiedInspector.com, Haag emails (sign up at HaagEducation.com to receive our monthly emails, which always include the most current discount information), or occasionally through industry publications (both printed and electronic).
- These varied discount codes must be used at the time of registration and may not be combined with other offers.
- All cancellation policies and penalties apply to all discounted registration fees.

## 2. Additional discounts and exclusive HCI sessions for 40 or more attendees are also available.

- Please email us at Education@HaagGlobal.com or call Haag Education at (800) 527-0168 to inquire about this type of discount.

## Attendance

Haag Education requires that all 20 hours of classroom instruction be completed before an attendee is eligible to take the HCI examination.

- Multiple breaks will be provided throughout the day in order for you to make phone calls or to send text messages or emails. Haag requires that all cell phones are silent while class is in session. Haag also requires that the use of the internet and internet-linking devices (including laptops, tablets, phones, etc.) be limited to break times only.
- Attendance will be taken on a daily basis at the beginning and end of each session. A Haag representative will monitor attendance (sign-in and sign-out) of each class and will notify attendees when class will resume following a break. Attendees must be on time for the start of class each day, and they must return to their seats upon completion of all breaks. There are no exceptions to this policy.
- If the Haag representative witnesses excessive time outside of the classroom during regular instruction, the representative has the authority to warn the attendee that they may lose their eligibility to take the HCI exam, and/or to deem that attendee ineligible without warning depending on the amount of time spent by the attendee outside of the classroom.
- If an attendee is deemed ineligible due to their attendance, the attendee must make up the entire missed portion(s) at another scheduled HCI location, at their own expense; the attendee will not be allowed to take the HCI examination until all course time is completed.

## Rescheduling a Class

If for any reason a registrant is unable to attend the HCI session for which s/he registered, and if that registrant wishes to reschedule, s/he must inform Haag in writing.

- Please e-mail Education@HaagGlobal.com to begin this process.
- Haag will allow registrants to reschedule to a different HCI session ONE time without charge, ***provided the registrant gives Haag a minimum 10-day notice prior to the start date of the course.***

- A transferring registrant who does not give the requisite 10-day notice will be charged a \$100 transfer fee each time the reservation is changed.
- Registrants who transfer to another HCI course date must complete the course within one year of their originally scheduled course date or the registration fees will be forfeited.
- A registrant who does not provide written cancellation notice to Haag at least 24 hours prior to the start time of their scheduled HCI session, and/or who does not show up for their registered class, will forfeit all registration fees and may not transfer those fees to another HCI program.

## Substitutions

Substitutions are allowed at no charge. When a registrant wishes to request that a substitution attend in her or his place:

- Haag must be notified in writing at least 10 days prior to the start of the course date by the original registrant.
- To be eligible, substitutions must meet all prerequisite requirements to attend the HCI program and must be approved as a replacement by Haag Education staff.
- All HCI registrants are subject to the terms of the cancellation policy of their originally scheduled class, or to those of their most currently scheduled session, whichever penalty is more.

## Cancellation Fees

If for any reason a registrant wishes to cancel her or his registration completely, the following cancellation fees apply:

<b>\$50 fee</b>	Registration date — 31+ days prior to seminar date
<b>50% registration fees</b>	30 — 10 days prior to seminar date
<b>100% registration fees</b>	9 — 0 days prior to seminar date & start time

## Forfeiture of Fees

The following actions will result in the complete forfeiture by Haag of your registration fees:

- Failing to appear (no-show) at the class site for any portion of a scheduled session.
- Attempting to cancel or reschedule a session 9 or fewer days before the scheduled start date of the scheduled HCI course. (For a fee of \$100, rescheduling to an alternate date will be allowed once, if you notify Haag at least 24 hours prior to the start date and time of the selected course.)
- Misrepresenting or falsifying any prerequisite qualifications. Anyone found misrepresenting her or his required qualifications will also forfeit any HCI-related handouts and will not be allowed to continue with the remainder of the course or take the final examination.

## Course Materials

One official HCI workbook is given to each attendee. This handout becomes the sole responsibility of the attendee once s/he receives it after check-in on the first day of class. Haag will not accept responsibility for handouts that are left in meeting rooms overnight, forgotten, etc.

- The Haag Certified Inspector courses are currently taught in English. All handouts and testing materials are also printed in English.
- Haag Education can provide the *HCI-Residential Roofs* test in written Spanish. We can also provide an audio version of the *HCI-Residential Roofs* test in English for those learners who require such an accommodation. If you require either of these for the Residential Roofs test, contact Haag Education at Education@HaagGlobal.com or 800-527-0168 **at least 10 days PRIOR to your class** (or as soon as you register) to make arrangements.
- If you require either a written Spanish version or an English audio version of the test for HCI-Commercial Roofs or HCI-Wind Damage, contact Haag Education at Education@HaagGlobal.com or 800-527-0168 **at least 30 days PRIOR to your class** (or as soon as you register) to make arrangements. Haag does not currently have the ability to accommodate special requests for English translators, nor may attendees provide their own English translators for class or to assist with the taking of the HCI examination. No refunds will be given if a registrant cannot pass the HCI exam due to language barriers.
- The official HCI workbook is the *only* resource that may be brought into the HCI examination room. The official HCI workbook (along with any notes written by the student directly in the book) may be used for reference during the HCI examination.
- HCI handouts may NOT be shared with other students/attendees during the HCI exam.

## Replacement Fee

The cost of replacement is \$150 per handout. Only one replacement handout can be purchased at a time, per person. Replacement handouts are only available for those who attend or have completed the HCI course.

## The Exam

In order to complete the requirements for Haag Certification and to be considered a Haag Certified Inspector, each registrant must take and pass the HCI exam with a minimum of a 70% passing score.

- HCI attendees will be given 4 hours in which to complete the 100-question, open-book test.
- Because Haag does not discriminate between high and low passing scores, no exam scores will be provided to the student. Only a pass or fail status will be provided to the student.
- If the attendee does not pass the test with a minimum of 70/100 score, they will be given a second opportunity to pass a second version of the exam. The attendee may opt to take and complete their second exam (different version) during the same 4 hour window. Or, if the HCI attendee fails their first attempt of the HCI exam and determines they cannot complete the second attempt within the remaining time allowed, that attendee may take their second exam at another regularly scheduled HCI exam session.

- An exam re-take at another course date and location will be at the attendee's expense and must be completed within 6 months of the original class date. The attendee must notify Haag Education and receive permission to attend an alternate testing session prior to arriving at the desired testing site/date. The attendee may only attend the testing session at the alternate testing location; no additional classroom instruction is included without paying an additional registration fee.
- Each student will only be allowed two total attempts at passing the HCI exam after taking the HCI class.
- Haag will provide all supplies needed to complete the exam (calculator, pencil, scratch paper, testing booklet). Attendees may use only their official HCI textbooks and any notes written inside the handbook as reference for the exam. No other references are allowed in the testing room.

## Active Status (1- & 5-yr)

The *HCI-Residential Roof*, *HCI-Commercial Roof*, and *HCI-Wind Damage Certifications* are good for one year. Qualifying students are considered "active" during this period.

- HCI Certification expires on the final day of the month, one year after the completion date of your initial HCI examination.
- Each HCI must re-qualify **annually** to renew their Certification. This is achieved by passing a 10-question quiz online (with a minimum passing score of 70%). Each HCI will be given up to 4 opportunities to pass a different version of the requalification quiz. If the HCI does not pass the requalification quiz after 4 attempts, the HCI must take the appropriate HCI course again, at their own expense, and pass the full HCI exam before their certification is reinstated.
- The cost for renewal of the annual Certification is \$99 for one Certification, and \$49 for each additional Certification renewed within the same calendar year (assuming the first remains active and in good standing). Renewal fees are due at the time of the requalification quiz and must be paid by credit card. You can take your annual quiz up to 45 days prior to your expiration date. If you allow your certification to expire, you may still requalify/renew after your expiration date. Note that your ORIGINAL month/date of expiration will still apply and will not be changed. You will not be penalized for allowing your Certification(s) to expire. However, you will be considered "inactive" and your qualifications will show as "expired" through our "Find an Inspector" Portal during any period in which your expiration is expired. Fees are not pro-rated if you decide to renew after your annual renewal date. Please note that Haag Education does not accept checks for online store purchases, online seminars, or for annual online HCI recertification fees. Credit cards accepted are: MasterCard, Visa, American Express, and Discover. For information on online store purchases, please read our Customer Service and Shipping Page. [Haag Education does, however, accept checks for registration fees for HCI classes, which you may access through our Register page.]
- If an HCI earns multiple Certifications (passes more than one course), s/he must maintain each Certification individually, according to the dates of the original courses.
- In addition to annual requalification, the full HCI course (or the full online version of the renewal course, if available) must be taken **every 5 years** in order to maintain active Haag Certification.

## Terms & Conditions

All terms of Certification, including associated testing requirements and fees, are subject to change. Haag Education will make every effort to notify each HCI (active and inactive) when and if the terms of requalification and/or Certification are amended. Haag may, at its sole discretion, decline to renew any Certification for any reason.

## Name & Logo Guidelines

After successfully completing all 20 hours of instruction and passing the HCI examination, attendees may use the designation *Haag Certified Inspector – Residential Roofs*, *Haag Certified Inspector – Commercial Roofs*, or *Haag Certified Inspector – Wind Damage* depending on which course(s) they have successfully completed.

- All HCI designations, which include post-nominal letters and HCI logos, are trademarks of Haag Engineering Co. and Haag Education, LLC. These designations and logos may only be used by active Haag Certified professional individuals on a business card, letterhead, website, or other professional marketing materials, when following all rules governing their use.
- Haag Certification is an individual certification. At no time may any company promote itself as “Haag Certified”, even if all of the company’s employees happen to be actively Haag Certified Inspectors.
- Haag Certified Inspectors agree to abide by all of the terms in the HCI Designation, Name and Logo Usage Guidelines document, which is always available to Haag Certified Inspectors through the Inspector Access portal on our website.
- Failure to comply with Haag’s Designation and Logo Use Guidelines may result in the revocation of and all HCI statuses, and may prevent an individual from receiving future Haag Certifications.

## Liability & Complaints

Differences of opinion regarding the cause and extent of damage may happen occasionally. The HCI program is intended to share the research-based principles and practices developed by Haag engineers to identify damage. Students should note that some terminology used within the course may have different meanings in different regions, context, or specific contract language. Haag disclaims any liability for the work products or decisions made by the attendees of this class or any users of the course workbook and materials who are not employed by Haag and its affiliate companies.

- Haag will not arbitrate differences of opinion between any parties, including between Haag Certified Inspectors.
- Haag Engineering will not present an opinion or report regarding cause or extent of damage without performing an on-site inspection. Haag Engineering’s hourly rates will apply to any assignment for which a Haag Engineer is asked to perform an inspection and present their findings.

- Complaints about any Haag Certified Inspector can be made by sending a detailed, written complaint to [Education@HaagGlobal.com](mailto:Education@HaagGlobal.com). A representative from Haag Education will follow up with you if additional information is needed.
- After a complaint is made regarding a Haag Certified Inspector, Haag has the sole authority to investigate and consider possible disciplinary actions against the HCI.
- If a complaint against a Haag Certified Inspector is verified as valid evidence of violation(s) of the rules and regulations that govern this program, Haag will determine and take action appropriately.
- Any official action taken by Haag will be handled confidentially between Haag Education and the HCI who is the subject of the complaint.
- Haag Education reserves the right to refuse entrance into the HCI program; revoke any HCI Certification at any time, for any reason; or refuse renewal of HCI Certification at any time, for any reason. This includes, but is not limited to: misrepresenting experience requirements; disparaging Haag or the Haag Certified Inspector program in any public way (such as in court testimony, reports, on social, internet or digital media, or in any publication); any HCI policy infractions as outlined in this document; or misuse of the Haag Certified Inspector logo or other Haag materials protected by copyright.

