



# Third party administration

As the World's largest Claims Management Company we provide end to end claims solutions including the management of data and payments, whilst understanding local factors such as; culture, regulation and legislation.

## What is Third party administration (TPA)?

Third party administration (or TPA) is the outsourcing of claims administration functions which are traditionally performed by either an insurance company or a self-insured corporate entity.

### Our approach

Third party administration engages our highly skilled claims specialists and industry leading technology to provide solutions that are:

**Flexible** – one solution doesn't work for every business

**Engaged** – we take the time to understand your business and how you operate

**Cost Effective** – we reduce claims settlement costs and your operational costs

**Integrated** – our service has been developed to complement expenses

**Empathetic** – we are always sympathetic to our customer's needs

**Innovative** – we constantly re-evaluate our solutions to maintain the best results

**Scalable** – with 600 employees across 10 global hubs, we can rapidly up-scale to cover periods of peak demand.

### Tailored just for you

We provide:

- Your own dedicated hub and account manager
- Flexible notification options
- Full or partial claim outsourcing options
- Domestic and cross-border capability
- The ability to work using your own internal systems

## Information – not just data

Using our in house, proven technology, we provide:

- Access to electronic claims file
- Meaningful management
- Information reporting
- Robust and proven technology powered by Sedgwick

## The services you require

We provide TPA solutions in the following service lines:

- Accident & health
- Casualty
- Contents
- Cyber
- Liability
- Motor
- Professional indemnity
- Property
- Recoveries
- Travel

## Award winning service

Third party administration were recently recognised as “Young Insurance Professionals Employer of the Year” at the 15th Australian Insurance Industry Awards.

## Why Third party administration?

- Cost reduction
- Underpinning your brand
- Niche centric
- Valuable data
- Protecting your reputation
- Embedded team
- We listen
- Consistent experience
- Personalised
- Flexible attitude
- Culture of empathy

For more information on how we can help, please contact:

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