About us

“With cyber related claims becoming exceedingly common in this digital age, you can rest assured Sedgwick has the right team of experts available when a cyber breach occurs.”

“Technology has disrupted the way we do our work and we have to respond to that quickly.”

Jane Tutoki
Sedgwick Vice Chair

With cyber related claims becoming exceedingly common in this digital age, you can rest assured Sedgwick has the right team of experts available when a cyber breach occurs.

Sedgwick is one of the largest loss adjusting, claims management and risk solutions firms in the world. We employ more than 21,000 colleagues, located in 65 countries. We work with businesses, insurers, brokers and policy holders to provide expert advice when losses occur.

In New Zealand, we employ over 220 people, across 23 branches nationwide. Our major & complex loss division employs over 30 loss adjusters, each with many years’ experience in their respective areas of expertise.

Our success is based on a prompt and effective response during a cyber breach, ensuring our clients’ needs are met consistently and seamlessly.

With our 24/7 crisis line, specialist cyber adjusters are available for immediate response to any loss situation. When you partner with Sedgwick, you can be confident you have the right person to proactively manage your cyber claims.
Our solution

We coordinate the crisis response by engaging the appropriate parties to respond to each specific cyber incident, which minimises disruption to your customers’ business operations, therefore, reducing the loss.

The right team
Our cyber experts provide practical advice and industry leading solutions to you and your clients.

Integrity and trust
These are essential elements of our relationships, giving our clients confidence that when they appoint Sedgwick they have the right team for the job.

Responsiveness – 24hr call center
With the support of Sedgwick’s regional and global network, spanning 65 countries, we are able to rapidly respond to any loss situation.

Technical expertise
Our experts have the knowledge to determine the correct contractual position, the right basis for measurement of cost and the appropriate procedure for managing the claim process.

Investigative response and digital forensics
Our team has the skills and expertise to achieve your goal.
Stephen Kay  ANZIIF (Fellow), FCLA, PG Cert (Insurance Law), Grad Dip (Ops Mgmt)
Head of Cyber and Executive Adjuster

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Stephen is the head of our MCL Global division in New Zealand and is an industry recognised expert in cyber claim response. With more than 18 years’ experience, he specialises in investigating and adjusting large liability and crisis management claims throughout New Zealand and around the world. Stephen leads our cyber response offering and has developed a strong team to handle cyber claims. He regularly presents to industry bodies on this topic.

Stuart Main  ACII CIP
Specialist Liability Adjuster

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Stuart is a true specialist, with more than 35 years’ experience handling liability claims. For the past 23 years he has worked as a specialist liability loss adjuster in the United Kingdom and Australia. His liability expertise makes him the ideal adjuster to assist with cyber claims which affect third parties.
Jake is a Chartered Accountant who specialises in many aspects of commercial insurance. His main areas of expertise centre around cyber, business interruption, loss of profits, commercial disputes, stock loss, and fidelity/fraud.

He has led and assisted with losses arising in a multitude of industries, including hospitality, manufacturing, health, food, agricultural and professional services. Jake can provide specialist advice on all matters of insurance and litigation support services.

Jake Carter  
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Tim has over 20 years’ experience in the insurance industry, including 19 years as a loss adjuster. Tim joined the MCL Global division in 2018, as a specialist liability and cyber adjuster. He works closely with senior adjusters to further refine his well-developed adjusting skills.

Tim Menday  
ANZIIF (Assoc) AICLA (Aff)  
Cyber and Liability Adjuster  
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Jake is a Chartered Accountant who specialises in many aspects of commercial insurance. His main areas of expertise centre around cyber, business interruption, loss of profits, commercial disputes, stock loss, and fidelity/fraud. He has led and assisted with losses arising in a multitude of industries, including hospitality, manufacturing, health, food, agricultural and professional services. Jake can provide specialist advice on all matters of insurance and litigation support services.

Tim Stephenson  
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Loss Adjuster  
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Tim has more than 25 years’ experience in the insurance industry, including 20 years as a loss adjuster. He has vast experience adjusting liability, property and financial loss claims and has acquired the expertise to handle multifaceted cyber claims.
Leon is Sedgwick’s National Chief Adjuster, with over 30 years’ industry experience. He is a specialist in property, liability and financial loss investigation, including litigation support across New Zealand, the US and Asia. Leon regularly shares his knowledge with many industry organisations, such as the Insurance Council of New Zealand.

Andrew has more than 35 years’ experience handling liability, property and financial loss claims. His extensive experience provides him with the skills and capabilities to effectively adjust cyber claims.