

Repair solutions

Sedgwick offers customized managed repair, restoration and mitigation through our network of certified local, regional and national contractors. We identify, deploy and manage resources on behalf of both the carrier and property owner throughout the entire restoration process. Sedgwick's repair solutions team has earned a reputation as one of the nation's most trusted in the insurance restoration industry.

Concierge program

Unique to Sedgwick, each property owner is assigned a personal concierge to quickly address questions or concerns regarding the repairs. Our concierge program offers:

- A single point of contact providing dedicated, ongoing communications
- Oversight to monitor progress, ensure expectations are met and capture customer satisfaction results

Performance management

Our team of experts guarantees you and your property owners will receive the highest level of professional estimating, damage assessments and restoration services in the industry – all at a fair price.

- Compliance to all carrier guidelines
- Documentation of all repair decisions
- Technical oversight and guidance
- Dashboard data measuring analytics
- Reviews and annual re-certification

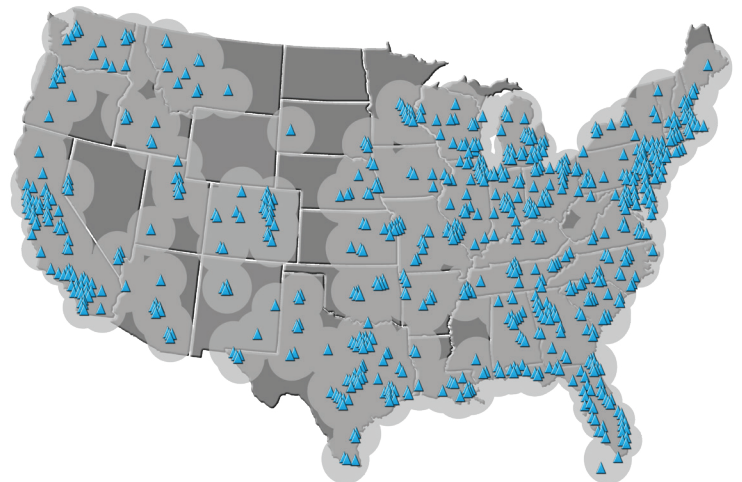
Iron Clad Warranty™

Our unique warranty program is the strongest in the industry. We guarantee the contractor's warranty on labor and workmanship is honored – roofs, siding and gutters: 5 years for replacements and 1 year for repairs; general contracting: 3 years on replacements and repairs.

Contractor recruiting and credentialing

Identifying and credentialing the best restoration resources in the industry is an important service provided by Sedgwick's repair solutions team. Our contractor network spans 1,800 locations, with coverage in all major and secondary markets. Only those contractors who meet our high standards are awarded a position within our organization. Key aspects of this selection process include:

- Extensive and systemic recruiting
- Online pre-screening
- Financials (3 years), license and insurance review
- Credit and criminal background check
- Contractual requirements



Services

Sedgwick's repair solutions services are provided by experts with the training, cutting-edge equipment and materials to handle commercial and residential losses. Services include:

- 24-hour emergency response
- National catastrophe management
- Commercial construction
- Tree removal and horticultural assessments
- Consulting services
- Roof tarps/cover-ups
- Contents pack-out and cleaning
- Roofing, siding and gutters
- General contracting
- Temporary board-up and shoring
- Environmental/hazardous cleanup
- Remodeling, reconstruction and repair
- Fabric and textile restoration
- Water damage restoration
- Water mitigation
- Fire/smoke restoration
- Mold restoration
- Vehicle impact



Caring counts®

Sedgwick is focused on providing clients with superior claims resolution on the most timely and cost-effective basis in the industry, continually adapting to evolving service and information needs, and developing innovative solutions to complex risk management issues. We believe that caring counts. Taking care of people is at the heart of everything we do.

We monitor customer satisfaction through our Net Promoter Score (NPS) – a quality and loyalty measurement that illustrates how likely a customer is to recommend our services. The average insurance industry homeowner NPS rate is 41%. Sedgwick's NPS comes in at 72% – a 31 point difference.

To learn more about our repair solutions, contact:

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*To learn more about our integrated and customized solutions, visit **SEDGWICK.COM***