

Business Services Guide

Australia 2019



Overview

Sedgwick is one of the world's largest risk, loss adjusting and claim management services companies.

The collective experience and expertise of over 21,000 employees worldwide ensures that our services remain at the forefront of the profession, whilst continuing to inspire brand loyalty amongst your clients.

A claim is the insurance policy in action and when the unexpected happens, you need a strong and reliable business partner to complement the strong relationship between you and your client.

At Sedgwick, we work closely with you, building a solid understanding of the complexities of each loss and delivering a great customer experience, from the first site visit until the completion of the claim.

This excellent service is made possible by the experience, training and commitment of the professional people that we employ – we always have the right people, in the right place, at the right time.

At Sedgwick, we are available to guide your policyholders through the claims process as quickly and efficiently as possible.

Our loss adjusters assess if:

- The loss is covered by the policy
- The sums insured are adequate
- The amount claimed is reasonable
- All valid items have been claimed

We provide the following services:

- Claims handling
- Personal lines loss adjusting
- Commercial loss adjusting

Our approach

Working together

We collaborate with you to ensure the best outcomes are always achieved.

Communication

Whatever the circumstances of the loss, regular, open and honest contact is vital throughout the claims process.

Responsiveness

With a network of 43 branches across Australia, we'll rapidly respond to any loss situation.

Client focus

Our success is based on understanding your needs and meeting them consistently and seamlessly, across all geographic regions.

Integrity and trust

These are essential elements of our relationships, providing confidence that by appointing Sedgwick, you always have the right team for the job.



We've been helping Australians for over 100 years.

With offices located within 2 hours of 93% of the population, we'll assist your clients when they need it most.

In addition to loss adjusting, Sedgwick also provide the following specialist services:

MCL Global division

Our Major & Complex Loss (MCL) team have the expertise and experience to give you world class advice and a cost-effective, fair claims handling service.

Our dedicated MCL adjusters are sector experts who have successfully handled some of the world's biggest and most complicated claims.

- Construction, engineering and power
- Environmental
- Food and beverage
- Manufacturing
- Marine
- Mining
- Retail and wholesale
- Technology and cyber
- Fraud

With loss adjusters in over 65 countries, rest assured that whether your claim is within Australia or overseas, you'll be working with local experts.

Building consultancy division

The building consultancy division identifies and validates more than \$1 billion in building costs annually.

We work with our clients to identify their needs and design building services that deliver market leading, cost effective solutions.

Our experts are all building specialists, with extensive experience across all insurance and commercial sectors and provide quality reporting on every project.

We provide a wide range of building services specialists including:

- Building consultancy
- Project management
- Asset risk consulting
- Audit
- Quantity surveying

Forensic advisory services division

This team provides forensic accounting, economic loss quantification, financial analysis and valuation services to legal, insurance and corporate clients.

We assess the value of claims made under insurance policies or via legal disputes and deliver our findings quickly, clearly and concisely.

Our professionals have the knowledge, experience and skills to identify the key financial and commercial issues based upon the evidence provided.

Oriel

This national network of contractors provides low cost trades to respond to property damage, 24 hours a day, 7 days a week.

Our managed network of contractors allows insurers, property owners and property managers to control costs and receive quality and consistent solutions they can trust.

Our reports are easy to understand, whilst providing technical clarity, therefore saving time and potential confusion that may arise when utilising multiple contractors.

Third party administration (TPA) division

The TPA division provides cost-effective and expert claims management services across all classes of insurance for corporates, insurers, brokers and managing agents.

We have the flexibility to provide fully tailored, outsourced claims services or handle specific classes of business or functions. Many of our clients choose to work with us because we reduce their costs of investing in customer training programmes, IT systems, fraud screening and increasingly sophisticated claims analytics.

How we can help:

- Proactivity in bringing claims to a speedy conclusion
- Focus on positively managing your brand
- Continually developing our service offering throughout our partnership

Strata services

Sedgwick understands the complexity of strata claims and the need to effectively manage all stakeholders.

Our team will oversee the handling of all claims and ensure that communication with all stakeholders is maintained until things are finalised.

Our dedicated strata loss adjusters provide expert technical knowledge across metropolitan and regional Australia.

**To appoint Sedgwick, please call 1800 811 285
or email claims@au.sedgwick.com**



sedgwick®

Our National Coverage

Have peace of mind with our 24/7 emergency service number 1 800 811 285.



200 staff in regional & rural Australia



5 years average tenure



2 hours drive of 93% of the population

NEW SOUTH WALES

Central Coast
Coffs Harbour
Dubbo
Greenwich
Lismore
Newcastle
Orange
Parramatta
Port Macquarie
Sydney CBD
Tamworth
Wagga Wagga
Wollongong

AUSTRALIAN CAPITAL TERRITORY

Canberra

QUEENSLAND

Brisbane
Bundaberg
Cairns
Gold Coast
Mackay
Rockhampton
Sunshine Coast
Toowoomba
Townsville

VICTORIA

Albury/
Wodonga
Ballarat
Bendigo
Geelong
Melbourne
Mildura
Shepparton
Traralgon

TASMANIA

Hobart
Launceston

SOUTH AUSTRALIA

Adelaide
Kadina
Mt Gambier
Victor Harbor

WESTERN AUSTRALIA

Esperance
Geraldton
Kellerberrin
Mandurah
Perth

NORTHERN TERRITORY

Darwin