



Casualty claims solutions

The Canadian marketplace is constantly seeking real solutions and partners to provide expert investigations, coverage analysis, reserve assessments and recovery opportunities, while offering best-in-class service to protect their clients and brand image. Sedgwick provides casualty claims solutions designed to meet their needs.

Experience and expertise

Our mission is simple – to provide the highest quality services and exceed our clients' expectations. To achieve this, we have built our national structure around talented, established industry professionals. These colleagues have specialized experience in many areas of liability such as:

- General
- Commercial
- Environmental
- Products
- Course of construction/wrap-up
- Bodily injury/property damage
- Professional

Our adjusters and operational colleagues ensure our customers receive comprehensive claims and loss adjusting services from start to finish.

Dedicated, talented colleagues

Our experts stand ready to support and resolve the claims challenges our clients face every day. Our experienced team will deliver highquality claims management services every time you provide an assignment. We have developed a reputation for best-in-class service and expertise – you can rely on our dedicated adjusters to handle the most complex losses and control your indemnity and expenses throughout the life of the claim. We are committed to providing consistent claims handling and communication to all parties involved in the process.

By working closely with insurers, brokers, risk management, vendors and the media, we can ensure claims are managed professionally. We recognize the needs and expectations of policyholders, claimants and representatives, and ensure the claims process is fully transparent. By providing exceptional customer service coupled with a high degree of technical expertise, we help maximize savings and control costs.



Key advantages of our services

- Internal audit processes ensure key performance indicators are achieved; auditing enables us to report our findings, seek improvements in future cost control efforts, and compare reserves and worksheets with actual payments on closed files to determine if any process amendments are needed
- Our existing relationships with insurers, brokers, risk managers and vendors serve as valuable resources during the claims process
- Our client services and account management colleagues work with you to support your business needs; they help develop client services instructions, and oversee vendor management, contract administration and data management efforts
- Our user-friendly, web-based claims management system allows clients to access their claims data in real time
- After-hours services and 24/7 intake capabilities offer seamless claim reporting; we can brand call in lines and tailor the first point of contact to enhance the claims experience
- Legal vendor panel provides coverage analysis and defence for cost-effective, outcomes-based results

Global solutions, local expertise

Sedgwick can help you centralize and simplify your global strategy in casualty claims and beyond. With experts in 80 countries around the world and a full spectrum of services in casualty, property, marine, benefits, brand protection and other lines, we have the reach and knowledge necessary to quickly respond to your needs.

To learn more about our casualty claims solutions, contact:

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To learn more about our integrated and customized solutions, visit [SEDGWICK.COM](https://www.sedgwick.com)