



casualty claims solutions



The Canadian marketplace is constantly seeking real solutions and partners to provide expert investigation, coverage analysis, reserve assessment and recovery opportunity to manage their risk exposure, while providing best in class service to protect their client base and brand image. Sedgwick offers casualty claims solutions designed to meet their needs.

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:

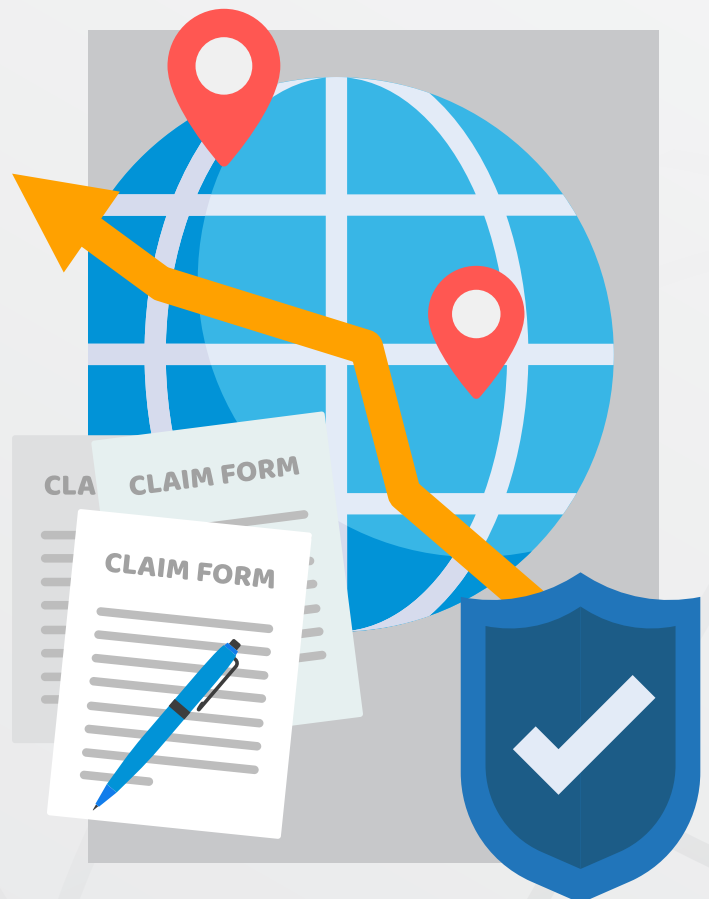
- General
- Environmental
- Professional
- Products
- Commercial
- Course of construction/wrap-up
- Bodily injury/property damage

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

Dedicated, talented colleagues

Our expert team stands ready to support you through the challenges you face every day. Our experienced team will deliver high-quality 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

Working with Sedgwick offers several advantages including:

- Internal audit processes are in place to ensure key performance indicators are achieved
 - This allows us to not only report our findings, but to continually seek improvement in future cost control efforts
 - Auditing closed files allows us to compare reserves and worksheets to actual payments 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 team of client services and account management colleagues will 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 claims management system is web-based and 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 in order to offer the best possible service
- A legal vendor panel with experts vetted to provide coverage analysis and defence for cost-effective and 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 65 countries around the world and a full spectrum of services in casualty, property, marine, benefits and other lines, we have the reach and knowledge necessary to quickly respond to your needs.



Contact Sedgwick today to learn more about our casualty claims solutions.

888-601-6228

claimsintake@sedgwick.com

www.sedgwick.com

fax: 905-671-7819