



# call centre services



Sedgwick provides a high-quality call centre solution offering after-hours emergency claim reporting services for customers, insurers, brokers and policyholders. Our in-house team is available 24/7 to assist callers with various types of property, casualty and automobile claims, and we provide immediate intervention to help drive the best possible outcomes.

Our call centre offers expert intake services to ensure seamless claim reporting along with proper data capture. Your clients, policyholders and customers will be well taken care of throughout the process. When someone contacts our team for help after experiencing a loss or an accident, one of our colleagues will assess their situation, and then make arrangements for one of our adjusters to contact them, attend the scene or coordinate emergency service assistance where necessary. We understand that this can be a stressful time. Our colleagues are knowledgeable, licensed and prepared to provide sound guidance to manage your client's needs and expectations.



## Key advantages

Our dedicated, in-house team is committed to taking care of our customers and carriers. Our call centre provides consistent, high-quality services that offer several advantages including:

- Rapid intervention; claims assistance is immediately dispatched to the policyholder and professional triage is available during an emergency
- Location on Toronto Pearson airport grid ensures we are less likely to be impacted by a power outage; our business continuity plan allows us to offer the same services without interruption
- 24/7 coverage, 365 days a year
- Ability to screen and record calls

We work closely with customers and carriers to develop tailored solutions with options to meet their needs such as:

- Bilingual/multilingual services
- A dedicated line, branded greeting and customized scripting to enhance the claims experience

## Delivering quality is our top priority

Sedgwick provides expert claim services designed to meet the specific needs of the Canadian marketplace. Our call centre colleagues are licensed in all provinces, and they are trained to assist insurers, brokers, customers and policyholders with all types of commercial and residential property loss claims. The team is responsible for documenting each incident, setting it up for the adjuster to handle, and making sure that all information is being coded and captured properly.

## Global solutions, local expertise

Sedgwick can help you centralize and simplify your global strategy with our call centre services 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 call centre services.**

**888-601-6228**  
**[claimsintake@sedgwick.com](mailto:claimsintake@sedgwick.com)**  
**[www.sedgwick.com](http://www.sedgwick.com)**  
**fax: 905-671-7819**