

# Automobile claims solutions

The Canadian provinces are diversified in their automobile insurance programs, making the marketplace highly complex and regulated. Claims include many factors that must be investigated, mitigated and handled proactively. Sedgwick has developed an experienced team to manage these claims and control costs, while delivering unparalleled customer service.

Businesses and insurers are looking for real solutions and partners that can provide expert advice and analysis, as well as more effective programs and optimal results. Sedgwick has the expertise to assist customers with a broad range of automobile coverage needs. We deliver high-quality claims services to help you manage indemnity and expenses, while maintaining your customer base and brand.

Our automobile expertise is built around talented professionals who are experienced in all types of rental, commercial, fleet, taxi and personal vehicle claims. We develop tailored programs with our customers to ensure an efficient process while providing the best possible service. Moreover, our experts have a wide range of investigative tools including fraud analysis to ensure all efforts to control fraud, as directed by the regulatory body, are at the forefront of our claims management process.

Whether a trucking company's employee damaged a truck in an accident or an individual policyholder's car was hit by a careless driver, our goal is to help settle the claim fairly and efficiently. Our adjusters have industry-specific claims expertise, and provide consistent, ongoing communication to ensure all parties are kept informed every step of the way, including the physical damage and accident benefits process, bodily injury investigation and loss transfer provisions.

## Key advantages of our services

- Unparalleled claims management performance and excellent audit results in all areas including coverage, investigations, compliance, general file handling, reserves, resolution and litigation management
- Experts in physical damage, accident benefits and bodily injury claims handling protocols
- A unique combination of desktop claims handling capabilities and nationwide coverage for field investigations and adjusting
- Longstanding, valuable relationships with leading insurers, brokers, and corporate and public risk managers

- Dedicated account managers available to assist customers 24/7; they have several key responsibilities such as coordinating program oversight, and establishing, monitoring and enforcing service standards
- Licensed adjusters with a high level of technical expertise
- Superior indemnity and expense control
- Accurate, meaningful risk improvement information and reports including IBC reporting data
- Advanced, user-friendly claims system provides customers with full access to real-time data and reports
- Efficient processes that help minimize cycle times

We continually look for ways to improve our processes by scheduling regular management audits of each office and each adjuster. Sedgwick's quality assurance leadership team develops and implements corporate best practices, and creates automated methods to measure timeliness and compliance with service level agreements. In addition, we provide continuous employee training and mentoring; and support external industry seminars and university-based continuing education programs.

## Global solutions, local expertise

Sedgwick can help you centralize and simplify your global strategy in auto liability claims and beyond. With experts in 65 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 automobile claims solutions, contact:

**P.** 888.601.6228 **E.** [claimsintake@sedgwick.com](mailto:claimsintake@sedgwick.com)

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