



# builder's risk claims solutions



The Sedgwick team provides flexible, high-quality builder's risk claims solutions designed to meet the needs of the Canadian marketplace.

Construction projects are complex with unique risk exposures. A wide range of issues need to be taken into consideration, such as the type of project, source of the damage (fire, flood, wind, earthquake, etc.), duration of the project, insured values, type of construction, as well as the machinery and equipment used.

The Sedgwick builder's risk team has extensive experience handling construction-related claims for clients. They understand all types of exposures, and review coverage on hard costs such as materials and equipment, and soft costs like project delays and income losses.

We work with all parties involved, including the owner, architect, general contractor, subcontractors and consultants, to determine any necessary testing or engineering protocols, and ultimately determine and agree upon the scope of the damage.



## Key advantages of our services

- Longstanding, valuable relationships with leading insurers/markets, 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
- Branch and regional offices provide valuable oversight, reviewing files and escalating issues as needed
- Accurate, meaningful risk improvement information and reports
- Advanced, user-friendly claims system offers customers full access to real-time data and reports
- Rapid intervention and response; claims assistance is immediately dispatched to the policyholder; after-hours service and professional triage available during an emergency
- Single point of contact to coordinate losses
- Experience maximizing any salvage and subrogation opportunities to mitigate claim costs
- Pre-loss planning and process coordination

## Quality

Sedgwick ensures quality service for customers through specific processes that include a dedicated quality control team, extensive employee training, and a rigorous customer-based feedback and improvement cycle. We also maintain quality control oversight with established programs for measuring, monitoring and managing cycle time and performance standards.



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### Dedicated colleagues

Our expert team stands ready to support and resolve the challenges our customers face every day. Our extensive experience means we know how to manage even the most complex builder's risk claims. Adjusters with the highest level of relevant experience are assigned to each account. If a builder has a high severity claim, adjusters with that specific area of expertise are assigned. We are committed to providing top quality services and consistent communication to ensure the best possible experience for our customers.



### Global solutions, local expertise

Sedgwick can help you centralize and simplify your global strategy in builder's risk 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 builder's risk claims solutions.**

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