

SINGAPORE

Global
solutions.
**Local
expertise.**

A local business partner

We provide market leading loss adjusting and claims management services, backed by strong local knowledge and our global expertise.

A claim is the insurance policy in action and when the unexpected happens, you need a strong and reliable business partner to complement the strong relationship between you and your client.

We work closely with you, building a solid understanding of the complexities of each loss and delivering great customer experience, from the first site visit until the completion of the claim.

This excellent service is made possible by the experience, training and commitment of the professional individuals that we employ – we always have the right people, in the right place, at the right time.

At Sedgwick, we are available to guide your policyholders through the claims process as quickly and efficiently as possible.

In addition to our core loss adjusting services, we provide risk management, forensic accounting and third party administration services.

OUR OPERATIONS IN SINGAPORE

We have serviced the Asia market for over 100 years and continue to rapidly expand throughout the region.

We have a multi-disciplined team of adjusters, engineers, forensic accountants and claim experts capable of handling all classes of insurance claims, providing you with the most efficient service.

Our Singapore team services surrounding countries, including:

- India
- Philippines
- Sri Lanka
- Vietnam
- Maldives
- Cambodia
- Myanmar
- Laos
- Pakistan
- Bangladesh

“We work with insurers, reinsurers, brokers, Lloyd’s syndicates, corporate clients and government bodies”



30,000+
colleagues globally



80
countries



What we do

We offer a unique blend of stability, innovation and technical ability across a variety of disciplines.

OUR APPROACH

Working together – We collaborate with you to ensure the best outcomes are always achieved.

Communication – Whatever the circumstances of the loss, regular, open and honest contact is vital throughout the claims process.

Responsiveness – Across nine countries and a network of associates in Asia, we will rapidly respond to any loss situation.

Proactive loss management –

Whatever the circumstance of the loss, our proactive and collaborative approach considers all parties involved with one common goal – the successful resolution of the claim in the shortest time frame possible.

Client focus – Our success is based on understanding your needs and meeting them consistently and seamlessly, across all geographic regions.

Integrity and trust – These are essential elements of our relationships, providing confidence that by appointing us, you always have the right team for the job.

Our specialist insurance and claims support includes:

- Catastrophe management
- Construction & engineering
- Energy
- Environmental
- Forensic accounting
- Loss adjusting
- Marine
- Mining and energy
- Power
- Product liability & recall
- Cyber & technology
- Third party administration

Specialist services

Sedgwick provide the following specialist services:

LOSS ADJUSTING

Our loss adjusting team offers local expertise in property, construction, engineering and liability insurance claims as well as solutions for commercial and residential markets.

We specialise in large/complex losses, large domestic and international commercial risks, middle market commercial property losses, and real estate, residential and catastrophic losses.

As catastrophes hit or as other needs arise, we mobilise our resources to quickly respond and help restore infrastructure and livelihoods.

THIRD PARTY ADMINISTRATION (TPA)

Our TPA team provides cost-effective and expert claims management services across all classes of insurance for corporates, insurers, brokers and managing agents.

We have the flexibility to provide fully tailored, outsourced claims services or handle specific classes of business or functions. Many clients choose to work with us because we reduce the cost of investing in customer training programmes, IT systems, fraud screening and increasingly sophisticated claims analytics.

MAJOR AND COMPLEX LOSS:

Our major and complex loss global team has the skills and experience to provide you with world-class advice and a cost-effective, fair claims handling service. We will get your clients' businesses up and running as soon as possible following a loss.

How can we help?

- Proactive in bringing claims to a speedy conclusion
- Focus on positively managing your brand
- Continually developing our service offering throughout the partnership

Sector experts

Our expertise comes from constant exposure to your specific requirements. Our people have managed claims in every sector of the economy.

Strategic locations

We have hundreds of MCL global experts strategically located around the world, ready to respond to your needs

Proactive action

We take immediate and consistent action, to pro-actively mitigate losses and settle your claims quickly.

Our capabilities include:

- Construction
- Cyber & technology
- Engineering
- Environmental
- Food & beverage
- Manufacturing
- Marine
- Mining
- Power
- Retail & wholesale

With loss adjusters in over 65 countries, rest assured that whether your claim is across Asia or overseas, you'll be working with local experts.

FORENSIC ADVISORY SERVICES

Our team provides forensic accounting, economic loss quantification, financial analysis and valuation services to legal, insurance and corporate clients.

We assess the value of claims made under insurance policies or via legal disputes and deliver our findings quickly, clearly and concisely.

Our professionals have the knowledge, experience and skills to identify the key financial and commercial issues based upon the evidence provided.

“At Sedgwick, we are available to guide you and your clients through the claims process as quickly and efficiently as possible.”



Singapore team



Nicki Dunn
CEO Singapore
Head of TPA & Client
Services – Asia

As Head of TPA and client services in Asia, Nicki focuses on finding solutions for clients in the region that best suit their own business. Her extensive experience in the claims management world spans a career that has seen over 15 years' service in strategic roles for the largest claims management and insurance companies in the world.

Nicki has an acknowledged passion for developing strategic client partnerships and a pan-regional understanding of best practice claims handling and industry standards.

Languages

- English

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nicki.dunn@sg.sedgwick.com



Eugene Goh
Deputy CEO
Singapore

Eugene was Chief Investigation Officer in the Singapore Police Force and then a bank examiner with MAS, before joining the insurance industry 28 years ago. He has undertaken assignments in Hong Kong, Malaysia, Maldives, Philippines, Seychelles, Taiwan, Thailand, UAE and Vietnam, and has handled a wide range of major losses – SGD32m holiday resort fire, including BI, SGD14m reconstruction of a storage terminal, SGD5m waste management plant fire and product liability claims in excess of SGD5m.

Expertise

- Storage & terminal construction
- Product liability & contamination
- Fidelity guarantee
- Engineering & professional indemnity
- Property & business interruption
- Waste management plant

Qualifications

- BA (NUS), ACII

Languages

- English
- Mandarin

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eugene.goh@sg.sedgwick.com



Jackson Yeo
Director

Jackson was claims manager with a leading insurer for several years and branch manager in China, supervising a team of loss adjusters and marine surveyors. In total, he has over 35 years' loss adjusting and claims handling experience. He has been involved in numerous major losses in ASEAN countries – handling fire and liability cases, and marine cargo losses, ranging from bulk, containerised, machinery and perishable cargo.

Expertise

- Property and casualty
- Marine cargo
- Freight forwarders and stevedore liability
- Marine related liability

Qualifications

- ANZIIF (Assoc), CIP

Languages

- English
- Mandarin

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Sam Koh
Director

Sam was managing director for an international firm for 5 years, overseeing all offices in the Asia Pacific region, including Sri Lanka.

During this period, he also acted as technical adviser to a major local adjusting company in Indonesia. He has over 40 years' experience handling all classes of insurance losses in Brunei, Cambodia, China, East Timor, Guam, Indonesia, Malaysia, Philippines, Singapore, Sri Lanka, Taiwan, Thailand and Vietnam.

Expertise

- Property and casualty
- Contractors all risks
- Catastrophe response

Qualifications

- BA (Hons), ACII, ANZIIF (Snr Assoc), FSII, FCLA, FIFAA

Languages

- English
- Mandarin

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Garry Theng
Director

Garry started his loss adjusting career in an international firm and has over 25 years' industry experience, dealing with property, construction, engineering and liability losses. He has managed or been involved in numerous high value commercial and industrial losses in Singapore and across the region.

Expertise

- Property
- Engineering
- Construction
- Liability
- Multinational account management

Qualifications

- Dip Electrical Engineering

Languages

- English
- Mandarin

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Our coverage



All claims are centrally managed by an account supervisor to ensure a single point of contact.

In addition to being responsible for the assignment and coordination of the specialists required for each claim, the account supervisor ensures that the client's interests are taken into account locally in each country.

Our team

Regional team

Eric Malterre	Chief Executive Officer - Asia	+44(0)7880 043780	eric.malterre@sedgwick.com
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Country managers

China	William Huang	General Manager	+86 138 1668 8658	william.huang@sedgwick.cn
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Taiwan	David Chin	Technical Director	+886 919 341 100	david.chin@tw.sedgwick.com

Digital solutions

Sedgwick is investing in next generation technology to change the claims process.

SMART.LY SOLUTION

Across Sedgwick, we have introduced a new global intake solution enabling carriers, brokers and customers to notify us of new work quickly and efficiently.

FEATURES	BENEFITS
Provides a single intake solution	Wherever in the world you engage with Sedgwick, it's the same online service
Dynamic forms	Drives customers through the process - ensures all the data is captured at FNOL
Ability to white label	The form can look like your form. You don't need to invest in this area
Writes directly to our systems	Removes double keying of data, saving time and money
Configurable for carrier, broker and customer	Single consistent intake for all stakeholders in the claim
Customisable for each script	The script can be built to your specification
Progressive web app version	Looks and feels like an app with an icon on your customer's smartphone
Provides the gateway for AI	Intake is a key step in collecting the data to enable auto-settlement of claims

REMOTE LOSS ADJUSTING USING DIGITAL TOOLS

We use digital tools so our qualified adjusters can view losses remotely.

Our loss adjusters have the ability to view loss sites using an app that clients are able to download.

Our adjuster decides if the loss is suitable for video streaming and then we contact the claimant. If they agree, the loss adjuster sends an sms or email with a link to the system. The link allows the customer to download an app to their own phone, tablet or device. The app will connect automatically to a video call and our adjuster can use one of a number of features to get the information they need to assess the loss. The client can delete the app once the session is finished.

“Sedgwick is investing in next generation technology to change the claims process.”



Global solutions.
Local expertise.

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