



London Market Canadian claims solutions



sedgwick®

Complexity and emerging risks have caused greater exposure, increased claim frequency and litigation, and the need for continual oversight of claims management efforts. Sedgwick offers expert liability, property and automobile claims solutions for the London Market and their Canadian coverholders and brokers.

Sedgwick knows that syndicates, MGAs, brokers and coverholders are looking for real solutions and partners that can provide expert advice and analysis, as well as more effective programs and optimal results. Our experts stand ready to support and resolve the challenges faced by our corporate clients and carriers every day.

A history of excellence

Sedgwick's delegated authority team manages U.S. claims for carriers in the London market. They have provided nationwide claims services for insurance carriers, syndicates and brokers at Lloyd's since 1985. The team has built its reputation as a best-in-class third party administrator (TPA) by providing unparalleled claims handling and loss adjusting services, as well as accurate and unsurpassed bordereau services and data management to enable you and your clients to properly identify and manage exposures. Sedgwick's Canadian operation joined forces with our delegated authority team, combining our exacting services and philosophy to provide seamless solutions.

Our services

Our examiners work closely with brokers, coverholders and policyholders to provide the best possible service, while ensuring superior accuracy and transparency. Our team has long-standing relationships and an in-depth understanding of the London Market. With our broad range of services, we are well-positioned to help Canadian brokers, coverholders, policyholders and the London Market to manage all levels and types of exposures. Our expertise includes:

- General liability (bodily injury and property damage)
- Product liability (bodily injury and property damage)
- Professional liability

- Automobile liability (bodily injury and property damage)
- Automobile accident benefits, Section B benefits
- First party automobile physical damage claims (collision and comprehensive)
- Garage owner liability
- Property
- Construction/construction defect/wrap-up liability
- Excess casualty
- Employers' liability
- Motor truck cargo
- Marine/inland marine

Benefits

Our claims handling efforts drive faster cycle times and our system is best in class, delivering exclusive KPI management tailored to the customer's needs. We offer diverse pricing models, which are highly competitive in the marketplace. The key benefits of our services include:

- Improved cost control and accountability
- Specialists who focus on accurate, efficient claims management
- Tracking and accountability for claims adjusting activities
- Independent reviews for field adjusting services based on specific claim requirements
- Ability for customers to assist with the selection of field claims adjusters
- Claims handling and insurance are separate functions, offering portability for customers



Advanced technology

Sedgwick's expert claims solutions are supported by our advanced technology. Our proprietary system offers:

- Advanced data security
- Real-time, web-accessible claim notes and documents
- Customizable data feeds
- A dedicated in-house information technology team

Sedgwick Canada at-a-glance

- Licensed across all provinces and territories
- Bilingual claims handlers on staff to meet clients' needs
- Best-in-class customer service to protect and maintain your brand image
- Compliant with Lineage/Lloyd's Canada requirements
- Approved TPA in the London Market Association (LMA) database
- Reportable best practices and quality audit practices in place for all claims
- Federal IBC reporting data capture and data feed where necessary
- Stringent vendor management protocols to ensure expense control and expectations are managed at a corporate level

About Sedgwick

Sedgwick provides a wide range of risk and benefits solutions through the dedication and expertise of nearly 15,000 colleagues in some 275 offices located in the U.S., Canada, U.K. and Ireland. Sedgwick specializes in workers' compensation, disability, FMLA and other employee absence; managed care; general, automobile and professional liability; property loss adjusting; warranty and credit card claims services; fraud and investigation; Medicare compliance and forensic investigations. Sedgwick has been helping customers manage their exposures in Canada for the last 12 years, and continues to grow throughout North America and the world. At Sedgwick, **caring countsSM**; the company takes care of people and organizations by delivering cost-effective services and maintains a 98% annual renewal rate.

See the difference

Most companies recognize Sedgwick's expertise in auto or general liability, but in reality, we have more experience in virtually every type of claim than the majority of other TPAs or insurers. Sedgwick Canada provides a wide range of innovative claims solutions designed to meet the specific needs of corporate clients, brokers, carriers and the London Market. Our dedicated colleagues work to ensure our customers receive comprehensive claims management services from start to finish.

Contact us today to learn more about our claims management solutions.

**Laurie Walker, senior vice president
operations, Sedgwick CMS Canada**

(01) 1.905.671.7832 office

(01) 1.519.476.4779 cell

Laurie.Walker@sedgwickcms.ca