

London market claims solutions

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 claims 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

Global solutions, local expertise

Sedgwick provides a wide range of innovative claims solutions designed to meet the specific needs of corporate clients, brokers, carriers and the London Market. We can help you centralize and simplify your global strategy in liability and property 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.

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To learn more about our London market claims solutions, contact:

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