

sedgwick

AUSTRALIA

Cyber claim services

The Sedgwick approach

Handling cyber claims requires a comprehensive understanding of technical issues and a calm, organised approach.

Cyber and technology incidents can cause considerable difficulties and substantial costs for businesses and insurers alike. They also provide a stark reminder of just how fragile business dependent systems can be.

Remediation options need to be swiftly investigated and evaluated, while costs must be kept under control. If not handled properly, cyber claims can disrupt and damage businesses' brands and reputations.

Sedgwick aims to demystify cyber and technology risks by supporting businesses during a period when they're suffering disruption and loss, all the way through to recovery and conclusion.



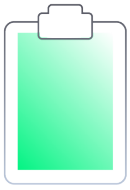
33,000
colleagues globally



80
countries



10,500
customers



8 M
new claims annually

Global reach

Sedgwick is one of the largest risk services, loss adjusting and claims management companies in the world. We offer expert and impartial advice to insurers, brokers and customers across the whole insurance industry.

We provide focused solutions that contribute to our clients' success and inspire continued brand loyalty in their customers. With 33,000 colleagues worldwide, Sedgwick's services in Australia are enhanced by our collective global experience and expertise.

We thoroughly investigate the circumstances of all claims and provide our clients with comprehensive statements from involved parties when required.

For more information, please contact:



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Our cyber solution

To make sure your customers receive the highest standard of care, we've brought together a network of services to manage all elements of cyber claims.

Loss adjusting

Our global major and complex loss team is made up of our most experienced adjusters, dedicated to managing major and complex losses in a variety of disciplines, including cyber. Having witnessed an increasing number of cyber-related incidents, we're investing in training and developing our colleagues to manage our clients' cyber claims as effectively and efficiently as possible.

When managing cyber claims, we know the speed of our response is crucial. Our adjusters will quickly identify cause, deploy mitigation strategies and bring in specialist experts when needed to help manage the claim. We have cyber adjusters in each metro area to ensure our clients get the right resource working on the incident as quickly as possible. Our team is also experienced in recovery procedures, so if a recovery action is possible, we'll get you the best results.

We've also made significant investments in our global cyber capabilities, including setting up a dedicated cyber and technology group to ensure our processes are aligned and up-to-date with the global cyber market.

Forensic accounting

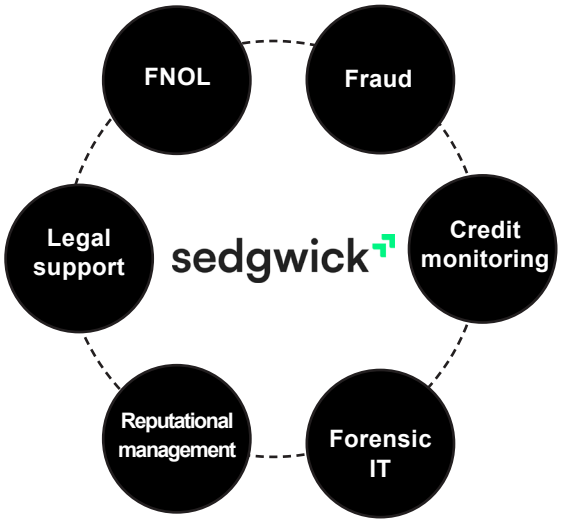
Sedgwick's forensic accounting services team are experienced specialists in quantifying economic loss under insurance policies, and have vast experience in quantifying cyber, loss of income, crime and other financial losses.

Experience tells us that cyber claims need to be approached from a specialist perspective. Business interruption principles may be similar, but cyber claims demand a deep and specific knowledge. Our cyber team has worked with multiple insurers, policy wordings and insureds to accumulate a wealth of experience in order to achieve the best results for all parties.

Our forensic accounting advisory services division has gained extensive experience in managing cyber losses over the last five years, having managed claims either in conjunction with the global major and complex loss division or as a standalone service.

Our forensic accountants have handled cyber business interruption losses for multiple industries, including:

- Manufacturing
- Travel
- Healthcare
- Engineering
- Professional services



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TOGETHER WE *THRIVE*

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