sedgwick



AUSTRALIA

Third party administration services

OVERVIEW

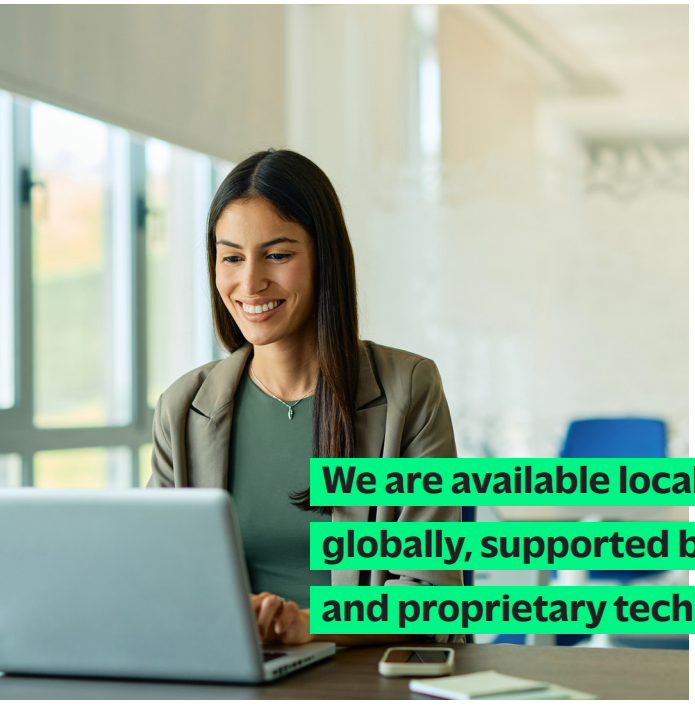
What is third party administration?

Our third party administration (TPA) services bring the support of Sedgwick's in-house colleagues to our clients, helping them manage claims as an extension of their own resources.

As a leading claims management company Sedgwick's TPA provides end-to-end claims solutions tailored to our clients' businesses, people, culture and regulatory landscapes.

Sedgwick builds its TPA services to deliver an 'in-house' experience. We become our clients, learning and then applying their values across every claims function that we undertake on their behalf.

Features	Benefits
White labelled, branded and bespoke	Each programme we deliver is unique to our clients' needs
A full end-to-end claims service or any part of the service in between	Flexible solutions
Availability to report new claims 24/7/365	Choice and convenience
Digital features which offer an efficiency of process	Online claims reporting, video-based desktop handling, online tracking of claims progress
Data reporting and insight	Offering improved understanding and knowledge of the claims book
Payment management	Quicker claims settlements
Multi-class, multi-territory claims management – through local delivery with centralised oversight	Consistency and consolidated data management and payments processing
Multilingual capabilities	Cross-border, multi-territory claims management
Global service provider with understanding of local regulations, customs and geography	Services underpinned with the governance you would expect of the market's leading provider of integrated global solutions



We are available locally, regionally or globally, supported by an international hub and proprietary technology platforms.

Our core services include:

PROPERTY – HOME, COMMERCIAL, REAL ESTATE AND HOME EMERGENCY

LIABILITY

MOTOR – ACCIDENTAL DAMAGE, THIRD PARTY PROPERTY AND INJURY

MARINE

ACCIDENT AND HEALTH

FINANCIAL LINES

TRAVEL

We also offer key supporting services such as:

BUILDING REPAIRS

SUPPLY CHAIN MANAGEMENT

RECOVERIES

FRAUD INVESTIGATIONS

Tailored services

We are flexible and creative with our TPA services. Each programme we deliver is unique. For large-volume, low-value claims, we offer centralised call centres, desktop claims handling expertise and payment management to validate and process claims. We also provide management information back to our clients.

But it does not end there. If there is a specific need, we will configure a solution to meet it. We call it 'creative innovation'.

Sedgwick's TPA services are supported by our own network of loss adjusters, who can be quickly and seamlessly deployed.



Claims services to fit your needs

Asking an external organisation to deliver a core service, such as claims management, is a leap of faith for any business.

Every claims management process needs a different approach, so our third party administration has to be different too. It has to be innovative, and creatively so, to get it right, we consider some important questions:

- Your business' claims needs are unique. How will our partnership work?
- Will the service still feel the same to you and your customers?
- How do we ensure the culture and values of your organisation are upheld?

A collaborative approach

We're in this together, and we're ready to listen. With global expertise, deployed locally to your business, Sedgwick can tailor TPA services to fit your precise needs.

We achieve this through a collaborative approach. Our dedicated team will consult with you to define and design your claims management model. We will learn your workflows and processes, and gain an understanding of your people and your customers.



- **Clearly defined performance objectives**
- **Tools and technology platforms tailored to your needs**
- **Multilingual and multi- currency treasury services as required**

Maintaining your values and identity

We become an extension of you. This means we work tirelessly to adopt your language and your behaviours. Your tone of voice, your welcoming scripts and your articulation all become ours too. And we offer a fully customisable brand experience to your customers, with your livery and brand identity clearly displayed on online and physical touch points in the customer journey.

- **Team training with clearly defined profiles and behaviours to achieve**
- **Customisation of platforms and tools, preserving full brand identity**



Our methodology and people

We build bespoke claims management programmes that integrate technology, people and brands. Or we use highly effective adaptations of our existing TPA programmes.

We take the time to listen to our clients' needs and ensure we provide a solution that streamlines the process and meets your business requirements.

Where required, we will deliver a programme unique to your business, or you can choose one of our existing TPA solutions. We don't prejudge and we don't presume.

Our claims management technology allows us to meet your organisation's needs and deliver continual improvement.

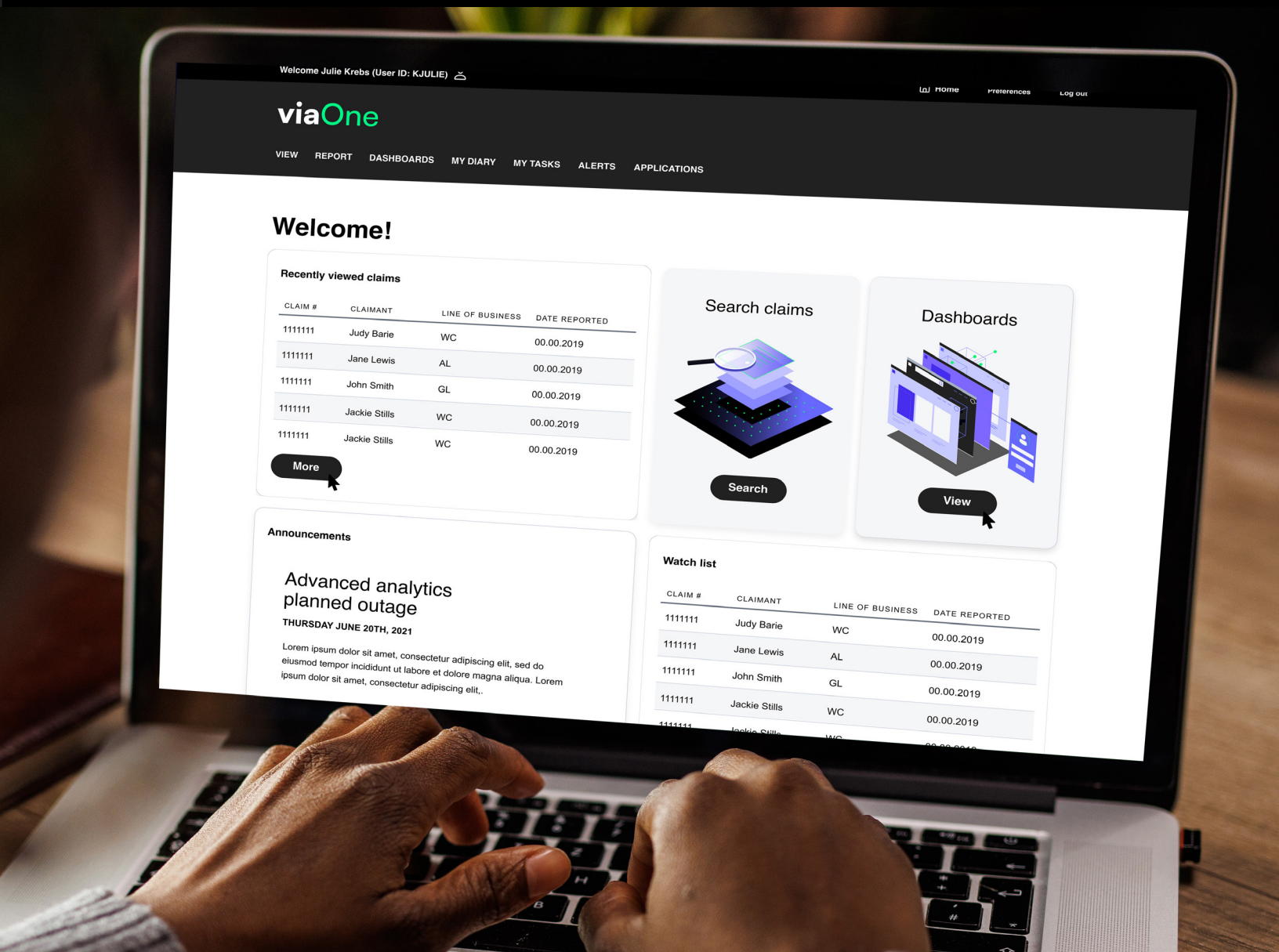


Our technology

viaOne

viaOne is your window into our claims management system. With our viaOne suite of tools, you can access real-time claims information through a secure website.

Features	Benefits
Intuitive technology	Easy to deploy; integrates with virtually any human resources, risk management or payroll system
Available 24/7	Access to real-time claim information and documents
Role-based permission model	Can be configured for different stakeholders to see a filtered view
Financial information	Access to the latest reserves and payments
New portfolio analysis to be added	Allows you to view claim trends and understand cost drivers



Contact us

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TOGETHER WE *THRIVE*

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