sedgwick





NEW ZEALAND

Global solutions. Local expertise.

Introduction

Sedgwick brings together local expertise and unrivalled global capabilities to provide leading claims management and integrated business solutions throughout New Zealand and around the world.

With 23 locations across the country, Sedgwick New Zealand provides the services and solutions you're looking for — where and when you need us most — and our cost-effective, innovative approach centralises and simplifies your claims management. We're also leaders in specialist services including major and complex loss, forensic accounting, third party administration, building consultancy and engineering.

Our guiding corporate principles support all those we work with through our caring counts® philosophy. Taking care of people and organisations — from public and private enterprises, to insurers and their customers — is at the heart of everything we do.





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We provide the following services:

- loss adjusting
- major and complex loss
- forensic accounting services
- building consultancy
- EFI Global
- third party administration (TPA)



Loss adjusting

Our national branch network provides experienced adjusters to handle all claim types, through on site, desktop or virtual assessments. Our capabilities extend from small domestic and commercial claims through to significant high net worth losses. We adjust light motor, heavy motor, farm machinery and industrial losses, providing scalable solutions you can rely on.

Our loss adjusters are available to guide your policyholders through the claims process as quickly and efficiently as possible, assessing whether:

- The loss is covered by the policy
- The sum insured is adequate
- The amount claimed is reasonable
- All valid items have been claimed

Our core services:

- Claims handling
- Personal lines loss adjusting
- Commercial loss adjusting



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To appoint a claim

Call **0800 800 270**

Email **nzclaims@sedgwick.com**

Major and complex loss

Major and complex losses can have widespread effects – it takes skilful management of these events to limit their impact.

Our highly experienced, multi-disciplined team has outstanding technical expertise and industry knowledge. By communicating regularly with all stakeholders, and through early identification and resolution of critical issues, Sedgwick can help mitigate the loss and return the customer or business to normal operations as soon as possible.

Our core services:

- Property
- Construction
- Engineering
- Food
- Liability
- Marine
- Cyber



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Forensic accounting services

Sedgwick provides forensic accounting services to insurance, legal, corporate and public-sector clients requiring expert financial analysis and opinion.

Our team will:

- Determine the right expert for each matter
- Deliver a comprehensive report and prompt response
- Analyse the key financial data
- Identify and address the unique objectives of each task
- Identify and quantify fraud

Our core services:

- Business interruption claims
- Stock loss quantification and valuation
- Product recall and liability claims
- Fraud and employee fidelity claims
- Contingency
- Litigation support and dispute resolution
- Accident benefits
- Subrogation
- Contract dispute
- Reinsurance and coverholder reviews
- Cyber financial loss claims



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Building consultancy

Sedgwick building consultancy offers a wide range of consulting services, from traditional cost estimating and scheduling to total project management.

As independent construction experts, we bring strength and stability to all aspects of the rebuild process, from scoping and costing to managing the reconstruction of damaged structures. We can provide solutions tailored to our clients' requirements, from residential to commercial buildings, including critical infrastructure projects and heritage buildings.

We work with builders on our clients' behalf to eliminate waste, and improve efficiency and profitability. Technology is at the forefront of our approach to save time in the provision of our reports.

Our core services:

- Building consultancy reports
- Scope of works
- Design services
- Quantity surveying
- Dispute resolution/expert witness
- Investigate faulty repairs/building works
- Major and complex loss
- Project management
- Variation assessment
- Building surveys
- Condition reports



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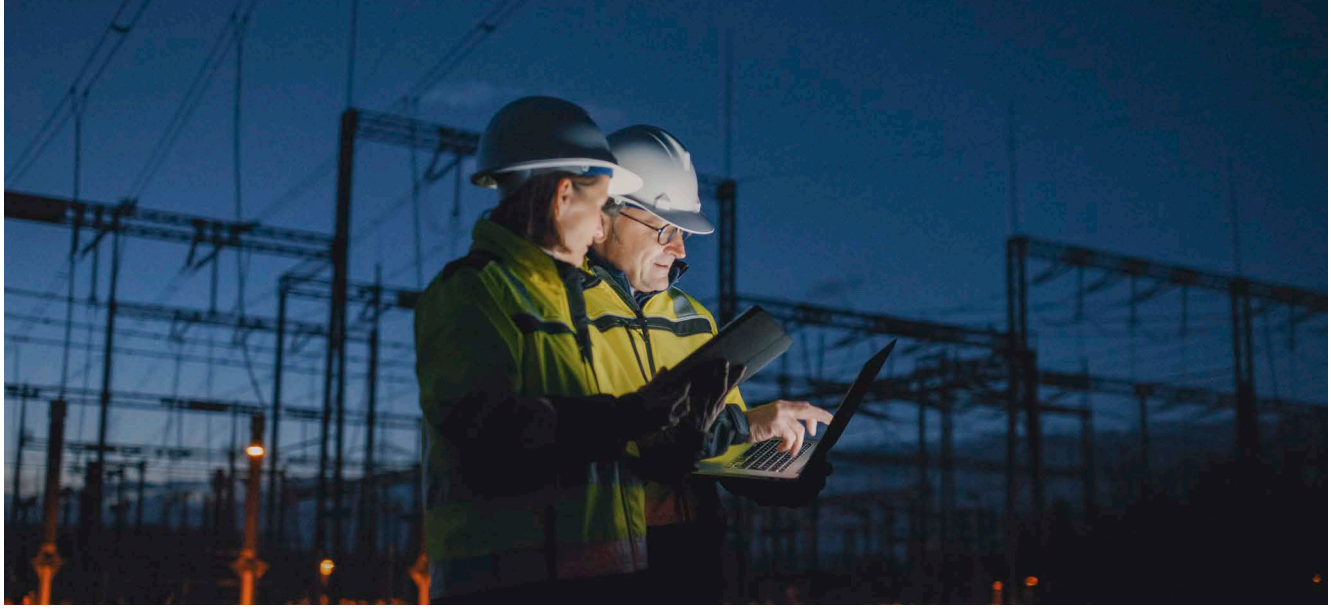


EFI Global

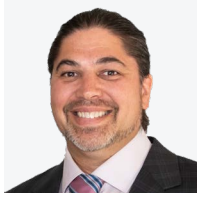
EFI Global is a full-service engineering, fire investigation, environmental, health and safety and specialty consulting services firm serving a variety of industries in both the public and private sectors. With established operations in the U.S, UK, France, Canada and South Africa, EFI Global's presence in New Zealand is the latest addition to the international business.

EFI Global New Zealand's professional engineering consultants can provide independent practical and innovative structural and engineering design solutions to central and local government, insurers, lawyers, publicly listed and private companies, and the public. Under the EFI Global brand, our talented and experienced colleagues can offer detailed research, forensic reports and expert witness testimony where required.

Offering global reach and local expertise, EFI Global can ensure a fast turnaround from the date of assignment to project completion.

Our core services:

- Structural engineering
- Structural assessments
- Civil engineering
- Project management and supervision
- Research and forensic reports
- Expert witness testimony



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Third party administration

Sedgwick's third party administration (TPA) services, provide our clients with the support of industry experts who can help them manage claims as a extension of their own resources. Our TPA provides end-to-end claims solutions tailored to our clients' businesses, people, culture and regulatory landscapes.

Sedgwick TPA services deliver an 'in-house' experience. By serving as an extension of our clients' organization, we're able to learn, understand and then apply their values across every claims function we undertake on their behalf. We are available locally, regionally or globally, supported by an international hub and proprietary technology platforms.

Our core services:

- Property (home, commercial, real estate, home emergency)
- Liability
- Motor (accidental damage, third party property, injury)
- Marine
- Accident and health
- Lifestyle (warranty and 'gadgets')
- Financial lines
- Travel

We also offer key supporting services, which include:

- Building repairs
- Supply chain management
- Recoveries
- Fraud investigations



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TOGETHER WE *THRIVE*

SEDGWICK.COM