sedgwick



NEW ZEALAND

Cyber

With cyber related claims becoming exceedingly common in this digital age, you can rest assured Sedgwick has the right team of experts when a cyber breach occurs.

Sedgwick is one of the largest loss adjusting, claims management and risk solutions firms in the world. We employ more than 33,000 colleagues, located in 80 countries. We work with businesses, insurers, brokers and policy holders to provide expert advice when losses occur.

In New Zealand, we employ over 220 people, across 23 locations nationwide. Our major and complex loss division employs over 55 loss adjusters, each with many years' experience in their respective areas of expertise.

Our success is based on a prompt and effective response during a cyber breach, ensuring our clients' needs are met consistently and seamlessly.

With our 24/7 crisis line, specialist cyber adjusters are available for immediate response to any loss situation. When you partner with Sedgwick, you can be confident you have the right person to proactively manage your cyber claims.



Our approach

The right team

Our cyber experts provide practical advice and industry leading solutions to you and your clients.

Responsiveness - 24hr call centre

With the support of Sedgwick's regional and global network, spanning 80 countries, we are able to rapidly respond to any loss situation.

Integrity and trust

These are essential elements of our relationships, giving our clients confidence that when you appoint Sedgwick you have the right team for the job.

Technical expertise

Our cyber adjusters have experience as breach and incident responders and have investigated and managed many double extortion ransomware, privacy breach, supply chain hacks, social engineering, crypto mining, website hacks and technology liability claim incidents.

Investigative response and digital forensic

Our team has the skills and expertise to achieve your goal.

Our solution

We coordinate the immediate engagement of industry-leading digital forensic experts to contain threats, determine the extent of compromise and support effective incident recovery. Our team translates complex technical findings into practical advice, helping clients navigate privacy, regulatory and insurance requirements while minimising business disruption.



33,000
Colleagues Globally



80
Countries



23
Locations

Get in touch

For more information on how we can help, please contact:



Daniel Palmer
Head of Cyber,
Senior Liability Adjuster

M. + 64 27 591 3756
E. daniel.palmer@sedgwick.com

Cyber biographies





Daniel Palmer

Head of Cyber, Senior Liability Adjuster

Daniel leads Sedgwick New Zealand's cyber practice as Head of Cyber and specialises in the management of complex cyber and privacy incidents. With more than 10 years' experience in the insurance industry, he provides strategic oversight and incident response coordination for organisations affected by cyber attacks, ransomware, privacy breaches, business email compromise and technology-related losses. Daniel works closely with insurers, brokers, legal advisers, forensic investigators and cybersecurity experts to deliver timely, pragmatic solutions and positive outcomes for clients facing high-pressure cyber events.

M. + 64 27 591 3756

E. daniel.palmer@sedgwick.com



Timothy North

Financial Loss Adjuster, Incident Response Manager

Timothy is a Financial Loss Adjuster and Incident Response Manager with experience managing a diverse range of cyber incidents across multiple industries. His expertise includes responding to website compromises, ransomware attacks and cyber incidents affecting technology-focused organisations. In addition to his cyber expertise, Timothy leverages his background in Forensic Accounting Services to assess and adjust business interruption losses arising from cyber events. This unique combination of technical understanding and financial analysis enables him to deliver a holistic approach to cyber loss management, helping clients navigate incidents, minimise disruption and support recovery.

M. +64 21 479 875

E. timothy.north@sedgwick.com



Ashleigh Passos

CGMA, Financial Loss Adjuster, Incident Response Manager

CGMA, Financial Loss Adjuster

Ashleigh Passos is a Chartered Global Management Accountant (CGMA) with more than 15 years of experience in management and financial accounting. Since joining Sedgwick's Forensic Accounting Services division in 2023, she has specialised in cyber incident response and the assessment of cyber business interruption losses.

Ashleigh combines strong financial analysis skills with a meticulous approach to complex calculations and claims assessment. Her experience spans a range of industries, including retail, hospitality and manufacturing, enabling her to deliver clear, accurate and practical financial loss assessments that support efficient claim resolution.

M. +64 21 703 959

E. ashleigh.passos@sedgwick.com

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TOGETHER WE *THRIVE*

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