sedgwick



NEW ZEALAND

Liability

Liability

With continual legislative reform, the liability claim mix is constantly changing. Increasingly, our clients require industry specialists with legal understanding to provide innovative solutions on a broad range of customer and third party issues.

GLOBAL SOLUTIONS,

LOCAL EXPERTISE

Backed by our global network, Sedgwick is uniquely positioned to provide you with efficient and innovative solutions for the handling of all liability claims.

Our Services

- Collecting material facts allowing you to make informed decisions regarding policy response and liability
- Securing evidence such as statements, defective products and/or photographs
- Calling on our global network of experts to advise on cause
- Identifying recovery targets and other insurances to minimise the net loss
- Working with you to develop options and strategies to enable early claim resolution
- 24/7 crisis line - our specialist liability adjusters are able to rapidly respond to any loss situation

We will always ask the key questions, as we have an in-depth understanding of the law, policy wordings/ interpretations, industry standards and the subject matter surrounding liability claims.

The right team

The majority of our expert team has more than 15 years' liability loss adjusting experience, enabling them to provide you with practical advice and real solutions.

Responsiveness

With the support of Sedgwick's regional and global network, spanning 80 countries, we are able to investigate all loss situations, identify critical issues and

Providing the facts

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

Proactive approach

We approach all claims in a professional, non-confrontational manner. Our proactive and collaborative approach considers all stakeholders with one common goal – the successful resolution of the claim in the shortest time frame possible, regardless of circumstances.



Client focus

Our success is based on understanding our clients' needs and meeting them consistently and seamlessly.

Integrity and trust

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

Digital strategy

The ability to deploy technology is a vital component in adjusting today's losses - whether it's drone technology to get early sight of damages at inaccessible sites or video and online reporting to assist our clients in undertaking quicker and more accurate loss assessments. There is no doubt that the power of people is enhanced by a smart use of digital applications.

Our capability

- Animal liability
- Construction liability
- Environmental liability
- Litigation support
- Product liability
- Product recall
- Professional indemnity
- Public liability
- Service and repair liability
- Statutory liability
- Quantum investigation

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



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Our team



Tai Batchelor

Head of Liability, LLB FCLA DipLA ANZIIF (Snr Assoc) CIP, Hamilton
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Tai is a Chartered Loss Adjuster, holding a Bachelor's Degree in Law and a Diploma of Loss Adjusting. He is a Senior Associate of ANZIIF, a Fellow member of AICLA and a current member of NZILA. Tai commenced his insurance career in 1986, holding various roles in the insurance industry. Tai has been a loss adjuster since 2004 and a specialist liability adjuster since 2010. Tai has investigated and handled a multitude of liability claims, ranging in size and complexity. Tai is the head of Sedgwick's liability team and the mentor for liability claims in the Northern Region.



Ian Liddell

Liability Loss Adjuster, Hamilton
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Ian has 28 years' experience as a loss adjuster. He commenced loss adjusting in 1997 and in 2004 joined Sedgwick as a loss adjuster specializing in both material damage and liability claims. His professional experience subsequent has involved the management of a diverse range of complex and technical material damage and liability claims throughout NZ. Prior working as a loss adjuster Ian had 18yrs with NZ Police and also held Senior investigator roles within multi-disciplinary government agencies. Ian is a Certified/Chartered Fraud Examiner CFE (retired)



Stuart Macky

Chartered Loss Adjuster & Marine Surveyor, ANZIIF (Snr Assoc) ACLA, Auckland
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Stuart has over 35 years' experience in the insurance industry, including roles in claims management and over 25 years as a senior loss adjuster and marine surveyor. Stuart's extensive capabilities and experience encompass all aspects of marine, logistics and transport liabilities from general average to pleasure craft claims. Stuart specialises in product and processing liability claims for the food and beverage manufacturing and processing industries. Other claims handled include public and statutory liability.



Daniel Norrie

Head of Body Corporate, ACLA, DipBus (Loss Adjusting), DipMgt, AICLA (Fellow) ANZIIF (Snr Assoc) CIP, Auckland
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Daniel has over 20 years loss adjusting experience, in New Zealand, Australia and the Pacific. During his insurance career, in addition to his role as a Major and Complex Loss adjuster, he has held senior leadership roles in both New Zealand and Australia, including Commercial Leader for TAS / VIC / ACT and Head of Digital First with teams in Property, Liability and Marine. He has handled several significant multi-million-dollar claims and has worked in both national and international catastrophe roles.

Our team



Stephen Kay

Executive Adjuster, ANZIIF (Fellow) FCLA BTech (Food Hons) PG Cert (Insurance Law) Grad Dip (Ops Mgmt), Auckland

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Stephen is a qualified food technologist and has successfully completed postgraduate insurance law qualifications at London University. Stephen's experience includes more than 10 years in the food industry and starting loss adjusting in 2001. Stephen specialises in investigating and adjusting large, technical product recall and liability claims throughout New Zealand and their trading partners.



Logan Poching

Specialist Liability Loss Adjuster BCom, ANZIIF (Snr Assoc) CIP, AICLA (Aff), Auckland

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Logan holds a Bachelor of Commerce and a Diploma of Loss Adjusting. He is an Affiliate of AICLA and a Senior Associate of ANZIIF. Logan began his insurance career as a liability loss adjuster, developing specialist expertise in complex liability claims. His experience includes managing a wide range of general liability claims, such as public and product liability, defective workmanship, service and repair, bailees liability, and carriers' liability. In addition to his liability expertise, Logan also specialises in Contract Works claims, drawing on his experience working on large commercial construction sites prior to joining the insurance industry. Logan joined Sedgwick in 2025, bringing strong technical knowledge and a practical approach to resolving major and complex losses.



Daniel Palmer

Specialist Liability Loss Adjuster & Head of Cyber, Auckland

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Daniel is a Chartered Loss Adjuster and holds a Diploma of Loss Adjusting. Daniel is a current member of AICLA, NZILA and a Senior Associate of ANZIIF. Daniel joined Sedgwick in 2019 as an experienced insurance professional. Daniel worked in claims for five years before becoming a loss adjuster in 2017. Daniel's experience ranges from everyday BAU losses to complex and technical commercial losses, including fire and earthquake. Daniel joined the MCL Global Division in 2021, and works closely with senior liability adjusters to further refine his welldeveloped adjusting skills.



Hilda Levendal

MCL Senior Liability Loss Adjuster B.IURIS LLB (Hons), Auckland

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Hilda is a legally qualified insurance professional with experience spanning law, public sector portfolio management, liability claims, and loss adjusting across South Africa, Australia, New Zealand, and the Middle East. She has held senior leadership positions with QBE Insurance and Crawford & Company, specialising in liability, professional indemnity, and complex claims management. Her career reflects a progression from legal practice into insurance leadership, including regional responsibility for liability and professional indemnity operations in the Middle East. Hilda joined Sedgwick Liability team in 2026.

Our team



Paul North

Head of Forensic Accounting Services, BCom Dip CILA (UK) AILA (SA), Auckland

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Paul commenced loss adjusting in 1991 and has built up a wealth of experience in dealing with complex and large losses. Paul specialises in property damage claims, including machinery breakdown and resultant business interruption, commercial crime and various casualty lines, including products and defective workmanship claims, events and warehouseman's liabilities. Paul's claim handling experience spans various industries, which includes: manufacturing & process, brewing & bottling, paper & plastics, fishing & farming, retail, telecommunications, film & events and food & beverage.



Sonya Bullock

Chartered Loss Adjuster, ANZIIF (Snr assoc) CIP ACLA, Tauranga

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Sonya has over 32 years' experience in the insurance industry, which includes six years as a claim broker for Lloyd's of London and two years of loss adjusting before joining Sedgwick. Sonya joined Sedgwick in 2007 and the major and complex loss division in 2021.



Mark Crosby

Head of Property, Dip Bus (Loss Adjust) ACLA ANZIIF (Snr Assoc), Tauranga

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Mark has been involved in the adjustment of liability claims for over 20 years. His experience includes most types of liability claims, many of which have involved significant quantum. Mark thrives on the challenges presented by complex losses, enjoying working as part of a team and with legal advisors, as part of the process. Mark has also held various liability mentor roles within the company.



Garth Kotze

Property and Liability Loss Adjuster, BProc (Law), Tauranga

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Garth has worked in the insurance industry since 1991. He holds a bachelor's degree in law and is an Allied member of ANZIIF. He has worked in various roles in the industry which include management of a regional claims team and senior partner in a loss adjusting firm. Garth has been a loss adjuster since 2005 specialising in liability and property claims.

Our team



Tim Stephenson

Senior Loss Adjuster, BSc
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Tim has more than 25 years' experience in the insurance industry, which includes over 20 years as a loss adjuster. Tim specialises in liability claims, particularly claims arising from the construction and agriculture/horticulture industries.



Andrew Jameson

Chartered Loss Adjuster, BCom ACLA ANZIIF (Snr Assoc), Christchurch
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Andrew has over 35 years' experience in handling liability claims. Andrew provides accurate quantum adjustment of physical and financial loss suffered by third parties in all areas of liability – particularly those relating to large material damage and consequential loss.



Aidan Fitzgerald

Head of Engineering/ Marine and Engineering Adjuster, BEng, IEng, MIMarEST, DipLA, AICLA (Aff)
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Aidan is an Incorporated Member of the Institute of Marine Engineers with 12 years' experience as a marine engineer across the bulk cargo, oil and gas sectors. As a Senior Marine Engineer, he was responsible for the operation, maintenance and repair of a wide range of complex mechanical and electrical systems.

Over the past seven years, Aidan has investigated and adjusted large and complex liability, engineering, marine and machinery breakdown losses throughout New Zealand. His combination of practical engineering expertise and claims experience enables him to deliver clear technical analysis and practical solutions for insurers and insureds alike.



Dave Walker

Executive Loss Adjuster/Chartered Loss Adjuster, ACII FCILA (UK)
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Dave has more than 30 years of loss adjusting experience. Much of his career was spent in the UK, where he was integral to the national management of the major and complex loss division. Dave has always been an operational adjuster at heart and has wide experience of handling both public and product liability claims. Utilising his agricultural experience, he has managed losses involving contamination of animal feed and consignments of grain, as well as those resulting from spray drift and animal trespass.



Richard Paulin

Chartered Loss Adjuster, LLB FCLA ANZIIF (Snr Assoc), Invercargill
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Richard has a law degree and over 35 years' experience in liability claims, particularly in the rural sector, including both forest and rural fires. Richard has handled a wide range of events, including a claim for fire-fighting costs arising from a forest fire and a number of claims under the Resource Management. Act for leaking effluent ponds and pollution.

Our team



Caleb Schiphorst

Loss Adjuster BA (LLB), Christchurch
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With a Bachelor of Laws (LLB) from the University of Canterbury, Caleb brings a strong legal foundation to his work, particularly in areas relating to liability and commercial contracts. Caleb comes from a claims handler background with over four years of experience in the broker space where he managed a large variety of claims including high value and complex commercial, domestic property and motor claims. Caleb is an Allied member of ANZIIF and is currently completing his Diploma of Loss Adjusting. He joined Sedgwick in July 2026.



Ewen Stephens

Loss Adjuster, ACLA, ANZIIF (Snr Assoc) CIP, Nelson
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Ewen is a Chartered Loss Adjuster, specialising in both liability and complex property claims. He is a Senior Associate of ANZIIF and an Associate of AICLA. Ewen joined Sedgwick in 2016 and enjoys adjusting a wide range of general liability claims, including product and public liability, along with more specialist claims such as product recall, contamination and contract winemaking. Prior to entering the insurance industry, Ewen worked in construction, managing contracts for large project developers, both here in New Zealand and in Australia. This familiarity with contracts, and the precision and accuracy required in those roles, serves Ewen well in his adjusting career



Kyle Mayfield

Structural Engineering Chartered Loss Adjuster, BSc (Civil Eng.), MEng (Structural), CMEngNZ, PE (USA), Wellington
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Kyle is a Chartered Loss Adjuster, Chartered Engineer, a Senior Associate of ANZIIF and an Associate of AICLA. Prior to joining Sedgwick in 2020, Kyle had two years of experience as a design engineer, and seven years as a forensic engineer. As a forensic engineer, Kyle evaluated and determined repairs for buildings that had been damaged by earthquakes, hurricanes, hail, fire and vehicular impact. His responsibilities primarily consisted of investigating, documenting, analyzing and determining the extent and severity of property damage. In his time at Sedgwick Kyle has investigated and adjusted a wide range of general liability claims, including product and public liability, specialist engineering, service and repair and PI liability claims.



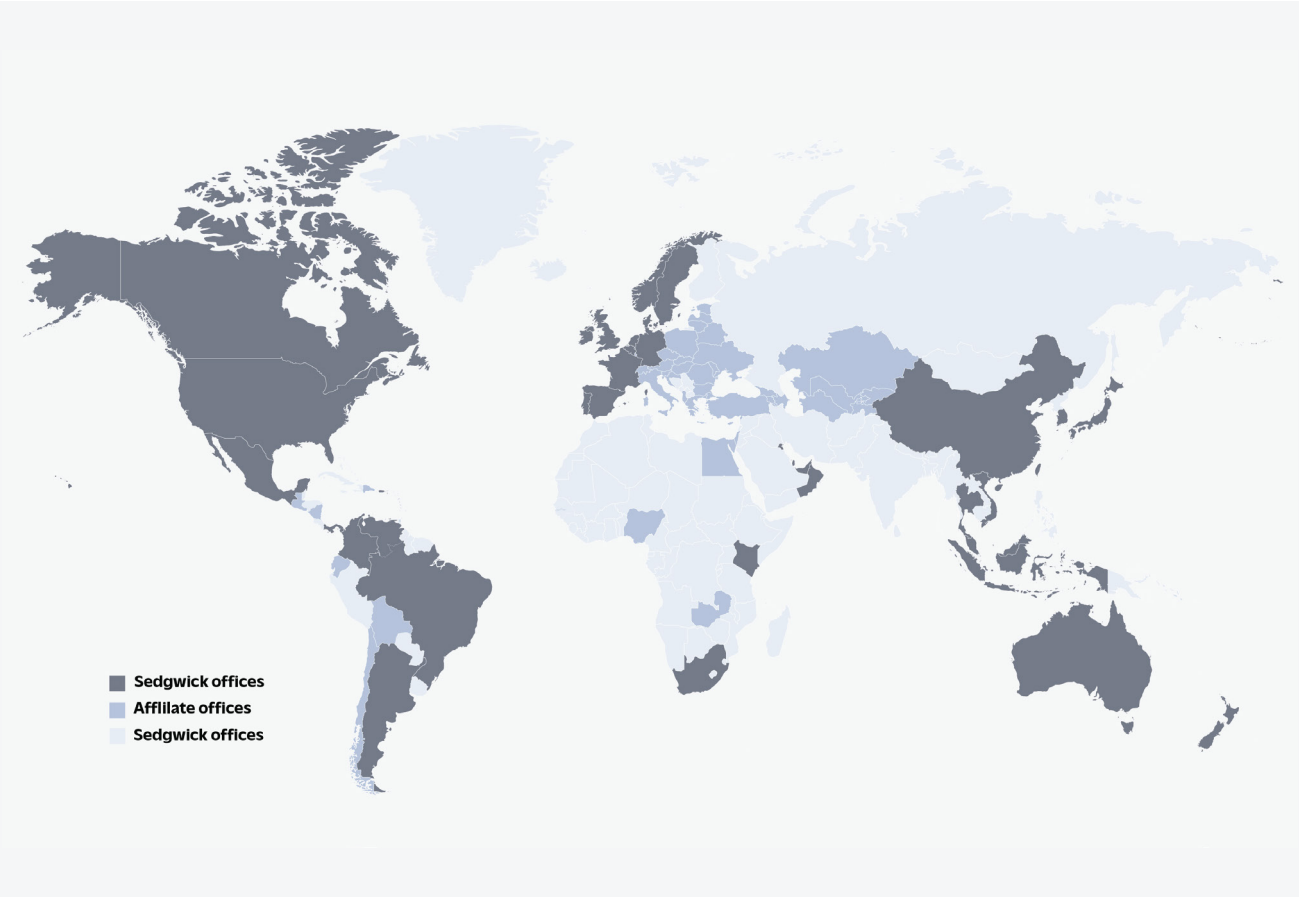
Total New Zealand coverage

With one of the largest groups of liability loss adjusters in New Zealand, Sedgwick stands ready to support and resolve the challenges businesses face every day.

Sedgwick New Zealand has 22 dedicated branches throughout New Zealand, providing the services and expertise you are looking for, wherever you are, when you need us most.

Global solutions.

Local expertise.



sedgwick

TOGETHER WE *THRIVE*

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