

Storm solutions

Scalable storm claims handling —
when it matters most

Storm pressure is rising

Storm events drive sharp increases in claim volumes, operational pressure, complaints and regulatory scrutiny, exposing the limits of traditional storm handling models. Slower decisions and inconsistent outcomes impact customer experience and drive costs up.

Sedgwick storm solutions

A market ready, digitally enabled storm validation service that confirms coverage early, routes claims intelligently and delivers faster, fairer outcomes — even during surge events.

What it delivers

- Early confirmation of storm coverage
- Reduced downstream handling and adjuster deployment
- Surge-ready operational resilience
- Strong audit and regulatory confidence

What customers say



Super quick, hassle free service — my claim was sorted in no time with clear communication throughout.



Friendly, professional and genuinely supportive — they made a stressful situation simple and easy to manage.



Incredibly efficient and easy to deal with — from claim to payment, everything was seamless and stress free.

Proven results

23%

faster reduction in
average claim lifecycle

Better customer outcomes

2.3%

service related complaints

60%

reduction of escalated
complaints

78 NPS

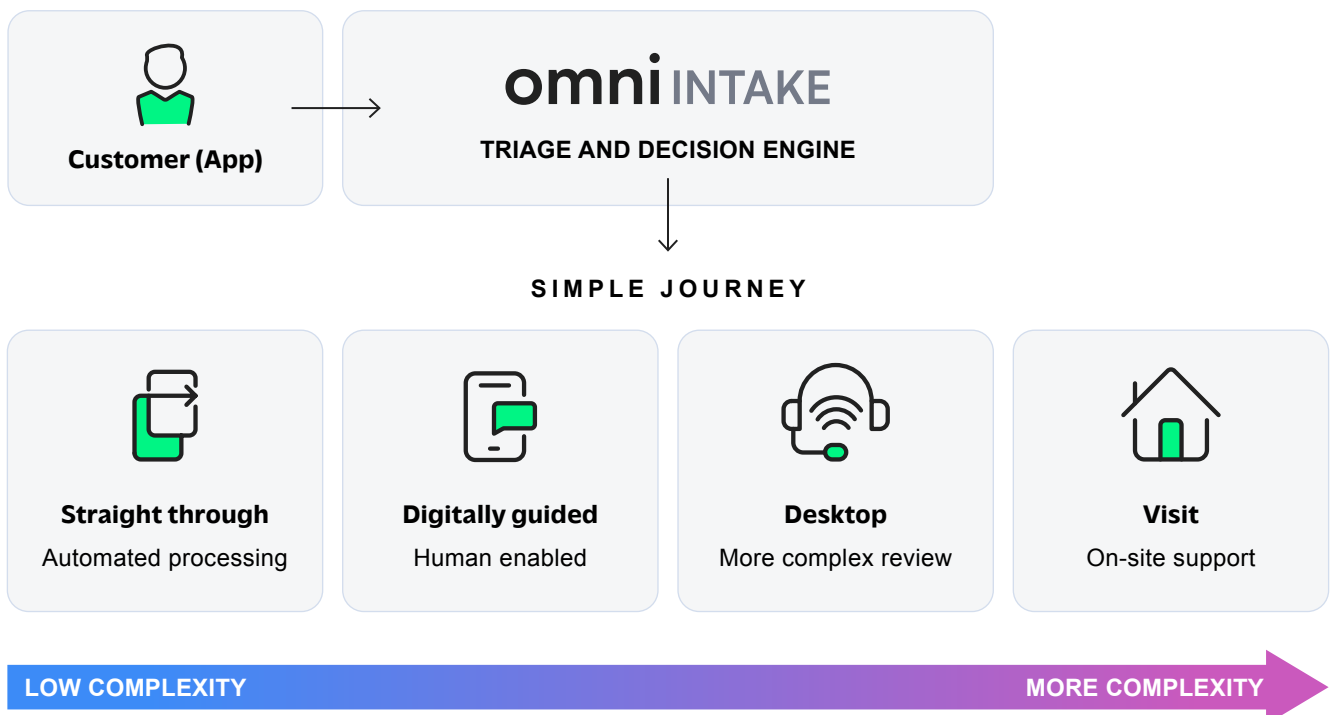
60

Trustpilot reviews
rated 4★/5★



How it works

Sedgwick storm solutions operates at the start of the claim lifecycle, from full automation through to guided desktop handling and visits – aligned to claim complexity and insurer appetite.



Quality and governance – case study

Built for confidence at scale:

- 98% audit score, independently completed by the client's QA team
- Consistent, auditable decision making
- Improved customer outcomes year on year

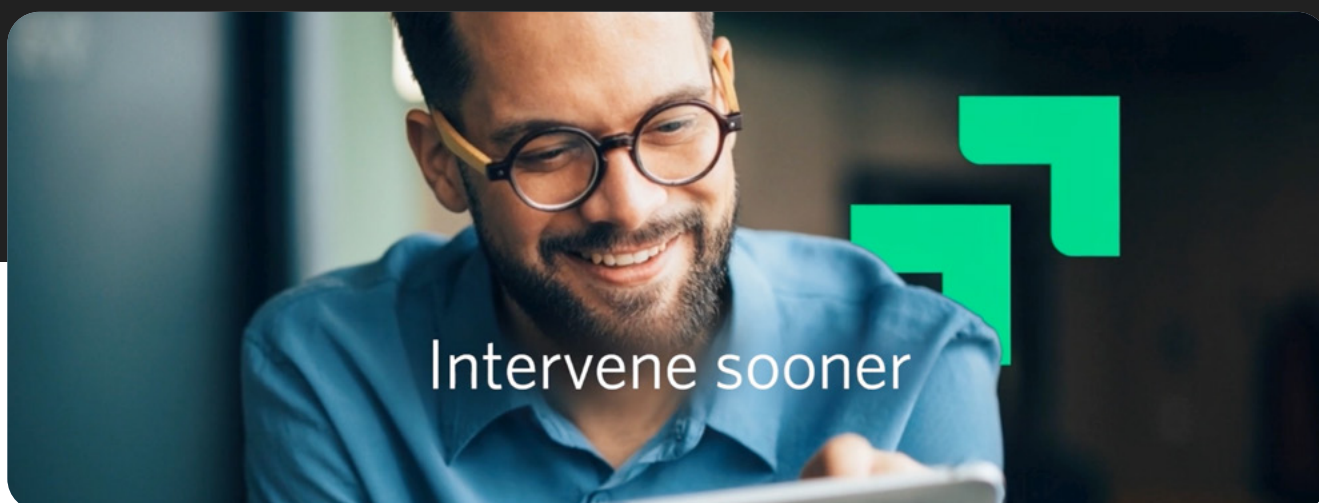


From the outset, Sedgwick worked with us to redesign the storm claims process around our customers – simplifying the journey, front-loading validation and removing unnecessary hand-offs. This shifted the focus from process efficiency to delivering better customer outcomes.

The impact has been clear: faster settlements, a more transparent claims experience and fewer touchpoints, all of which have reduced customer stress and improved satisfaction. At the same time, we've seen fewer complaints and escalations, alongside a more consistent, standardised approach to validation.

That consistency in decision-making not only improves operational performance, but also gives us greater confidence in the fairness and quality of outcomes – something that is critical from a regulatory perspective.

– Major insurer client



Why insurers choose Sedgwick storm solutions

- Reduced indemnity leakage
- Faster, fairer outcomes for customers at vulnerable moments
- Operational resilience during surge
- Reduced complaints and escalations
- Strong regulatory and audit confidence
- Sedgwick storm solutions enables insurers to meet consumer duty by delivering early clarity, consistent and auditable decisions, and faster, fairer customer outcomes – even during surge events.

Sedgwick storm solutions is a proven, scalable alternative to traditional storm handling – delivering measurable improvements in speed, cost, customer experience and governance.

Talk to us before the next storm hits



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