

Loss adjusting **services**

In Germany, nationwide claims settlement resources are not only costly, but there is also limited availability and a shortage of technical expertise in the industry. Sedgwick can help.

Flexible solutions to meet your needs

We provide qualified, experienced adjusters to support insurers and brokers with daily overflow issues and unexpected surges in claim volume. We place particular emphasis on responsiveness, transparency and quality. With our advanced claims management solutions, standardised and smart reports and expert resources, we help ensure excellent customer service and build loyalty and trust for you on site, while providing additional capacity and flexibility for claims teams.

Areas of expertise

 <p>PROPERTY</p>	<ul style="list-style-type: none"> • Household contents • Contents (commercial) • Buildings (residential and commercial) • Glass (residential and commercial)
 <p>LIABILITY</p>	<ul style="list-style-type: none"> • Personal liability • Public liability • Animal owner's liability • Home and landowner's liability (HuG) • Owner's liability
 <p>SPECIALTY</p>	<ul style="list-style-type: none"> • Individual orders • Motor vehicle impact claim • Accident site inspection



**PROPERTY AND
LIABILITY DAMAGE**



**40+ CLAIMS
ADJUSTERS**



NATIONWIDE



**LOSSES UP
TO 55,000€**

The Sedgwick difference

Nationwide network

- Resources available for short-, medium- and long-term assignments
- Insurance clerks/real estate experts and/or specialists with comparable qualifications
- High flexibility
- Individual capacities

Claims expertise

- More than 20 years of experience in the German loss adjusting market
- Transparency
- Confident appearance and behavior
- Structured workflows

Sedgwick University

- Continuing education and training (at least DVA - Deutsche Versicherungsakademie - standard)
- Virtual training and in-person seminars
- Trainee programs
- Insurance Distribution Directive (IDD) certification (BaFin)

High quality standards

- 100% report controlling
- Internal leakage and quality audits
- Standardized reports
- Regulator and management reporting
- Quality committee

Digital external regulations

- Paperless and mobile claims file
- Cloud-based damage assessment (on and offline)
- System controlled and monitored service levels



DIFFERENCE



Helping clients resolve claims

Our modern approach allows for professional and solution-oriented claims settlement. We personally accompany everyone involved through the claim as needed.

Our goal is to support you and your customers with our fast and smart claim assessment.

Our experienced loss adjusting team provides nationwide support that is personalized and transparent. We offer solutions and expertise to help clients settle claims quickly.

Advantages

- Centralised intake acceptance and control
- Qualified and customer-oriented colleagues
- Independent quality management team
- Certified and experienced claims adjusters
- Short lead times
- Clients have a single resource; major and complex losses are managed by our claims experts
- Flexible and individual capacities in standard and surge situations

To learn more about our loss adjusting services, contact:



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KEY SERVICE LEVEL AGREEMENT MILESTONES



CLAIM INTAKE
Within 4 hours of
receiving the request



FIRST REQUEST
Within 24 hours of order*



**FASTEST POSSIBLE
ON-SITE APPOINTMENT**
Within 3 working days
after request*



REGULATORY REPORT
Within 5 working days after
the on-site appointment



DOCUMENT CHECK
Within 7 working days

*If the policyholder and claimant allow it