



Loss Adjuster of the Year



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Sedgwick’s continued investment in digital capabilities and delivery of exceptional service in a challenging post-pandemic environment helped it secure the Loss Adjuster of the Year award.

Having rapidly established the complete digital capabilities needed to serve clients during the Covid-19 pandemic, 2022 saw Sedgwick ‘hit the road’ - building a robust hybrid offering allowing for seamless in-person and digital service as the lockdown situation across Asia evolved.

Sedgwick’s expansive network of offices combined with its comprehensive digital tools enable the business to seamlessly solve new challenges and meet customer needs in a rapidly changing environment. These challenges included handling over 7,000 flood claims in Malaysia, and helping insurers in Japan deal with claims relating to a 7.4 magnitude earthquake - a first for the business, where CAT adjusters were quickly deployed to assist insurers and the local population.

Sedgwick has developed its technology-based solutions significantly during the last year. Technologies such as ‘Clarity Connect’ allowed Sedgwick to remotely survey sites when travel was impossible, and its market-leading e-FNOL platform smart.ly enabled claimants to quickly manage claims, whilst creating a valuable source of data for future risk management analytics. Sedgwick Malaysia also leveraged its ‘Darwin’ operating system to complete a first-of-its-kind API integration with one of its largest clients, resulting in increased efficiency, eradication of redundant processes, and a marked increase in data quality and availability for the client’s home assist and travel businesses.

2022 also saw Sedgwick complete the rebranding of its Indonesian operations to Sedgwick - unifying all Asian operations under the Sedgwick brand. This unification was encapsulated in the group’s first ‘Sedgwick Asia Town Hall’, which brought together employees from across Asia in an open dialogue, fostering the camaraderie and community that will be key as the business continues to grow. This growth was accelerated by the expansion of the ‘Sedgwick University’ training course, which now allows employees to access over 15,000 courses on demand, enabling its staff to learn and grow on an ongoing basis and continue to offer market-leading service to clients.

Eric Malterre, Sedgwick Chief Client Officer – International and Sedgwick Chief Executive Officer in Asia, said, “Our investments in our people, digital capabilities, and geographic expansion have allowed us to continue offering exceptional service to clients in unpredictable times. I’m proud of the team’s achievements this year, and we have laid the foundations to continue our growth in Asia through 2023 and beyond.”

As we move out of the shadow of Covid-19, Sedgwick is primed to continue to evolve its offering and grow even further in Asia.



Eric Malterre