

Loss Adjuster of the Year



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Stephen Kerr, CEO of Asia, Sedgwick

Sedgwick's quick and commendable response to recent catastrophic events in the region, along with its embrace of technology solutions to drive efficiency and flexibility, has earned it the Loss Adjuster of the Year award.

Sedgwick Asia has enhanced its capabilities, focusing on building technology services, and investing in team culture this year.

With flexible and efficient technology tools, as well as connected and collaborative colleagues, Sedgwick in Asia closed the first half of 2024 with 9% year-over-year business growth.

To better serve its customers and streamline operations across the nine countries in the region, Sedgwick has prioritised expanding the availability of tech tools for clients. The goal is to create a fully integrated system that enables seamless communication, data sharing, and client service on an international scale.

By implementing advanced technology solutions, Sedgwick has enhanced operational efficiency and strengthened its competitive position.

At the same time, Sedgwick remains firmly a people-driven organization. Even with the diverse national cultures in Asia, the Sedgwick mission to care unites the team globally.

Sedgwick Asia takes pride in its response to the Hualien earthquake in Taiwan in April, which delivered the opportunity to help a large volume of impacted policyholders, and included significant major losses.

Sedgwick's scale combined with technology, solidifies its ability to maintain great service throughout high volume events as well as having the technical expertise to deliver the highest standards for the most major and complex losses.

During this catastrophe response, Sedgwick's preparation and communication with coverholders were crucial for offering prompt care, gathering essential claim data, mitigating damage, protecting our clients indemnity spend and minimizing claim closure times.

Sedgwick's technology tools integrate catastrophe adjusters and coverholders into one digital ecosystem, helping coverholders easily understand their next steps.

Colleague development has been a major focus for the leadership this year, with regular pulse surveys providing consistent feedback on how the team can improve and grow. Employee engagement has increased by 28% since March 2023, underscoring Sedgwick Asia as a great place to work.