



Lloyd's and London
market

Overview

Sedgwick's London Markets team is responsible for managing relationships in the Lloyd's and London market including managing agents and their syndicates, international insurers, brokers, MGAs and Coverholders.



We provide our clients with easy access to Sedgwick's UK and global claims management services.

Our three main global offerings are:

- Third-party administration and delegated claims administration
- Loss adjusting services – including speciality lines expert services i.e., marine surveying
- Major and complex loss – including specialist practice groups

And we're very flexible. We can also design client-specific tailored solutions – for any risk, claim or service, anywhere in the world.

We look after your interests and represent your voice within our business.

YOUR DOORWAY

Our London Markets team is your doorway into Sedgwick's business, giving you instant access to our vast range of products, services and expertise. We're directly responsible for making sure you receive the right response; anywhere in the world, promptly and efficiently.

Our UK team is supported by a matrix of global colleagues – internal experts and market practitioners. They are uniquely qualified to deliver precisely the right mix of services and high-level support for any specific area, specialism sector, complex loss or global claims programme.

With over **30,000 colleagues across 80 countries**, we have the reach, scale, local knowledge and cultural understanding to provide an effective and impressive response.

YOUR ACCOUNT MANAGEMENT

We understand the importance of building trusted relationships. Through active account management, via dedicated client relationship and client delivery managers, we identify each client's specific wants working effectively where needed with your broker partners.

LONDON MARKET HUB

How can it work?

Through a dedicated London market hub we provide easy access to our highly knowledgeable experts through one point of contact.

Any new claim can be sent to the hub via a dedicated email address **londonmarket@uk.sedgwick.com**.

The new claim can be UK based or overseas, it will be recorded, triaged and allocated to the right individual with the expertise to fulfil in accordance with expectation – quickly and efficiently.

The hub continues to monitor all activity and report back to the client whilst 'air-traffic-controlling' the claim's progression to make certain that claim lifecycles remain in accordance with expectation.

The hub can operate at single loss instruction or portfolio management level.

In summary, the London market hub delivers:

- A one-stop focal point for claims management and queries, allowing easy access to our panel of designated experts
- Excellent customer service – the specialist knowledge and expertise of the team enables the hub to respond immediately to requests and deliver an unparalleled service that adheres to clients' needs
- Tailored claims management – our experts meet the individual administrative requirements of the client
- Central control and consistent delivery – the appointed expert carries out the job that's required whilst the hub applies the client requirements from receipt of request to the delivery back to the client
- Accurate and timely MI, capturing the data that is relevant to each client

MEETING YOUR NEEDS

To ensure that we deliver the individual needs of every client, we carry out pre-loss client implementation meetings to establish how we need to respond to your specific requests including performance and SLAs etc.

We learn what's important for you and ensure your business priorities and culture are understood. We then build these priorities into our operational processes and ensure you have access to the right experts.

Also, within the London Markets team is the real estate practice which provides a TPA-led specialty real estate dedicated claims service. This service uses delegated authority to provide an efficient and effective claims handling and adjusting these losses.

We deliver the skills and expertise you need – exactly when and where you need it.

DELEGATED CLAIMS ADMINISTRATION

Our TPA division can provide all forms of bespoke insurance focused services including an international out of hours helpline service. This team has a dedicated delegated claims administrators team handling claims across all lines of business and is 'approved' by the Lloyd's Corporation.

UK LOSS ADJUSTING SERVICES

Our UK Loss Adjusting Services team primarily provides bespoke property, casualty and other specialty lines; marine, technology and cyber, complex liability, construction and engineering, private clients including agricultural and estates, fine art and specie.

HOME FOREIGN

Our Home Foreign team provide loss adjusting services to the London market in a number of specialist areas including:

- Energy
- Power
- Process industries
- Reinsurance audits
- Product liability
- International liability

The team are based in London and work on a global basis working with Sedgwick overseas offices as required.

Also, within the Home Foreign team is our claims underwriting division, providing outsourced claims underwriting services to Lloyd's syndicates, MGAs, brokers, insurers and reinsurers. The claims underwriting team provides clients with full time, part time, short term or surge resourcing.



UK London Market

<i>Lloyd's and company market</i>	<i>Managing general agents & coverholders</i>	<i>Brokers</i>
<i>TPA/DCA</i>	<i>General loss adjusting</i>	<i>Major and complex loss</i>

Global specialist practice groups

 Construction & Engineering	 Marine	 Cyber & technology
 Power	 Environmental	 Fine art & specie
 Renewable energy	 Product liability & recall	 Agriculture

Global coverage

-  Sedgwick offices
-  Affiliate offices
-  Coverage provided



Our London Market team



CHRIS SCOTT
Head of Lloyd's & London Market

M +44 7722 864933
E chris.scott@uk.sedgwick.com



FELICITY BLAKE
Client Director – Lloyd's & London Market

M +44 7831 172214
E felicity.blake@uk.sedgwick.com

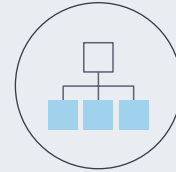


BEN PRICE
Head of Operations – MCL Global

M +44 7831 217510
E ben.price@uk.sedgwick.com

London market/international hub

Key services delivered via our London market/international hub include:



- Central FNOL intake
- Register new loss on central claims management system
- Instruct local adjuster with copy of client protocol/handling instructions
- Receive copy of local loss adjuster report(s)



- Diary management
- Tracking and monitoring delivery against SLAs
- Data management – maintain system record – accurate and timely financial position
- Produce MI reports



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