



Lloyd's and London market

Overview

Sedgwick's London markets team is dedicated to 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 claims management services in the UK and around the world.

Our three main global offerings are:

- Third-party administration and delegated claims administration
- Loss adjusting services, including speciality lines and expert services such as marine surveying
- Major and complex loss, including expertise from our specialist practice groups

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

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 committed to making sure you receive the right response, anywhere in the world, promptly and efficiently.

Our UK team is supported by a matrix of 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, specialist sector, complex loss or global claims programme.

With **33,000 colleagues across 80 countries**, Sedgwick has 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 broker partners.

London market hub

How does it work?

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

Any new claim can be sent to our hub via a dedicated email address: **londonmarket@uk.sedgwick.com**. The new claim can be based in the UK or overseas. It will be recorded, triaged and allocated to the right individual with the expertise to fulfil in accordance with expectations — quickly and efficiently.

The hub monitors all activity and reports back to the client whilst 'air-traffic-controlling' to keep claims moving forward.

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



*At Sedgwick, we look after
your interests and represent
your voice within our business.*

In summary, our 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 our team enable the hub to respond immediately to requests and deliver unparalleled service that adheres to clients' needs
- Tailored claims management: Our experts meet the individual administrative requirements of each 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 through to 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 service level agreements (SLAs).

We learn what's important to you and ensure your business priorities and culture are reflected in our efforts. We then build these priorities into our operational processes and facilitate your access to the right experts.

Delegated claims administration (DCA)

Our third-party administration (TPA) division can provide all forms of bespoke insurance-focused services, including an international out-of-hours helpline. We have a dedicated delegated claims administrators team handling claims across all lines of business that is 'approved' by the Lloyd's Corporation.

UK loss adjusting services

Our loss adjusting services team primarily provide bespoke property, casualty and other specialty service lines, such as marine, technology and cyber, complex liability, construction and engineering, private clients including agricultural and estates, fine art and specie.

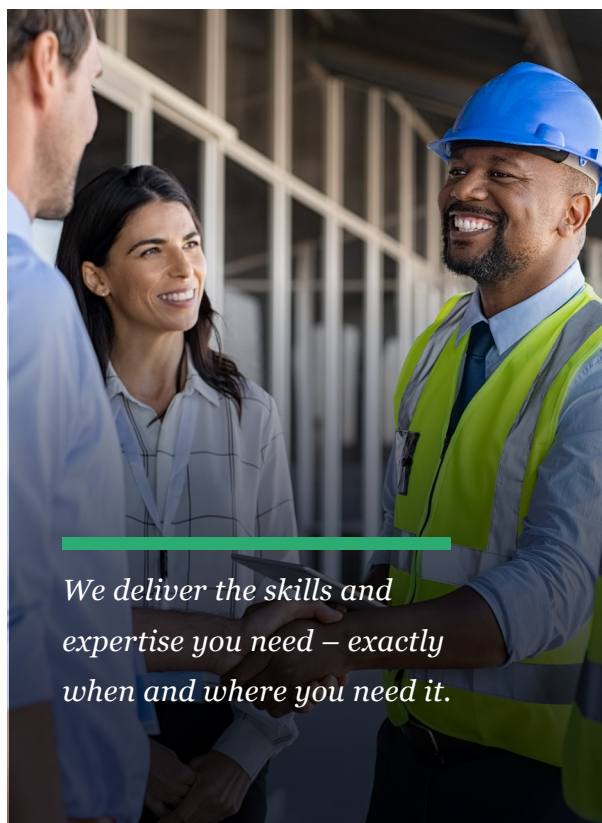
Home foreign

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 operate on a global basis, working with Sedgwick's 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 and surge resourcing.



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

UK London market

- Lloyd's and company market
- Managing general agents and coverholders
- Brokers
- TPA/DCA
- General loss adjusting
- Major and complex loss

Global specialist practice groups

- Construction and engineering
- Power
- Renewable energy
- Marine
- Environmental
- Product liability and recall
- Cyber and technology
- Fine art and specie
- Agriculture
- Aviation

London market/international hub

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



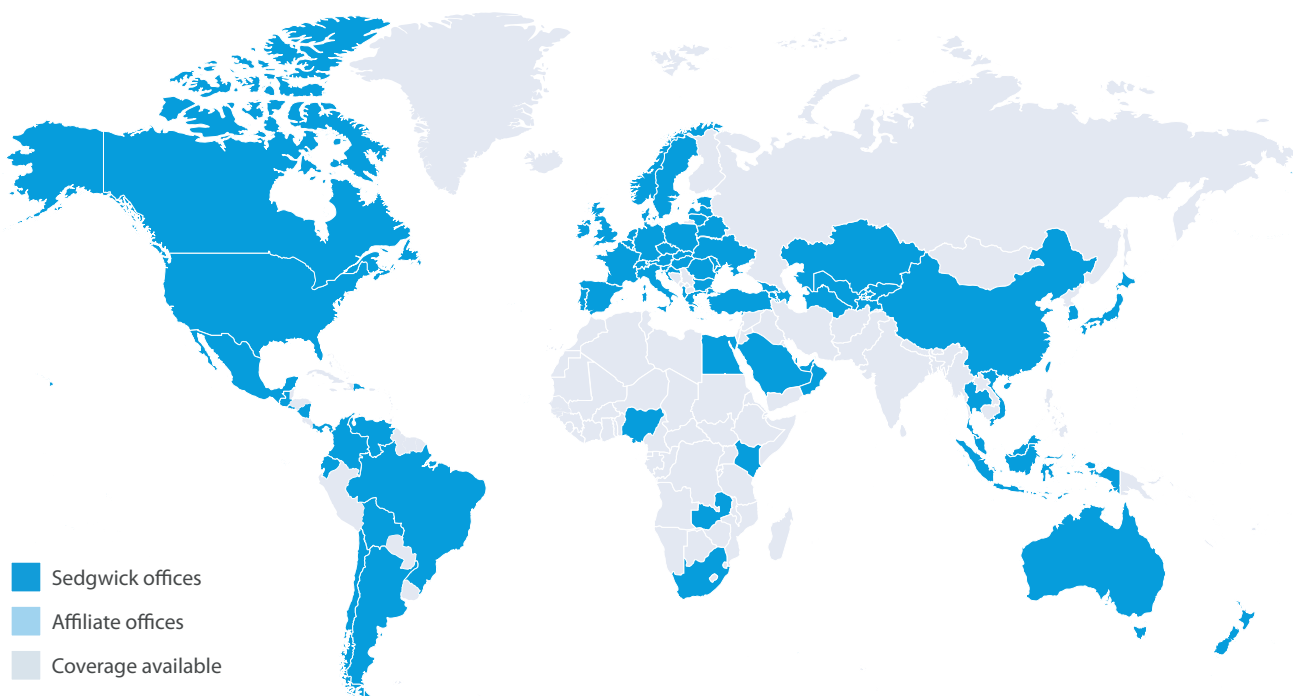
- Central first notice of loss (FNOL) intake
- Registering new losses on central claims management system
- Instructing local adjusters with copy of client protocol/handling instructions
- Receiving copy of local loss adjuster report(s)



- Diary management
- Tracking and monitoring delivery against SLAs
- Data management – maintaining system records, accurate and timely financial position
- Producing MI reports






Global network coverage



Sedgwick's coordinated global approach ensures we are able to handle complex portfolios requiring both UK and international claims expertise. Our operations internationally and in the Americas offer many of the same services available to clients in the UK. We pride ourselves on the consistency of our work across the business, irrespective of where an assignment is being handled. Program onboarding and stewardship are facilitated from London, providing convenient UK-based oversight whilst drawing on our global expertise.

Our London market team

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