



sedgwick®

Asia Third Party Administration Service Centre

Our in-house Asia third party administration (TPA) service centre in Malaysia manages claims and handles inbound and outbound calls across the region from a dedicated multi-lingual call centre 24/7.





Our team offers comprehensive first notice of loss (FNOL) and desktop assessment services for a wide range of clients including insurers, reinsurers, mutual groups, intermediaries and corporates.

Our skills and claims management expertise incorporate major insurance lines including, but not restricted to;

- Property (commercial and residential)
- Liability
- Marine
- Motor
- Employee benefits
- Travel
- Medical
- Cyber

Our FNOL teams have been trained to assist insurers, customers and policyholders with all types of commercial and residential claims. They are responsible for documenting each incident, making arrangements for our adjusters to handle the claim, and ensuring that all the relevant information is being coded and captured correctly.

We provide multiple claims handling solutions; from desktop claims adjustment to remote video adjusting and from traditional site visits to fulfilment options through our repairer networks.

Our call center capability has been designed to meet the specific needs of Asian and global clients by offering options such as dedicated customer telephone lines, branded greetings and customised scripting to enhance the claims experience.

Multilingual capability

Our teams speak each of the key languages within our region:

- Bahasa Malaysia
- Bahasa Indonesia
- English
- Mandarin
- Cantonese
- Tamil

Secure, trusted technology

Our call centres and data centres are owned and housed by us, and we use multi-layer security to protect our clients, their customers and the data.

We use the latest omni-channel telephony systems and have a strong business continuity plan in place linking to a top-tier data centre. This allows us to ensure continued system functionality to our clients.

Our technology continues to evolve. We currently use a variety of channels to deliver our services and engage with the

customers (via our call centre, via mobile apps, and via SMS messaging), but we will always look to ensure our digital credentials keep pace with the latest innovations and our clients' requirements.

Digital reporting platforms

We have the capability to collect claims data using our own proprietary digital systems. Our systems include a self-service reporting function which allows our clients to create bespoke reports from over 200 fields of data; offering the ability to seek out patterns and create trend analysis.

Flexible solutions built around your needs

The centre has been designed around the needs of our clients, and we will continue to create solutions for your business when you need us to. Contact our team to find out how we can assist manage your claims process, or talk to us about any outsourcing requirements you may have.

Contact us

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