

Temporary housing

Whether a family needs somewhere to live while their home is being repaired or a place to stay immediately after a storm, we can help. Our team is available 24/7/365 to help claims adjusters quickly find housing options to meet the policyholder's needs.

Our services help reduce the stress involved with relocating. We provide:

- Multi-lingual housing coordinators with local market expertise
- Discounted hotel stays including options such as kitchens, pet-friendly rooms and ADA accessible accommodations
- Short-term lease negotiations for single-family homes, apartments and condos, and on-site housing options such as travel trailers and mobile homes
- Short-term rentals for furniture, appliances and housewares
- Ongoing communications throughout the life of the claim

Hotel services

Within 15 minutes of receiving the claim, our team will contact your policyholder and begin assessing their immediate needs. We have an extensive database of vetted properties and can offer locations with an average distance of less than five miles from the policyholder's address. We provide much-needed relief for families and allow adjusters to focus on the technical aspects of the claim. Key benefits include:

- Hotel discounts ranging from 10% – 40% off the best available rate
- Hotels located near policyholder's loss address
- Various room types including kitchen facilities
- Room considerations are made for families traveling with pets or needing handicapped accessible accommodations

Housing services

Our housing team has proprietary access to our short-term rental database and can assist with arranging temporary housing that fits each customer's unique housing needs. Our services reduce stress throughout the claims cycle by providing customized solutions and clear communication. We offer:

- An extensive database with more than 20,000 vetted short-term rental properties located across the U.S.
- Property options coordinated within 24 hours
- Single-family homes, apartments, condos, vacation rentals and corporate units close to schools and businesses
- On-site housing options such as recreational vehicles and mobile homes, which are ideal for families that prefer to stay on their own property during home repairs
- Furniture, appliances and housewares to be delivered to unfurnished rentals on move-in day so every home is completely livable

Additional services

For families that find their own accommodations, we can secure discounts on furniture and housewares, review leases, conduct fair rental value estimates for specific housing markets, coordinate the move-in/move-out processes, and serve as a liaison between all parties. We also have a specialized team to assist with high value claims; this includes 24/7 concierge services, luxury hotel and rental options, and a single point of contact for the adjuster and the insured.

Catastrophe housing solutions

When natural disasters occur, we can provide temporary housing assistance for first responders, insurance carriers and service teams – from loss and claims adjusters to mitigation and repair employees. Our first notice of loss team is available 24/7/365.

Key services include:

- Easy intake and direct billing for personnel placements
- The ability to block off hotel rooms in the days leading up to a catastrophe
- Hotel options ranging from budget to five-star accommodations – all at discounted rates
- Assistance coordinating on-site services such as board-up and repair solutions, claims processing and administrative support
- Traumatic stress management training to support claims and recovery staff and help them to better assist policyholders in difficult situations

Advanced technology and reporting capabilities

We provide clients with technology that boosts efficiency, and regular reporting to help monitor costs and support our partnership.

With our intuitive claims platform, adjusters can:

- Submit new housing claims
- Respond to approval and extension requests using a computer or mobile device
- Manage invoices, view claim notes and expenses
- Connect with teammates to transfer or reassign claims

We also offer an app that policyholders can use to:

- View and manage their current housing stay
- Select hotel options and view hotel confirmation details
- Get real-time directions to their hotel
- Initiate new hotel or housing extension requests
- Submit reimbursable receipts for approval

In addition, we provide ongoing communication and comprehensive reporting for insurers including:

- Monthly move-out reports with final costs on all closed claims
- Monthly in-house reports showing current costs on all active claims
- Hotel and long-term property rental reports
- Policyholder satisfaction reports

We are here to help

Our team helps insurance carriers and their policyholders quickly find suitable housing options and we make the process as easy as possible.

Sedgwick specializes in catastrophic and complex losses, commercial and residential property and contents losses. We have a global network of claims managers and adjusters with extensive experience managing catastrophe claims, an on-demand workforce able to scale up and assist with field inspections and loss adjusting assignments when needed, and support services such as building consulting, repair solutions and temporary housing assistance. We mobilize our resources to quickly respond and help clients resolve claims and restore their infrastructure and livelihood.

To learn more about our temporary housing services, contact:

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To learn more about our integrated and customized solutions, visit [SEDGWICK.COM](https://www.sedgwick.com)