

Remote field adjusting

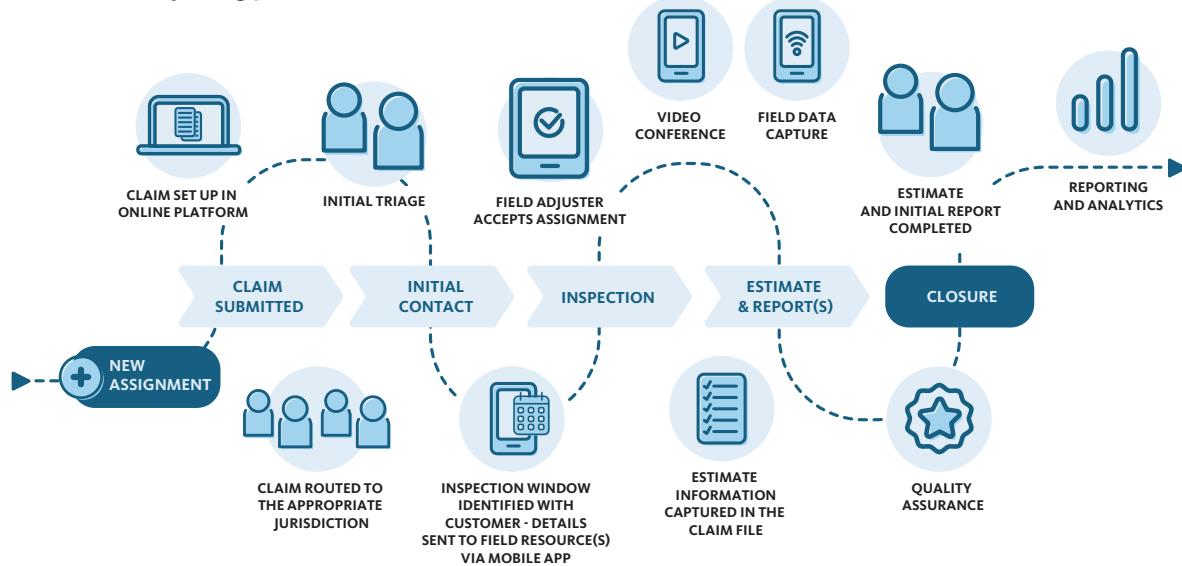
When property losses occur and unexpected events make it challenging for us to leave our homes and businesses, Sedgwick can provide high-tech, high-engagement remote field adjusting services to inspect damages and gather key claim-related information.

How it works

When a client reports a property claim, it is immediately assigned to the appropriate geographic location. Our triage process then connects the best field adjuster with the specific expertise needed. The client receives an acknowledgment and our adjuster makes prompt contact and works with the insured to complete a remote inspection.

To begin the inspection process, our adjuster sends the insured a link that opens a camera and microphone and facilitates a secure video conference session. The adjuster works with the insured, utilizing best-practice field adjusting protocols to gather photographs of the damage and any measurements that may be needed, adding relevant details directly to the claim file. All data from the video conference is stored and our adjuster completes the estimate and the report.

Remote field adjusting process





Benefits

Our team is well-equipped to handle field adjusting – whether in person or when remote support is required. Our advanced technology and expert adjusting capabilities give us the flexibility to provide a completely digital claims experience when the need arises.

Our remote service provides several key benefits:

- Temporarily suspends in-person contact from the claims inspection process
- Promotes safe social distancing, reducing the risk and potential spread of diseases when facing public health and safety concerns or restrictions
- Offers direct communication with experienced field adjusters who can assist with all types of property claims
- Provides a totally digital option for capturing claims information

Additional opportunities

Sedgwick's use of remote technology is not new; we have utilized these tools and tactics effectively for multiple property solutions and clients around the world. This expansion is a good fit not only for property claims adjusting, but also for those in need of building consulting services, forensic advisory or business interruption solutions, all backed by our qualified experts and proven processes.

Contact us to learn more about our remote field adjusting solution for property claims.

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*To learn more about our integrated and
customized solutions, visit SEDGWICK.COM*