

# Sedgwick Norway

## Flood response

Sedgwick in Norway is a leading provider of loss adjusting and claims management services to the country's leading insurers.

The forthcoming floods expected throughout the country will present unusual challenges for claims personnel in the next few weeks.

With large volumes of losses expected almost simultaneously, a robust and proven approach will be needed to provide our clients with the services that they, and their policyholders, will require.

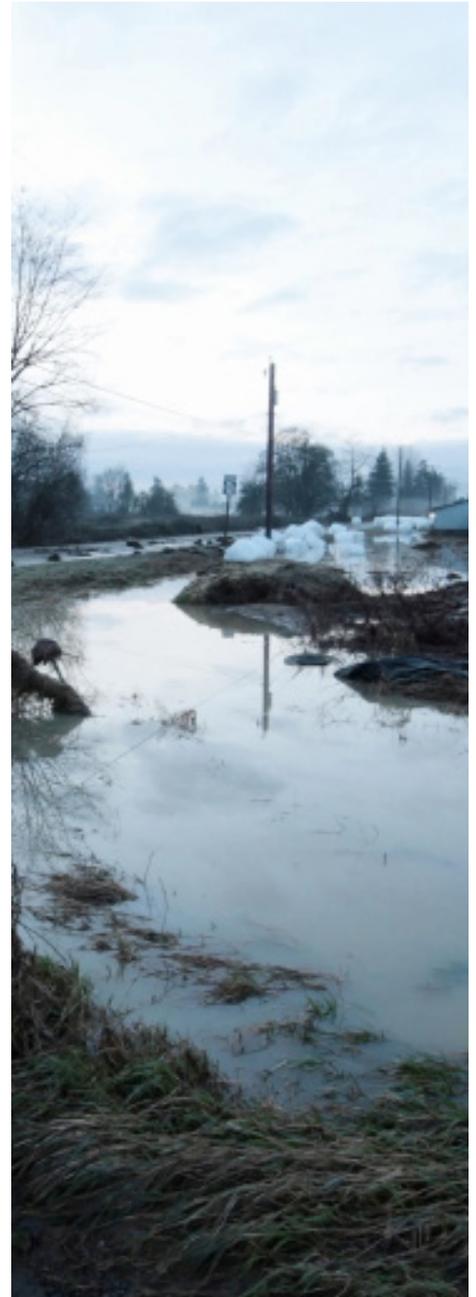
With so many policyholders bringing claims against their insurance companies at the same time, insurers need to be confident that their adjusters have the resources and processes in place to ensure a prompt, equitable and above all consistent service.

Sedgwick will achieve this. In addition to our existing staff of 30 loss adjusters and claims handlers, we're also making use of our digital adjusting solutions product, giving us remote adjusting capability using smart phone technology – a proven product we have already successfully deployed. This allows us to increase the speed of investigations and the resolution of simpler/lower value losses.

In terms of overall catastrophe management, we are also working with our international colleagues based in London, whose senior team members have extensive experience of managing the wider process, something we see as important in the coming weeks/months. Our London team are experienced with managing catastrophes all over the world including flooding losses in the Czech Republic and Thailand along with losses resulting from windstorms in the Caribbean, tsunamis in Japan and bush fires in Australia.

Whatever the cause of the catastrophe, the need for consistency and robust processes remains the same and we are being closely supported by our London team in this respect.

*It is unusual to have an extended notice period for the management of a catastrophe and Sedgwick Norway is ready to assist our clients to support their policyholders during this potentially difficult period. Preparation is everything and if we can help you prepare, we would like to spend the time necessary with you to do so.*



### Dan Sivertsen

CEO  
Oslo, Norway



M +47 91 90 22 45  
E dan.sivertsen@no.sedgwick.com

### Jørgen Horne Gjelsten

MCL Norway head  
Oslo, Norway



M +47 91 90 54 52  
E jorgen.gjelsten@no.sedgwick.com

### Robert Dalton

Executive adjuster,  
London, UK



M +44 7801 039 441  
E robert.dalton@uk.sedgwick.com