

# Product liability claims solutions

When it comes to product liability claims, the headlines often sound grim. Sensationalized reports about product defects and the damage they've caused – whether real or perceived – capture the public's attention and may obscure important facts. Manufacturers know there is more to the story than the headlines, but nonetheless, the consequences can be devastating. Sedgwick understands the impact of product liability claims and our expert team stands ready to help.

In many situations, manufacturers know that their product was not at fault, and the accident or damage was a result of the user's negligence. Another significant issue is the intangible damage. The brand that a company has worked so hard to develop has now been tarnished. Corporate reputations are harmed and even personal integrity is called into question. The economic consequences can be even more debilitating, whether it's a high-profile claim or the erosive trickle of smaller, repetitive claims.

Our team is here to help, and we support our clients' unwavering need to take whatever measures necessary to defend their brands and their corporations from unfounded, untrue or unsubstantiated claims. We know that our job is to work with clients to determine the real story and to help them make well-informed, sound decisions about how to manage the situation.

## Experience and expertise to successfully resolve claims

Several distinctive characteristics set us apart in the industry including:

### Product knowledge

Product liability claims can be complex, requiring an in-depth understanding of the client's industry and product. Sedgwick's product liability claims professionals have highly developed product knowledge in a wide range of industries including automotive,

agriculture, food, consumer products, construction equipment, electrical components, pharmaceuticals, chemical and medical products, recreational equipment and elevators/escalators. Industry expertise and product knowledge are critical components for successful claims resolution.

### Claims management capabilities

We also ensure that our product liability team members have the necessary experience to manage all aspects and phases of a claim including:

- Alleged design defects
- Failure to warn or instruct foreseeable product users
- Manufacturing defects associated with materials and quality control
- Service, repair and installation issues
- Express and implied warranties and other contractual issues

### Tailored approach

Because of the unique nature of every product liability claim, we always align our procedures and protocols with the client's needs. Because a one-size-fits-all approach does not work in product liability, we thoroughly review the details of each claim and develop a plan from the ground up to help ensure the proper resolution.

## The right team

Sedgwick understands that claims management is a team effort, and we work closely with each client's technical, risk management and legal teams to achieve optimal results. Our experts have the insight necessary to evaluate a claim accurately, interpret its intricacies and design a plan for reaching the most satisfactory resolution. Our team includes experienced claims examiners, product liability attorneys and support colleagues.

## Centralized control

Companies often find themselves involved in a product liability claim that spans multiple states and jurisdictions. In these cases, Sedgwick's worldwide presence and extensive knowledge of local laws are especially valuable. To ensure accuracy and consistency, we control and coordinate the claim and litigation processes from a central point, offering enhanced customization and responsiveness. With centralized management, our clients are assured that claims are being handled to their specifications, and any issues can be resolved quickly and efficiently.

We offer a full spectrum of product liability services including:

- Claims investigations
- Claims evaluations
- Litigation management
- Product safety and liability prevention
- Brand protection solutions
  - Product recall
  - Remediation
  - Retention

## The Sedgwick difference

Companies choose us because of our highly structured and expertly managed approach to product liability claims. We provide cohesive, consistent service delivery from start to finish. With every claim, our team is focused on achieving a successful resolution. With our technical expertise and centralized approach, we offer the ideal solution for managing product liability claims.

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To learn more about our product liability claims solutions, contact:

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

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