



Urgent response solutions for **complex auto claims**

It is 3:00 a.m. on a Saturday and your risk manager is notified that a serious accident just occurred. One of the company trucks hit a passenger vehicle, overturned and struck a bridge. The truck driver is in critical condition as are the driver and two passengers in the other vehicle. Once medical attention is received, the next step should be to call our urgent response team.

Call on experts you trust

When a catastrophic event occurs – no matter what time of day or night – our clients can call our urgent response team to help coordinate the investigation and response. One of our complex claims advisors will immediately begin working with your claims team to help control the loss, offering assistance to those injured, and protecting your employees, your company's legal interest and brand.

The emergency response investigation is led by the complex claims advisor and may include the immediate assignment of local defense counsel, field adjusters, engineers, safety experts, environmental response technicians, land/aerial photographers, and security vendors for property and vehicles. Investigations are also based on client direction and are not limited to these services.

Pricing

The cost for the after-hours urgent response service is a flat fee. This is an add-on service that is billed separately from the contracted claims processing fee. All costs for defense counsel, engineers, outside investigators, photographers and other experts that are agreed to will vary depending on the location of the loss.

Bottom line

Our urgent response team is a trusted partner clients can rely on to help protect their interests when a serious loss occurs. The experienced colleagues on our team are highly skilled and available 24/7 to assist clients in need anywhere in the country. The bottom line – a controlled and well managed response to a catastrophic loss can significantly mitigate a client's exposure and protect their brand. And that alone is invaluable.





The first 24 hours

- 3:00 a.m. – Catastrophic event occurs
- 3:10 a.m. – Risk manager calls our urgent response team
- 3:20 a.m. – Crisis management strategy call with our major case unit and client safety personnel
- 3:30 a.m. – Urgent response team contacts I/A or defense counsel
- 3:40 a.m. – Urgent response team deploys emergency response investigation services, which may include:
 - Field adjuster/defense counsel
 - Photographers (land/aerial)
 - Security staff to lock down vehicle/property
 - Accident reconstructionist
 - Environmental response technicians
- 6:00 a.m. – Claim alert report is sent to the client
- Within 24 hours – Executive summary is sent to the management team/client

To learn more about our urgent response solution, contact:



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