



# Delegated authority

*As an authorized third party administrator (TPA) that has delegated authority, Sedgwick delivers a superior customer service experience through fast, fair and accurate claim adjustments for every insured.*

We also understand that delegating claims handling authority requires the TPA to exercise the utmost financial responsibility in executing every claim transaction. Because taking care of people is at the heart of what we do, Sedgwick can be counted on to help enhance and grow your delegated authority business.

## Benefits of TPA services

Sedgwick's delegated authority team manages binder and claims programs throughout the entire United States, Canada and Caribbean. We can serve as your organization's claims department on any property or casualty account you can imagine.

We are able to provide a complete claims service for insurance carriers, syndicates, brokers and associations that is second to none. Our account managers' expertise includes property and general liability on accounts such as commercial business packages, restaurant and tavern programs, hotel and motel programs, auto programs, garage programs, transportation risks, yacht and pleasure craft, and general liability including gig economy programs. Additionally, we can provide expertise in handling high value property exposures.

We recognize that to a great extent, the success of a program is dependent upon the effectiveness of the TPA. If a program is going to continue, claims must be handled as economically as possible. Otherwise, the program ceases and everyone loses, including the TPA.

Sedgwick's delegated authority team works closely with underwriters, brokers and coverholders on all programs. We provide input on underwriting or policy deficiencies and problematic areas. We will appoint an account manager as your liaison, so that your account is assured the individual attention it deserves.

Sedgwick's delegated authority bordereau services enable you or your client to properly identify and manage exposures through complete transparency. We're also flexible and can create reporting formats that specifically address your needs and requirements. Our bordereau services are captured and compiled in our proprietary claims management system to ensure accuracy. Additionally, bordereaux are reviewed by our CPA-led accounting team further, affirming the importance we place on our fiduciary responsibility.

Sedgwick's delegated authority system is SSAE 16 (SOC 1) Type II Certified. This certification gives clients confidence that we provide a high level of service to help them meet the stringent compliance requirements and other legal and regulatory standards.

## A full range of customized solutions

### Property

- Business interruption
- Cargo
- Commercial
- Condominiums
- Flood
- Food/beverage
- Forced placed
- Habitat
- Hospitality
- Inland marine
- Lender placed
- Manufacturing
- Residential
- Retail
- Transportation risks
- Yacht and pleasure craft

### Liability

- Construction defect, architects / engineers liability
- D&O
- Garagekeeper's liability
- General liability
- Liquor liability
- Litigation management
- Premises liability
- Products liability
- Real estate

# 50+

years of TPA experience

### *Tightly managed*

and quality focused

### *Centralized claim intake*

examination, and  
bordereaux processing

### *CAT readiness*

with people, planning,  
process and technology

### *Timely and accurate*


bordereaux and  
KPI reporting

### *Web accessible*

with real-time  
data capture

### *Broad geographic footprint*

extending across the U.S.,  
Canada and the Caribbean



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manages claims programs throughout the  
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## Beyond the numbers



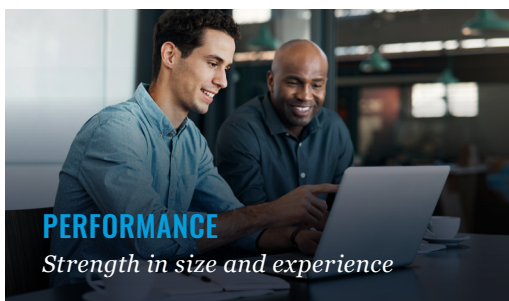
- A culture of learning and caring
- Stable leadership
- A wealth of knowledge
- Dedicated account managers
- Average 25+ years of account management experience



- Advanced data security
- Proprietary technology
- In-house dedicated information technology staff
- Real-time, web accessible, claim notes and documents
- Customizable data feeds



- Long-standing relationships and understanding of the London market
- Managing 150+ TPA accounts
- Proven KPI and data matrix reporting
- Superior bordereaux and accounting accuracy and transparency



- Financial stability
- Diverse expertise
- Thought leadership
- Collaborative approach with shared goals
- Excellent client retention
- Culture of customer first

To learn more about what Sedgwick can do for your program, contact Jay Voelpel:

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