



sedgwick®

Sedgwick Marine

The technology to manage claims remotely.



Our remote adjusting capability allows us to use technology to manage claims. We use apps and video to securely record details of a claim without having to visit the site. Our new capability complements our traditional desk top or field adjusting services: You receive the same expertise but we can now deliver that service in different ways.

When to use remote adjusting?

- Suitable for smaller claims to reduce overall cost
- Ideal for remote or difficult to access locations
- Alternative solution for an initial assessment

Why choose remote adjusting?

- Efficient use of our experts' time
- Faster resolution
- Defined KPIs
- Transparent fixed costing

With a unique global network and the technology to enable digital site visits Sedgwick is well placed to work with our clients now and in the future.

How does it work?

1. Our adjuster decides if the loss is suitable for video streaming
2. We contact the claimant, and if they agree, the loss adjuster sends an SMS or email with a link to the system
3. The link allows the customer to download an app to their own phone, tablet or device
4. Once downloaded, the app will connect automatically to a videocall
5. Our adjuster can use one of a number of features to get the information they need to assess the loss
6. The client can declare the app once the session is finished

And why does it work?

- **Geolocation** is an option to verify that the property is the insured's
- **Pictures and videos** are securely stored in the cloud
- Screen sharing is an option to **enable interaction with the insured**
- Our adjusters can draw pictures to **help describe and comment on the damage**
- We can add more participants to **allow more experts to contribute** in the assessment
- The **same experienced loss adjuster** is on the case to provide accurate and effective services

For more information visit [sedgwick.com](https://www.sedgwick.com)