



sedgwick®

Marine Third Party Administration Hub



We are marine and transportation (MAT) experts

A professional and technically skilled marine claims handling team experienced in all types of cargo and freight liability losses. No matter if it's a single local incident or fully serviced global accounts and catastrophic events, we've got it covered.

We provide a comprehensive Third-Party Administration (TPA) service – 24/7 end-to-end, marine claims handling support; When you need specialist adjusting and surveying expertise, you can count on one of the biggest international marine networks with more than 210 MAT surveyors.

We're part of a large, multi-faceted business, with an extensive range of specific industry specialists and add-on claims services. We have the knowledge and expertise you need to support every type of marine loss.

We also make technology work for you. Our claims management system provides easy access to all your data, producing the MI you need, exactly when you need it. Our marine app allows you to locate an expert at the touch of a button, and interactive video calling software empowers us to deliver instant customer support: No matter where you are, no matter where we are.

As part of Sedgwick's global business, our dedicated marine TPA team in Madrid, Spain put you in full control of your claim, anywhere in the world. Whatever happens, no matter when or where – we're there for you.



We are specialists in... Third party administration

Supported by the latest technology, our dedicated marine and transportation experts will handle your claims proactively and cost-effectively

Our specialist TPA marine team is based in our marine hub in Madrid, Spain, where specialist handlers manage all aspects of cargo and marine related claims - road, rail, air and sea – as well as warehoused goods.

We provide an end-to-end claims handling service including:

- First notice of loss
- Triage of the claim
- Desktop assessment
- Appointment of suitably qualified surveyor if appropriate
- Remote survey conducted if feasible and as a preference
- On-site survey only if required
- Claims settlement
- Pursuit of third party recoveries
- Management information provided

Our TPA services include:

- Cargo loss investigation and surveys
- Marine liability
- Claims handling services
- Cargo insurance and subrogated recovery claims

Combining a new way of working with our expertise offers you:

- Cost savings
- Access to new technology
- Consolidated management information

Case study: Large Spanish perishables export company

The incident

Over a period of months several consignments of perishables were found damaged upon arrival in different countries; from Canada to Malaysia and Gabon. The goods were sold by the consignee at a reduced price immediately. Neither the exporter nor the insurer had any control of the loss.

Our response

Thanks to the claims handlers' supervision in Spain, and in coordination with our international team of surveyors, our response was

fast (a matter of hours) and focused. We took charge of the loss and managed the process until resolution. We assessed the damages and the cause of loss. We found better local salvage prices for partially damaged perishables. We were able to ensure recovery rights against liable parties (including the shipping companies, forwarders and inland carriers). Therefore, the yearly exposure of the policy was reduced and both the insurer and policyholder were more than satisfied with our coordinated claims handling and surveying services.



We make technology work

We're ahead of the game in developing inspired digital solutions, adopting leading edge technologies to streamline the claims administration process and improve communications.



Marine app

In a crisis, you need to talk to an expert – fast. Our marine app allows you to find a specialist who can provide the immediate support you need, and you can share the details with everyone who needs to know. It's quick, simple, easy.

Claims visibility – remote site visit

Using interactive video call technology, our claims experts can view the damage to a customer's property in remote site visit. This enables us to instantly support you in resolving their claim quickly and efficiently.

Client portal – viaOne

All your claims information, data and documents can be viewed in real-time, through our web-based client portal, viaOne. It provides easy access to all historical and current claims details – including the full audit trail of a claim, as well as all associated photographs and electronic documents recorded on the system. It also provides a full record of every action taken on a claim, including targets and next steps.

Claims management system

All the above technologies are linked to our claims management platform, Darwin.

It was built in-house using Microsoft and web-based technology. It's a best practice claims management system, with a claim and policy data repository, document storage, workflow and diary system helping to make sure your claims are handled as you would expect and deserve.

Stability

We use our technology to ensure an uninterrupted service whatever is happening around the world. With remote-working infrastructure and capabilities, proven methods of working remotely and additional resources including our remote site solution we offer a stable service for our clients.

Why choose us?

Sedgwick is a leading global operation with marine expertise in over 60 countries meaning speed of response and sound knowledge of local languages, culture, protocols and the legal environment are guaranteed.

Marine claims experts



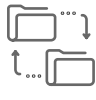
Knowledgeable in all aspects of cargo and freight liability losses, we oversee the claims process from cradle to grave.

Proactive claims handling



Using system-driven and manual diary entries and tasks to manage claims' activity consistently and effectively.

Parallel recovery process



We pursue recovery opportunities while the claim is still being managed, protecting your recovery rights and reducing claims lifecycles.

Bespoke claims management programme



A Europe-based service designed for your specific portfolio, meeting your requirements and claims handling philosophy.

Detailed MI reporting



We capture the data that's important to you and provide the MI you need.

Multi-lingual



Our colleagues at the dedicated Madrid hub offer multi-lingual capabilities

Compliant



Based in Madrid, our hub offers full access to the European Union



Global solutions. Local expertise.

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