

Expert services

Subsidence

Sedgwick were the pioneers of the ‘project managed’ subsidence claim, having introduced the product to the market in 1992. As such we have unrivalled experience in this arena, and whilst claim processes may have changed over the years, our underlying subsidence expertise has not been lost.

Generally subsidence claims are very simple, but they can also be the most complex, demanding and confrontational of all building claims. It is a fact of life that no matter how good the service, or how simple the solution can appear, disputes do arise. We can help with these situations and offer bespoke claims handling solutions tailored to suit individual claim circumstances. The range of services we offer include:

- Desk top reviews and one-off reporting
- Full ‘cradle-to-grave’ management of complex subsidence losses
- Complaint reviews and dispute resolution service
- Second opinions on technical aspects
- Independent audit facility
- Staff training and coaching
- Expert witness

Key benefits

This service is not designed for volume claims handling. We can tailor individual solutions for clients on a claim-by-claim basis, where the appropriate expert resource can be matched to the requirements of the particular claim and client. Only our very best, most experienced industry experts form part of the team. The benefits to clients and customers will include:

- Reassurance of a recognised industry expert leading the claim
- No minimum volumes required – we welcome one-off instructions
- Excellent customer service, controlled by dedicated and experienced support staff

- Full flexibility in terms of claims handling and reporting requirements
- We can agree the service on a claim-by-claim basis

The team is headed up by our national engineering manager, Patrick Isaacs BSc (Hons) CEng MICE ACILA, who has over 25 years experience of the subsidence market, and currently sits on the executive committee of the Subsidence Forum.

Key features

We’re offering a unique service to the subsidence market, whereby insurer clients can pick and choose the nature and extent of assistance they require on a claim-by-claim basis. To facilitate this, our service includes the following:

- Menu of services, with fixed fee and hourly rate options
- National coverage via a small, bespoke team of experts
- Complete confidentiality – all instructions are vetted to ensure there is no conflict of interest

To learn more about Sedgwick’s subsidence expert services, contact:

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