

NEWS FROM SEDGWICK



Christopher E. Mandel joins Sedgwick as senior vice president, strategic solutions

Memphis, Tenn., January 16, 2013 – Sedgwick announced today that Christopher E. Mandel has joined the company as senior vice president, strategic solutions.

In this newly created position, Mandel will be responsible for identifying growth and expansion opportunities driven by a clear view into the needs of customers and future customers. In doing so, Mandel will look at the ways in which Sedgwick can not only leverage, but influence where the industry and markets are going and, more importantly, need to go, to provide the highest quality customer-centric products and services that will help drive both their success and that of the company.

Mandel brings to Sedgwick more than 30 years of insurance and large global corporate risk management experience. He is highly renowned as an industry thought leader and enterprise risk management (ERM) pioneer.

He is perhaps best known for his leadership role at the United States Automobile Association (USAA), a \$150 billion diversified financial services organization serving members of the U.S. military and their families in the areas of insurance, investments, and banking. As head of ERM, Mandel led the design and deployment of enterprise risk management at USAA, which Standard & Poor (S&P) rated as “excellent” and a “leader in ERM” during its five evaluations of ERM at USAA during his tenure. *Treasury and Risk* magazine also recognized USAA’s ERM program when it bestowed the Alexander Hamilton Award for “Excellence in ERM” in 2007.

It was also during his tenure with this Texas-based organization that Mandel served as the president of the Risk and Insurance Management Society, Inc. (RIMS), and later its chief risk officer (CRO). In addition, Mandel was named Risk Manager of the Year by *Business Insurance* and the RIMS organization in 2004. He was later voted in as a member of Risk Who’s Who, an honor well deserved by an individual who previously headed up risk management programs at such organizations as Verizon Corporation, the American Red Cross, and various divisions of PepsiCo.

“Chris has made an indelible mark on the insurance and risk management industry and exhibits the forward thinking on which our organization thrives,” said Sedgwick’s president and CEO, David A. North. “The challenges our clients face are becoming more complex, and these are coupled with unprecedented pressure to improve performance. Chris’ proven leadership and experience in tackling these types of issues will be an invaluable asset to both our clients and colleagues.”

Mandel received his B.S. in business management from Virginia Polytechnic Institute and State University and a master’s degree in business administration from George Mason University. Between

these university programs, he also earned the CCSA, CPCU, ARM and AIC designations. He is a frequent industry speaker and author and writes the “Risk Innovation” column for *Risk and Insurance* magazine.

About Sedgwick

Sedgwick Claims Management Services, Inc., is the leading North American provider of innovative claims and productivity management solutions. Sedgwick and its affiliated companies deliver cost-effective claims, productivity, managed care, risk consulting, and other services to clients through the expertise of more than 10,000 colleagues in 195 offices located in the U.S. and Canada. The company specializes in workers’ compensation; disability, FMLA, and other employee absences; managed care; general, automobile, and professional liability; warranty and credit card claims services; fraud and investigation; structured settlements; and Medicare compliance solutions. Sedgwick and its affiliates design and implement customized programs based on proven practices and advanced technology that exceed client expectations. For more, see www.sedgwick.com.

###

Sedgwick media contact:

Lesley Gudehus, communications director, 901-415-7427, lesley.gudehus@sedgwickcms.com