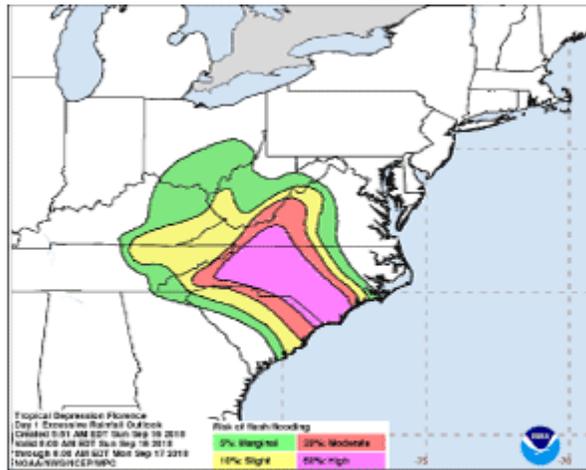


## Hurricane Florence – Update as of September 16

As catastrophic flooding hits North and South Carolina, Sedgwick is working hard to take care of you and your insureds.

### Storm watch:

- Hurricane Florence made landfall Friday morning at Wrightsville Beach, North Carolina as a Category 1 hurricane with winds around 90 mph
- The storm is currently classified as a Tropical Depression, with maximum sustained winds around 35 mph, and has pummeled North and South Carolina throughout the weekend; 40 inches of rain are expected in some areas and flood waters as high as 84 inches have been reported
- According to the National Weather Service, catastrophic flash floods and prolonged significant river flooding are likely over portions of the Carolinas and the southern to central Appalachians from western North Carolina into southwest Virginia in the next few days
- Florence is forecast to move north this week, with rainfall impacting the Northeast region



### Sedgwick's preparation and response:

- Sedgwick's CAT plan was enacted last week and we are ready for whatever Florence may bring
- As previously communicated, every facet of our 2018 CAT response, including our structure, resources and capabilities, has been engaged to deliver superior claim service and outcomes during periods of elevated activity
- CAT operating hours are in effect:
  - Weekdays 7:00 AM – 7:00 PM
  - Saturday 8:00 AM – 6:00 PM
  - Sunday 8:00 AM – 6:00 PM
- Sedgwick's resource platform is fully operational; to support our team of 840 field adjusters, we have deployed 200+ CAT adjusters, guided by 25 CAT supervisors, who stand ready and are staged to enter eight zones within the impacted area
- We have placed an additional 100 adjusters on standby, should we see an increase in volume beyond what is expected for this event
- Our repair solutions team has mobilized contractors to service the affected region
- The water mitigation invoice review team is engaged to assist with the increased volume of mitigation invoices we expect to see from the flooding
- We are working closely with your underwriters to validate PIF counts, expected claim volume, and secure funding for on-site payments where authority is provided

For immediate assistance, please contact us:

- [newassignment@sedgwick.com](mailto:newassignment@sedgwick.com)
- 800.479.9188

During this time of potentially catastrophic damage and disruption in the impacted areas, we understand Sedgwick's obligation to deliver on our customer service promises. We accept the challenge ahead and will fulfill those promises through prompt, fair and aggressive claim handling. Good luck to you and your clients through Florence's aftermath...and thank you for entrusting your business to Sedgwick.

Regards,

Scott Richardson  
Executive Vice President, Operations

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Sedgwick is a leading global provider of technology-enabled risk, benefits and integrated business solutions. The company provides a broad range of resources tailored to clients' specific needs in casualty, property, marine, benefits and other lines. At Sedgwick, caring counts®; through the dedication and expertise of more than 21,000 colleagues across 65 countries, the company takes care of people and organizations by mitigating and reducing risks and losses, promoting health and productivity, protecting brand reputations, and containing costs that can impact the bottom line. Sedgwick's majority shareholder is KKR; Stone Point Capital LLC, La Caisse de dépôt et placement du Québec (CDPQ) and other management investors are minority shareholders. For more see [sedgwick.com](http://sedgwick.com).

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