



product liability claims solutions



sedgwick®

When it comes to product liability claims, the headlines often sound grim. Sensationalized reports about product defects and the damage they've caused – whether real or perceived – capture the public's attention and may obscure important facts. Manufacturers know there is always more to the story than the headlines, but nonetheless, the consequences can be devastating. Sedgwick understands the impact of product liability claims and our expert team stands ready to help.

Manufacturers know that in many situations their product was not at fault, and the accident or damage was a result of the user's negligence. Another significant issue is the intangible damage. The brand that a company has worked so hard to develop has now been tarnished. Corporate reputations are harmed and even personal integrity is called into question. The economic consequences can be even more debilitating, whether it's a high profile claim or the erosive trickle of smaller, repetitive claims.

Sedgwick's experienced team is here to help and we support our customers' unwavering need to take whatever measures necessary to defend their brands and their corporations from unfounded, untrue or unsubstantiated claims. We know that our job is to work with our customers to determine the real story behind the headlines and to help them make well-informed, sound decisions about how to manage the situation.

Experience and expertise to successfully resolve claims

Several distinctive characteristics set us apart in the industry including:

- Product knowledge – Our team has valuable product liability knowledge in many distinct areas. Product liability claims can be complex, requiring an in-depth understanding of the client's industry and product. Sedgwick's product liability claims professionals

have highly developed product knowledge in a wide range of industries including automotive, agriculture, food, consumer products, construction equipment, electrical components, pharmaceuticals, chemical and medical products, recreational equipment and elevators/escalators. Industry expertise and product knowledge are critical components for successful claims resolution.

- Claims management experience – Sedgwick also ensures that our product liability team members have the necessary experience to manage all aspects and phases of a claim including:
 - Alleged design defects
 - Failure to warn or instruct foreseeable product users
 - Manufacturing defects associated with materials and quality control
 - Service, repair and installation issues
 - Express and implied warranties and other contractual issues
- A tailored approach – Because of the unique nature of every product liability claim, Sedgwick always aligns our procedures and protocols with the customer's needs. Because a one-size-fits-all approach does not work in product liability, we thoroughly review the details of each claim and tailor a plan from the ground up to help ensure the proper resolution.



The right team

Sedgwick understands that claims management is a team effort, and we work closely with each customer's technical, risk management and legal teams to achieve optimal results. Our professionals have the technical insight necessary to evaluate a claim accurately, interpret its intricacies and design a plan for reaching the most satisfactory resolution. Our team includes experienced claims examiners, product liability attorneys and seasoned support colleagues.

Centralized control

Companies often find themselves involved in a product liability claim that spans multiple states and jurisdictions. In these cases, Sedgwick's nationwide presence and extensive knowledge of state and local laws are especially valuable for customers. To ensure accuracy and consistency, we control and coordinate the claim and litigation processes from a central point, offering enhanced customization and responsiveness. With centralized management, customers are assured that claims are being handled to their specifications, and any issues can be resolved quickly and efficiently.

We offer a full spectrum of product liability services including:

- Claim investigations
- Claim evaluations
- Litigation management
- Product safety and liability prevention
- Product recall consultation

The Sedgwick difference

Companies choose Sedgwick because of our highly-structured and expertly managed approach to product liability claims. We provide cohesive, consistent service delivery from start to finish. With every claim, our team is focused on achieving a successful resolution. With our technical expertise and centralized approach, we offer the ideal solution for managing product liability claims.

Contact us today to learn more about our product liability claims solutions.

866-225-9951

Professional.Liability@sedgwick.com
www.sedgwick.com