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QBE North America Claims partners with Sedgwick



NEW YORK, Oct. 28, 2013 /PRNewswire/ -- The QBE North America Claims organization has partnered with Sedgwick Claims Management Services, Inc. (Sedgwick), to be the third party administrator associated with QBE's new claims administration model.

Chief Claims Officer for QBE North America Paul Stachura said today the partnership, in concert with QBE's improved internal technical capabilities and customer service orientation, will enhance the overall claims service provided to their valued agents, brokers and policy holders.

QBE will continue to own delivery of highly complex and litigated claims, while Sedgwick will manage the balance of claims.

"We truly believe in the strength of this partnership and know that it will further enhance the excellent service we seek to provide our agents, brokers, and policy holders," he said. "We're proud of the talent within QBE and have been impressed by Sedgwick, their leadership, their technology, and the alignment they have demonstrated through this transition to meet our common goals."

He said Sedgwick has the capacity and agility to meet QBE North America's changing demands. The new operating model will capitalize on the strengths of both QBE and Sedgwick to build a leading-edge, world-class claims organization that achieves scalability and allows for profitable growth. QBE will continue to reach out to its valued agents and brokers to affirm that this unique industry approach will provide positive results for all.

"We are extremely pleased to partner with QBE," said David A. North, president and CEO of Sedgwick. "Sedgwick's solid commitment to providing technology-enabled claims management solutions will be enriched by QBE's outstanding reputation in our industry. Together, we will serve an ever-growing national client base."

About QBE

QBE North America is part of QBE Insurance Group Limited, one of the top 20 insurers and reinsurers worldwide. QBE Insurance Group's 2012 results can be found at www.qbena.com. Headquartered in Sydney, Australia, QBE operates out of 48 countries around the globe, with a presence in every key insurance market. The North America division, headquartered in New York, conducts business through its property and casualty insurance subsidiaries. QBE insurance companies are rated "A" (Excellent) by A.M. Best and "A+" by Standard & Poor's.

About Sedgwick

Sedgwick Claims Management Services, Inc. is the leading North American provider of technology-enabled 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 nearly 11,000 colleagues in some 200 offices located in the U.S. and Canada. The company specializes in workers' compensation; disability, FMLA, and other employee absence; 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. In 2011 and 2012, the company was named the Best Overall Large Account TPA by buyers of risk services through an independent survey conducted by Business Insurance. For more, see www.sedgwick.com.

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