

# Broker1

Bridging the gap



sedgwick®



# Bridging the gap

Giving you the broad and diverse expertise you need, with the local, personalised service you want.

Whether you need high-volume claims management, major & complex loss adjusting, TPA, risk consultancy or repair and restoration – you can rely on us to get the job done, using the right people, across the world.

 21,000 colleagues  900 offices  65 countries

 3,8m claims managed  65+ languages spoken

 point of contact with Broker1

Broker1 is our specific broker-focused service – providing you with a local point of contact for your technical or administrative claims issues. It's designed to support you and your clients extensively – before, during and after any type of loss.

## Broker1 – Bridging the gap

Broker1 provides you with local points of contact for immediate help with your clients' claims. Your Broker1 adviser will help bridge the gap between our comprehensive range of claims management services and connect to individual specialists within our business.

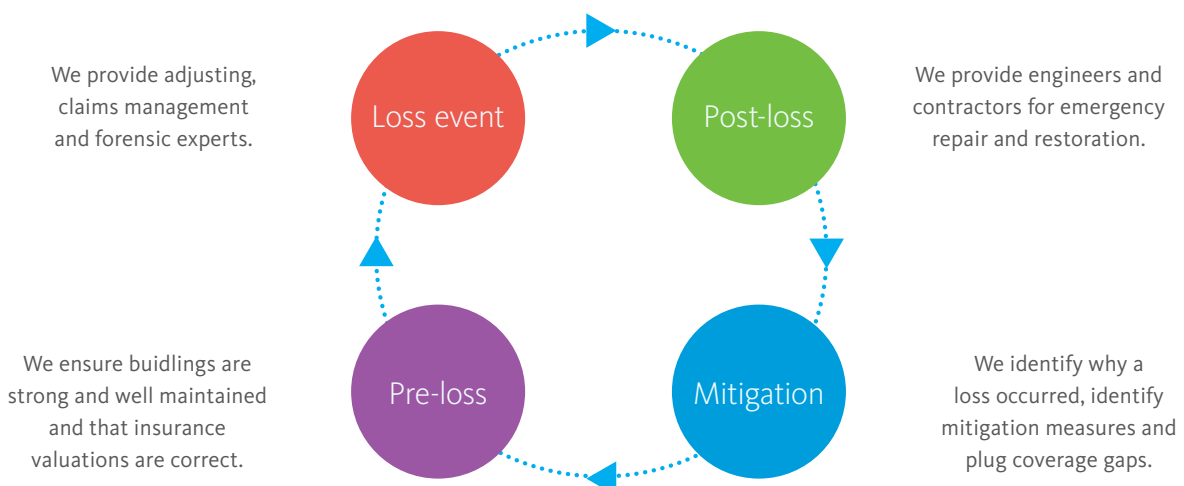
## Who we are

Your dedicated Broker1 team includes six broker business development directors and supporting regional relationship managers.

- Not just a sales team. Our Broker1 team is made up of industry professionals with years of hands-on claims experience and local knowledge.
- Six national broker business development directors.
- Supporting relationship managers.
- 150+ UK Major & Complex Loss Adjusters (500+ globally).
- Specialists in eight key industry sectors (Food & Beverage, Construction & Engineering, Marine, Environmental, Product Liability & Recall, Retail & Distribution, Technology & Cyber, Water & Waste).

## What we do

We provide high volume claims management, complex loss adjusting, TPA, risk consultancy, engineering and investigation, and repair and restoration. We can be relied on to get the job done. Before, during and after a claim. We'll work with you to resolve claims swiftly and plug coverage gaps.



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### How we do it – The Broker1 advantage

Broker1 is our broker-focused claims service. We provide local points of contact giving you and your clients immediate help and assistance to resolve any technical or administrative claims issues.

### Benefits

- We can add value to your proposition by providing extensive support for your clients – pre-loss, during and after an insurance claim.
- Our proactive service is designed to assist you in retaining and winning business.
- We offer a local, personal service for all your clients' claims.
- We act as trusted advisors who give you pre-loss advice via our pre-nomination service where we meet your clients, review the risk and understand their business. We advise on gaps in cover and additional risk management measures.
- We offer help in avoiding professional indemnity (PI) claims through our expert advice in specialist areas and access to our Valuations Service to protect your exposure to PI claims.

### Features

Our Broker1 service model is tailored for you:

- Effective communication – We provide an impressive, broker-focused service approach to handling your clients' claims with regular updates during the life of the claim.

- Expertise – We add measurable value to your proposition.
- Range – Expert services offered by our local teams with access to specialist adjusters covering almost every industry sector.
- Efficiency – Swift and meaningful response to queries and complaints. Prompt and regular interim payments where they assist with the clients' business recovery.

### Why Broker1?

Through Broker1, we deliver an unrivalled range of skills, expertise and experience at a local level. It's a personal and preferential claims handling service with national coverage – delivering the benefits of a small business approach within a large organisation. We're working with you to help deliver the exceptional service your clients have come to expect.

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### What our clients are saying about Broker1

“I have been genuinely impressed by yourself, your company, as well as my insurers' and brokers' approach. You were very fast to respond and visit, but most importantly you provided a touch of pragmatism and common sense in getting people back on their feet quickly and easily. Also being able to speak directly with someone within only a few days of the floods, with the clout to say 'yes' or 'no' makes such a difference – especially when you know you will get a reasonable response and good advice.”



## Contact our Broker1 team

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