



Sedgwick names Laura Horrocks head of fraud technology and intelligence in the UK

LONDON, 8 March 2022 – [Sedgwick](#), a leading global provider of technology-enabled risk, benefits and integrated business solutions announced the strategic appointment of Laura Horrocks as head of fraud technology and intelligence for its UK-based investigation services division.

In this role, Horrocks will oversee the development of Sedgwick’s [newly integrated counter-fraud solution](#) from Shift Technology to provide clients with innovative fraud identification services. Shift’s machine learning and artificial intelligence (AI) technology gives Sedgwick’s skilled fraud investigations team a tactical edge and improves accuracy in pinpointing insurance fraud early. Sedgwick is the first claims management company to partner with Shift Technology and adopt its industry-leading fraud detection solution. The technology has already proved to be a good investment, helping Sedgwick manage the current surge situation.

Horrocks’ appointment and the recent integration of Shift Technology are among the latest of Sedgwick’s counter-fraud investment and growth strategies and initiatives. In 2021, the company named a new UK fraud investigations leadership team and became an affiliate member of the Insurance Fraud Bureau. These investments have helped Sedgwick build on its success over the past several years and save clients over £100 million in fraud costs across home, commercial, motor and liability claims.

A Sedgwick colleague since 2015, Horrocks brings to her new role significant experience in counter-fraud. She previously worked as a fraud assessment and intelligence manager, integrating colleagues from across three investigation services divisions into one fraud assessment and intelligence team. Previously, Horrocks served as manager of Sedgwick’s road traffic accident (RTA) insurer investigations team, investigating motor insurance fraud to help clients realise significant savings.

“Our counter-fraud strategy revolves around three key pillars: people, technology and intelligence,” said Ian Carman, director of investigation services at Sedgwick. “Our passion for protecting our clients and their honest customers against the impact of fraud means that our strategy goes many steps beyond simply purchasing the latest counter-fraud technology.

“Laura and her team, working alongside our technology and industry partners, will ensure that our detection methods never stop evolving, our technology is continually optimised, and we’re able to shine light on emerging trends and threats in near-real time,” Carman said.

“It’s an honour to be appointed to this new role,” Horrocks said. “Having worked at Sedgwick for a number of years, I know how innovative the business is in introducing solutions to tackle fraud. I look forward to using Shift Technology across the business to continue to evolve detection and save clients’ money in fraud costs across a variety of claims.”

About Sedgwick

Sedgwick is a leading global provider of technology-enabled risk, benefits and integrated business solutions. We provide a broad range of resources tailored to our clients' specific needs in casualty, property, marine, benefits, brand protection and other lines. At Sedgwick, caring counts; through the dedication and expertise of nearly 30,000 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 performance. Sedgwick's majority shareholder is The Carlyle Group; Stone Point Capital LLC, Caisse de dépôt et placement du Québec (CDPQ), Onex and other management investors are minority shareholders. For more, see [sedgwick.com](https://www.sedgwick.com).

About Shift Technology

Shift Technology delivers the only AI-native decision automation and optimisation solutions built specifically for the global insurance industry. Addressing several critical processes across the insurance policy lifecycle, the Shift Insurance Suite helps insurers achieve faster, more accurate claims and policy resolutions. Shift has analysed billions of insurance transactions to date and was presented Frost & Sullivan’s 2020 Global Claims Solutions for Insurance Market Leadership Award. For more information, visit [shift-technology.com](https://www.shift-technology.com).

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