



Sedgwick leads the way using AI in flooring claims

LONDON, 12 February 2019 – Sedgwick - a leading global provider of technology-enabled risk, benefits and integrated business solutions has launched a new AI-powered flooring recognition and validation service.

Simply, by taking a photograph of the flooring, Sedgwick utilises advanced computer vision technology to accurately identify the specific flooring type as well as provide the replacement cost of that flooring.

This pioneering technology, known as FLoRA and developed in partnership with Typhoon8, uses deep learning based Artificial Intelligence (AI). It has learned to differentiate carpet types from hundreds of thousands of images to give accurate results. The technology is already achieving an impressive accuracy rate in excess of 98%, and this will improve with every use.

In a marketplace where it is estimated that approximately 200,000 flooring claims each year end up with a separate visit to validate the flooring costs, Sedgwick see this new technology as truly groundbreaking.

The technology allows Sedgwick to value damaged flooring and provide quick and reliable validation and settlement in a single visit. The technology also incorporates block planning software, ensuring that there is no excess waste. The expectation is that more than 90% of lower value claims will be finalised during the single visit. With all claims being cash settled the customer experience is further improved as it gives them the freedom to replace the flooring in a way that suits them - whether that is through Sedgwick's replacement network or not.

“This technology really allows our experts to deliver an accurate, reliable and efficient solution for our clients, not to mention a faster and easier journey for their customers” said Neil Gibson, Sedgwick's managing director, home claims services division. “We can now deal with the claim on a single visit, providing both building and flooring validation services at the same time, which results in a better customer experience.”

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 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 The Carlyle Group; 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](https://www.sedgwick.com).

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