

10 MINUTES WITH



Steve Gargano

Q What has been the key positive or negative impact of change in your area of the market?

A The emergence of technologies like end-to-end digital business solutions have been the key positive impacts of change to our part of the market. Many legacy forms of written communication, such as the dreaded claim form, are long gone. The introduction of on-site apps, client and customer portals, digital scoping tools, AI and real-time video technology has enabled us to reach the best decision on all claims, while retaining the irreplaceable technical input of our qualified adjusters.

Q Has the industry changed since you started working in it?

A The industry has changed dramatically during my career. For example, indemnity spend was key in my early days as an adjuster, but this has changed with the introduction of TCF (FCA's Treating Customers Fairly Initiative). Today, an adjuster is expected to improve the customer's claim journey as well as continue to control costs in accordance with the cover provided.

Another important and positive change to the industry is the increased focus on diversity and inclusion. This is especially important to our values here at Sedgwick and it has been very encouraging to see that such principles are now being increasingly widely accepted across the industry.

Q Who inspires you and why?

A My professional role model would be Jenson Button, whose determination to follow his dream began at a very young age and continued throughout his racing career. Despite his success, he's managed to remain humble and focused, traits which I have tried to emulate throughout my career. My personal role model would be my father, who taught me patience and the importance of listening – two very important skills for any adjuster.

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Q Who would you consider your mentor? What was the most valuable piece of advice they gave you?

A Neil Baldwin, head of UK retail CRM at Sedgwick, gave me the most valuable professional advice I've received: "Do the right thing by the client." It might sound simple but it is so important for businesses across all sectors, and remains a core ethos at Sedgwick.

Q If you were not in your current position, what would you be doing?

A I've always been a people person and take great satisfaction knowing that I've made a positive difference to people's lives. So if it weren't for the opportunity that I've had at Sedgwick, I'd probably be involved in something like the World Wide Catastrophe Response's work. ●

STEVE GARGANO is the Business Development Director at Sedgwick.