

Liability

With continual legislative reform, the liability claim mix is constantly changing. Increasingly, our clients require industry specialists with legal understanding to provide innovative solutions on a broad range of customer and third party issues.

GLOBAL SOLUTIONS, LOCAL EXPERTISE

Backed by our global network, Sedgwick is uniquely positioned to provide you with efficient and innovative solutions for the handling of all liability claims.

OUR SERVICES

- Collecting material facts allowing you to make informed decisions regarding policy response and liability
- Securing evidence such as statements, defective products and/or photographs
- Calling on our global network of experts to advise on cause
- Identifying recovery targets and other insurances to minimise the net loss
- Working with you to develop options and strategies to enable early claim resolution
- 24/7 crisis line our specialist liability adjusters are able to rapidly respond to any loss situation

We will always ask the key questions, as we have an in-depth understanding of the law, policy wordings/interpretations, industry standards and the subject matter surrounding liability claims.

THE RIGHT TEAM

The majority of our expert team has more than 15 years' liability loss adjusting experience, enabling them to provide you with practical advice and real solutions.

RESPONSIVENESS

With the support of Sedgwick's regional and global network, spanning 65 countries, we are able to investigate all loss situations, identify critical issues and lead the negotiation process.

PROVIDING THE FACTS

We thoroughly investigate the circumstances of all claims and provide our clients with comprehensive statements from involved parties when required.

PROACTIVE APPROACH

We approach all claims in a professional, non-confrontational manner. Our proactive and collaborative approach considers all stakeholders with one common goal – the successful resolution of the claim in the shortest time frame possible, regardless of circumstances.



CLIENT FOCUS

Our success is based on understanding our clients' needs and meeting them consistently and seamlessly.

INTEGRITY AND TRUST

These are essential elements of our relationships, giving our clients confidence that when they appoint Sedgwick they have the right team for the job.

DIGITAL STRATEGY

The ability to deploy technology is a vital component in adjusting today's losses - whether it's drone technology to get early sight of damages at inaccessible sites or video and online reporting to assist our clients in undertaking quicker and more accurate loss assessments. There is no doubt that the power of people is enhanced by a smart use of digital applications.

OUR CAPABILITY

- Animal liability
- Construction liability
- Environmental liability
- Litigation support
- Product liability
- Product recall
- Professional indemnity
- Public liability
- Service and repair liability
- Statutory liability
- Quantum investigation

For more information on how we can help, please contact:

Tai Batchelor Head of Liability



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Our team



 $\begin{tabular}{ll} \textbf{Tai Batchelor} \\ \textbf{LLB FCLA DipLA ANZIIF (Snr Assoc) CIP} \\ \textbf{\textit{Head of Liability}} \\ \end{tabular}$

Tai is a Chartered Loss Adjuster, holding a Bachelor's Degree in Law and a Diploma of Loss Adjusting. He is a Senior Associate of ANZIIF, a Fellow member of AICLA and a current member of NZILA.

Tai commenced his insurance career in 1986, holding various roles in the insurance industry. Tai has been a loss adjuster since 2004 and a specialist liability adjuster since 2010. Tai has investigated and handled a multitude of liability claims, ranging in size and complexity.

Tai is the head of Sedgwick's liability team and the mentor for liability claims in the Northern Region.



Stephen Kay

ANZIIF (Fellow) FCLA BTech (Food
Hons) PG Cert (Insurance Law)
Grad Dip (Ops Mgmt)

Executive Adjuster

Stephen is a qualified food technologist and has successfully completed postgraduate insurance law qualifications at London University.

Stephen's experience includes more than 10 years in the food industry and starting loss adjusting in 2001. Stephen specialises in investigating and adjusting large, technical product recall and liability claims throughout New Zealand and their trading partners.



Tim Menday

ANZIIF (Assoc) ACLA

Specialist Liability & Cyber Adjuster

Tim is a Chartered Loss Adjuster, he holds an ANZIIF qualification in insurance and has completed papers in Law through Curtin University, Australia. Tim is a current member of AICLA, NZILA and a Senior Associate of ANZIIF.

Tim started working in the insurance industry in 1998, becoming a loss adjuster in 2000.

Tim has an extensive understanding of adjusting property, liability, cyber and construction claims. Over the years Tim has developed a wealth of knowledge and technical know-how, determining material facts and quantifying a wide spectrum of general liability claims.

Tim joined the MCL Global Division in 2018, as a specialist liability & cyber adjuster and is the mentor for the Central Region.

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Stuart Macky
ANZIIF (Snr Assoc) ACLA
Chartered Loss Adjuster & Marine Surveyor

Stuart has over 35 years' experience in the insurance industry, including roles in claims management and over 25 years as a senior loss adjuster and marine surveyor.

Stuart's extensive capabilities and experience encompass all aspects of marine, logistics and transport liabilities from general average to pleasure craft claims.

Stuart specialises in product and processing liability claims for the food and beverage manufacturing and processing industries.

Other claims handled include public and statutory liability.



Daniel Palmer

Specialist Liability & Cyber Adjuster

Daniel is a Chartered Loss Adjuster and holds a Diploma of Loss Adjusting. Daniel is a current member of AICLA, NZILA and a Senior Associate of ANZIIF.

Daniel joined Sedgwick in 2019 as an experienced insurance professional. Daniel worked in claims for five years before becoming a loss adjuster in 2017. Daniel's experience ranges from everyday BAU losses to complex and technical commercial losses, including fire and earthquake.

Daniel joined the MCL Global Division in 2021, and works closely with senior liability adjusters to further refine his welldeveloped adjusting skills.



Paul North

BCom Dip CILA (UK) AILA (SA)

Head of Forensic Accounting Services

Paul commenced loss adjusting in 1991 and has built up a wealth of experience in dealing with complex and large losses.

Paul specialises in property damage claims, including machinery breakdown and resultant business interruption, commercial crime and various casualty lines, including products and defective workmanship claims, events and warehouseman's liabilities.

Paul's claim handling experience spans various industries, which includes: manufacturing & process, brewing & bottling, paper & plastics, fishing & farming, retail, telecommunications, film & events and food & beverage.

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Our team



Emmie Jolliffe LLB BMS Liability Loss Adjuster

Emmie holds Bachelors Degrees in Law and Business Management and is currently completing a Diploma of Loss Adjusting with ANZIIF. Emmie is a current member of NZILA and an Allied member of ANZIIF.

Emmie joined the major and complex loss division of Sedgwick in 2023, specialising in liability claims. Emmie's previous experience includes four years in the insurance industry working in various roles relating to the management of litigated and complex earthquake claims.



Mark Crosby

Dip Bus (Loss Adjust) ACLA
ANZIIF (Snr Assoc)

Head of Property

Mark has been involved in the adjustment of liability claims for over 20 years. His experience includes most types of liability claims, many of which have involved significant quantum.

Mark thrives on the challenges presented by complex losses, enjoying working as part of a team and with legal advisors, as part of the process.

Mark has also held various liability mentor roles within the company.



Garth Kotze

BProc (Law)

Property and Liability Loss Adjuster

Garth has worked in the insurance industry since 1991. He holds a bachelor's degree in law and is an Allied member of ANZIIF. He has worked in various roles in the industry which include management of a regional claims team and senior partner in a loss adjusting firm. Garth has been a loss adjuster since 2005 specialising in liability and property claims.

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Sonya Bullock
ANZIIF (Snr assoc) CIP ACLA
Chartered Loss Adjuster

Sonya has over 32 years' experience in the insurance industry, which includes six years as a claim broker for Lloyd's of London and two years of loss adjusting before joining Sedgwick. Sonya joined Sedgwick in 2007 and the major and complex loss division in 2021.



Tim Stephenson

BSc

Senior Loss Adjuster

Tim has more than 25 years' experience in the insurance industry, which includes over 20 years as a loss adjuster.

Tim specialises in liability claims, particularly claims arising from the construction and agriculture/horticulture industries.



Andrew Jameson

BCom ACLA ANZIIF (Snr Assoc)

Chartered Loss Adjuster

Andrew has over 35 years' experience in handling liability claims.

Andrew provides accurate quantum adjustment of physical and financial loss suffered by third parties in all areas of liability – particularly those relating to large material damage and consequential loss.

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Dave Walker
ACII FCILA (UK) FUEDI-ELAE
Executive Adjuster/Chartered Loss Adjuster

Dave has more than 30 years of loss adjusting experience.

Much of his career was spent in the UK, where he was integral to the national management of the major and complex loss division.

Dave has always been an operational adjuster at heart and has wide experience of handling both public and product liability claims.

Utilising his agricultural experience, he has managed losses involving contamination of animal feed and consignments of grain, as well as those resulting from spray drift and animal trespass.



Richard Paulin

LLB FCLA ANZIIF (Snr Assoc)

Chartered Loss Adjuster

Richard has a law degree and over 35 years' experience in liability claims, particularly in the rural sector, including both forest and rural fires.

Richard has handled a wide range of events, including a claim for fire-fighting costs arising from a forest fire and a number of claims under the Resource Management Act for leaking effluent ponds and pollution.

Additionally, Richard is the Southern Region liability mentor.

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Total New Zealand coverage

With one of the largest groups of liability loss adjusters in New Zealand, Sedgwick stands ready to support and resolve the challenges businesses face every day.

Sedgwick New Zealand has 22 dedicated branches throughout New Zealand, providing the services and expertise you are looking for, wherever you are, when you need us most.





Global solutions. Local expertise.



