

# Repair solutions

*Sedgwick's repair solutions team provides an alternative, competitive restoration model to the insurance industry.*

Since 2009, our dedicated team of repair solutions experts have invested time and energy to develop longstanding relationships with more than 300 certified, professional and quality contractors across Australia. With over 100 years of collective industry experience, our specialists have worked on A\$63M in building and restoration projects, completed across more than 7,500 authorities.

## Our services

Some of the services we offer include emergency make safes, remediation of contaminants, restoration, building repairs and environmental disaster management. Key services include:

### **24/7 contact centre**

Whenever our clients need support, our customer service team are available to manage emergency calls. Incoming calls are triaged based on the situation and urgency. All calls with critical requirements are met within four hours.

### **Restoration and mitigation**

Through our network of Institute of Inspection Cleaning and Restoration Certification (IICRC) accredited restorers, we can deliver cost-effective and timely solutions for fire and water damage. We ensure restorers handling water-based losses have up-to-date water and mould remediation accreditation so they are capable of delivering a professional, quality solution for our clients' customers.

### **Clandestine lab testing and decontamination**

Sedgwick's low-cost rapid test kits can identify the presence of methamphetamine during the initial site visit. Our team of internal consultants ensure our clients understand any lab test results they receive, giving them practical advice on any necessary next steps.

### **Building and restoration cost validation**

Our desktop team of validators are highly experienced experts with extensive construction and restoration experience along with numerous trade qualifications. They have detailed knowledge of building codes, Australian standards, restoration costs and drying methods. The advantage of this knowledge is that they can identify and negotiate changes to reports, scopes and estimates that often provides financial benefits to our clients.

### **Building repairs**

As an alternative to the 'direct to builder' model, we provide and undertake an array of works including home warranty (i.e., subsidence, defect rectification, incomplete builds), catastrophe, business as usual losses, strata and private repair and rectification work.



## Why Sedgwick

### Fair and accurate estimates

You can be confident you're receiving accurate data and exceptional value with our estimates, which are thoroughly reviewed by our internal team of experienced validators.

### Expanded network coverage

Gain access to local contractors through our extensive network of professionals, without the costly overheads associated with procurement, supply chain, and work health and safety management. We also manage the sourcing and vetting of contractors.

### Increased customer satisfaction

By connecting customers and clients with a local contractor, we're significantly reducing 'pyramid contracting' and the difficulty and expense associated with it. Our competent and skilled local contractors provide a higher quality, more personable and more cost-efficient service than many other volume insurance builders.

## What you can expect

By partnering with Sedgwick for repair solutions, our clients have seen:

- Estimate returned, on average, three days earlier than with competitors
- 15% reduction in average repair time and 29.3% average savings compared with contractors outside our network
- Four-hour response time to critical requests for building make safes and mitigation works
- 13% reduction in panel contractor spend using our cost validation service



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To learn more about our integrated and customised solutions, visit [SEDGWICK.COM](https://www.sedgwick.com)