

Motor capability

When it comes to claim assessment, you need a unique blend of technical knowledge and practical problem-solving skills. At Sedgwick, we know that achieving claim resolution requires certain key drivers for success: technical expertise, a customer service mentality and excellent communication.

Light motor

Our light motor claims are managed via our motor processing unit (MPU). This team manages high volumes of light and commercial motor, through our local presence across the country.

When a new claim is received, we'll determine whether the claim can be assessed using a desk assessment, which helps to minimise costs, or if it requires a site visit. Either way, you can be sure we'll maintain tight management of the repair process.

If a third-party vehicle is involved, we will complete a site visit to ensure the vehicle has been inspected, in case there's any dispute in the recovery phase.

Heavy motor, plant and machinery assessments

Sedgwick can assist with all aspects of heavy motor claims, including sourcing parts and working with repairers to establish the most cost-effective method to get the vehicle back on the road, with minimal down time and loss of profits. This team also specialises in farm equipment.

Our heavy motor, mobile plant, and machinery and equipment capability is distinct in the industry. We operate a centrally located, heavy motor and plant machinery hub, in addition to a team of experts strategically located around New Zealand. We provide a fast-track service, as we understand how equipment failure can lead to major business interruption and quick action is imperative.

Geographical spread

Across New Zealand, our branches are located where your customers and brokers are. This means we can represent and service your brand in these locations quickly and cost effectively, minimising travel time. We have established local relationships with brokers and repairers.

Advocacy

Sedgwick's vision for our partnership is to operate as an extension of your brand. We understand that relationships with repairers and suppliers are critical to the delivery of your services; to provide effective service, we work closely with all stakeholders.

We can work directly with your customers to provide a nominated account manager, who can tailor our services to their specific needs — including the management of under deductibles and recoveries.

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