



AUSTRALIA

Marine capability

Introducing the marine specialist practice group

Sedgwick's global network of marine experts can help you navigate the choppy waters of international losses. A loss can occur at anytime, anywhere in the world, regardless of where it has been insured or where the insured party is located.

Many parties in multiple locations are involved in the supply chain, often with conflicting interests, and the shipping and storage of goods is subject to complicated national and international rules and regulations.

Reservoir of resources

Sedgwick' marine specialist practice group (SPG) is one of the largest global practice groups. We're well placed to handle all manner of marine claim needs; from a single local Australian incident to fully serviced global accounts and catastrophe events. As part of a worldwide network, we access additional resources and expertise wherever and whenever they are needed — a loss that occurs due to an explosion whilst unloading a tanker at the terminal, for example, may not only need a marine specialist, but also a personal injury, business interruption or environmental specialist.

Our team is a centre of excellence for all things marine related, always collaborating about the most efficient ways to handle complex cases and sharing best practice and professional knowledge. Whoever you deal with, you will experience a high level of service and standards that are consistent across Australia and the world.

Ready where you need us

Sedgwick is the largest claims management and loss adjusting business in the world, with client relationships that have stood the test of time. Our Australian service offerings — major & complex loss (MCL), loss adjusting and third party administration (TPA) — are each focused on delivering the right level of service by specialty or severity.

Our major & complex loss division is specifically aimed at delivering the finest technical skills, industry specific knowledge and best practices to respond to losses of significant size and complexity, backed up by local expertise on the ground.

Against this backdrop, the marine specialist practice group provides a structure for our large, worldwide team of marine professionals. We fully understand the local laws, practices and customs of marine claims, allowing us to achieve the best outcome for you — fast.



33K
colleagues



80
countries



8M
new claims annually

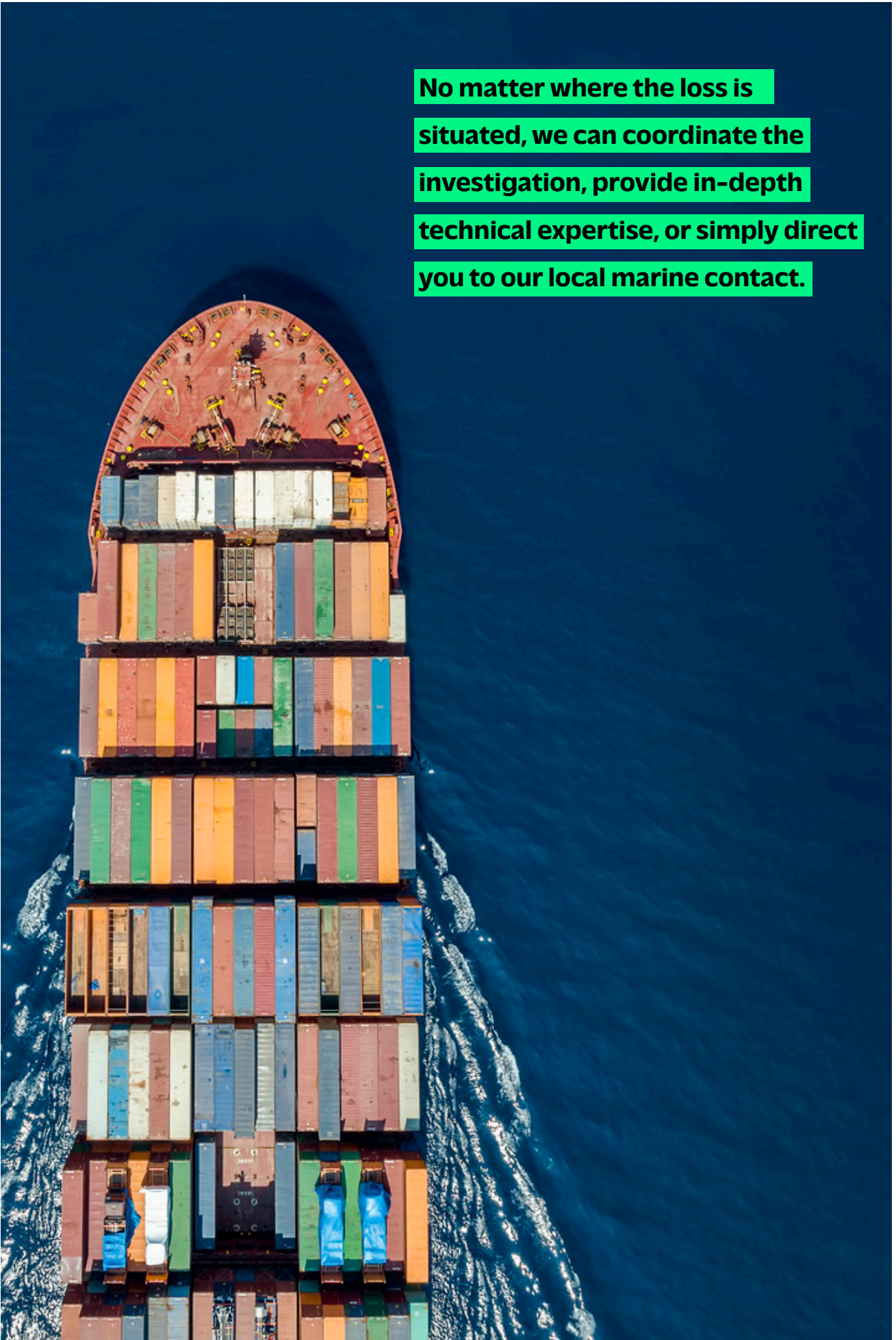


\$4B
revenue



\$33.1B
in annual claim payments

No matter where the loss is situated, we can coordinate the investigation, provide in-depth technical expertise, or simply direct you to our local marine contact.



What we do

From local Australian operations to global accounts and high-end casualties, our marine practice is structured to make sure the right people are in the right place at the right time – fast.

Our range of professional services is available to the insurance market, the logistics industry, carriers and traders, the legal profession and protection and indemnity (P&I) clubs. From within our local and global network, we provide additional resources, including engineering expertise, which are amongst the best in the world.

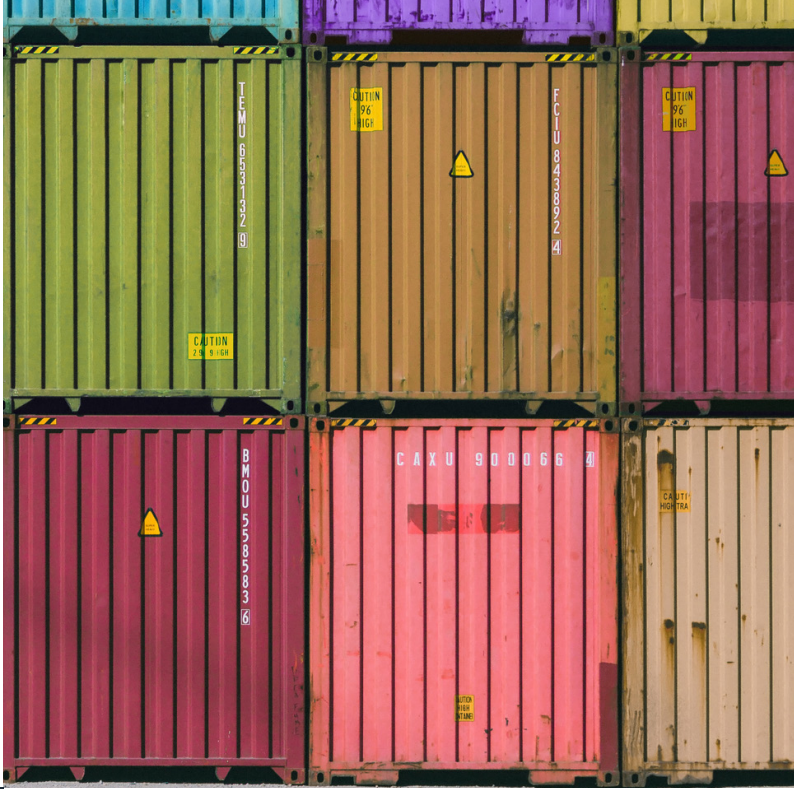
Specialist services

- Catastrophe response
- Claims management and recoveries
- Container casualties
- Cyber
- Digital desktop solutions
- Global accounts
- Loss control programmes
- Marine fraud
- Port captancy and supercargo services
- Project cargo and warranty surveys
- Salvage sales
- Specialist investigation
- Supply chain risk management
- TPA
- Terminals and ports casualty claim response
- Warehouse investigation
- Yachts and pleasure crafts



Cargo

Marine cargo damage is at the heart of our practice, our people specialist in everything cargo-related, from clips to chilled or frozen foodstuffs, liquid cargo, container casualties, marine fraud and advising on salvage opportunities and first line.



Hull & machinery

Our dedicated experts bring their seagoing, engineering, ship building and naval architecture experience to bear on behalf of solicitors, insurers, owners and operators, providing nautical surveys on all types of vessels and floating structures and consulting on land-based equipment.

Marine liability

We regularly investigate and adjust liability claims across the full range of risks insured in the marine markets.

Our cargo and logistics expertise brings benefits both in terms of more effective loss mitigation, as well as careful investigation into the cause of loss and the responsibility for it. Our clients include P&I clubs insurers of freight-forwarders, carriers, truck-operators, warehouse-keepers, ports and terminals, ship yard repairers and marine trade businesses such as welders and fabricators.



Project and warranty services

Our dedicated projects team of marine industry experts provide technical consultancy, supervision and marine warranty surveys on behalf OEMs, freight forwarders, transporters, project managers and project insurers.

Our objective in this specialist space is to:

- Implement marine loss prevention programs
- Provide risk management advice on packaging, loading, securing, discharge operations
- Conduct pre/post – shipment/transit condition surveys
- Undertake surveys at critical handling points
- Issue claim notification against liable parties.

Our understanding of local and international legislation ensures all project-critical cargoes are moved in accordance with accepted international practices.



Port captaincy and cargo superintendancy

A team of experienced and skilled master mariners and cargo superintendents provide vessel owners, vessel operators, charterers and agents with a port captain service to oversee the safe and efficient operations of vessels in port.

Our port captaincy services include:

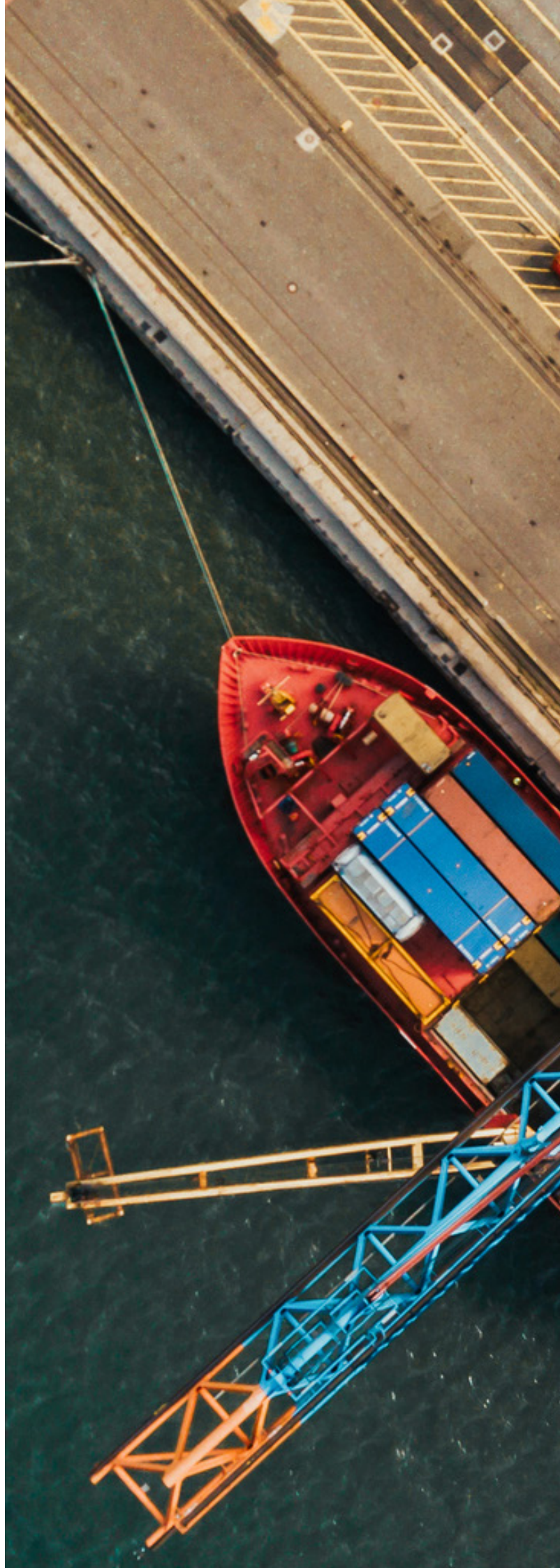
- Ensuring compliance with local, national, and international regulations
- Management of port operations
- Enforcing port safety as a priority
- Management of relationships and communications with key operational stakeholders
- Developing and manage budgets to assist with efficient and effective use of resources related to infrastructure, equipment and operational personnel.

Digital first - marine

Entering the world of virtual and digital (AI and technology-enhanced) assessments, we have a team of marine assessors trained to assist in the low value and high frequency claims to enable a short claim life, reduced claim assessment costs and an improved customer experience.

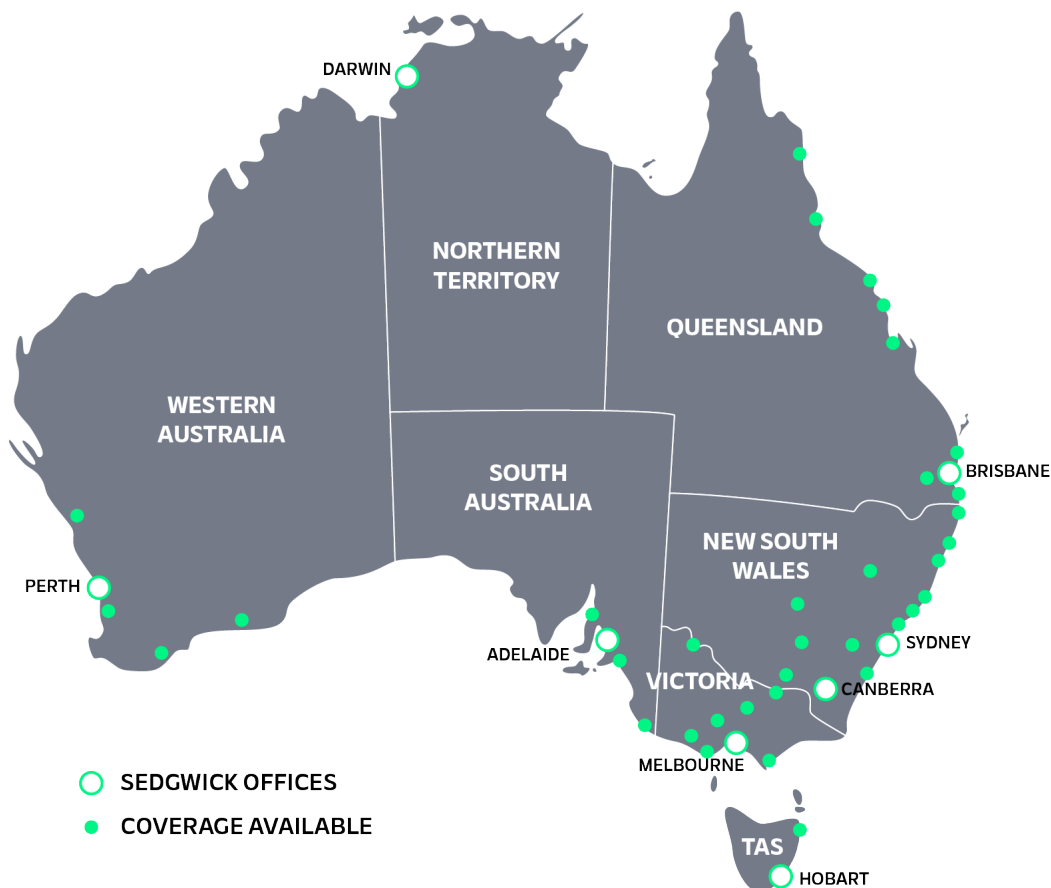
For continuity, our priority is delivering a marine surveying services for our valued clients using our virtual surveying tool allowing direct access to view damage remotely through any mobile device as a desktop solution.

The assessor has the ability to examine the cargo or vessels, anytime and anywhere, as if we were there in person which is governed only by the reaction time of the insured or customer, enabling a fast turn-around of claims.



Global solutions. Local expertise.

We are a truly global organisation operating in excess of 80 countries, offering a fast, efficient and consistent service from our operating platform with more than 33,000 employees. Our Australian coverage spans across the whole country.



Australian team lead



Margot de Villiers
Head of MCL Marine
Executive MCL Surveyor
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Appointing surveyors: Survey instructions can be sent directly to individual surveyors or to au-sed-marineclaims@sedgwick.com.

On receipt of the appointment, the loss will be allocated to the most suitable surveyor based upon location and experience. When instructed by insurers, our international teams can manage claims which occur outside Australia.

sedgwick

TOGETHER WE **THRIVE**

[SEDGWICK.COM](https://www.sedgwick.com)