



AUSTRALIA
Strata
Solutions



Sedgwick in Australia

At Sedgwick, *caring counts* Sedgwick brings together robust global capabilities, local talent and expertise to provide technology enabled, integrated business solutions for risk management and business benefits nationwide. With more than 600 colleagues and over 40 locations across Australia, we deal with insurers, brokers, lawyers and corporate risk managers, to provide with a diverse range of services including property and liability loss adjusting, marine surveying, forensic accounting, building consultancy and restoration management.

Taking care of people and organisations – from public and private employers, to insurers and their policyholders – is at the heart of everything we do.

In Australia, we provide the services and expertise you are looking for, wherever you are, when you need us most.

STRATA SOLUTIONS

Sedgwick's strata solutions provide expertise in all aspects of insurance claims, property and asset management, for all strata and community associations. These services can be utilised for both pre and post-loss reporting.

We can mobilise our resources around Australia quickly, responding to the needs of our clients.

Sedgwick can assist you with:

- Loss assessing and adjusting
- Forensic building consultancy:
 - Audit quality and defect assessment
- Forensic engineering:
 - Environmental and fire
 - Origin and cause investigations
- Construction management
- Quantity surveying
- Catastrophe response
- Forensic accounting and advisory
- Combustible cladding remediation
- Repair, restoration and mitigation
- Asset management
- Building surveys
- Valuations
- Tailored pre-insurance inspection

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Contact us 24 HOURS / 7 DAYS EMERGENCY ASSISTANCE at
1800 811 285 | strataclaims@au.sedgwick.com

Our National Coverage

*Have peace of mind with our 24/7 emergency service number
1800 811 285.*

200 staff

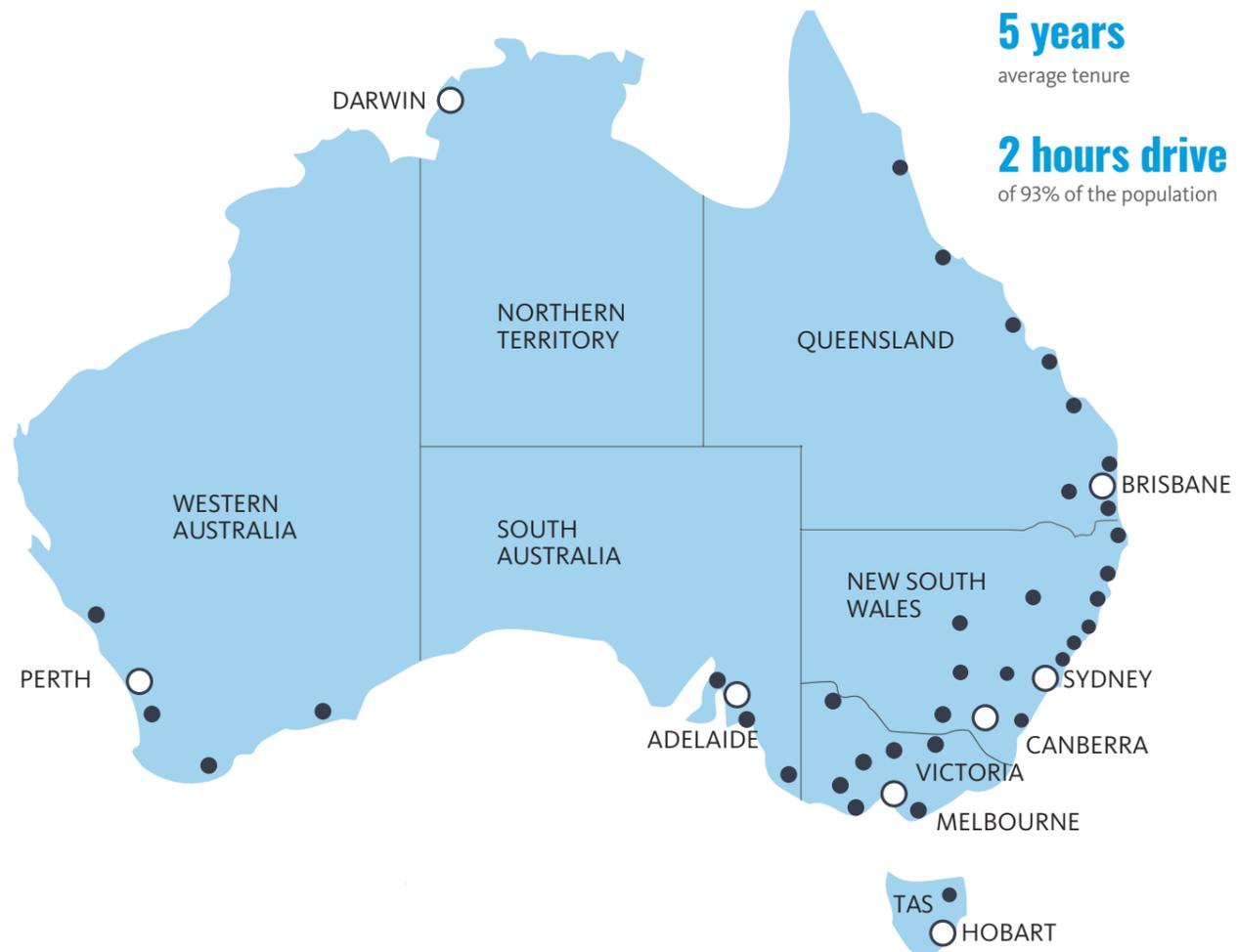
in regional and rural Australia

5 years

average tenure

2 hours drive

of 93% of the population



NEW SOUTH WALES
Central Coast
Coffs Harbour
Dubbo
Greenwich
Lismore
Newcastle
Orange
Parramatta
Port Macquarie
Sydney CBD
Tamworth
Wagga Wagga
Wollongong

AUSTRALIAN CAPITAL TERRITORY
Canberra

VICTORIA
Albury/Wodonga
Ballarat
Bendigo
Geelong
Melbourne
Mildura
Shepparton
Traralgon

QUEENSLAND
Brisbane
Bundaberg
Cairns
Gold Coast
Mackay
Rockhampton
Sunshine Coast
Toowoomba
Townsville

SOUTH AUSTRALIA
Adelaide
Kadina
Mt Gambier
Victor Harbor

WESTERN AUSTRALIA
Esperance
Albany
Geraldton
Mandurah
Perth

Assessing & adjusting

At Sedgwick *caring counts* and as your appointed representative, we promise to treat you with empathy, understanding and dignity. Sedgwick operates to ensure your client is returned to their pre-loss position with minimal disruption. We will reduce repair times and losses using either your repair network or ours.

Sedgwick's loss assessing and adjusting team offers insurers of strata and community associations a state-based centre of excellence. Sedgwick's assessors and adjusters are teamed with a senior mentor ensuring accurate reporting of occurrence/s with definitive recommendations in line with all jurisdictional legislations and your policies.

At Sedgwick, we understand the differences between the responsibilities of the owners corporation and the lot owners. As the insurers representative, Sedgwick can guide your clients and their members through the maze of where to claim what, this means your interests are always our main consideration, we can ensure:

- No duplication of claimed items
- Reduced leakage
- Improved claim response and
- Reduced claim open times.

Sedgwick provides:

- **Traditional assessing and adjusting** including end to end claim management, correct scoping, cost management and the supervision of all repair work, using either our repair network or yours.
- **Desktop assessing and adjusting** providing professional review of completed work enabling validation of the event, the claimed damage, and the quantum. By utilising Sedgwick services, you will receive code of conduct compliant adjusting and assessing of the following;

PROPERTY

Within major and complex property losses (MCL), we have Australia's most experienced chartered loss adjusters and industry recognised experts. Strategically located throughout Australia, our MCL experts provide a rapid response, assist in loss mitigation, identifying critical issues, and drive the recovery process.

LIABILITY

Sedgwick's liability team provides solutions to a variety of customer and third-party issues. Our services range from brief factual enquiries and task assignments to full adjustments involving all types of liability claims, including complex professional indemnity or product liability matters.

ENGINEERING AND MACHINERY BREAKDOWN

Sedgwick's engineering and machinery breakdown team has many years of experience in all types of equipment that is regularly found in strata and community title, be it air conditioners, electronic entry systems, lifts, waste management and fire services. All our adjusters in this area are qualified in electrical/mechanical systems and will confirm event and resultant damage and offer advice based on policy wordings.

CONSTRUCTION AND STRUCTURAL ENGINEERING

From small building developments, oil refineries, bridges, tunnels, railways and other critical infrastructure projects through to the construction of iconic buildings around the world, Sedgwick's expert team has the strength and stability to become your independent expert on construction and engineering claims.

CATASTROPHE MANAGEMENT

With a network of 40 branches throughout Australia and a global footprint spanning more than 65 countries, Sedgwick has the size, experience and capability to provide the human resources, logistical solutions and supporting systems for service excellence in any catastrophic environment.

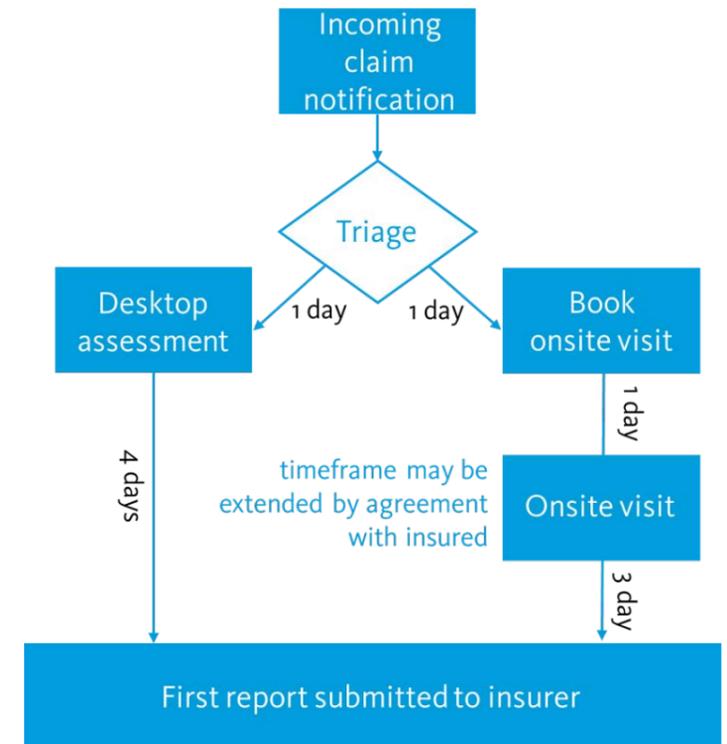
FORENSIC ACCOUNTING

Sedgwick's highly qualified team of accountants, valuation specialists and fraud examiners specialise in business interruption and financial losses. Our experts develop claim resolution and settlement strategies that avoid disputes and reduce settlement times.

Our current presence for strata & service offering

While Sedgwick has assessors all over Australia, we have established a team specifically to deal with strata claims, within a state based centre of excellence.

STATE	AREA	ASSESSORS
ACT	Canberra	1
NSW	Parramatta	2
	Sydney	3
NT	Darwin	2
	Brisbane	2
QLD	Bundaberg	1
	Cairns	1
	Mackay	1
	Rockhampton	1
	Sunshine Coast	1
SA	Townsville	1
	Adelaide	1
TAS	Hobart	1
VIC	Launceston	1
	Melbourne	1
WA	Perth	1



Building consultancy

Since 2010, Sedgwick has attended to over 80,000 property services, providing practical and cost-effective rectification works following an event resulting in building damage.

Sedgwick has two specialist divisions (building consultancy and repair solutions) that understand the complexity of strata building issues and the need for collaborative management of all stakeholders involved in remediation and restoration projects.

Our forensic building consultancy colleagues are a highly experienced team of experts in defect diagnostics and remedial solutions including. The team includes:

- Building consultants
- Quantity surveyors
- Construction risk managers
- Forensic engineers.

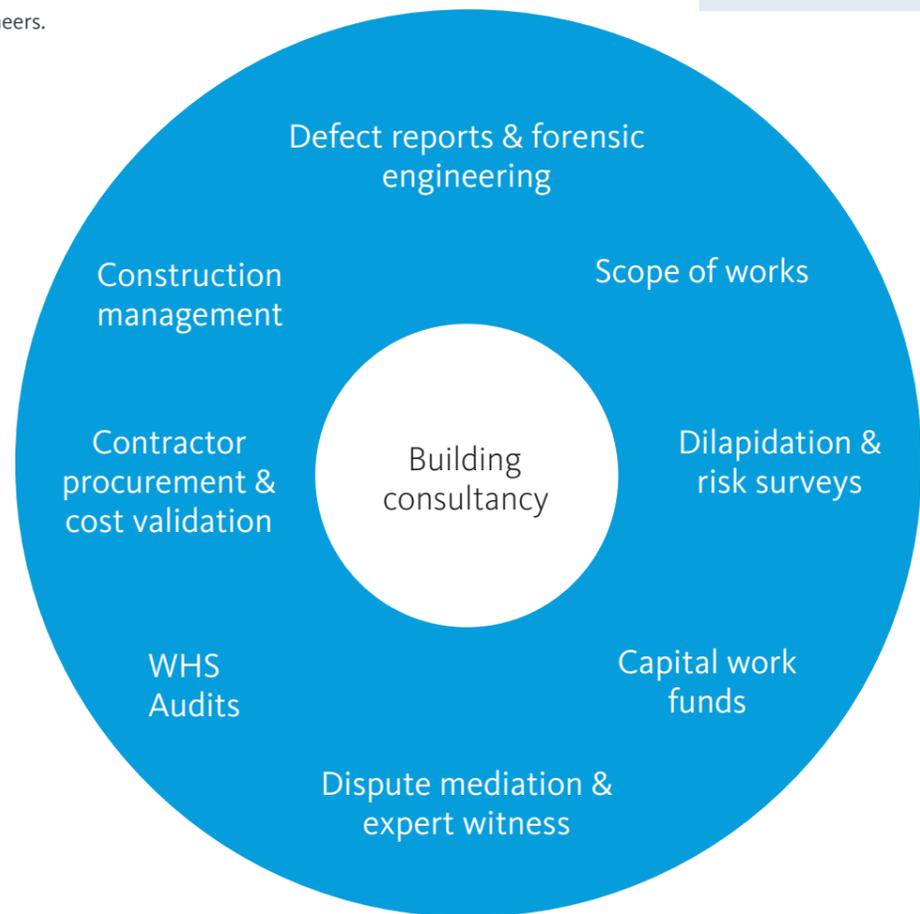
We partner with governments, commercial insurers, strata groups and body corporates.

The building consultancy team has specialists in defect identification and remediation. Our defects assessment teams have inspected more than 20k properties and provided remedial solutions for over 100k building defects, ranging from basic painting defects to complex structural and waterproofing failures.

Sedgwick's building consultancy division also provides complete end to end solutions in the management of remediation projects to replace combustible cladding. We are working with State and local government entities, strata managers and owners corporations to address this complex and often costly issue.

Sedgwick projects range from smaller low rise walk ups to large multi-story high rise buildings.

- Waterproofing internal/external systems
- Building façade defects –wall and glazing fixtures
- Roofing and stormwater defects
- Structural cracking and displacement
- Combustible cladding remediation
- Floor finishes defects
- Management of professional services
- Legislation and building compliance advisory
- Education and management





Repair solutions

Repair solutions, is a division of Sedgwick Australia and has been operating in Australia since 2009, offering services to control cost and provide quality outcomes across emergency make safe, mitigation, restoration, contaminant remediation, leak detection and supply chain management services.

Our managed network of contractors allows insurers, property owners and property managers to control costs and receive consistent, quality solutions they can trust. Sedgwick's team of specialist hygienists, environmental professionals and remediation contractors can conduct site inspection assessments on domestic, commercial, or industrial sites suspected to be affected by hazardous contaminants.

Our value proposition is built around a core of subject matter expertise. Our people are industry professionals in their field and support our supply chain network of around 300 partners nationally. Our internal team comprises around 60 staff across seven office locations.

Our division's success has been built on the back of its independence and integrity. Our expertise and quality outcomes have generated trust in both the Insurance and non-Insurance sectors of the building industry.

That trust has been forged over years working closely with government bodies, the insurance industry and in more recent times, the strata industry. Our success can be demonstrated through our expertise and performance for our clients.

- National emergency building trade response 24/7
- Restoration of building and contents to pre-loss condition
- Traditional and advanced leak detection inspection techniques
- Specialist hygienists, environmental professionals and remediation partners managing hazardous contaminants.
- Repair partners specialising in reinstatement and remedial repairs
- Building repair technicians assisting clients to understand building costs and ensuring value for money.



Global solutions. Local expertise.

If you would like to learn more about how Strata experts can assist you, please contact sales@au.sedgwick.com

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To learn more about our solutions, visit sedgwick.com/au

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