



Sedgwick expands loss adjusting service in Germany

Nationwide solution to provide personalised and innovative service for clients

DÜSSELDORF, 20 January 2023 – [Sedgwick](#), a leading global provider of technology-enabled risk, benefits and integrated business solutions, has introduced an expanded loss adjusting offering for the German market. Known in the German market for handling major and complex loss, the programme encompasses claims for all levels and types of property and liability damage, as well as specialty areas.

In order to provide clients with the highest level of quality, the service is personalised and features prompt support and transparency throughout the process. Clients will benefit from Sedgwick's innovative technology, including intelligent digital solutions and smart reports, along with a nationwide network of experienced adjusters who respond quickly to claims and effectively manage a wide range of customer needs. The adjusters are measured on the basis of their performance in terms of quality and compliance with the service level agreements, rather than volume.

In addition to loss and claims management solutions, the team will offer training programmes through the company's training division, Sedgwick University, to current and future claims managers and loss adjusters. Upskilling industry professionals will help to ensure that Sedgwick can continually provide clients with the best possible service and quality.

“The launch of our national loss adjusting service for property and liability damage in Germany reflects our expanding capabilities in the market and an instrumental shift in our service support model,” said Tobias Walter, Sedgwick CEO for Germany. “We are here to offer an exceptional level of service by personally accompanying everyone involved through the claim as needed. This concierge approach is supplemented by Sedgwick technology — the most innovative in the market — that speeds up our claim assessment processes. It's a resource that is used for both standard losses as well as CAT events.”

As part of the offering, Andrea Fregona has been appointed director private lines, technical development and training. In this role, she will ensure the delivery of high-quality service to clients and drive the development of Sedgwick training in Germany. Fregona has worked in the loss adjusting space for over 20 years and has experience launching and developing new propositions, as well as leading training programmes at large firms in the sector.

“Andrea joins the team at an exciting time of development and growth for us, bringing a wealth of experience that will be extremely valuable,” said Oliver Sager, Sedgwick head of loss adjusting services in Germany. “Her knowledge in crafting training programmes will also

be a real asset to us as we focus on further developing our colleagues and the next generation of claims professionals.”

About Sedgwick

Sedgwick is a leading global provider of technology-enabled risk, benefits and integrated business solutions. The company provides a broad range of resources tailored to clients’ specific needs in casualty, property, marine, benefits, brand protection and other lines. At Sedgwick, caring counts; through the dedication and expertise of 30,000 colleagues across 80 countries, the company takes care of people and organizations by mitigating and reducing risks and losses, promoting health and productivity, protecting brand reputations, and containing costs that can impact performance. Sedgwick’s majority shareholder is The Carlyle Group; Stone Point Capital LLC, Caisse de dépôt et placement du Québec (CDPQ), Onex and other management investors are minority shareholders. For more, see [sedgwick.com](https://www.sedgwick.com).

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