



Global
solutions.
**Local
expertise.**

Thailand

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

Your local business partner

We provide market-leading loss adjusting and claims management services, backed by strong local knowledge and global expertise.

Sedgwick is a global organisation, operating a fast, efficient and consistent service from our operating platform of more than 33,000 colleagues located across 80 countries.

We are the largest loss adjusting and risk management company in Asia. Across the region, we have a multidisciplinary team of adjusters, engineers, forensic accountants and claims experts capable of handling all classes of insurance claims.

Our reputation is founded on delivering an excellent, flexible service 24 hours a day, 7 days a week.

Our structure allows us to respond to losses quickly and efficiently, regardless of the circumstances — ensuring a consistent approach.

We use our knowledge and skills to protect your customers' resources and reputations and get them back to business as soon as possible following a loss event.

Specialist practice groups

We are committed to offering the high level of industry expertise that our sophisticated clients expect.

Our specialist practice group structure allows our experts to collaborate and pool their ideas, ensuring that all losses are managed by experts with skills relevant to the event.

Our specialist insurance and claims support includes:

- Aviation
- Catastrophe management
- Construction and engineering
- Environmental
- Forensic accounting
- Hospitality
- Marine
- Mining and natural resources
- Oil and gas
- Power and energy
- Product liability and recall
- Subrogation and recoveries
- Technology and cyber
- Third party administration



33,000+
global colleagues



80
countries

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*Sedgwick offers a unique blend
of stability, innovation and
technical ability across a
variety of disciplines.*

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Specialist services

Major and complex loss

Adjusting a major loss demands technical excellence and the right resources on the ground. Our MCL team have the skills and experience to provide world-class advice and a fair, cost-effective claims handling service. We have what's needed to get your clients' businesses up and running again as soon as possible following a loss.

Sector experts

Our expertise comes from constant exposure to your specific requirements. Sedgwick's MCL team manage claims in every industry every day of the year.

Strategic locations

We have over 650 MCL experts around the world, ready to respond to your needs.

Proactive stance

We take immediate and consistent action to mitigate losses and settle your claims quickly and cost-effectively.

Forensic accounting services

Our highly qualified team of certified accountants, valuation specialists and fraud examiners provide forensic accounting, economic loss quantification, financial analysis and valuation services to insurance, legal, corporate and public sector clients.

Our Asian team have Mandarin, Dutch, Malay, German and Japanese language capabilities and are experienced in handling complex financial matters across a diverse range of industries, including:

- Aviation
- Construction
- Cyber and technology
- Financial services
- Marine and transport
- Mining and power
- Pharmaceutical
- Retail and property

Our specialist insurance and claims support includes:

- Business interruption
- Stock loss quantification and valuation
- Fraud and employee liability
- Product liability and recall
- Reinsurance and cover holder reviews

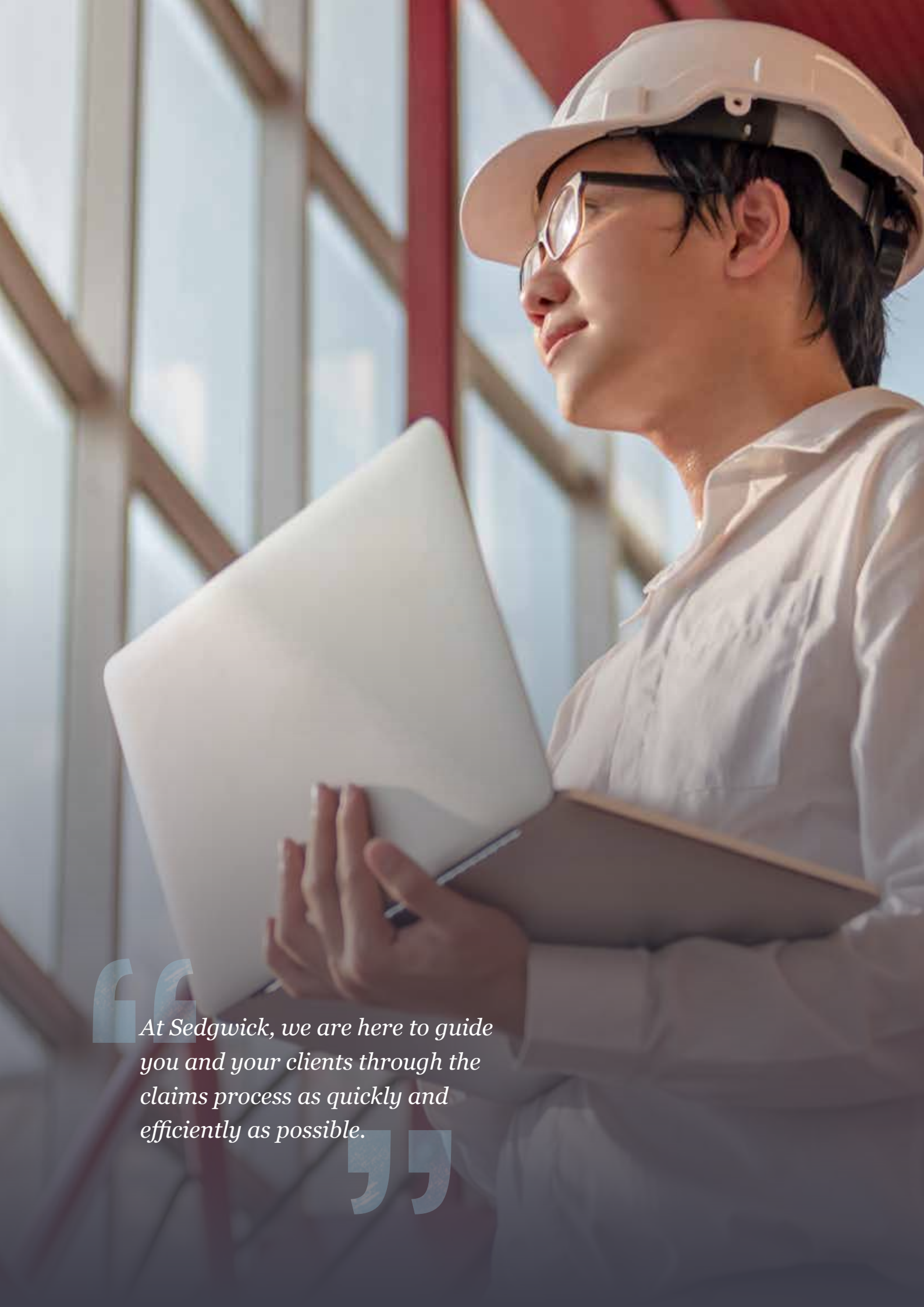
Third party administration (TPA)

Our global TPA team provides claims management solutions across all classes of insurance to corporates, (re)insurers, brokers and managing agents.

Sedgwick's TPA services are delivered by a team of over 1,000 dedicated colleagues across 11 hubs on five continents. Our proposition is built around four key features:

- A single point of access
- A tailored desktop service — allocating claims to loss adjusters where required
- Bespoke management Information
- Ensuring your customers receive payments promptly

We are also able to provide claims administration under specialist schemes or for particular classes of business.



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At Sedgwick, we are here to guide you and your clients through the claims process as quickly and efficiently as possible.

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Digital solutions

Sedgwick continually invests in next-generation technology to improve the customer journey through the claims process.

smart.ly

Sedgwick's flexible and global platform smart.ly integrates advanced technology behind the scenes to simplify the intake process for the end user — whether they are an insurance carrier, broker or policyholder — and notify us of new work quickly and efficiently.

| FEATURES | BENEFITS |
|--|--|
| Provides a single intake solution | Wherever in the world you engage with Sedgwick, it's the same online experience |
| Dynamic forms | Drives customers through the process and ensures all data is captured at the first notice of loss (FNOL) |
| Ability to white-label | The form can look like your form, so you don't need to invest in your own platform |
| Writes directly to our systems | Eliminates double-keying of data, saving you time and money |
| Configurable for carriers, brokers and customers | Consistent intake process for all claim stakeholders |
| Customisable for each script | Scripts can be built to your specification |
| Progressive web app version | Looks and feels like an app, with an icon on your customer's smartphone |
| Provides the gateway for AI | Intake is a key step in collecting the data to enable auto-settlement of claims |

Remote loss adjusting tools

The use of innovative digital tools enables our qualified adjusters to view losses remotely.

Using a mobile app, our adjuster can decide if a loss is suitable for video streaming. Then we contact the claimant. If they agree, the loss adjuster sends an SMS or email with a link that allows the customer to download an app to their own mobile device. The app automatically connects to a video call, and our adjuster can use a number of features to get the information they need to remotely assess the loss. (The client can delete the app once the session is finished.) Remote loss adjusting via technology reduces the need for on-site inspections and reduces the expenses and carbon footprint associated with claims.

Sedgwick continually invests in next-generation technology to improve the customer journey through the claims process.



Our coverage across the region



All claims are centrally managed by an account supervisor to ensure a single point of contact.

In addition to being responsible for the assignment and coordination of the specialists required for each claim, the account supervisor ensures that the client's interests are taken into account locally in each country.

Our leadership

Regional team

| | | | |
|--------------------|--|-----------------|------------------------------------|
| Stephen Kerr | Chief Executive Officer - Asia | +65 8907 9865 | stephen.kerr@sg.sedgwick.com |
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Country leaders

| | | | | |
|------------------|-------------------|---|-------------------|----------------------------------|
| China | John Law | General Manager | +86 138 0188 9068 | john.law@sedgwick.cn |
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| Taiwan | Cameron Lee | Chief Executive Officer | +886 2 2717 3010 | cameron.lee@tw.sedgwick.com |

Our management team in Thailand



Jakkrit Khaosaard
Chief Executive Officer

Jakkrit is a qualified electrical engineer under approval of Thailand's Council of Engineering. He began his industry career in 2000 as an engineering loss adjuster and joined Sedgwick in 2005. Jakkrit has been involved in many types of claims, including major property and engineering losses, for local and global accounts. He also handles major losses for infrastructure projects, catastrophe and high-profile property claims, as well as construction and engineering losses throughout Thailand, Cambodia and Laos.

Expertise

- Catastrophe
- Property
- Construction and engineering

Qualifications

- ATII ANZIIF (Sr Assoc)
- CIP FCLA

Languages

- English
- Thai

T. +66 81 319 9487
E. jakkrit@th.sedgwick.com



Neil Davis
Technical Director

Neil is a chartered UK civil engineer and chartered loss adjuster. He previously worked in contracting and as a consulting engineer in the UK, South Africa and Oman. Neil began his loss adjusting career in the UK before going overseas to work in Thailand, Malaysia, Indonesia and Singapore. Currently based in Bangkok, he has over 27 years of experience handling major and complex losses, especially power losses on new construction, refurbishment projects and operational plants.

Expertise

- Catastrophe
- Construction and engineering
- Power and energy
- Machinery breakdown

Qualifications

- ABSc CEng MICE
- ACILA FIFAA

Languages

- English

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Thatchawut Chaychayanon
Associate Director

Thatchawut joined the insurance industry in 2005 as an engineering loss adjuster. He independently manages engineering claims from multiple lines of industry and is involved in claims from infrastructure projects and power and petrochemical plants. Thatchawut also handles marine work, particularly project cargo claims for power plants, and is responsible for global accounts throughout Thailand, Laos, Cambodia and Myanmar.

Expertise

- Catastrophe
- Machinery breakdown
- Project cargo claims (marine)

Qualifications

- ATII ANZIIF (Sr Assoc)
- CIP ACLA

Languages

- English
- Thai

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To learn more about our solutions,
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