




THAILAND



Global
solutions.
**Local
expertise.**

A local business partner

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

Sedgwick is a global organisation, operating a fast, efficient, and consistent service from our operating platform of more than 30,000 employees across 80 countries.

We are the largest loss adjusting and risk management company in Asia. Across the region, we have a multi-disciplined team of adjusters, engineers, forensic accountants and claims experts capable of handling all classes of insurance claims providing you with the most efficient service.

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

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

We use our knowledge and skills to protect your client's reputation and get them back to business as soon as possible.

SPECIALIST PRACTICE GROUPS

We recognise that the most sophisticated clients demand a high level of industry expertise from the team that is deployed following a loss.

These groups provide a structure for our experts to collaborate and pool their ideas, ensuring that major losses are managed by experts with skills relevant to the event.

Our specialist insurance and claims support includes:

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




30,000+
colleagues
globally



80
countries

“We offer a unique blend of stability, innovation and technical ability across a variety of disciplines.”





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

Specialist services

Sedgwick provides the following specialist services:

MCL GLOBAL

Our MCL Global team has the skills and experience to provide you with world class advice and a cost-effective, fair claims handling service. We will get your clients businesses up and running as soon as possible following a loss.

Sector experts – our expertise comes from constant exposure to your specific requirements. Our staff have managed claims in every sector of the economy.

Strategic locations – we have over 500 MCL Global experts strategically located around the world, ready to respond to your needs.

Proactive action – we take immediate and consistent action, to proactively 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 includes Mandarin, Dutch, Malay, German and Japanese language capability and has experience of complex financial matters across a diverse range of industries including:

- Construction
- Cyber and technology
- Financial services
- Mining and power
- Retail and property
- Transport and pharmaceutical

Our specialist insurance and claims support includes:

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

MARINE

Sedgwick maintains one of the largest and most experienced marine claims operations in the industry and we offer efficient, competitive, consistent service capabilities.

With over 210 dedicated marine experts worldwide, our professional expertise is unmatched, and we

are well-equipped to handle global supply chains, ever-changing marine regulations, environmental policies, and diminished salvage resources.

Through our global network of specialists with in-depth technical expertise, we can quickly assemble the right people in the right place to support any claim.

THIRD PARTY ADMINISTRATION (TPA)

Our global, third party administration service provides claims management solutions across all classes of insurance to corporates, (re)insurers, brokers and managing agents.

Our services are available from 11 global hubs across 5 continents with over 1,000 dedicated staff.

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
- Payments management to ensure your customers receive payments promptly

Our coverage



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 team

Regional team

Veronica Grigg	Chief executive officer - Asia	+65 9647 4521	veronica.grigg@sg.sedgwick.com
Stephen Kerr	Chief operating officer - Asia	+65 8907 9865	stephen.kerr@sg.sedgwick.com
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Nicki Dunn	Head of client services and TPA development - Asia	+65 9834 0019	nicki.dunn@sg.sedgwick.com
Robert Williams	Director, major and complex loss - Asia	+65 9832 9635	robert.williams@sg.sedgwick.com
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Aruna Chandrapalan	Head of forensic accounting services - Asia	+65 9616 8830	aruna.chandrapalan@sg.sedgwick.com
Gerald Cheang	Senior manager, forensic accounting services - Asia	+65 8947 5917	gerald.cheang@sg.sedgwick.com

Country managers

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Taiwan	David Chin	Technical director	+886 919 341 100	david.chin@tw.sedgwick.com



Our team



Jakkrit Khaosaard

Chief executive officer

Jakkrit is a qualified electrical engineer under approval of Thailand's Council of Engineering. He entered loss adjusting in 2000 as an engineering loss adjuster. He joined Sedgwick in 2005 where he has been involved in many types of claims, including major property and engineering losses for both 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 (Snr Assoc)
- CIP FCLA

Languages

- English
- Thai

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jakkrit@th.sedgwick.com



Neil Davis

Technical director

Neil is a chartered UK civil engineer as well as a chartered loss adjuster. He worked both in contracting and as a consulting engineer, in the UK, South Africa and the Sultanate of Oman. He began his career in loss adjusting in the UK before returning overseas to work in Thailand, Malaysia, Indonesia and Singapore. He is currently technical director of Sedgwick (Thailand) Limited, based in Bangkok. Over 27 years experience, he handled many major and complex losses, especially power losses on new construction and refurbishment projects and operational plants.

Expertise

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

Qualifications

- BSc CengMICE
- ACILA FIFAA

Languages

- English

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neil@th.sedgwick.com



Thatchawut Chaychayanon

Associate director

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

Expertise

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

Qualifications

- ATII ANZIIF (SnrAssoc)
- CIP ACLA

Languages

- English
- Thai

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Digital solutions

Sedgwick is investing in next generation technology to change the claims process.

SMART.LY SOLUTION

Across Sedgwick, we have introduced a new global intake solution enabling carriers, brokers and customers to 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 service
Dynamic forms	Drives customers through the process - ensures all the data is captured at FNOL
Ability to white label	The form can look like your form. You don't need to invest in this area
Writes directly to our systems	Removes double keying of data, saving time and money
Configurable for carrier, broker and customer	Single consistent intake for all stakeholders in the claim
Customisable for each script	The script 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 USING DIGITAL TOOLS

We use digital tools so our qualified adjusters can view losses remotely.

Our loss adjusters have the ability to view loss sites using an app that clients are able to download.

Our adjuster decides if the loss is suitable for video streaming and then we contact the claimant. If they agree, the loss adjuster sends an sms or email with a link to the system. The link allows the customer to download an app to their own phone, tablet or device. The app will connect automatically to a video call and our adjuster can use one of a number of features to get the information they need to assess the loss. The client can delete the app once the session is finished.

“Sedgwick is investing in next generation technology to change the claims process.”



Global solutions. Local expertise.

Sedgwick (Thailand) Limited

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