

A large circular image featuring the Taipei 101 skyscraper at night. The building is illuminated with green and blue lights, standing out against the dark sky. The surrounding city lights and a forested area are visible in the foreground and background.

Global  
solutions.  
**Local  
expertise.**





# Your local business partner

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

## About us

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
- Forensic accounting
- Marine
- Major and complex loss – property and liability
- Power and energy
- Third party administration



**33,000+**  
global colleagues



**80**  
countries





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

# 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 has experience with complex financial matters across a diverse range of industries including:

- Aviation
- Construction
- Cyber and technology
- Energy
- Financial services
- Mining and power
- Pharmaceutical
- Retail and property
- Transport

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 review

## 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 more than 210 dedicated experts, our ability to effectively manage marine and transport claims 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. With our global marine app, clients have quick access to our experts worldwide.

## 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.*

## Our regional 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 leaders

Stephen Kerr	Chief Executive Officer - Asia	+65 8907 9865	stephen.kerr@sg.sedgwick.com
Simon Kay	Director of Executive Services UK and Rest of International	+44 7889 428714	simon.kay@uk.sedgwick.com
Nicki Dunn	Chief Client Officer - Asia	+65 9834 0019	nicki.dunn@sg.sedgwick.com
Nigel Cook	Chief Executive Officer Singapore/Head of Major and Complex Loss - Asia	+65 9179 8189	nigel.cook@sg.sedgwick.com
Robert Williams	Director, Major and Complex Loss - Asia	+65 9832 9635	robert.williams@sg.sedgwick.com
David Seng	Head of Property/Regional Executive Adjuster, Major and Complex Loss - Asia	+65 9147 8178	david.seng@sg.sedgwick.com
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

<b>China</b>	John Law	General Manager	+86 138 0188 9068	john.law@sedgwick.cn
<b>Hong Kong</b>	Alexander Tang	Managing Director	+852 9013 2257	alexander.tang@hk.sedgwick.com
<b>Indonesia</b>	Andri Dirgantara	President Director	+62 812 102 1637	andri.dirgantara@id.sedgwick.com
<b>Japan</b>	Shuji Tanaka	Managing Director	+81 3 6261 2525	shuji.tanaka@jp.sedgwick.com
<b>Korea</b>	Steve Chung	Managing Director	+82 10 2555 1690	steve.chung@kr.sedgwick.com
<b>Malaysia</b>	Aldrin Wong	Chief Executive Officer	+60 12 289 0193	aldrin.wong@my.sedgwick.com
<b>Singapore</b>	Nigel Cook	Chief Executive Officer - Singapore/ Head of Major and Complex Loss - Asia	+65 9834 0019	nigel.cook@sg.sedgwick.com
<b>Thailand</b>	Jakkrit Khaosaard	Chief Executive Officer	+66 81 319 9487	jakkrit@th.sedgwick.com
<b>Taiwan</b>	Cameron Lee	Chief Executive Officer	+886 2 2717 3010	cameron.lee@tw.sedgwick.com

# Our Taiwan leadership



**Cameron Lee**  
*Chief Executive Officer*

Cameron joined Sedgwick in 2009 and, as a licensed loss adjuster, has over 20 years of experience handling claims.

In addition to general EAR, CAR and commercial fire insurance claims, he specializes in losses related to various power generation industries, including traditional thermal and hydroelectric power plants, renewable energy equipment such as solar and wind power, and various machinery breakdowns and electronic equipment.

**Expertise:**

- EAR/CAR,
- PDBI (Power plant and renewable energy)
- CMI, Machinery Breakdown
- EEI (Electronic equipment Insurance)

**Languages:**

- English
- Mandarin
- Taiwanese

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**E.** cameron.lee@tw.sedgwick.com



**Huoo Lian Liou**  
*Chairman*

Certified Loss Adjuster (GIAJ), Real Estate Notary,  
Fire-Prevention Manager

Huoo Lian's career in loss adjusting spans more than 35 years. He joined Sedgwick in 2009 and manages claims arising under contractors all risks and property in Taiwan, including industrial all risk, machinery breakdown, business interruption and various large construction projects.

**Languages:**

- Mandarin
- Taiwanese

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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 service
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, broker 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 digital tools

The use of innovative digital tools enables our qualified adjusters to view loss sites 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 the 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 remote 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.*



CARING COUNTS  
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To learn more about our solutions,  
visit [SEDGWICK.COM](https://www.sedgwick.com)

