




# HONG KONG



Global  
solutions.  
**Local  
expertise.**



# Global reach with local expertise

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

Sedgwick is a global organisation with more than 30,000 employees located across 80 countries. We are the largest loss adjusting and risk management company in Asia. We have a multi-disciplined team of adjusters, engineers and claims experts capable of handling all classes of insurance claims and providing you with an efficient service.

## EXPERIENCE

Our adjusters have been practising in Hong Kong for more than 30 years. Technical standards are maintained at the highest level, satisfying the requirements of our clients locally and overseas.

## RESOURCES

In Hong Kong, our head office is located in Causeway Bay. We have a workforce of over 60 members of staff and our senior staff are professionally qualified in at least one relevant discipline in addition to loss adjusting.

We work with a team of specialist qualified engineers, lawyers, accountants, surveyors and economists within the Sedgwick Group who are available to provide the necessary technical assistance on major losses.

Our dedicated call centre allows us the flexibility to offer a range of assistance programmes to our TPA partners in addition to the traditional claims management services provided.

## SPEED

The philosophy of Sedgwick in Hong Kong is to identify and serve the needs of our clients by providing exceptional levels of service. Central to this philosophy is that we take prompt action upon receiving instructions and report back promptly to our clients.

## UNDERSTANDING

In a rapidly changing market, we constantly re-evaluate our offering and pay particular attention to the quality of service we provide, to ensure we meet our clients' requirements.



**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:*

### LOSS ADJUSTING

Our loss adjusting team offers local expertise in property, construction, engineering and liability insurance claims as well as solutions for commercial and residential markets.

We specialise in large/complex losses, large domestic and international commercial risks, middle market commercial property losses, and real estate, residential and catastrophic losses.

As catastrophes hit or as other needs arise, we mobilise our resources to quickly respond and help restore infrastructure and livelihoods.

### THIRD PARTY ADMINISTRATION (TPA)

Our TPA team provides cost-effective and expert claims management services across all classes of insurance for corporates, insurers, brokers and managing agents.

We have the flexibility to provide fully tailored, outsourced claims services or handle specific classes of business or functions. Many clients choose to work with us because we reduce the cost of investing in customer training programmes, IT systems, fraud screening and increasingly sophisticated claims analytics.

### 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.

### MAJOR AND COMPLEX LOSS

Our major and complex loss 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.

#### *How can we help?*

- Proactive in bringing claims to a speedy conclusion
- Focus on positively managing your brand
- Continually developing our service offering throughout the partnership

#### *Sector experts*

Our expertise comes from constant exposure to your specific requirements. Our people have managed claims in every sector of the economy.

### Strategic locations

We have hundreds of MCL global experts strategically located around the world, ready to respond to your needs

### Proactive action

We take immediate and consistent action, to pro-actively mitigate losses and settle your claims quickly.

#### *Our capabilities include:*

- Construction
- Cyber and technology
- Engineering
- Environmental
- Food and beverage
- Manufacturing
- Marine
- Mining
- Power
- Retail and wholesale

With loss adjusters in over 65 countries, rest assured that whether your claim is across Asia or overseas, you'll be working with local experts.

### FORENSIC ACCOUNTING SERVICES

Our team provides forensic accounting, economic loss quantification, financial analysis and valuation services to legal, insurance and corporate clients.

We assess the value of claims made under insurance policies or via legal disputes and deliver our findings quickly, clearly and concisely.

Our professionals have the knowledge, experience and skills to identify the key financial and commercial issues based upon the evidence provided.



# Our Hong Kong team

*Our local and international loss adjusters have expertise across a range of industries, making our experts a multi-discipline team to serve our clients.*



**Alexander Tang**  
Managing director

Alexander started his career as a loss adjusting trainee in 1983 at a Chartered LA firm where he worked for 20 years before moving to a JV LA company in mainland China for 2 years. He joined two international LA companies successively from 2003 until now.

**Expertise**

- Fire, industrial/special all risks
- Commercial general liability
- Commercial theft
- Fidelity guarantee
- Business interruption
- Transit loss

**Qualifications**

- ANZIIF (Snr. Assoc)
- MCI Arb
- Professional Diploma in Fraud Examination

**Languages**

- English
- Mandarin

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**Peter Tang**  
Director

Peter has been a loss adjuster for 39 years predominantly working for international chartered loss adjusting companies. He trained at the headquarters of Munich Re in Germany on fire and engineering underwriting and claims handling, and later worked for Zurich Insurance in Canada.

Peter has handled losses in Mainland China, Hong Kong, Macau, Taiwan, Guam, Canada and the USA. He was a member of the catastrophe response teams attending to the Taiwan earthquake, Calgary hailstorm and Guam super typhoon.

**Expertise**

- Fire, industrial/special all risks
- Comprehensive general liability
- Fidelity guarantee

**Qualifications**

- BA (Hons) in Financial Services - First Class Honors
- ACII since 1989
- Chartered Insurance Practitioner

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peter.tang@hk.sedgwick.com



**Roger Lam**  
Director

After graduating with a building degree in Australia, Roger worked in the building industry in Hong Kong before joining the loss adjusting profession in 1996.

Prior to joining Sedgwick HK in October 2020, Roger worked at two international adjusting firms where he primarily dealt with construction and engineering losses.

Roger has experience in handling CAR/EAR, machinery and third party liability claims on major infrastructure and building projects in Hong Kong, Macau and China.

**Expertise**

- Machinery breakdown
- Contractors and erection all risks
- Third party liability

**Qualifications**

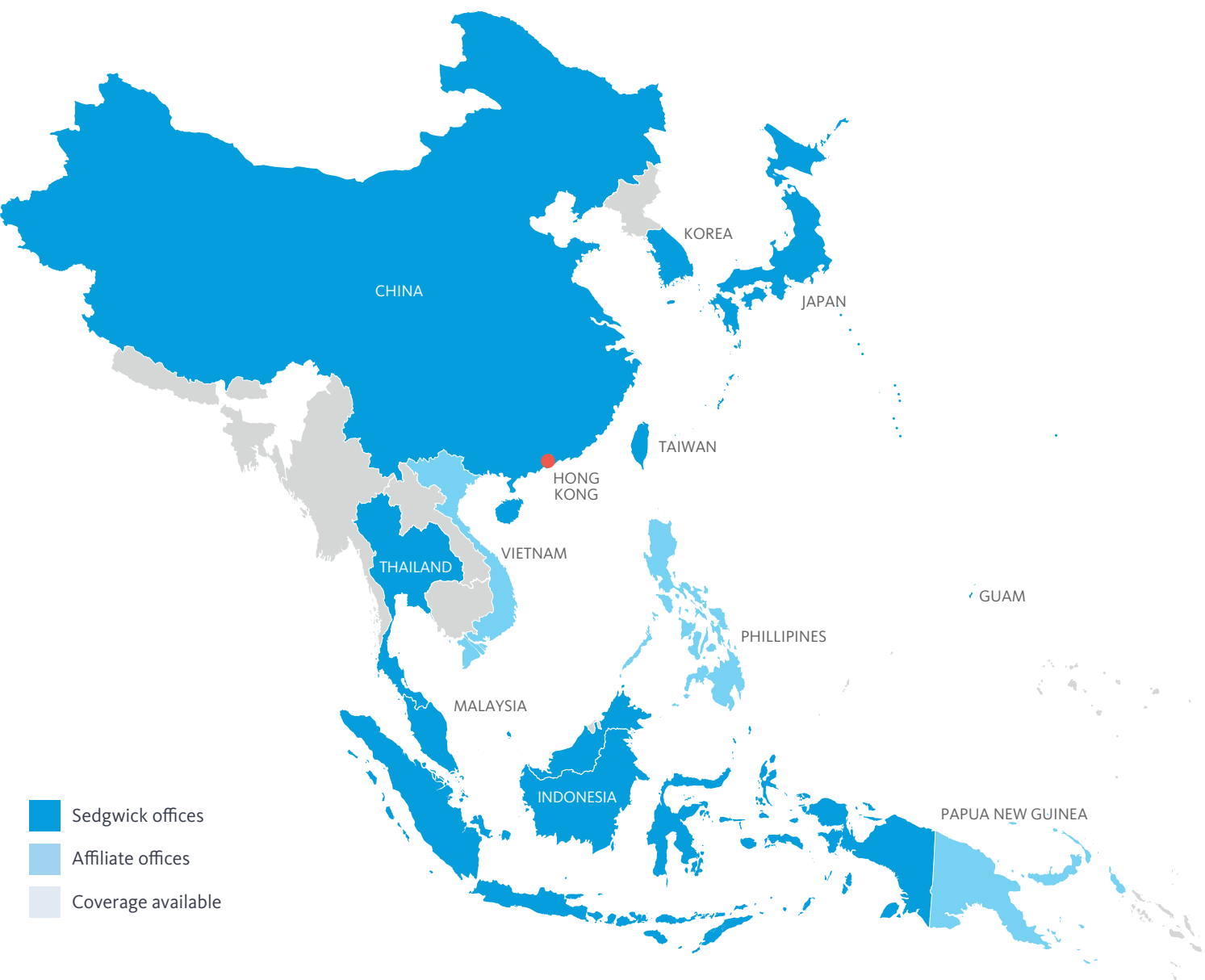
- B. Degree Built Environment (Building) BBE
- ANZIIF, ACILA (AFF), CIP

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# 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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Gerald Cheang	Senior manager, forensic accounting services - Asia	+65 8947 5917	gerald.cheang@sg.sedgwick.com

## Country managers

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China	John Law	Technical director/ head of business development	+86 138 0188 9068	john.law@sedgwick.cn
Hong Kong	Alexander Tang	Managing director	+852 9013 2257	alexander.tang@hk.sedgwick.com
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Taiwan	David Chin	Technical director	+886 919 341 100	david.chin@tw.sedgwick.com

# 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 Hong Kong Limited

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Hong Kong