

A large circular inset image showing a city skyline at night. A prominent skyscraper, the Lotte World Tower, is illuminated and stands out against the dark sky. The city lights and a bridge are visible in the background.

Global  
solutions.  
**Local  
expertise.**

Korea

[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 our global expertise.*

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

Our reputation is founded upon 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 into 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.

### Our specialist insurance and claims support includes:

- Aviation
- BI/ALOP
- Catastrophe management
- Construction and engineering
- Forensic accounting
- Marine
- Power and energy
- Power plant
- Product liability and recall
- Property losses
- Technology and cyber
- Third party administration



**33,000+**  
*global colleagues*



**80**  
*countries*





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

# Specialist services

*Sedgwick provides the following specialist services:*

## Major and complex loss

Our MCL 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 650 MCL 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, Korean and Japanese language capability and has experience of complex financial matters across a diverse range of industries including:

- Aviation
- Construction
- Cyber and technology
- 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.

## Third party administration (TPA)

Our global, third party administration service provides claims management solutions across all classes of insurance to corporates, 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





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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 Korean team



**Steve Chung**  
*Managing Director, Korea*

Steve has a strong capability in policy wording and coverage interpretation providing carriers with real loss indemnification not only in Korea but also in the Asia and Pacific markets.

He has a background in power, desalination plants, engineering and construction. Steve has handled major claims not only in Korea but also overseas in China, Bangladesh and the Philippines.

## Expertise

- BI/PI
- Catastrophe
- Construction and engineering
- Liability
- Machinery breakdown
- Power
- Property

## Qualifications

- Certified Loss Adjuster

## Languages

- English
- Korean

**M.** +82 10 2555 1690  
**E.** steve.chung@kr.sedgwick.com



**Kenny Lee**  
*Executive Director, Korea*

Kenny has a background in electrical engineering. He was an electric engineer in the pulp and paper industry for about 15 years. While he was there, he participated in three new paper mill projects. He then spent 10 years as a technical manager in the heat exchangers and pressure vessels industry. Kenny was a leader of a global restoration company for six years, and in that time, inspected over 400 disaster site cases, and carried out multiple restoration jobs with local staff. He joined Sedgwick in 2021 as a team leader of property claims.

## Expertise

- Engineering
- Factory automation
- Food and beverage (including pharmaceutical)
- Pulp and paper
- Shipbuilding

## Qualifications

- Cert. in Electrical Engineering

## Languages

- English
- Korean

**M.** +82 10 8895 6538  
**E.** kenny.lee@kr.sedgwick.com



**Vincent (Kyunghyun) Kim**  
*Director, Korea*

Vincent joined Sedgwick in November 2017. He is a licensed loss adjuster, with expertise in marine, property and casualty. Vincent has six years of experience working as a deputy manager handling property claims. Prior to this, he worked nine years handling commercial line claims as a claims manager. He held the role of assistant manager for three years, handling protection and indemnity and hull insurance renewals and claims. He has undertaken assignments in Saudi Arabia, Mexico and Vietnam.

## Expertise

- Construction
- Engineering
- Environmental
- Financial risks
- Fine art/jewellers block
- Liability
- Marine
- Multinational account management
- Property

## Qualifications

- Certified Loss Adjuster

## Languages

- English
- Korean

**M.** +82 10 3088 0458  
**E.** vincent.kim@kr.sedgwick.com





## **Kevin (SoonGu) Choi**

*Director, Korea*

Prior to joining Sedgwick in 2012, Kevin worked as an engineer dealing with complex structure's design and supervision. He has assessed and adjusted many major plant losses in the Korean market, and overseas Korean companies related to insurance claims. Kevin is a qualified civil engineer and professional engineer. He has qualifications in designing complex structures and supervision, quality assurance and test of structural materials and assessment of property and machinery losses.

### **Expertise**

- Construction
- Energy
- Engineering
- Machinery breakdown
- Power
- Property

### **Qualifications**

- BSc Civil Engineering
- Qualified Civil Engineer

### **Languages**

- English
- Korean

**M.** +82 10 2637 8128

**E.** kevin.choi@kr.sedgwick.com



## 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
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<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

# 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)

