



KOREA

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.

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:

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



30,000+
colleagues globally



80
countries

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





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, Korean 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, 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 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

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

Qualifications

- Certified Loss Adjuster

Languages

- Korean
- English

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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 Korea in 2021 as a team leader of property claims.

Expertise

- Pulp and paper
- Factory automation
- Food and beverage (Incl. Pharmaceutical)
- Engineering
- Shipbuilding

Qualifications

- Cert. in Electrical Engineering

Languages

- Korean
- English

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kenny.lee@kr.sedgwick.com



Vincent (Kyunghyun) Kim
Director
Korea

Vincent joined Sedgwick Korea 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

- Korean
- English

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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

- Korean
- English

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



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
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Country managers

China	William Huang	General manager	+86 138 1668 8658	william.huang@sedgwick.cn
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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 Korea Loss Adjustment, Inc

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