

Motor claims services

We go beyond the basics to cover the areas that often most challenge our partners.

Comprehensive support

Motor claims involve many elements — and they need to be investigated, mitigated and handled proactively. Sedgwick's range of services includes comprehensive first- and third-party property and bodily injury claims, as well as recoveries against third parties.

Through our call center, MI Call Centre Sdn Bhd (MICC), insurers experience highly efficient claims handling through cutting-edge technology, including our state-of-the-art customer relationship management system. This way, policyholders are updated every step of the way — from the start of the claim process through to its resolution.

Our services

Our dedicated team of insurance and legal experts help ensure the investigation leads to a comprehensive understanding of the cause of the accident, the parties involved and liability and our motor claim adjusters have expertise ranging from simple property damage to complex coverage, and high-value injury and fatality claims.

We evaluate the extent of the loss, whether it's property or bodily injury, and we negotiate directly with the third parties or with their lawyers or public authorities. If case litigation cannot be avoided, we will work alongside the insureds' lawyers to achieve the best possible outcome.

Managing first- and third-party elements separately can lead to higher loss costs, because property damage and injury to others are often not reported in a timely manner. This can also potentially increase the possibility for litigation, and subrogation opportunities may be overlooked. **Sedgwick uses a single point of contact to report a loss, managing both the first- and third-party claims of an accident.**

To learn more about Sedgwick's motor claims services, contact:

Motor own damage

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