

Loss Adjuster of the Year



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Stephen Kerr, Chief Operating Officer, Asia, Sedgwick

Sedgwick continues to maintain its position as one of Asia’s leading loss adjusters by drawing on the business’ global scale to respond to unprecedented catastrophe losses, refining its leading digital offering, and attracting the next generation of talented loss adjusters. These offerings and solutions have helped Sedgwick bag the Loss Adjuster of the Year award for the fourth time in a row.

We’ve successfully supported our clients this year through many major events. Our 45 offices across nine Asian countries allowed us to mobilise a catastrophe response team within 24 hours, setting up lines of communication and drawing in adjusters from across the continent to process hundreds of claims including damage to resorts, factories and homes.

Despite the continued uncertainty in the wider environment, we adapted without any interruption to our day-to-day service, maintaining consistently high standards while refining the offering and preparing and planning to continue navigating new challenges in 2024 and beyond.

In response to industry-wide recruitment challenges, we are prioritising attracting junior talent by recruiting based on mindset, behaviours, and skills, which is helping us reach a wider pool of high-potential candidates with diverse academic backgrounds.

We have established Pathfinder as a series of training and development programmes delivered in classroom environments and via online virtual classrooms, supported by experiential learning out on the field to enable transference of learning with one-to-one mentoring integrated. These programmes offer clear development and progression pathways for any dedicated colleague to nurture their career in Sedgwick.

Following a wave of digitisation during the pandemic, Sedgwick has invested significantly in its market-leading digital capabilities. In 2023, we focused on upskilling colleagues and integrating these technologies more deeply into our workflows, to better serve our clients. One such solution is Smart.ly, a proprietary solution allowing clients to generate custom forms through which policyholders can report claims.

Similarly, our Clarity Connect system allows investigators to connect to a claimant’s smartphone camera, directing them to capture footage of damage. Alongside our increasing usage of drones to survey loss sites, our technology has helped save vital time when handling major weather events, when claims volumes are high and physical site visits may not be possible.

Our focus remains on investment in our people, digital capabilities, and geographic expansion that allows us to offer exceptional service to our clients and elevate the customer experience.