



# Expanding our customer care across Canada

Offering brokers, insurers and clients a caring voice on the line and an unmatched digital experience



Whether your client needs to report storm damage, a vehicle collision or an on-premises injury or is looking for support after an incident has occurred, the Sedgwick care team is here to help. We're proud to be delivering a modernized claim experience built on intuitive technology and genuine caring. From new claim intake to ongoing support for property, auto, liability and all other lines of coverage, we connect with customers by phone, email, chat, text and more — meeting them where they are and ensuring timely access to the right resources when it matters most.

## Meet the Sedgwick care team

We provide **24/7/365 claims support** for policyholders across Canada and the U.S., with immediate service in English and/or French and over 200 other language options available. Every member of our care team completes rigorous best-practice training to ensure they have the knowledge, tools and empathy skills to deliver meaningful assistance.

No matter the time or place, our team is ready to respond. We can also mobilize immediately when catastrophic events occur. During surge periods, we actively monitor staffing and scale resources to maintain exceptional service quality.

We can establish a dedicated toll-free number with customized greetings, intake scripts and question sets designed around your needs and industry best practices. Our omnichannel contact centre platform tracks inquiry sentiment in real time, enabling prompt escalation

and resolution. To ensure consistency and continuous improvement, our quality assurance specialists review interactions and leverage call recordings and analytics — enhancing our accuracy, performance and compassionate customer care.

## Driving faster claim resolutions

The care team leverages Sedgwick's proprietary, AI-enabled technology to simplify claim intake and establish a strong foundation for each file. With time of the essence, dispatch of each claim into the right hands for immediate support is key to realizing optimal outcomes. Our rapid response and seamless connectivity are especially critical during catastrophic events.

Our care team plays a vital role in capturing accurate incident information and giving our claims handlers the tools they need to respond quickly and effectively. These details may also be shared with insurance carriers, brokers or clients — either via secure email or integrated directly into their claims systems through an application programming interface (API) connection.

From intake and support to industry-leading technology and expert loss adjusting services, Sedgwick delivers a complete solution to guide policyholders through every step of the claim journey.

To learn more about how our care team supports clients and customers in Canada, contact:

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