

27,000
colleagues

950+
offices

\$3.5B
in revenue

4.4M
new claims annually

8,000+
clients

99%
client retention rate

Taking care of people is at the heart of everything we do













Sedgwick is a leading global provider of technology-enabled risk, benefits and integrated business solutions. Our 27,000 colleagues in 65 countries around the world work with our client partners to develop and deploy claims management and consumer solutions that reduce the cost of risk while protecting brand reputations and human capital. We help people and businesses get back on their feet, back on the road, back to business as usual — and moving forward again.

The future of customer care

Sedgwick develops customized programs that combine the value of our professional claims management team with leading-edge information technology, outcome management and exemplary customer service. Our technology has been designed and deployed to support our experts in upholding our commitment to an unmatched level of customer care and consultative claims management. We never permit our technology to determine claims response or mitigation strategies. When it comes to customer care, we recognize our people make the difference.

At Sedgwick, customer care is our central tenet. While accuracy and professionalism drive our workflow and outcomes, we prioritize a positive customer experience every step of the way. Sedgwick's professionals are nationally recognized for our ability to reduce employer costs, maximize resources and achieve financially sound claims management solutions.

A true customer-centric approach

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|---|---|---|---|
|  Total unemployment care |  Flexible communication options |  Unparalleled hearing focus |  System flags for review criteria |
|  Statutory regulation & expertise |  Lower caseloads to ensure quality |  Power of attorney document processing |  Professional hearing representation |
|  Regularly scheduled claims reviews |  Risk mitigation consultation |  Specialist review of incoming forms |  Innovative, intuitive technology |

Leveraging technology to support customer care

Customer portal

We provide actionable management reports, and offer an interactive customer portal, so that you can monitor the success of our program and communicate in whatever format best fits your needs and preferences.

SIDES integration

Our leading-edge claims management technology is fully integrated with the State Information Data Exchange System (SIDES). This ensures the quickest possible receipt of SIDES-enabled forms, reduces mailing issues versus paper forms and helps ensure maximum regulatory compliance.

Program management administration

Our objective is to create a collaborative partnership that minimizes administrative burden, while allowing our customer contacts total procedural flexibility. Sedgwick has designed processes and procedures that minimize our customers' burdens in regards to: contact management, report user maintenance, report structure administration, account management data, official mailing address issues, Powers of Attorney and our customer portal interface. We know these basics must be quick, simple and most importantly, pain-free for our customers.



sedgwick.

A true customer-centric approach



End-to-end claim support



Strategic account management



Expert resources and guidance



Customer-centric platform

The future of unemployment administration

One company, one team

Our examiners and program managers collaborate with our customer partners to ensure a consistent and cohesive claims management strategy that best fits each customer's unique needs and challenges.

Claims management; hearing representation

Sedgwick balances the power of technology with the focus on customer care, so our customers gain the benefit of efficiency without any customer service level trade-off at the hands of automation. Overall, hearings require the highest degree of customer engagement in the entire unemployment process. As such, our customers receive the most robust level of care in the industry at this stage for each and every hearing.

Management review, recommendation and design

We put in the work to develop claims management programs that are not only compatible with our customers' corporate objectives, but also deliver an unmatched level of customer care.

Full spectrum charge auditing

Our customers rest easy knowing that each charge record is meticulously audited to ensure that only appropriate charges are applied to their accounts.

Tax rate management, special tax strategies

We ensure our customers experience the lowest available cost while being compliant with complex state tax regulations. Sedgwick also assumes the burden of rate assignment audits and provides concrete guidance on state-specific strategic opportunities.

Actionable and strategic management reports

Our analytics and actionable dashboards enable immediate, real-time decision making by our customers.

Training and continuing education

We ensure customers are knowledgeable on process and strategy, while also being kept up to date on relevant unemployment news and legislation.