



When U.S. clients need an independent adjuster, call on Vericlaim Canada

BY **MICHAEL HOLDEN**

*President, Sedgwick CMS Canada Inc. /
Vericlaim Canada*

All businesses benefit from having a claims services team that provides expertise and consistent service they can rely on. For clients with operations in Canada, having an independent adjuster (IA) who also understands the specific nuances of the Canadian insurance market is vital. The expert team at Vericlaim Canada, a Sedgwick company, provides this level of high quality service by putting customers first and by offering options to meet their needs.



Vericlam Canada specializes in automobile, property and liability claims solutions for various industries. The team's auto liability claims expertise includes all types of rental, lease, fleet, taxi and personal vehicle claims. The talented professionals who focus on property claims assist with the largest and most complex claims as well as smaller, more routine commercial and residential losses. The liability team has experience in many areas such as general, environmental, professional, products, commercial, course of construction/wrap-up, and bodily injury/property damage.

Vericlam Canada also provides specialty claims services for builder's risk, rail/marine/trucking, equine, aviation, catastrophe, cyber risk, life sciences and higher education; as well as call centre and content solutions.

The Vericlam Canada call centre offers expert intake services to ensure seamless claim reporting along with proper data capture. When someone contacts the call centre for help after experiencing a loss or an accident, a Vericlam colleague will assess their situation, and then make arrangements for an adjuster to contact them, attend the scene or coordinate emergency service assistance where necessary. Vericlam Canada's call centre colleagues understand that this can be a stressful time, and they're knowledgeable, licensed and prepared to provide sound guidance to manage the customer's needs and expectations.



The team's auto liability claims expertise includes all types of rental, lease, fleet, taxi and personal vehicle claims.



The company's adjusters work very closely with the Sedgwick team to coordinate the claims process. Key objectives of the investigative approach are to establish the merits of a case as early as possible and to identify the most reasonable, cost-effective way to manage each claim. In Canada, securing our clients' independent adjusting needs enables further consideration for TPA claims services, which is vital to a comprehensive program. The adjusters also work with insurers, brokers and risk managers to provide exceptional customer service coupled with a high degree of technical and product knowledge.

Vericclaim Canada has been expanding steadily since the company was launched in July 2016. There are currently seven offices throughout the country. Locations include Calgary and Edmonton, both in Alberta; Montreal, Quebec; Mississauga, Ontario; Langley and Richmond, both in British Columbia; and Winnipeg, Manitoba.

Vericclaim Canada shares Sedgwick's dedication to taking care of people. They empower front line colleagues by giving them the necessary tools to deliver the best possible service to customers. The team at Vericclaim Canada attributes their success to providing superior customer service and claims resolution, having the flexibility to adapt to customers' evolving needs and offering innovative solutions to respond to complex risk management issues.

Vericclaim Canada has been expanding steadily since the company was launched in July 2016. There are currently seven offices throughout the country.

RESOURCES

Vericclaim Canada
<http://vericclaim.ca/>

Going global. Mike Arbour, Division President, Sedgwick International and CEO, Vericclaim. *edge* 5.
http://edge.sedgwick.com/issue_005/going-global/

