

The Vericclaim Canada team provides expert builder's risk claims services. We offer flexible, high-quality solutions designed to meet the needs of the Canadian marketplace.

Construction projects are complex with unique risk exposures. A wide range of issues need to be taken into consideration, such as the type of project, source of the damage (fire, flood, wind, earthquake, etc.), duration of the project, insured values, type of construction, as well as the machinery and equipment used.

The Vericclaim Canada builder's risk team has extensive experience handling construction-related claims, understanding all types of exposures and reviewing coverage for clients - on hard costs, such as material and equipment; and soft costs like project delays and income losses.

We work with all parties involved, including the owner, architect, general contractor, subcontractors and consultants, to determine any necessary testing or engineering protocols, and ultimately determine and agree upon the scope of the damage.

Key advantages of our services

- Longstanding, valuable relationships with leading insurers/markets, brokers, and corporate and public risk managers
- Dedicated account managers available to assist customers 24/7; they have several key responsibilities, such as coordinating program oversight; establishing, monitoring and enforcing service standards; holding quarterly stewardship meetings to review results and discuss continual improvement; approving field invoices; and reviewing claim status reports
- Branch and regional offices provide valuable oversight, reviewing files and escalating issues as needed
- Accurate, meaningful risk improvement information and reports
- Advanced, user-friendly claims system offers customers full access to real-time data and reports
- Rapid intervention and response; claims assistance is immediately dispatched to the policyholder; after-hours service and professional triage available during an emergency
- One focal point of contact to coordinate losses
- Experience maximizing any salvage and subrogation opportunities to mitigate claim costs
- Pre-loss planing and process coordination

Quality

Vericlam Canada ensures quality service for customers through specific processes that include several dedicated quality control positions up to the highest levels; four separate quality control functions; extensive employee training; and a rigorous customer-based feedback and improvement cycle. We also maintain quality control oversight with established programs for measuring, monitoring and managing cycle time and performance standards.

Dedicated colleagues

Our expert team stands ready to support and resolve the challenges our customers face every day. Our extensive experience means we know how to manage even the most complex builder's risk claims. Adjusters with the highest level of relevant experience are assigned to each account. If a builder has a high severity claim, adjusters with that specific area of expertise are assigned. We are committed to providing top quality services and consistent communication to ensure the best possible experience for our customers.

The Vericlam difference

We focus on providing businesses with superior claims resolution on the most timely and cost-effective basis in the industry, and developing innovative, tailored solutions to meet our customers' needs. Vericlam prides itself on its global reach, while at the same time maintaining a distinct local market presence in over 400 locations throughout the world.

Vericlam is a subsidiary of Sedgwick Claims Management Services, Inc., a leading global provider of technology-enabled risk and benefits solutions. Our adjusters work closely with the Sedgwick team to coordinate the claims administration process. Sedgwick has been helping customers manage their exposures in Canada for the last 12 years, and continues to grow throughout North America and the world. Every year, Sedgwick receives more than 100 million calls from people who are injured or ill, have a disability or encounter a product or property loss. At Sedgwick, **caring countsSM**; the company takes care of people and organizations by delivering cost-effective services and maintains a 98% annual renewal rate.

In addition to Vericlam Canada's builder's risk services, we also provide claims solutions for property, general, professional and auto liability, marine/trucking/rail, energy, catastrophe, equine, aviation, cyber risk, life sciences, higher education; as well as call center and content solutions. Our dedicated adjusters and operational colleagues ensure our customers receive comprehensive claims and loss adjusting services from start to finish.

Contact us today to learn more about our loss adjusting and claims management solutions.



888.601.6228



www.vericlam.ca