

FAQ's Regarding New Insurance Claims Process

Effective July 1, 2026, the Archdiocese has changed the third-party administrator who handles our insurance claims from Gallagher Bassett to Sedgwick. This change has resulted in some confusion, and this document seeks to provide answers to the most common questions we have received.

1. How do I obtain a certificate of insurance now?

Certificates of insurance can still be obtained from Sandy Gross at Arthur J. Gallagher, our insurance broker at Sandy_Gross@ajg.com

2. Why does my auto insurance card say it was issued by Arthur J. Gallagher Risk Management Services?

Arthur J. Gallagher is still our insurance broker. They help us obtain our lines of insurance coverage. Gallagher Bassett, a division of Arthur J. Gallagher, was the third-party administrator (TPA) that handled our insurance claims. Our new TPA is Sedgwick.

3. What if I have an existing claim that was filed with Gallagher Bassett?

All existing claims will now be handled by an adjuster with Sedgwick. Your Gallagher Bassett claim number starting with 000292- will still be used by Sedgwick to locate your claim, so please use your claim number when you email our office or have any questions about your claim. While there may be some delay in the processing of your claim due to this change, your claim will be handled by Sedgwick in due time. We appreciate your patience as we go through this transition.

4. How do I file a new claim with Sedgwick?

All insurance claims are now filed on-line. The link to file a claim is: intake.sedgwick.com/u/4365/intake

The access code to file a claim is: ArchSTLClaims

For any additional questions, please contact Deacon Tyler McClay, Director of Risk Management, at tylermcclay@archstl.org or **314-792-7203**, or Nichole Church at nicholechurch@archstl.org or **314-792-7160**.



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