sedgwick

State of the Line

2025 MID-YEAR

General liability

General liability claim volume saw a minor increase in FY 2025, driven by growth in bodily injury and property damage claims. The service and retail sectors continued to lead bodily injury rates, while property damage claims surged in the technology and communications sector. Although litigation rates declined for the second year in a row, litigation remains a major cost driver, and average paid for new bodily injury claims rose across several industries.

SERVICES & RETAIL

The sectors that continue to lead in bodily injury claim rates, at 57.8% and 49.9% respectively

7.8% ↑

California, New York and Florida had bodily injury claim rates above the national average, with New York increasing 7.8% since FY 2021

91.8% ↑

Property damage claims rate held by the technology/ communications sector

This far exceeds the industry average of 51.1%.

TEXAS & GEORGIA ↑

Top states with the largest growth in new GL claim volume, at 6.5% and 2.5% respectively

5.1% ↑

Increase in average paid for new GL bodily injury claims, with the retail, carrier and public sector categories seeing the largest gains

23% ↓

Decrease in average paid for GL bodily injury claims in Florida, attributed to 2023 tort reforms

.9% ↓

Decrease in litigation rates for new GL claims

This marks the second consecutive year of decline.

>50% ↓

More than half of new GL claims that became litigated had attorney representation before the claim was opened

This represents a 5% increase over FY 2024.

8.4% ↑

Increase in average incurred for litigated GL claims

66% ↑

Closed litigated GL claims represented 5.9% of volume but 66% of paid dollars

20.7% ↓

Decrease in aged pending claims. New York had the greatest number of aged pending claims

Dive deeper into these stats with the full online report →