

## Claims Management

Successful claims management is the true test of the worth of an insurance program and its broker, particularly on large claims with substantial quantum. IBS Claims Group employs the largest claims service team of any broker in Asia and normally manages over 2000 claims running into tens of millions of dollars annually.

These often complex claims arise from a variety of risk areas including property, engineering, construction, marine, finance, general and professional liability, mobile plant and automobile. In line with IBS Risk Services' strategy, IBS Claims Management Group has developed core competencies in specific industry sectors such as forestry and petrochemical and we employ particular expertise in crucial risk areas such as machinery breakdown of critical equipment and business interruption.

IBS Claims Management Group works closely with our Risk Management services company in the formulation and negotiation of major complex claims and our clients enjoy 24-hour access to online claims information and update capabilities through ClaimsLink, our unique internet-based claims management system.

The Claims Management Group negotiates directly with local and international insurers and reinsurers, thereby accelerating settlement and claims funds collection for the benefit of our clients.



### INSURANCE BROKING SERVICE

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