



RISK SERVICES



Marine

IBS Marine is one of the largest and most experienced team of its type in the Indonesian insurance industry currently managing over billions worth of total cargo values with over tens of thousand marine movements to various countries around the world. As well as Marine Cargo, we also handle Marine Hull and Protection & Indemnity insurance for vessel owners in Indonesia.

The Group regards comprehensive risk management as an inherent strategy for lowering the overall cost of risk and insurance focusing particularly on pre-shipment and discharge surveys, analysis of cargo handling management and liaison with shippers, forwarding agents and insurer-appointed surveyors and adjusters. We also offer a number of unique insurance cover extensions providing protection beyond conventional international insurance conditions.

IBS Marine can substantially reduce administration and associated costs through our unique internet-based marine cargo information system, CargoGuard. CargoGuard enables clients to issue certificates, compile detailed activity reports and track claims online with internet-enabled linkage to IBS Risk Services in Jakarta.

Aviation

IBS is part of Gallagher organisation, which is one of the world's largest and leading aerospace insurance broking teams. We assist in arranging aviation insurance for various type of clients: individual plane owners, flying schools, air taxi services and commercial airlines. Our team has proven track record of delivering market leading results and is committed to providing the highest standards of service for our clients.



Petrochemical & Energy

Over the past 40 years, IBS Group has acted as insurance broker and risk manager to some of Indonesia's largest infrastructure and private sector projects including placement of complex insurance programs for major power & utility facilities, infrastructure works, large private & public sector building projects and other manufacturing facilities.

IBS Petrochemical and Energy Group consists of risk management and insurance specialists with significant experience in the downstream and upstream petrochemical operations, infrastructure construction projects and various types of power plants in Indonesia.

Major loss potential in this industry sector could be quite high, demanding broad based coverage and effective risk control and loss mitigation strategies for its risk exposures. This is why IBS Petrochemical and Energy Group continuously works closely with IBS Risk Management engineering team as well as IBS Reinsurance Brokers, to develop risk management strategies that are cost-effective built around customized insurance solutions that are tailored to the specific needs and risk exposures of our clients.

General Industry

Indonesia's broad-based manufacturing industry is exposed to specific risks ranging from interruption to just-in-time inventory supply and loss of product in transit, to product guarantees, product liability and quality control assurances required by ever-demanding foreign buyers.

IBS Manufacturing Group client list includes leading producers in the automotive, glass, electronic, pharmaceutical, and telecommunication sectors for whom we develop cost-effective, responsive and innovative insurance programs tailored to the risk profile of each client.

IBS Construction Group provides risk and insurance consultancy services to sponsors, lenders and public sector bodies, including detailed risk matrices, risk transfer alternatives and drafting of financial security clauses such as loss payee, non-cancellation and policy inefficacy conditions. We also provide risk management consultancy services on projects for both IBS Group clients and third parties.



Real Estate

IBS Real Estate Group insures over multi-billion US dollars of asset values on behalf of our clients. The Group specializes in customized insurance solutions for the hotel and leisure industries, the retail sector, office towers and other commercial properties and we enjoy particular expertise in advising on insurable interest interface in cases where conflict often exists among property developers, strata title holders and lenders as to respective legal rights and obligations. IBS Real Estate Group develops value-added insurance programs for property managers and operators and our client list also includes project owners, managers, owners' associations, lenders and contractors, as well as schools, hospitals and other service industries.

SME & Affinity

We value all of our customers regardless of their industry and size. In IBS, we understand that in every walk of life, occupation and commercial activity, there are various risks that you will have to face and guard against. Whether you own your own shop, factory or manage a group of people, or just want to be sure that your personal assets that you have worked so hard to earn are well protected; there is always something that IBS Group can do to ensure that you find the right products and services.

What's more, our IT product solutions will also ensure that all your insurance needs can be dealt with effectively and efficiently. It's as simple as that.

Finance & Banking

Finance & Banking Group provides comprehensive insurance protection to Indonesia's financial sector, from traditional bankers blanket bond and custodial risk insurance to political and trade credit risk services, from directors & officers liability insurance to cyber insurance. The Group delivers risk identification, apportionment, management and insurance consultancy services to lenders on all types of public and private sector project finance. We also develop tailored insurance programs protecting the professional liabilities arising out of all commercial ventures, including Directors and Officers Liability and Errors and Omissions insurance.

Forestry & Agriculture

The Forestry and Agriculture sector is one of Indonesia's largest foreign exchange earners after oil & gas and IBS Group is one of Indonesia's largest risk services provider to the sector. Our clients are major pulp and paper manufacturers, plantation owners also with downstream palm oil operations, plywood and derivative mill producers as well as producers of agriculture products. IBS Forestry and Agriculture Group has over 20 years dedicated experience in this field.

The IBS Forestry and Agriculture Group specializes in risk management and loss control programs, insurance program design and implementation and claims management services addressing inherent industry risks such as breakdown of critical machinery, particularly recovery boilers and turbines, wet damage to pulp in transit, fire-related losses to kiln drying processes and plantation infection. IBS Forestry and Agriculture Group are staffed with insurance professionals who understand the operational fundamentals of pulp and paper, palm oil mill and plantation, and agriculture risks.

Heavy Equipment & Motor

IBS Heavy Equipment Group is a specialist unit servicing the unique insurance and risk management needs of major plant and equipment operators in the mining, forestry and construction industries in Indonesia. We also work alongside some of the country's largest motor fleet owners and operators providing tailored insurance coverage and advice on preventive maintenance programs, service standards, warranty management, plant testing and component replacement regimes in order to minimize the overall cost of financing risk in line with clients' defined cost control strategies. We design insurance solutions aligned to financing options for leasing, hire purchase and plant rental providing innovative premium calculation structures such as burning cost, profit share or managed fund facilities, allied to specific risk management strategies as a competitive alternative to traditional risk transfer.

IBS Equipment provides IT-based solutions in the control and management of key fleet statistical information through FleetGuard and HeavyEquipmentManager which are our internet-based management information systems.





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 Management Group employs highly skilled, experienced, and professional claims service team to assist our clients on daily basis. It effectively and successfully manages thousand of claims running into tens of millions of dollars annually.

Complex claims often 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 agriculture and heavy equipment 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.

RISK SERVICES



For years, IBS group's service strategy has been to develop centers of knowledge and excellence in the key industry groups driving the Indonesian economy.

Service teams have been established with professional and experienced team members who are dedicated to those industry groups but still able to call on specific insurance product expertise available from other teams, and from the specialist skills and experience available from our Risk Management and Reinsurance companies - both within IBS Group and Arthur J. Gallagher's companies.

IBS is also regularly pioneering the introduction of new products into the Indonesian market to meet the ever-changing needs of its various clients.

The result is a service capability with a unique depth of knowledge in the risk profile normally associated with a client's industry sector, and a thorough understanding of the key issues which will be of great advantage to our clients in managing their risks.

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