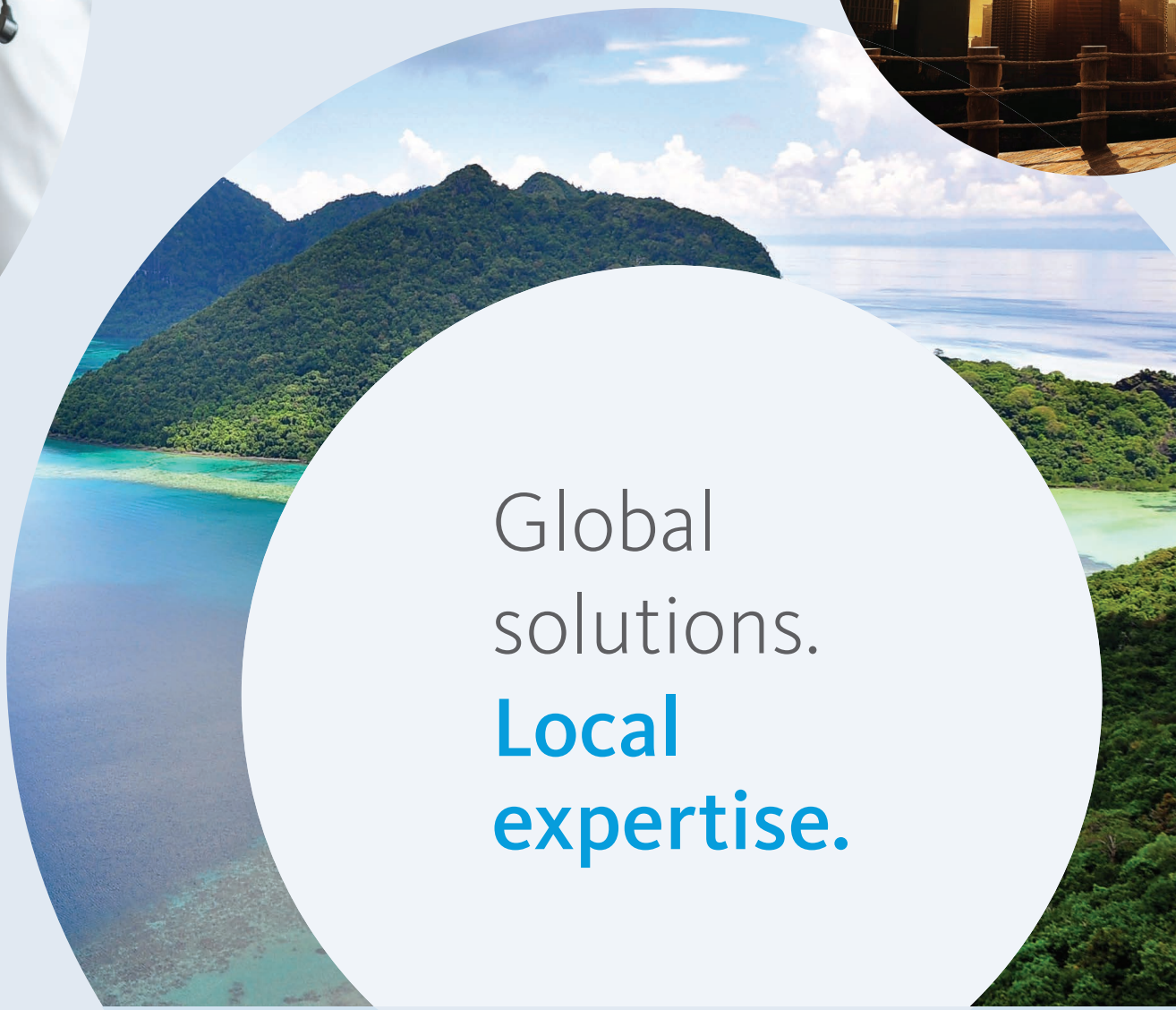
MALAYSIA



Global solutions.
Local expertise.

sedgwick

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A local business partner

We provide market leading loss adjusting and claims management services, backed by strong local knowledge and our global expertise.

Sedgwick is a global organisation with more than 30,000 employees located across 80 countries. We are the largest loss adjusting and risk management company in Asia. We have a multi-disciplined team of adjusters, engineers and claims experts capable of handling all classes of insurance claims and providing you with an efficient service.

EXPERIENCE

Our adjusters have been practising in Malaysia for over 20 years. Technical standards are maintained at the highest level, satisfying the requirements of our clients locally and overseas.

RESOURCES

In Malaysia, apart from our head office in Kuala Lumpur, currently we have 14 branch offices strategically located in Penang, Alor Setar, Ipoh, Melaka, Batu Pahat, Johor Bahru, Kuantan, Kota Bahru, Kuala Terengganu, Kuching, Sibu, Miri, Kota Kinabalu and Tawau.

We have a team of over 200 staff and our senior staff are professionally qualified in at least one relevant discipline in addition to loss adjusting.

We work with a team of specialist qualified engineers, lawyers, accountants, surveyors and economists within Sedgwick who are available to provide the necessary technical assistance on major losses.

Our dedicated call centre allows us the flexibility to offer a range of assistance programmes to our TPA partners in addition to the traditional claims management services provided.

SPEED

The philosophy of Sedgwick in Malaysia is to identify and serve the needs of our clients by providing exceptional levels of service. Central to this philosophy is that we take prompt action upon receiving instructions and report back promptly to our clients.

UNDERSTANDING

In a rapidly changing market, we constantly re-evaluate our offering and pay particular attention to the quality of service we provide, to ensure we meet our clients' requirements.

30,000+ colleagues globally

80 countries

"We work with insurers, reinsurers, brokers, Lloyd's syndicates, corporate clients and government bodies"

Specialist services

Loss adjusting

Our traditional loss adjusting services are supplemented with engineering consultancy, risk management, risk survey, valuation and associated activities.

Specialist engineers provide a technical consultancy service to loss adjusters, insurers and other interested parties on the engineering content of a claim. We also undertake risk surveys for insurance markets, commercial and industrial clients throughout the world.

We have created a market leading database of equipment values and can provide a high quality, cost effective valuation service for insurance or related purposes. Just some our areas of expertise include;

ENGINEERING AND CONSTRUCTION

We have strong team of engineers with considerable expertise in engineering/construction claims across the entire spectrum of the economy. We have handled claims for notable and prestigious civil infrastructure projects in Malaysia.

PROPERTY AND ALL RISK

We are experienced in all classes of property claims ranging from personal lines to commercial lines handling losses such as fire and related perils and theft.

LIABILITY

We have a legal team who are experienced in handling various types of liability claims ranging from professional indemnity, public liability, employers' liability, and product liability claims.

GOODS-IN-TRANSIT AND MARINE CARGO

Supported by our worldwide network of marine surveyors, we are able to provide cargo survey services.

MOTOR, THIRD PARTY AND BODILY INJURY

We have wide experience and provide a full range of services for all aspects of motor vehicle insurance including private, commercial and heavy equipment.

Services range from own damage assessment and investigation, motor theft, third party claims and third party bodily injury claims.

PERSONAL ACCIDENT AND WORKMEN COMPENSATION

We also have expertise in handling investigation and assessment services for personal accident and workmen compensation claims.

CATASTROPHE EVENTS

Due to our large and experienced workforce, we are able to provide excellent claims delivery for catastrophic events. We have successfully managed wide scale catastrophe claims and delivered prompt and timely reports for insurers.

DESKTOP CLAIMS

We successfully handle and manage desktop claims for household claims and travel claims. Our team provides excellent outsource services for fast settlement of claims.

Major and complex loss

Our MCL Global team has the skills and experience to provide world class advice and a cost-effective, fair claims handling service.

MCL GLOBAL

Our MCL Global team has the skills and experience to provide you with world class advice and a cost-effective, fair claims handling service. We will get your clients businesses up and running as soon as possible following a loss.

Sector experts – our expertise comes from constant exposure to your specific requirements. Our staff have managed claims in every sector of the economy.

Strategic locations – we have over 500 MCL Global experts strategically located around the world, ready to respond to your needs.

Proactive action – we take immediate and consistent action, to proactively mitigate losses and settle your claims quickly and cost effectively.

FORENSIC ACCOUNTING SERVICES

Our highly qualified team of certified accountants, valuation specialists and fraud examiners provide forensic accounting, economic loss quantification, financial analysis and valuation services to insurance, legal, corporate and public sector clients.

Our Asian team includes Mandarin, Dutch, Malay, German and Japanese language capability and has experience of complex financial matters across a diverse range of industries including:

- Construction
- Cyber and technology
- Financial services
- Mining and power
- Retail and property
- Transport and pharmaceutical

Our specialist insurance and claims support includes:

- Business interruption
- Stock loss quantification and valuation
- Fraud and employee liability
- Product liability and product recall
- Reinsurance and cover holder reviews

Third party administration

Our global, third party administration service provides claims management solutions across all classes of insurance to corporates, insurers, brokers and managing agents.

Our services are available from 11 global hubs across 5 continents with over 1,000 dedicated staff outside of the US.

Our proposition is built around four key features:

- A single point of access
- A tailored desktop service – allocating claims to loss adjusters where required
- Bespoke management information
- Payment management to ensure your customers receive payments promptly

We are also able to provide administration of claims under specialist schemes or for particular classes of business and we have several additional services too;

MOTOR ROADSIDE ASSISTANCE

We offer comprehensive accident management services, looking after the customer and vehicle from the beginning of the accident until full resolution.

We add value to our partner insurer's products by supporting their policyholders with a comprehensive range of emergency road and breakdown assistance services.

Our experience has shown that where assistance services are included as part of a policy, policyholder retention and loyalty is significantly improved.

HOME ASSIST

Our home assist service provides our clients and their customers with a dedicated hotline to arrange repairs with a number of pre-approved contractors. From plumbing and electrical emergencies to pest control and air conditioning issues our service offers your clients a prioritized response.

If a policyholder's home electrical appliance is lost or damaged because of an insured peril we will, with the approval of the participating insurer, arrange for the replacement of the damaged or lost appliance with a new one. This is our home replacement service and is available for all of our clients. And it's not just domestic claims we can help with, a similar service can be provided for commercial policies.

DEDICATED CALL CENTRE

Through our partnership with the Sedgwick owned MI Call Centre (MICC), we can provide 24/7 call services from a dedicated call centre. Our team handle inbound and outbound calls and can provide assistance for motor or home claims as well as concierge services, travel assistance and outbound telemarketing, surveys and campaigns.

TRAVEL ASSIST

Our traditional call centre services are supported with our claims management expertise and customer service specialists.

Our teams provide comprehensive management information reports and we have developed a comprehensive network with a variety of airlines and travel agents to further speed up the claims process for you and for your customers.

Prompt settlements can be arranged in accordance with the terms of your policies, and with all the paperwork processed on your behalf.

Global marine and transportation

Sedgwick has the expertise to manage all types of marine and transportation claims from large, complex losses to low cost/high frequency claims.

The marine and transportation industries are central to the global economy and our daily lives. Food, medical supplies, clothing, and many other types of cargo are transported around the world every day. If losses occur, they need to be handled quickly. Our dedicated claims experts can help. Sedgwick has the expertise to manage all types of marine and transportation claims from large, complex losses to low cost/high frequency claims.

Our own surveyors for fast service that is globally compliant

Our experts are on the ground in over 65 countries – a team of marine professionals with expertise in local laws, practices and customs related to marine claims. They work to achieve the best outcomes for our clients and their customers – fast.

One of the largest, most experienced teams in the market

With more than 210 dedicated marine and transportation experts worldwide, our professional expertise is unmatched, and we are well-equipped to handle your claims. Our adjusters and surveyors have more than 25 years of experience in marine and transportation claims management. Through our global network of specialists, we can quickly assemble the right people in the right place to support any claim.

Global marine app to find us faster

Our app is a fast and easy gateway into our comprehensive range of services. It offers access to our worldwide network of marine experts, and you can submit a claim directly from your phone. We list our marine specialists in a searchable format with contact information and the claims submission function goes straight to the right team.

Technology for more cost-effective surveys

Our video adjusting capability allows adjusters to conduct remote surveys and view or record losses from their desktop, reducing the need for on-site inspections.

Dedicated 24/7 marine hubs – there when you need us

We are changing the way marine claims are handled with our dedicated third party administration hubs in Europe and the United States. Our specialists manage all aspects of cargo- and marine-related claims from their desktops, providing clients with cost savings, access to new technology and consolidated management information. Our hubs are available 24/7 and our team can assist with every step in the process – from first notice of loss to settlement and pursuit of recoveries.

Specialized cargo services

Container losses come in all shapes and sizes, such as losses involving fire damage or materials falling overboard. We have extensive experience managing container losses across the globe and our dedicated team will establish the extent and cause of the damages. We also provide project cargo and warranty services, which include assessing the suitability of the cargo, vessel and handling gear at the start of an operation. We bring together our team's global expertise to ensure the highest standards of pre-risk loss control.

OUR SERVICES

- Cargo
- Project cargo and warranty
- Container casualty
- Liability
- Carriers' liability/inland marine
- P and I
- Ports and terminals
- Technical/nautical
- Hull/machinery/land-based equipment
- Nautical surveys
- Vessel condition survey
- Warehouse survey
- Yacht practices
- Investigations
- Special investigations
- Risk management
- Third party administration
- Claims management
- Remote surveys
- Subrogation/recovery

Our Malaysia team

Our local and international loss adjusters have expertise across a range of industries, making our experts a multi-discipline team to serve our clients.

Aldrin Wong
Chief executive officer,
Malaysia, KL

Aldrin is a fully qualified professional civil engineer and chartered loss adjuster with a degree in law and postgraduate certificate in legal practice. He joined the loss adjusting industry in 1997 as an adjuster after working for several years in the construction industry. Since joining the industry more than 25 years ago, he has handled many large and complex construction, engineering and liability claims.

Expertise

- Catastrophe
- Construction and engineering
- Energy, oil, gas and power
- Liability
- Machinery breakdown

Qualifications

- BEng (Hons) LLB (Hons)
- CLP MIEM PEng
- ANZIIF (Snr assoc)
- CIP ACLA FIFAA

Languages

- English
- Bahasa Malaysia

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aldrin.wong@my.sedgwick.com

Reuben Francis
Deputy chief executive officer,
Malaysia, KL

Reuben has 23 years experience in the loss adjusting industry. He is a Fellow of the Chartered Institute of Loss Adjusters

Expertise

- Catastrophe
- Construction
- Financial
- Liability
- Marine cargo
- Motor third party investigation and theft
- Personal accident
- Property

Qualifications

- LLB. (Hons) London
- Dip MII
- ACIArb
- FCILA

Languages

- English
- Bahasa Malaysia
- Cantonese

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reuben.francis@my.sedgwick.com

Soo Kwong Weng
Deputy chief executive officer,
Malaysia, KL

Soo is highly experienced, with a career spanning 33 years in the loss adjusting industry. He has a background as a property loss adjuster.

Expertise

- Property
- Construction
- Jewellers' block
- Financial
- Catastrophe

Qualifications

- BA (Hons) Economics
- ANZIIF (Snr Assoc)

Languages

- English
- Bahasa Malaysia
- Cantonese

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kw.soo@my.sedgwick.com

Our Malaysia team

Lee Seet Chye
Executive director, Malaysia, KL

Lee is a chartered loss adjuster and quantity surveyor. He has extensive experience with 34 years in the loss adjusting industry.

Expertise
- All property classes
- Construction
- Jewellers' block
- Financial
- Catastrophe

Qualifications
- ACILA
- FIFAA
- ANZIIF (Snr assoc)
- CIP
- Dip. in building

Languages
- English
- Bahasa Malaysia
- Cantonese
- Mandarin

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seetchye.lee@my.sedgwick.com

Elizabeth Gill
General manager, Marine, Malaysia, KL

Elizabeth has been a loss adjuster for over 40 years, with experience in all aspects of insurance marine claims, cargo risk improvement measures and many other related marine cargo jobs.

Elizabeth has spent many years providing training on insurance marine claims, underwriting and risk improvements to insurers, brokers, insurance agents, bankers, the Chinese Chamber of Commerce, the Federation of Malaysian Manufacturers and many corporate manufacturers, warehouses and logistics service providers.

Expertise
- Marine liability
- Marine cargo

Qualifications
- HSC

Languages
- English
- Bahasa Malaysia

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elizabeth.gill@my.sedgwick.com

Teh Thiam Lock (Rein)
General manager, Penang

Rein's marine surveying career began in 1979 covering marine classes including petroleum. He handled draft, cargo and mineral ore shipments in India, Pakistan, the Philippines and Singapore; machinery shipments in Cambodia and bulk oil shipments in Indonesia. In 1992, he became a loss adjuster and has 30 years' experience handling fire, flood, typhoon and specialist claims.

Expertise
- All Property classes
- Machinery
- Construction/erection
- Public and products liability
- Professional indemnity
- Fidelity guarantee
- Jewellers' block
- Marine losses
- Personal accident
- Third party bodily injury
- Dilapidation survey
- Catastrophe losses

Qualifications
- ICCILA, Dip. MII, Certificate (Malaysian oil palm products surveyor examination) - PORLA

Languages
- English
- Bahasa Malaysia

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rein.teh@my.sedgwick.com

Sathiyamoothri Palaipan
Branch manager, Melaka

Sathiya has 10 years experience in the loss adjusting industry.

Expertise
- Property
- Construction
- Catastrophe
- Motor (own damage, third party bodily injury and theft)

Qualifications
- Basic Certificate Course in Insurance Loss Adjusting (BCCILA)
- Diploma Management Technology (Accounting)
- Bachelor of Arts Business Administration
- Master of Business Administration (Technology and Innovation Management)

Languages
- English
- Bahasa Malaysia
- Tamil

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Ong Beng How
Assistant general manager, Melaka

Ong has 28 years in the industry. He joined Maphilindo International Sdn Bhd in 2003. His experience spans property and financial claims as well as CAR/EAR, MB and consequential loss claims.

Expertise
- Catastrophe
- Property insurance
- Financial
- Construction

Qualifications
- Diploma in Business Admin

Languages
- English
- Bahasa Malaysia
- Mandarin

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benghow.ong@my.sedgwick.com

Jackson Lee Thong Huat
Assistant general manager, Kuching

A loss adjuster for over 35 years, Jackson has handled various classes of loss including property, mobile equipment, marine cargo, machinery breakdown, erection and construction all risks and motor claims.

Expertise
- Property
- Mobile equipment
- Marine cargo
- Machinery breakdown
- Motor

Qualifications
- ANZIIF (Aff.)

Languages
- English
- Bahasa Malaysia
- Mandarin

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jackson.lee@my.sedgwick.com

Our Malaysia team

Khairul Anwar Bin Mohamed
Senior branch manager, Kuantan

Khairul has 22 years in loss adjuster industry working in the property adjusting field.

Expertise
- Catastrophe
- Construction
- Liability
- Motor own damage
- Motor third party
- Investigation and theft
- Personal accident
- Property

Qualifications
- Dip. Automotive Engineering

Languages
- English
- Bahasa Malaysia

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Abdul Hakim Che A Halim
Branch manager, Kuantan

Hakim is a dedicated engineer and loss adjuster with 12 years experience investigating and processing general insurance claims, particularly in engineering related claims and flood claims. He has worked on a variety of losses including engineering, fire, theft, construction, machinery, liability, and flood among others.

Expertise
- Catastrophe
- Construction and engineering
- Property
- Machinery breakdown
- Liability
- Financial risks

Qualifications
- BEng (Hons), BCCILA

Languages
- English
- Bahasa Malaysia

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Jon Chang
Branch manager, Ipoh

Jon graduated with a Diploma in computer engineering, and has gained 12 years experience in the loss adjusting industry.

Expertise
- Property
- Construction
- Machinery
- Catastrophe

Qualifications
- Dip Comp Eng

Languages
- English
- Bahasa Malaysia

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jon.chang@my.sedgwick.com

Wong Tai Onn
Senior manager, Johor Bahru

Wong is highly experienced with a career spanning 21 years in the loss adjusting industry. He has extensive experience with fire losses.

Expertise
- Property
- Construction
- Jeweller's block
- Catastrophe

Qualifications
- DMII

Languages
- English
- Bahasa Malaysia

+60 16 786 6788
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David Ta Vui Chong
Senior manager, Kota Kinabalu

David has 25 years experience in the industry, joining Sedgwick in 1997 in Kota Kinabalu. In 2000 he joined Maphilindo International Sdn Bhd, Sabah branch as a senior adjuster.

Expertise
- Property
- Machinery breakdown
- Mobile equipment
- Motor third party Investigation
- Catastrophe

Qualifications
- LLB(Hons) (Wales)
- Certificate in General Insurance

Languages
- English
- Bahasa Malaysia
- Mandarin

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Mohd Hisham
Loss adjuster, Kota Kinabalu

Hisham began his career at an international insurance firm in Kuala Lumpur in 1998 as a business development executive specialising in life insurance, agency building and agent recruitments. He became a Loss Adjuster in 2008. After many more roles as both a business development manager and loss adjuster, he joined Sedgwick as a senior loss adjuster in 2017.

Expertise
- Catastrophe
- Construction
- Financial risks
- Liability
- Machinery breakdown
- Marine
- Property
- Risk surveys

Qualifications
- BA (Hons) International Business Administration

Languages
- English
- Bahasa Malaysia

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Our Malaysia team

Simon Kong
Loss Adjuster,
Miri

Simon has extensive experience within the adjusting industry, totally over 20 years to date. He has handled numerous property, motor and equipment claims, and managed significant fire losses.

Expertise

- Property
- Motor
- Equipment losses.

Qualifications

- BSc Computer Science / Information Technology
- Basic Certificate Course in Insurance Loss Adjusting

Languages

- English
- Bahasa Malaysia

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Ho Chan Chung
Loss adjuster,
Sibu

Chan graduated with a Diploma in Business Management, and began working in the loss adjusting industry in 2006 where he found a passion for his work and has now has 16 years experience in loss adjusting.

Expertise

- Catastrophe
- Motor own damage
- Construction
- Marine cargo
- Burglary

Qualifications

- Diploma in Business Management
- BCCILA

Languages

- English
- Bahasa Malaysia

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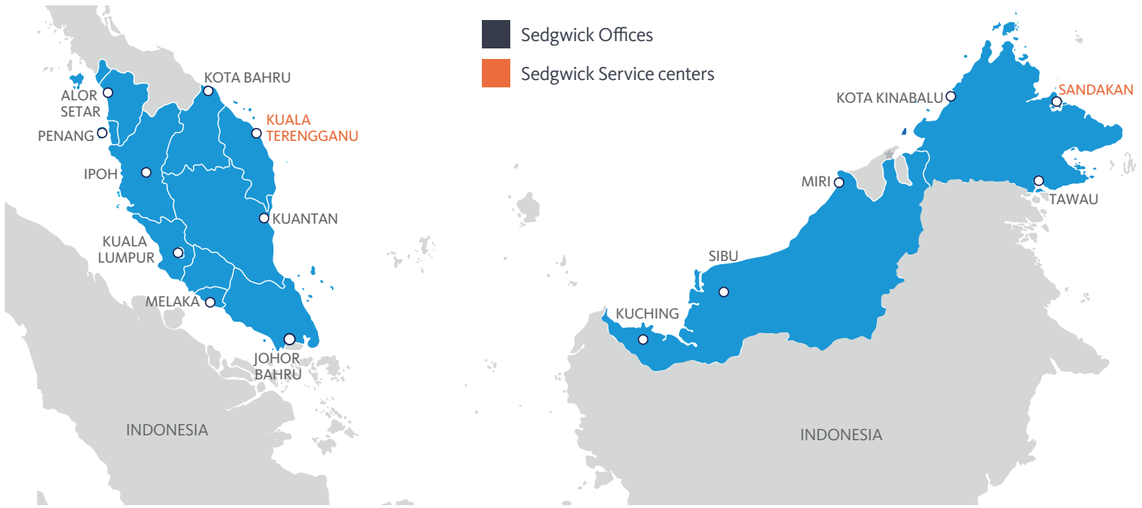
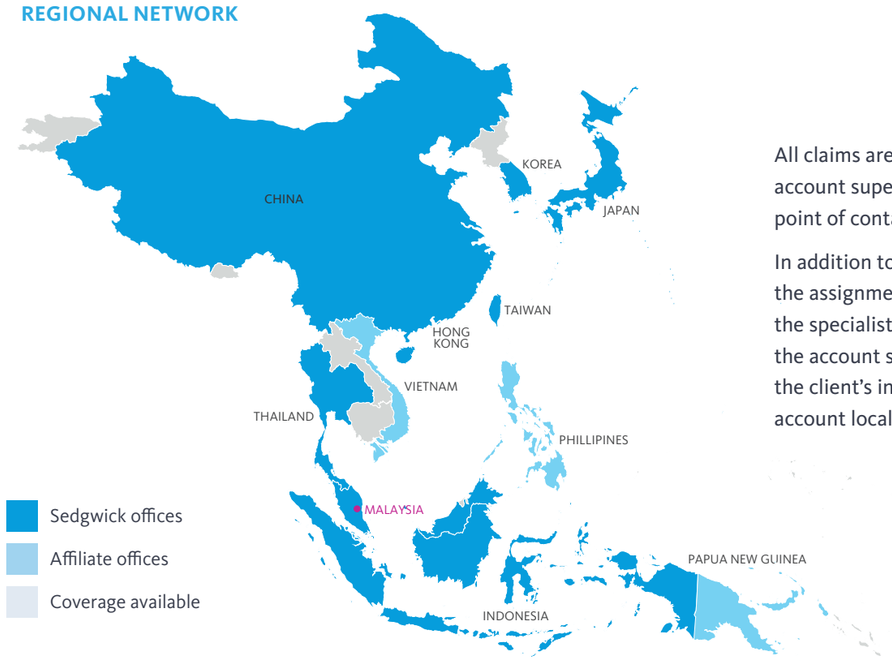
Our coverage

In Malaysia, in addition to our head office in Kuala Lumpur, we currently have 14 strategically located branch offices.

MALAYSIA NETWORK



REGIONAL NETWORK



All claims are centrally managed by an account supervisor to ensure a single point of contact.

In addition to being responsible for the assignment and coordination of the specialists required for each claim, the account supervisor ensures that the client's interests are taken into account locally in each country.

Our team

Regional team

Stephen Kerr	Chief executive officer - Asia	+44 7880 780090	stephen.kerr@uk.sedgwick.com
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Digital solutions

Sedgwick is investing in next generation technology to change the claims process.

SMART.LY SOLUTION

Across Sedgwick, we have introduced a new global intake solution enabling carriers, brokers and customers to notify us of new work quickly and efficiently.

FEATURES	BENEFITS
Provides a single intake solution	Wherever in the world you engage with Sedgwick, it's the same online service
Dynamic forms	Drives customers through the process - ensures all the data is captured at FNOL
Ability to white label	The form can look like your form. You don't need to invest in this area
Writes directly to our systems	Removes double keying of data, saving time and money
Configurable for carrier, broker and customer	Single consistent intake for all stakeholders in the claim
Customisable for each script	The script can be built to your specification
Progressive web app version	Looks and feels like an app with an icon on your customer's smartphone
Provides the gateway for AI	Intake is a key step in collecting the data to enable auto-settlement of claims

REMOTE LOSS ADJUSTING USING DIGITAL TOOLS

We use digital tools so our qualified adjusters can view losses remotely. Our loss adjusters have the ability to view loss sites using an app that clients are able to download.

Our adjuster decides if the loss is suitable for video streaming and then we contact the claimant. If they agree, the loss adjuster sends an sms or email with a link to the system. The link allows the customer to download an app to their own phone, tablet or device. The app will connect automatically to a video call and our adjuster can use one of a number of features to get the information they need to assess the loss. The client can delete the app once the session is finished.

"Sedgwick is investing in next generation technology to change the claims process."

Contacts

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Kuala Terengganu
Representative Office

Sandakan
Representative Office

sedgwick

Global solutions.
Local expertise.

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