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WHAT WE STAND FOR

We have always been a business that has repeatedly proved to our clients and insurers that we achieve where others cannot. Essentially we are known to be a business that solves the toughest problems, not just the easy ones.

Howden focuses its positioning on helping people solve the toughest problems they can face, based on specialist expertise, responsive service culture and independent yet charismatic style.

A specialist our know-how is a combination of our knowledge about the subject, legal matters and wording; our knowledge about people (clients and underwriters); our knowledge about how to make a deal.

Our core values reflect our culture and ethos (client focus, winning, innovating, non-political and a meritocracy). It's vital to our continued success that we keep these values at the heart of everything we do.

Our promise is that, if anyone can do it, "Howden will know how"



Willy Ignatius



MESSAGE FROM PRESIDENT DIRECTOR

Comments on Howden's Expansion in Indonesia

Over the past 12 months, Howden Insurance Brokers has been very active in Indonesia to promote value added services to our clients. We have gone beyond being just transactional intermediaries and extended ourselves as an innovative sounding board for insurance and risk management services as a whole. Obviously being part of an international insurance group like Howden Broking Group, has created the platform for us to provide top class services to you as our client.

I would like to introduce this first issue of "Howden Indonesia News," which we hope will become an excellent communication tool for sharing ideas between us and our clients. Via this newsletter, we would like to share with you what is happening in the local insurance and regional insurance markets including recent items of interest. We intend to keep the content short and interesting and ask you to contact contact us for more information should you need it. I hope you find the publication useful.

Best Regards,
Willy Ignatius - President Director

HEALTH & BENEFITS

Health Cost – Taming the Tiger



Violetha Manurung



Medical inflation has become a dangerous fact of life for HR managers. Committed to providing health benefits to employees, the ever rising cost can be like holding a tiger by the tail.

Great efforts have been made on the part of employers and insurance companies to understand the factors driving medical inflation, and to develop measures to control its impact.

Central to the solution is discipline and communication. It is vital to set clear rules regarding members' entitlement to coverage, and ensure that

all parties - from employees and their dependants to care providers - understand and comply with those rules.

A carefully designed benefit plan, communicated clearly to all concerned – employer, employees and care providers – and continually monitored, is the first step towards taming the tiger.

howden benefits is focused on helping clients solve their toughest benefits related problems – even those involving tigers!

Please contact us for details if required;

Further information on health insurance, please email to general@id.howdengroup.com or contact us on 0212939 4900 - Health & Benefits

STRATEGIC BUSINESS DEVELOPMENT

Overview: Howden Marine Seminar in Samarinda



Ricky Natapradja

Howden Insurance Brokers Indonesia first began handling Marine Hull & Machinery and Protection Indemnity Insurance in 2008, primarily on domestic tugs and barge fleets operating in coastal waters. In the last 4 years this has grown significantly and we now manage a portfolio of more than 100 vessels including Tugs, Barges, LCT's, Dredgers, Floating Crane Barges, Oil Storage Barges and Tankers.

Being part of Howden Broking Group has enabled us to link up with specialist resources in London and Hong Kong to deliver world class marine insurance services. As such we are making marine and P&I products a key part of Howden Indonesia growth strategy going forwards. To support this initiative we recently organized a customer seminar in Kalimantan and invited leading players from various sectors of the marine world to contribute.

The event was held at the Hotel Aston Samarinda, and was conducted in collaboration with our sister company FP Marine Risks Ltd colleagues and P&I Agent PT Bastama Mitra.

Key note speakers were:

1. Mr. Ir. R. Ricky Natapradja, APAI CIIB – Vice President Strategic Business Development (Howden) Presented – Marine Hull & Machinery Insurance and Claims Handling
2. Mr. Andrew Brooker – Director (FP Marine Risks) Presented – Marine Piracy
3. Mr. Hendrik Walelang, SH – Director (PT Bastama Mitra, P&I Agent) Presented – Marine Protection & Indemnity

This was a successful event, with seminar participants including representatives from 5 shipping / marine transport operators and a number of banks, including BCA (Bank Central Asia) and Bank Danamon, who are active in providing financing for tug and barge

construction projects in the province.

The response and feedback was highly positive and the general consensus from guests was that the seminar was *“very informative and detailed, and highlighted important facts regarding H&M and P&I Insurances, which other brokers and insurers had not previously highlighted”*.

Howden also explained the key factors which have contributed to the success of this company's Marine Division being:

1. Professional Expertise with strong technical and market knowledge of the marine Insurance world. This has of course been further enhanced with the collaboration of FP Marine Risks as a group related company;
2. Focus on providing tailor made solutions for clients in accordance with their specific requirements;
3. Successful claims handling, where we have in past 3 years handled major H&M and P&I claims involving complex losses and policy conditions and where claims were processed and settled quickly.

We believe that our marine portfolio will continue to grow. We have continued to receive more enquiries post seminar including invitations to quote for vessels involving cement carrier, floating crane barges, and marine archaeological survey vessels.

Further information on Marine Hull & Machinery and Protection Indemnity Insurance, please email to general@id.howdengroup.com or contact us on 0212939 4900 - Strategic Business Development.

FINANCIAL RISKS

Howden Trade Credit Insurance



Over the past 18 months PT Howden Insurance Brokers Indonesia (“Howden”) has continued to grow in the area of Trade Credit Insurance and have been appointed as Broker of Record for a number of large International and multi-national companies operating in the chemicals, agri-chemicals & plastics, heavy equipment, energy & mining sectors. We have also been actively working with major international banks that have requested our assistance to structure Trade Finance and Project Finance Risk Solutions using Trade Credit Insurance products for their clients.

Trade Credit Insurance (TCI) is a cost effective risk mitigation tool to protect your business against protracted default and / or commercial insolvency of your customers with resultant negative financial impact to your cash-flow.

If you conduct business or trade on “Open Account Basis – Terms” i.e payments due in arrears such as 30, 45, 60 up to 180 days then, Trade Credit Insurance can protect you in the event that your customers become overdue and default on the invoice.

TCI can be applied to all types of business-to-business transactions so long as there is an underlying trade (sale of goods or services) is between you and your customers.

TCI can also be applied and support:

- Bank Commercial Lending & Trade Financing –
- Structured Trade Facilities:
- Limited non-recourse accounts receivable facilities
- Trade Accounts Receivables finance (with recourse)
- Supplier Default Cover
- Invoice Discount / Factoring
- Supply Chain Finance
- AR Financing, Supply Chain, Factoring
- Project Financing – with/without recourse or limited recourse

Howden is currently the appointed Insurance Broker to a number of major local and international lenders with offices in Indonesia. We see our broking experience and expertise as a vital part of our value-added service offering. As a leading provider of trade credit products and services, we are able to support our clients with highly effective IT based solutions providing client services and financial operational information on-line 24 hours a day..

Further information on Trade Credit Insurance, please email to general@id.howdengroup.com or contact us on 0212939 4900 - Financial, SME & Affinity Risks.