

Bali, 26th October 2018



Opening Ceremony, 25th Indonesia Rendezvous yesterday together hitting percussions, Dadang Sukresna-Chairman of AAUI, Riswinandi-The Chief Executive of the OJK Non-Bank Industry Supervisor, Adi Pramana-Head of International Relations Division AAUI, Rismauli Silaban-Chairperson of Organizing Committee

24th Indonesia Rendezvous Opening Ceremony **Government Regulation on Industry and the Future of Catastrophic Insurance in Indonesia**

Bali, 25th October 2018 – Natural disasters are things that we cannot avoid and the number of people who have not been insured in Indonesia is a fact of reality as well as an opportunity for non-life industry players to be able to develop innovation and develop distribution channels for general insurance products.



Dadang Sukresna, Chairman of AAUI explained, "Discussions about insurance trends, identifying various potentials, and learning points will be very interesting, because we will discuss it with policy makers". He also added, "The world now faces a complex business environment characterized by changes in economic and demographic landscapes, technological innovations, changes in behavior and expectations, to the presence of strong disruption. Therefore, the world industry players should refocus on principles such as: top line sales, lower limit profits, and how to overcome dynamic challenges and competition.

Riswinandi, Chief Executive of the OJK Non-Bank Industry Supervisor, highlighted several issues that hoped to be the attention of the participants and associations, namely, the uncontrolled practice of engineering fees, expanding products not only focusing on motor vehicle insurance and property, issues on IFRS 17 Insurance Contracts, and sustainability over the suretyship business as a result of implementing the Guarantee Act, and fully supporting the improvement of the actuarial profession in the Company.*



Ms. Anne Mutia, CEO at Ogilvy Group Indonesia answer questions from participant.

24th Indonesia Rendezvous Second Panel **Customer is The Main Focus**

Bali, 26th October 2018 – Second panel discussions this morning held in a very active and intriguing moments, where Mr. Ahmad Nasrullah explain points of regulators, Ms. Inggit Primadevi explain how to handle customer complaints, Ms. Anne who explain freshly about how we treat our branding towards retail & corporate customers, and claims testimonial brought by DR. Abitani Taim. Mr. Robert Pek as the moderator said that this second panel discussions quite intriguing and lots of questions addressed to the panelist and in conclusion we need to have our orientation set back to our customer needs and service to manage lots of disruptions.*





IR 24th Highlights

