



Global
solutions.
**Local
expertise.**

Indonesia

[SEDGWICK.COM](https://www.sedgwick.com)

A local business partner

Sedgwick is one of the largest loss adjusting and claims management companies in the world. We offer a unique blend of stability, innovation and technical ability across a variety of disciplines.

We understand the challenges you face and can offer claims handling, domestic and commercial loss adjusting, catastrophe or major loss claims handling and claims management assistance on a global basis. We provide our clients with fast, efficient and, above all, consistent service from our operating platform of over 33,000 colleagues throughout 80 countries.

Business, even better than usual

With a combination of bilingual, highly qualified local adjusters and a flexible and proactive approach to loss adjusting, Sedgwick has the strength and stability to handle any insurance claim.

Our approach

Working together

We collaborate with you to ensure the best outcomes are always achieved.

Communication

Whatever the circumstances of the loss, regular, open and honest contact is vital throughout the claims process.

Responsiveness

Across nine countries and a network of associates in Asia, we will rapidly respond to any loss situation.

Proactive loss management

Whatever the circumstance of the loss, our proactive and collaborative approach considers all parties involved with one common goal — the successful resolution of the claim in the shortest time frame possible.

Client focus

Our success is based on understanding your needs and meeting them consistently and seamlessly, across all geographic regions.

Integrity and trust

These are essential elements of our relationships, providing confidence that by appointing us, you always have the right team for the job.

Remote loss adjusting using digital tools

Sedgwick is investing in next-generation technology to transform the claims process. We use digital tools so our qualified adjusters can view losses remotely, which improves our efficiency and reduces our carbon footprint. 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.

Our specialist insurance and claims support includes:

- Aviation
- Catastrophe management
- Construction and engineering
- Cyber and technology
- Energy
- Environmental
- Forensic accounting
- Loss adjusting
- Marine
- Mining and energy
- Power
- Product liability and recall
- Third party administration



33,000
colleagues globally



80
countries

*We offer a unique blend
of stability, innovation
and technical ability across
a variety of disciplines.*



At Sedgwick, we are available to guide you and your clients through the claims process as quickly and efficiently as possible.





Specialist services

Loss adjusting

Our loss adjusting team offers local expertise in property, construction, engineering and liability insurance claims, as well as solutions for commercial and residential markets.

We specialise in large/complex losses, large domestic and international commercial risks, middle market commercial property losses, and real estate, residential and catastrophic losses.

When catastrophes hit or other needs arise, we mobilise our resources to quickly respond and help restore infrastructure and livelihoods.

Major and complex loss

Our global major and complex loss 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 back up and running as soon as possible following a loss.

How can we help?

- Proactive in bringing claims to a speedy conclusion
- Focus on positively managing your brand
- Continually developing our service offering throughout the partnership

Sector experts

Our expertise comes from taking the time to learn our clients' specific requirements. Sedgwick has managed claims in every sector of the economy.

Strategic locations

We have hundreds of MCL experts around the world, ready to respond to your needs.

Proactive

We take immediate and consistent action to proactively mitigate losses and settle your claims quickly.

Our MCL capabilities include:

- Aviation
- Construction
- Cyber and technology
- Engineering
- Environmental
- Food and beverage
- Manufacturing
- Marine
- Mining
- Power and energy
- Retail and wholesale

With loss adjusters in over 80 countries, rest assured that whether your claim occurs in Asia or overseas, you'll be working with local experts.

Forensic accounting services

Our team provides forensic accounting, economic loss quantification, financial analysis and valuation services to legal, insurance and corporate clients.

We assess the value of claims made under insurance policies or via legal disputes and deliver our findings quickly, clearly and concisely.

Our professionals have the knowledge, experience and skills to identify the key financial and commercial issues based upon the evidence provided.

Marine

Sedgwick maintains one of the largest and most experienced marine claims operations in the industry, and we offer efficient, competitive, consistent service capabilities.

With over 210 dedicated marine experts worldwide, our professional expertise is unmatched, and we are well-equipped to handle global supply chains, ever-changing marine regulations, environmental policies and diminished salvage resources.

Through our global network of specialists with in-depth technical expertise, we can quickly assemble the right people in the right place to support any claim.

We have enhanced our marine capabilities in Indonesia to enable us to provide both in-house surveying and adjusting services for marine hull and machinery.

Third party administration (TPA)

Our TPA team provides cost-effective, expert claims management services across all classes of insurance for corporates, insurers, brokers and managing agents.

We have the flexibility to provide fully tailored, outsourced claims services or handle specific classes of business or functions. Many clients choose to work with us because we reduce the cost of investing in customer training programmes, IT systems, fraud screening and increasingly sophisticated claims analytics.



Our coverage throughout Indonesia



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Pekanbaru office

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Our leadership

Regional team

| | | | |
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| Stephen Kerr | Chief Operating Officer – Asia | +65 8907 9865 | stephen.kerr@sg.sedgwick.com |
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Country leaders

| | | | | |
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| Taiwan | Cameron Lee | Chief Executive Officer | +886 919 341 197 | cameron.lee@tw.sedgwick.com |

Our team

Jakarta office



Andri Dirgantara

President Director

Ir. ICAP, ACLA, Dipl. LA, ANZIIF, FIFAA, CIP

Andri has a civil engineering degree and has worked in claims management for a number of companies in Indonesia. Before joining Sedgwick in 1998, he worked as a site engineer for infrastructure projects, housing development and special construction projects. Andri specialises in adjusting losses on CAR/EAR, fire, marine and liabilities.

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Adam Sparrow

Technical Director

DipHE (Eng), Dip. CILA, Cert CII

Adam has an electrical and electronic engineering background and began his career as a loss adjuster in 2012. Since then, he has undertaken assignments in the UK and internationally, handling a mixture of complex commercial and engineering losses from first instruction to conclusion. Adam has experience investigating a wide variety of engineering claims, including energy, both renewable and non-renewable, machinery breakdown and electrical fires.

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Reinhard Andrew Puspito

Technical Adviser

M.Comm, AICLA, ANZIIF (Snr Assoc), CIP, Dip of Loss Adj, ACLA, ICAP

Andrew graduated with a Bachelor of Commerce, majoring in general insurance and accounting. He is continuing with a Master of Commerce, majoring in international business. Andrew is an experienced and qualified insurance practitioner and loss adjuster with a demonstrated 20-year history in large and complex claims. He specialises in stock and business interruption claims but is also skilled in handling fidelity, public and product liability claims.

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Arief Candra Maharto

Senior Manager

ST., ANZIIF (Assoc) CIP

Candra has a mechanical engineering degree and began his loss adjusting career in the claims department of an international insurer in 1999. He joined Sedgwick in 2008 and specialises in fire, property, engineering, marine and liability claims.

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Teddy A. Siahaan

Branch Office Coordinator

ST. ANZIIF (Assoc) CIP

Teddy graduated with an electrical engineering degree from the University of North Sumatra in 2002. He started his career with a Japanese company in the field of mechanical and electrical contracting. He became a loss adjuster in 2007 and worked for several different companies before joining Sedgwick in 2020.

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Cipto

Senior Adjuster

Cipto began his career as a junior mechanical specialist but has worked for many years as a senior technician with experience in the logging industry. He has also worked in the gold mining, construction, oil and gas industries and joined Sedgwick in 2006 to handle claims for heavy equipment losses.

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**Ridwan Budiman***Senior Adjuster**ST, ICAP, ANZIIF (Assoc) CIP, Cert. CILA, AIFAA*

Ridwan earned a BA (Hons) in civil engineering and has worked for a couple of local loss adjusting companies as a senior adjuster and manager handling major and complex losses. He joined Sedgwick in 2022 and has experience with various types of property and engineering losses, especially related to fires, earthquakes and floods.

M. +62 853 7318 0105**E.** ridwan.budiman@id.sedgwick.com**Calvin Leonsius***Senior Adjuster**ST ICAP ANZIIF (Assoc) CIP Cert. CILA FIFAA*

Calvin has extensive experience with various types of property and complex engineering losses, especially related to fires, earthquakes and floods. Calvin graduated with a degree in civil engineering and started his career as a property adjuster in 2012, gaining valuable experience in handling a wide range of property losses. He then joined a large Jakarta-based loss adjusting firm in 2016, becoming a senior adjuster and later senior manager. He also trained new loss adjusters, insurers, brokers and corporate clients on everything from policy coverage to claims handling procedures. Calvin has been with Sedgwick since 2023.

M. +62 8111 856 997**E.** calvin.leonsius@id.sedgwick.com**Arisandi***Senior Adjuster**AICLA (Aff)*

Having obtained a bachelor's degree in mechanical engineering, Arisandi started as an engineer, assigned to support industries such as mining and oil and gas in Indonesia. During this time, he was assigned to multiple coal mines, oil refineries and offshore drilling sites. He joined Sedgwick in 2010 covering heavy equipment losses. Over time, he has developed his skills in handling machinery breakdowns where claims arise from industries such as mining and plantation sections.

M. +62 852 2899 0313**E.** arisandi@id.sedgwick.com**Riyadi Septiyanto***Loss Adjuster**ST. ANZIIF (Assoc) CIP*

Riyadi has a mechanical engineering degree and began his career as a junior engineer. He worked for six years as a telecommunication engineer for several large local projects. He joined Sedgwick in 2013 as a loss adjuster.

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Agung has a mechanical engineering background and began his career at an automotive factory as an engineer. He also worked for many years as a service area supervisor with an authorised heavy equipment dealer. He joined Sedgwick in 2012 as a loss adjuster.

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**Irvan Tanoto***Loss Adjuster**ST.*

After graduating with a BA (Hons) in civil engineering from Bina Nusantara University, Irvan joined a piping construction company as project control for a geothermal power plant project. He later joined a local adjusting company and gained valuable experience handling a wide variety of losses, with an emphasis on property, construction and engineering. He has specialised expertise in earthquake and fire claims.

M. +62 822 6789 0988**E.** irvan.tanoto@id.sedgwick.com**Asep Sumantri***Loss Adjuster**ST.*

Asep holds a bachelor's degree in electrical engineering and has worked for a couple of local loss adjusting companies in Indonesia and a forensic consulting firm in Malaysia. He joined Sedgwick in 2023 as a loss adjuster. Asep has experience with various types of property and engineering losses.

M. +62 877 7198 7000**E.** asep.sumantri@id.sedgwick.com**Raymond Anthony Gerung***Loss Adjuster**S. Tr. T*

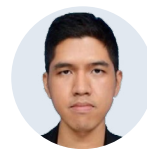
Raymond joined Sedgwick in 2023 as a loss adjuster handling property and engineering claims. Previously, he was part of the property, casualty and special risk division at a large Jakarta-based loss adjusting firm, where he worked on various fire, flood, engineering, machinery breakdown, liability and complex losses around Indonesia. Raymond graduated with a Diploma of Engineering degree in electrical engineering and in 2022 received a Bachelor of Applied Science in electrical and automation engineering.

M. +62 8888 351 804**E.** raymond.gerung@id.sedgwick.com**Marsa Alif Widyadhana***Loss Adjuster**Bachelor Degree in Law (S.H.)*

Following his completion of a degree in law, Alif joined Sedgwick in 2023. He started with a focus on fidelity claims and then developed his skills in handling both liability and property all risk matters. Many of his claims involve damaged stock across several industry sectors.

M. +62 852 2899 0313**E.** widyadhana.marsa@id.sedgwick.com**Dedi Hasiholan***Loss Adjuster**A.P.El., S.Si.*

Dedi started his career as a risk engineer for an insurance company and as a claims handler for an insurance brokerage. During this time, he was often assigned to property all risk and marine cargo claims. In 2023, he joined Sedgwick, where he deals with property all risks claims. He has also developed his skills at handling heavy equipment losses, which often occur in the plantation sector, and machinery breakdowns, where claims arise from the chemical and other industry sectors.

M. +62 815 1713 6726**E.** dedi.hasiholan@id.sedgwick.com**Dimas Zihni***Loss Adjuster**Mechanical Engineering B.Sc.*

Dimas is an expert in material science. He operated in the field of material testing for five years and studied this topic in Germany. Dimas subsequently took up the practice of forensic science in Malaysia. Having gained valuable knowledge about areas such as failure analysis, damage assessment and fire investigation, he was introduced to the insurance industry. Dimas now focuses on property claims including machinery breakdown claims. He has handled a number of high value claims.

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**Rosnawati Mustafa***Adjuster Support**A. Md As*

Rosna has an insurance background, having gained work experience at two joint venture insurance companies in the underwriting and claims departments. She joined Sedgwick in 2011 and provides valuable support to our adjusting team.

M. +62 812 1912 6989**E.** rosna.mustafa@id.sedgwick.com**Fifi F. Septina***Adjuster Support**A. Md. A.B.*

Fifi joined Sedgwick in 2000 and provides general administration support. Fifi earned a degree in business administration from the Polytechnic University of Indonesia. She facilitates customer queries and assists adjusters with their administrative duties.

M. +62 878 8846 5833**E.** fifi.septina@id.sedgwick.com**Surabaya office****Oktavianto Ekadinata***Branch Head/Senior Adjuster**ST., ICAP, FIFAA, ANZIIF (Snr Assoc) CIP*

Oktav gained his degree in civil engineering in 1997 and began his career as a quantity surveyor. Joining an international loss adjusting firm as a trainee adjuster, he gained experience in handling various types of claims before coming to Sedgwick in 2021 to manage the Surabaya office. Oktav has dealt with a wide range of losses since then, including property (fire, flood, storm, earthquake), engineering, liability, marine/land transit and CAT claims.

M. +62 812 311 4286**E.** oktavianto.ekadinata@id.sedgwick.com**Dani Aufar Fakhri***Loss Adjuster**ST.*

Dani graduated from the industrial technology faculty (ITS) in Surabaya in 2019 majoring in mechanical engineering. He then worked for over a year as a production supervisor in flexible packaging and for two years as an underwriter before joining Sedgwick in 2022. Dani has handled most types of property surveys and is experienced in risk management surveys (machinery breakdown, factory, warehouse and construction).

M. +62 857 3155 2126**E.** dani.fakhri@id.sedgwick.com**M. Karunia Arba***Loss Adjuster**ST.*

Arba began his career as an offshore field operator in the oil and gas industry in 2017. He then moved into loss adjusting specializing in property damage losses and heavy equipment claims, as he has a mechanical engineering background. In 2020, he joined Sedgwick as a loss adjuster handling property damage losses and heavy equipment claims.

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Balikpapan office



Heru Hardiyan

Branch Manager

ST., SH., MT., Dip. LA, ACLA,
ANZIIF (Snr Assoc) CIP

Heru has a master's degree in mechanical and industrial engineering and a bachelor's law degree. He began his career in the energy industry as a junior engineer, then worked as an engineering supervisor within the mining industry. He also has a diploma in loss adjusting from the Australian and New Zealand Institute of Insurance and Finance. Heru joined Sedgwick in 2007 and specialises in losses relating to CAR/EAR, liabilities, heavy equipment, engineering, fire and all property damage. He is currently the branch manager of our Balikpapan office.

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M. Yanuar Pribadi

Loss Adjuster

ST.

Yanuar has a bachelor's degree in engineering. In 2010 he began working as an assistant planner in consulting, civil, environmental and development planning for several cities in Indonesia. He then continued working as a QC inspector for offshore construction services, piping and oil and gas pipelines. He joined Sedgwick as a loss adjuster in 2017, handling heavy equipment and civil claims.

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Rogo Nur Wicaksono

Loss Adjuster

ST.

Rogo graduated with a bachelor's degree in engineering. He began his career as an engineer but worked for many years as a plant engineer with experience in heavy equipment. He joined Sedgwick in 2023, handling heavy equipment, property all risk, machinery breakdown and engineering claims.

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Pekanbaru office



Parindragala Panjaitan

Loss Adjuster

ST.

Parindragala (Indra) has a civil engineering background and began his career as a field technician for a remote sensing company in 1999. He entered the telecommunication industry in 2007 as a junior engineer for a national project and then worked as a project engineer for a large telecomms project with a multinational company for five years. He then served as a site engineer in building construction and maintenance for a pulp and paper company for five years. He joined Sedgwick in 2019.

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Medan office



Samuel Marihot Siregar

Loss Adjuster

ST.

Samuel's background is in electrical engineering. In 2007 he began his career as an assembly supervisor in the life-sciences and biomedical equipment industry. In 2010 Samuel transitioned to loss adjusting, working for over 10 years as a trusted claims handler in property damage, machinery breakdown, heavy equipment, contractor plant and machinery, and catastrophe claims. He joined Sedgwick in 2021 as a loss adjuster.

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Jakarta marine office



Stephen Foster
Marine Technical Director

Stephen joined Sedgwick as a technical adviser in 2011, with responsibility for a team of local marine surveyors/adjusters and overseeing the development of our marine operations in the Asia Pacific region. He was previously director of a major marine adjusting and consultancy firm for 22 years in Indonesia and Singapore, where he held a regional role.

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Capt. Iskandar Adji P.
Marine Technical Adviser
MM., MMar., ANZIIF (Assoc) CIP.

Adji served at sea from 1989 to 1997. He obtained his master marine license in 2001. In 2004 he joined a leading adjusting and marine consultancy firm and was appointed head of the marine risk survey division. Adji joined us in 2011 and has a wide range of experience in all types of cargo losses, including oil products, bulk cargo, commodities and heavy equipment.

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Evri
Marine Manager
S.SiT., ANZIIF (Assoc) CIP.

Evri graduated from the Merchant Marine Institute in Jakarta in 1999 with an engineering major. After graduation, he worked as an engineer on oceangoing vessels. In 2002, he became a project and service engineer, gaining experience in dealing with diesel engines, dual fuel engines and gas engines. He also spent time as a marine manager at an international adjusting and consultancy company, handling cargo claims — particularly those relating to power plants and industrial machinery such as generators, turbines and compressors.

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Kanya Manohara
Executive Marine Adjuster
SH., ICAP., AAA (Assoc)

Kanya brings a unique background to the marine industry as a law graduate from Atmajaya University. She has 15 years' experience as a specialist in claims assessment and review of liability for both small and complex casualties along with collision liability, sue and labor coverage, salvage and ship's repairer liability. She is qualified as an associate of the Association of Average Adjusters (AAA) and Indonesian Certified Adjusting Practitioners (ICAP).

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Fahrizal
Executive Marine Adjuster
SH., ICAP., AAA (Assoc)

Having graduated from Jenderal Soedirman University, Fahrizal has gained over 15 years' experience as an average adjuster. His expertise includes particular average, general average, collision liability, sue and labor coverage, salvage, total loss and ship's repairer liability. He is a qualified associate of the Association of Average Adjusters (AAA) in the UK and is also an Indonesian Certified Adjusting Practitioner (ICAP).

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Syamsul M. Anwar
Senior Marine Adjuster/Surveyor
S.SiT., ANZIIF (Assoc) CIP.

Syamsul graduated in 2008 majoring in port and shipping management. Prior to joining Sedgwick in 2012, Syamsul worked as a loading master for a shipping company and as a marine cargo surveyor. He is experienced in most types of cargo damage surveys as well as undertaking loading/discharge surveys.

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Jakarta marine office



Redika Junanda Suseno

Marine Surveyor/Adjuster

S. Tr. Pel.

Suseno graduated in 2017 majoring in port and shipping management at the Merchant Marine Institute, Jakarta. Prior to joining Sedgwick in 2018, Suseno worked for a shipping/stevedoring company monitoring vessels during berthing, loading/unloading and unberthing.

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Muhamad Irfansyah

Marine Surveyor/Adjuster

S.Tr.Kom.

Irfansyah graduated from the Insurance Polytechnic in Jakarta and gained experience working within the marine claims department of a local insurance broker for four years. He joined Sedgwick in 2018 as a trainee marine surveyor/adjuster and continues to work closely with our team of experienced surveyors.

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Deddy Pratama

Marine Adjuster

SsiT Pel

Deddy served at sea from 2015 to 2023 in several positions, from junior officer up to engineer on the ship. He got his marine engineering level 3 license in 2015 and marine engineering level 2 license in 2018. He has extensive experience in all types of machinery damage. Deddy joined Sedgwick in 2023 as a marine adjuster.

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Bima Erlangga Sakti

Marine Adjuster/Surveyor

Certificate of Competency Deck Officer Class II

Bima holds a chief officer license and gained experience as a deck officer on board chemical and bulk carrier vessels from 2019 to 2022. He began his career as a junior adjuster in 2023 and joined Sedgwick as a marine adjuster/surveyor. He specialises in marine cargo claims, liability (port, freight forwarder, port & terminal, and charterer) and risk surveys (including vessel condition, loading/discharging, lashing/securing and pre-shipment).

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Aulia Nur Srikandhi

Marine Secretary

SE.

Aulia graduated from Bogor Agricultural University in 2021 majoring in economics. She joined Sedgwick in 2022. In addition to her secretarial duties, Aulia manages specific client accounts, monitors recoveries and is involved as a client liaison.

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Surabaya marine office

**Purwanto Joko Tutuko**

Marine Surveyor/Adjuster

S.SiT., ANZIIF (Assoc) CIP.

Joko graduated from the Merchant Marine Institute, Jakarta in 1999, majoring in port and shipping management. Following graduation, he worked for an overseas shipping company before starting a career in marine surveying in 2014. Joko joined Sedgwick in 2016, can handle most types of cargo damage surveys and is experienced in handling risk management surveys involving project cargo and heavy equipment.

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**Hilman Pirsada**

Marine Adjuster/Surveyor

ST., ANZIIF (Assoc) CIP.

Hilman graduated from the Marine Technology Faculty (ITS) in Surabaya in 2011 majoring in marine engineering. He then worked for over two years as a production supervisor at a steel cord company before joining Sedgwick in 2014. Hilman can handle most types of cargo damage surveys and is experienced in risk management surveys involving project cargo and heavy equipment.

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