



INDONESIA



Global
solutions.
**Local
expertise.**

A local business partner

We are 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 that 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 30,000 employees, throughout 80 countries.

BUSINESS, EVEN BETTER THAN USUAL

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

Our specialist insurance and claims support includes:

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

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 change the claims process.

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.

If you would like to assign a claim, get some advice or simply find out more about how we work, please don't hesitate to contact us.


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



30,000+
colleagues globally



80
countries



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

Specialist services

Sedgwick provide the following 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.

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

MAJOR AND COMPLEX LOSS

Our major and complex loss 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.

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 constant exposure to your specific requirements. Our people have managed claims in every sector of the economy.

Strategic locations

We have hundreds of MCL global experts strategically located around the world, ready to respond to your needs

Proactive action

We take immediate and consistent action, to pro-actively mitigate losses and settle your claims quickly.

Our capabilities include:

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

With loss adjusters in over 65 countries, rest assured that whether your claim is across 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.

THIRD PARTY ADMINISTRATION (TPA)

Our TPA team provides cost-effective and 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



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.

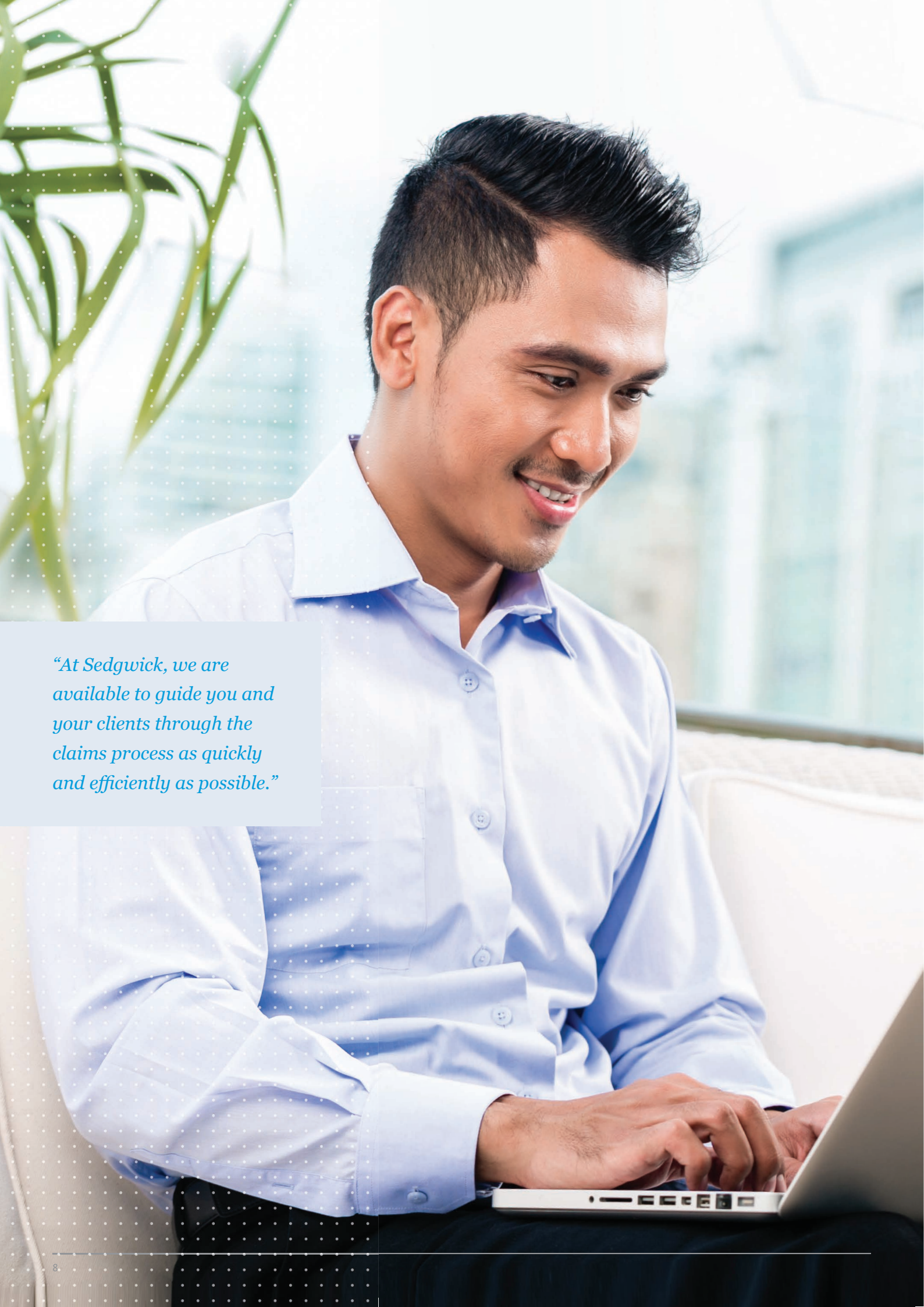
Our team

Regional team

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Country managers

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Our team

JAKARTA OFFICE

Andri Dirgantara
Ir. ICAP, ACLA, Dipl. LA, ANZIIF, FIFAA, CIP
President director
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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 developments and special construction projects. Andri specialises in adjusting losses on CAR/EAR, fire, marine and liabilities.

Adam Sparrow
DipHE (Eng), Dip. CILA, Cert CII
Technical director
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Adam has an electrical and electronic engineering background and began his career as a loss adjuster in 2012, since then he has undertaken assignments both 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.

Reinhard Andrew Puspito
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Technical adviser
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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 insurance loss adjuster with a demonstrated history of working in large and complex claims for over 20 years of experience. Specializing in stock and business interruption claims but also skilled in handling fidelity, public and product liability claims.

Arief Candra Maharto
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Senior manager
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Candra has a mechanical engineering degree and began his loss adjusting career in 1999. He then joined an international insurer in their claims department before rejoining the loss adjusting industry. He joined Sedgwick in Indonesia in May 2008 and specialises in fire, property, engineering, marine and liability claims.

Teddy A Siahaan
ST. ANZIIF (Assoc) CIP
Branch office coordinator
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Teddy graduated with an electrical engineer background from the University of North Sumatra in 2002. He started his career with a Japanese contractor company in the field of ME (mechanical and electrical contractor) as an electrical engineer. In 2007 he became a loss adjuster and worked for several different companies before joining Sedgwick in Indonesia in 2020.

Cipto
Senior loss adjuster
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Cipto began his career as a junior mechanic 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 industry and joined Sedgwick in Indonesia in May 2006, where he handles claims for heavy equipment losses.


Our team

JAKARTA OFFICE

Ridwan Budiman

ST, ICAP, ANZIIIF (Assoc) CIP, Cert. CILA, AIFAA

Senior loss adjuster



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Ridwan graduated with a BA(Hons) in civil engineering and joined a local loss adjusting company in 2012. In 2019, he moved to another local loss-adjusting company, as a senior adjuster and was later promoted to manager handling major and complex losses. He joined Sedgwick Indonesia in 2022 as a senior adjuster. He has experience with various types of property and engineering losses especially related to fire, earthquake, and flood.

Calvin Leonsious

ST ICAP ANZIIIF (Assoc) CIP Cert. CILA FIFAA

Senior adjuster



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Calvin joined Sedgwick in 2023 as a senior adjuster. He has extensive experience with various types of property and complex engineering losses, especially related to fire, earthquake, and flood. Calvin started his career as a property adjuster in 2012, where he gained 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 graduated with a degree in Civil Engineering in 2012.

Riyadi Septiyanto

ST., ANZIIIF (Assoc) CIP

Loss adjuster



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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 Indonesia in March 2013 as a loss adjuster.

Asep Sumantri

ST.

Loss adjuster



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Asep graduated with a Bachelor's Degree in electrical engineering and joined a local loss adjusting company in 2014. In 2018 he moved to another local loss-adjusting company. In early of 2023 he moved to a forensic firm as a forensic consultant in a Malaysian company. He then joined Sedgwick Indonesia in 2023 as a loss adjuster. He has experience with various types of property and engineering losses.

Raymond Anthony Gerung

S.Tr.T

Loss adjuster



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Raymond joined Sedgwick in 2023 as a loss adjuster handling property and engineering claims. Previously, Raymond was part of the property, casualty, and special risk division at 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.

Damar Gerung Waworuntu

SH., AICLA (Aff)

Loss adjuster



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Damar has a bachelor's degree in law and began his career as a corporate lawyer in 2014. He continued working as an in-house lawyer at an insurance company, handling insurance related cases and providing legal advice. He joined Sedgwick in Indonesia in October 2017 as a loss adjuster.

K. Agung Purbowo

ST., ANZIIIF (Assoc), CIP, ACLA

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 Indonesia in November 2012 as a loss adjuster.

Irvan Tanoto

ST.

Loss adjuster



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

Rosnawati Mustafa

A.Md As

Adjuster support



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Rosna has an Insurance background. Having gained work experience at two joint venture insurance companies in the underwriting and claims departments. Rosna is an adjuster support who joined Sedgwick in Indonesia in May 2011.

Fifi F.Septina

A.Md. A.B.

Adjuster support



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Fifi joined Sedgwick in Indonesia in October 2000 and provides general administration support. Fifi graduated in business administration from the Polytechnic University of Indonesia. She facilitates customer's administration queries and also assists adjusters in their administration duties.



Our team

SURABAYA OFFICE

Oktavianto Ekadinata
ST., ICAP, FIFAA, ANZIIF
(Snr Assoc) CIP
Branch head/senior adjuster



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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 joining 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 has experience in cat losses.

Dwi Dani Aufar Fakhri
ST.
Property surveyor/adjuster



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

M. Karunia Arba
ST.
Loss adjuster



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

PEKANBARU OFFICE

Parindragala Panjaitan
ST.
Loss adjuster



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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 5 years. He then worked as a site engineer in building construction and maintenance for a pulp and paper company for 5 years. He joined Sedgwick Indonesia in May 2019.

BALIKPAPAN OFFICE


Heru Hardiyan
ST., SH., MT., Dip. LA, ACLA,
ANZIIF (Snr Assoc) CIP
Branch manager



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Heru has a masters 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 as an engineer supervisor within the mining Industry. He also has a diploma in loss adjusting from the Australia and New Zealand Institute of insurance and finance. Heru joined Sedgwick in Indonesia in February 2007 and specialises in losses relating to CAR/EAR, liabilities, heavy equipment, engineering losses, fire and all property damage claims. He is currently the branch manager of our Balikpapan office.

M. Yanuar Pribadi
ST.
Loss adjuster



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Yanuar has a bachelor's degree in engineering. In 2010 he worked as an assistant planner in consultant, 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 in Indonesia as a loss adjuster in November 2017, handling heavy equipment and civil claims.

Rogo Nur Wicaksono
ST.
Loss adjuster



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Rogo graduated with a bachelor's degree in engineering. Rogo began his career as an Engineer but has worked for many years as a Plant Engineer with experience in the Heavy Equipment. He joined Sedgwick in Indonesia as a loss adjuster in 2023, handling Heavy Equipment, PAR, MB and Engineering claims.

MEDAN OFFICE

Samuel Marihot Siregar
ST.
Loss adjuster



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



Our team

JAKARTA MARINE OFFICE

Stephen Foster
Marine technical director



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

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



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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.

Muhamad Irfansyah
S.Tr.Kom.
Marine surveyor/adjuster



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Irfansyah graduated from the Insurance Polytechnic in Jakarta and gained around 4 years' experience working within the marine claims department for a local insurance broker. He joined Sedgwick in Indonesia in January 2018, as a trainee marine surveyor/adjuster and will be working closely with our team of experienced surveyors.

Deddy Pratama
SsiT Pel
Marine adjuster



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Deddy served at sea from 2015 to 2023 in several positions as a junior officersup 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 everything types of damage machinery. Deddy joined Sedgwick in 2023 as a Marine Adjuster.

Tya Mardin Friskaning Ayu
S.Tr.Pel.
Marine secretary



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Tya graduated in 2021 majoring in port and shipping management from the Merchant Marine Institute, Jakarta. Tya joined Sedgwick Indonesia in July 2022. Tya manages specific client accounts, monitors recoveries and is involved in client liaison.

SURABAYA MARINE OFFICE

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



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Evri graduated from the Merchant marine institute, Jakarta in 1999 with an engineering major. After graduation he worked as an engineer on ocean going 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 marine consultancy company, handling cargo claims particularly those relating to power plants, industrial machinery such as generators, turbines and compressors.

Syamsul M. Anwar
S.SiT., ANZIIF (Assoc) CIP.
Senior marine adjuster/
surveyor



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

Redika Junanda Suseno
S.Tr.Pel.
Marine surveyor/adjuster



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Seno graduated in 2017 majoring in port and shipping management of merchant marine institute, Jakarta. Prior to joining Sedgwick in Indonesia in November 2018, Suseno previously worked as operational staff for a shipping/ stevedoring company monitored vessels during berthing, loading/ un-loading, un-berthing.

Aulia Nur Srikandhi
SE.
Marine secretary



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

Purwanto Joko Tutuko
S.SiT., ANZIIF (Assoc) CIP..
Marine surveyor/adjuster



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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 on a career in marine surveying in January 2014. Joko joined Sedgwick in Indonesia in August 2016 and can handle most types of cargo damage surveys and is experienced in handling risk management surveys, involving project cargo and heavy equipment.

Hilman Pirsada
ST., ANZIIF (Assoc) CIP.
Marine surveyor/adjuster



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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 Indonesia in May 2014. Hilman can handle most types of cargo damage surveys and is experienced in handling risk management surveys, involving project cargo and heavy equipment.

Global solutions. Local expertise.

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Pekanbaru office

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