

A Brief History

PT. Mitra, Iswara & Rorimpandey was established in January 1975, by the late Alex R. Rorimpandey and Fred Iswara SH. now Chief Commissioner. From 1982 to 1989, a financial co-operation was established with the Metropolitan Group. This co-operation was discontinued but the relation with the Group remains strong and harmonious.

During the same period, technical relationship was established with Marsh and McLennan, a US based insurance broking company which ended in 1990 after five years of friendly co-operation.

PT. Mitra, Iswara & Rorimpandey has since not initiated any financial relations with others and remains to date an independent insurance broking company, the oldest in the country and always the leader in the national insurance intermediary services.

The Role of Insurance Broker

Briefly stated, the role of an insurance broker has always been to provide protection of the insurance interest of the client with comprehensive and effective Insurance Programs. The Insurance Program must be competitive and underwritten by solid and bonafide insurance companies.

An insurance broker should be the advisor consultant and the confidential partner of the client. We could pride ourselves of being able to establish solid and harmonious relations with our clients who have entrusted the management of their insurance to us. PT. Mitra, Iswara & Rorimpandey is a living proof of our ability to build solid and long lasting relations with all our clients.

A list of some our major and most valuable client is attached herewith.

Strength and Professionalism

More than a quarter of a century of experience in dealing with a wide range of customers each with different challenges and risk exposures, has given us the strength, expertise and professionalism needed to obtain the right solutions to the insurance requirements of our clients.

The strength of our company lies in the fact that we could deliver what only few other brokers could accomplish, that is the widest possible forms of cover, generous terms and condition, and above all, competitive price. In short, cost-effective insurance programs, for practically all types of risks, for all classes of business.

Special mentioning deserve to be given to the following type of businesses which have formed the backbone of our operation among others : Hotels, Apartments and

Shopping Centers (Mall, Plaza), Commercial Buildings / Offices, Country and Golf Clubs, Retail and Wholesale, Ceramic Factories, Textile and Garment Factories, Clove Cigarette(Kretek)Factories.

Our past experience and expertise, have furthermore enabled us to be always in the forefront for various type of insurance coverages such as Engineering and Construction Insurance (CAR/EAR), Machinery Breakdown Insurance, Liability insurance, Money Insurance, Dwelling House Insurance, Bussiness interruption Insurance, Marine Cargo, Motor Vehicle Insurance and also what has now come to the limelight Employee Benefits Insurance.

Claim Settlement

No other criteria is more important for the existence of an insurance broker than the ability to settle claims in a satisfactory manner. A satisfactory claim settlement involves the speedy payment of the claim, fair and adequate.

We could pride ourselves that to this very day, not one single claim has ever created serious problems of payment nor have any been declined by our friendly insurance companies. We have settled many claims which we like to believe is fair and adequate and to the satisfaction of our clients.