

Accelerating Transformation Through Developing Innovations



2019 **ANNUAL REPORT**
PT ASURANSI MSIG INDONESIA



MSIG

TABLE OF CONTENT

DAFTAR ISI

<p>03 Preface Kata Pengantar</p> <p>04 Message from President Director Sambutan Presiden Direktur</p> <p>08 Mission & Vision Misi & Visi</p> <p>09 Core Values Tata Nilai Perusahaan</p> <p>10 MSIG Logo Philosophy Filosofi Logo MSIG</p> <p>12 MSIG Indonesia in Brief Sekilas Tentang MSIG Indonesia</p> <p>18 Products Produk</p> <p>20 Board of Supervisors Dewan Komisaris</p>	<p>22 Board of Directors Dewan Direksi</p> <p>24 Technical Advisors Penasihat Teknis</p> <p>26 Leaders Pemimpin</p> <p>28 Management Report Laporan Manajemen</p> <p>30 Financial Highlights Ikhtisar Keuangan</p> <p>33 Statement of Financial Position Laporan Posisi Keuangan</p> <p>34 Statement of Profit or Loss Laporan Laba atau Rugi</p> <p>35 Financial Analysis Analisa Keuangan</p> <p>36 The Growth of Gross Premium Written Perkembangan Penerimaan Premi Bruto</p> <p>38 Good Corporate Governance Tata Kelola Perusahaan yang Baik</p> <p>45 Report on Public Complaint Service Laporan Pelayanan Pengaduan Publik</p>
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46 Complaint Service Procedure
Prosedur Pelayanan Pengaduan

48
CSR Activities
Kegiatan CSR

60 Awards and Achievement
Penghargaan dan Prestasi

64 Event Highlights and Activities
Ikhtisar Acara dan Kegiatan

68 Branding Activities
Kegiatan Branding

74
Audited Financial Statements
Laporan Keuangan yang Telah Diaudit

82
Addresses
Alamat

PREFACE

KATA PENGANTAR

PT Asuransi MSIG Indonesia, a member of MS&AD Insurance Group, is one of the large joint venture general insurance company in Indonesia which has been operating for more than 40 years and is continuously growing every year.

PT Asuransi MSIG Indonesia, bagian dari MS&AD Insurance Group, merupakan salah satu perusahaan asuransi umum patungan besar di Indonesia yang telah beroperasi selama lebih dari 40 tahun dan terus menerus berkembang setiap tahunnya.



MESSAGE FROM PRESIDENT DIRECTOR

SAMBUTAN PRESIDEN DIREKTUR

“IN 2019, MSIG INDONESIA MANAGED IN SHOWING A PROUD PERFORMANCE BY POSTED A PROFIT OF IDR117 BILLION, AN INCREASE OF 4.0% FROM THE PREVIOUS YEAR.”

“PADA TAHUN 2019, MSIG INDONESIA BERHASIL MENUNJUKKAN KINERJA YANG MEMBANGGAKAN DENGAN MEMBUKUKAN KEUNTUNGAN SEBESAR RP117 MILIAR, MENINGKAT 4,0% DARI TAHUN SEBELUMNYA.”



▶ TSUTOMU AOKI
President Director | Presiden Direktur

Dear Our Customers, Shareholders, Business Partners, and Stakeholders,

Throughout the years 2019, many of the major challenges still overshadow the world economy that exacerbates global economic growth, among them the trade war between the United States and China that has indirectly impacted the Indonesian economy.

The decline of the Fed Fund Rate (FFR) benchmark rates from 2.5% to 1.8%, followed by a decrease in benchmark interest rates in many countries, including Indonesia, has been yet to withstand the pace of slowing global economic growth in 2019. Quoted from the Indonesian Economic Report 2019 published by Bank Indonesia, in the year 2019 the global economy only grew 2.9% or slowed down compared to the growth in the year 2018 which amounted to 3.6%.

One of the impacts of slowing down this global economy is the decline in Indonesia's export performance in 2019. Nevertheless, a strong domestic demand contributed to Indonesia's recorded economic growth of 5.0%. Although this growth has decreased compared with the previous year, which is 5.2%, Bank Indonesia assesses that this growth is relatively good amid the global economic slowdown.

In addition to the low rate of inflation, this steady economic growth is also influenced by the performance of maintained investments, especially in areas of investment driven by infrastructure development, the construction of National Strategic Projects (PSN), and the performance of private construction.

Indonesia's economic condition certainly affects the General Insurance industry sector. According to the report of Performance & General Insurance Industry Analysis & Reinsurance Indonesia Year 2019 issued by the Indonesian General Insurance Association (AAUI), the financial services and insurance sector in 2019 experienced a growth of 8.5% from the previous year.

While general insurance premiums up to the year 2019 recorded IDR79.7 trillion, increased 14.1% compared with the year 2018 (IDR69.8 trillion), where the majority of the general insurance business line is experiencing growth, especially on the line of the Credit Insurance business. Four business lines recorded negative growth throughout the year 2019, including Freight Insurance,

Para Nasabah, Pemegang Saham, Mitra Bisnis, dan Pemangku Kepentingan,

Sepanjang tahun 2019, berbagai tantangan besar masih membayangi perekonomian dunia yang memperburuk pertumbuhan ekonomi global, di antaranya adalah perang dagang antara Amerika Serikat dan Cina yang secara tidak langsung berdampak pada perekonomian Indonesia.

Penurunan suku bunga acuan *Fed Fund Rate (FFR)* dari 2,5% ke 1,8% yang diikuti dengan penurunan suku bunga acuan di banyak negara, termasuk Indonesia, terlihat belum mampu menahan laju perlambatan pertumbuhan ekonomi global di tahun 2019. Dikutip dari Laporan Perekonomian Indonesia 2019 yang diterbitkan oleh Bank Indonesia, pada tahun 2019 ekonomi global hanya tumbuh 2,9% atau melambat dibandingkan dengan pertumbuhan di tahun 2018 yakni sebesar 3,6%.

Salah satu dampak dari melambatnya perekonomian global ini adalah turunnya kinerja ekspor Indonesia di tahun 2019. Meskipun begitu, permintaan domestik yang tetap kuat memberikan kontribusi pada pertumbuhan ekonomi Indonesia yang tercatat sebesar 5,0%. Meskipun pertumbuhan ini mengalami penurunan dibandingkan dengan tahun sebelumnya yakni 5,2%, Bank Indonesia menilai bahwa pertumbuhan ini tergolong baik di tengah melambatnya ekonomi global.

Selain karena tingkat inflasi yang rendah, pertumbuhan ekonomi yang tetap baik ini juga dipengaruhi oleh kinerja investasi yang terjaga, terutama pada area investasi yang terdorong oleh pembangunan infrastruktur, pembangunan Proyek Strategis Nasional (PSN), serta kinerja konstruksi swasta.

Kondisi perekonomian Indonesia tentunya berpengaruh terhadap sektor industri Asuransi Umum. Menurut laporan Kinerja & Analisa Industri Asuransi Umum & Reasuransi Indonesia Tahun 2019 yang diterbitkan Asosiasi Asuransi Umum Indonesia (AAUI), sektor jasa keuangan dan asuransi pada tahun 2019 mengalami pertumbuhan sebesar 8,5% dari tahun sebelumnya.

Sementara pendapatan premi Asuransi Umum sampai dengan tahun 2019 tercatat sebesar Rp79,7 triliun, meningkat 14,1% dibandingkan dengan tahun 2018 (Rp69,8 triliun), di mana mayoritas lini usaha Asuransi Umum mengalami pertumbuhan, terutama pada lini usaha Asuransi Kredit. Empat lini usaha tercatat membukukan pertumbuhan negatif sepanjang tahun

Energy Off - Shore Insurance, Liability Insurance, and Health & Accident Insurance.

Despite the challenges faced, in the year 2019, MSIG Indonesia managed to demonstrate an impressive performance by posting a profit of IDR117 billion, increased 4.0% from the previous year as a positive impact of the careful underwriting process, the development of various insurance products and digitalization.

At the same time, MSIG Indonesia also showed a Risk-Based Capital (RBC) rate of 217.0%, exceeding the minimum required by the Government. The Rate of Claim Ratio gained during the year 2019 is 38.0%. Because of our achievement throughout the year 2019, financial strength, and synergy with the global network, we are proud to be the right solution to your insurance needs.

As a Company that always prioritizes services to customers, we are committed to constantly innovating as an effort to improve the capability and proficiency in delivering quality services, by conducting efficiencies of work processes and expanding the utilization of digital technology in the Company's business processes to create insurance services that meet the development of the era.

In 2019 we expanded the implementation of Robotic Processing Automation (RPA) to various internal work processes and processes that connect with business partners as an effort to increase productivity and minimize error rates. From the claims service side, we launched an online-based claim feature for Motor Vehicle Insurance named MSIG e-CL@IM, which can be found on MSIG Indonesia official website.

Various Media institutions have awarded several awards and recognitions from various categories to MSIG Indonesia throughout the year 2019, including awards at the Insurance Award 2019 held by Infobank Magazine for its "excellent" financial performance during the year 2018 and also earned the title of Market Leader General Insurance 2019 given by Media Insurance. These awards are a testament to the extraordinary achievement and will be the motivation for MSIG Indonesia to provide better service in the future.

2019, di antaranya Asuransi Pengangkutan, Asuransi Energy Off - Shore, Asuransi Tanggung Gugat, serta Asuransi Kecelakaan & Kesehatan.

Terlepas dari tantangan yang dihadapi, pada tahun 2019 MSIG Indonesia berhasil menunjukkan kinerja yang membanggakan dengan membukukan keuntungan sebesar Rp117 miliar, meningkat 4,0% dari tahun sebelumnya sebagai dampak positif dari proses *underwriting* yang cermat, pengembangan berbagai produk asuransi serta digitalisasi.

Bersamaan dengan hal tersebut, MSIG Indonesia juga menunjukkan tingkat *Risk-Based Capital (RBC)* sebesar 217,0%, melebihi batas minimum yang dipersyaratkan oleh pemerintah. Tingkat Rasio Klaim yang diperoleh selama tahun 2019 adalah 38,0%. Oleh karena pencapaian kami sepanjang tahun 2019, kekuatan finansial, dan sinergi dengan jaringan global, kami bangga menjadi solusi yang tepat atas kebutuhan asuransi Anda.

Sebagai Perusahaan yang selalu memprioritaskan layanan kepada pelanggan, kami berkomitmen untuk senantiasa berinovasi sebagai upaya meningkatkan kemampuan dan kecakapan dalam memberikan layanan yang berkualitas, dengan melakukan efisiensi proses kerja dan memperluas pemanfaatan teknologi digital dalam proses bisnis Perusahaan untuk menciptakan layanan berasuransi yang sesuai dengan perkembangan zaman.

Di tahun 2019 kami telah memperluas implementasi *Robotic Processing Automation (RPA)* pada berbagai proses kerja internal dan proses yang terkoneksi dengan mitra bisnis sebagai upaya meningkatkan produktivitas dan meminimalisir tingkat kesalahan. Dari sisi layanan klaim, kami meluncurkan fitur klaim Asuransi Kendaraan Bermotor berbasis online yang diberi nama MSIG e-CL@IM yang dapat ditemui pada situs resmi MSIG Indonesia.

Sejumlah penghargaan dan pengakuan dari berbagai kategori telah dianugerahkan oleh berbagai Lembaga Media kepada MSIG Indonesia di sepanjang tahun 2019, di antaranya penghargaan pada ajang Insurance Award 2019 yang diselenggarakan oleh majalah Infobank atas kinerja keuangan yang "sangat bagus" selama tahun 2018 dan juga meraih predikat sebagai Market Leader General Insurance 2019 yang diberikan oleh Media Asuransi. Hal ini menjadi bukti pencapaian yang luar biasa dan akan menjadi motivasi bagi MSIG Indonesia untuk memberikan layanan lebih baik di masa mendatang.

Continuing what we have begun, to maintain sustainable growth, the Company will continue to sharpen penetration in business retails and local businesses that are increasingly potentially over time and at the same time optimizing the Japanese corporate business. To achieve this, the Company establishes its primary strategy for focusing on market leadership, sustainable profitability, risk management & corporate governance, and innovation & excellence.

In the end, representing the Board of Directors and all employees, I would like to express our highest gratitude to all our customers, shareholders, business partners, and stakeholders who we value for their continued support and trust.

Melanjutkan apa yang telah kami mulai, untuk menjaga pertumbuhan yang berkelanjutan, Perusahaan akan terus mempertajam penetrasi pada bisnis retail dan korporasi lokal yang semakin berpotensi dari waktu ke waktu serta pada saat yang sama juga mengoptimalkan bisnis korporasi Jepang. Sebagai upaya mewujudkan hal tersebut, Perusahaan menetapkan strategi utamanya untuk berfokus pada kepemimpinan pasar, profitabilitas yang berkelanjutan, manajemen risiko & tata kelola perusahaan, serta keunggulan & inovasi.

Akhir kata, mewakili Dewan Direksi dan seluruh karyawan, saya ingin menyampaikan penghargaan dan terima kasih yang setinggi-tingginya kepada seluruh nasabah, pemegang saham, mitra bisnis, dan pemangku kepentingan yang kami hargai atas dukungan dan kepercayaan yang terus-menerus diberikan.

Jakarta, July 2020



Tsutomu Aoki
President Director
Presiden Direktur

MISSION & VISION

MISI & VISI

Mission Misi

To contribute to the development of a vibrant society and help secure a sound future for the planet, by enabling safety and peace of mind through the global insurance and financial services business.

Memberikan kontribusi bagi pengembangan masyarakat yang dinamis dan turut serta menjaga masa depan bumi, dengan memberikan keamanan dan ketenangan pikiran melalui usaha asuransi dan jasa keuangan global.



To create a world-leading insurance and financial services group that consistently pursues sustainable growth and enhances corporate value.

Menciptakan grup usaha asuransi dan jasa keuangan terkemuka di dunia yang secara berkelanjutan mengusahakan pertumbuhan serta meningkatkan nilai perusahaan.

Vision Visi

CORE VALUES

TATA NILAI PERUSAHAAN



- | | | | | |
|---|---|--|---|---|
| <p>1</p> <p>Customer Focus
Fokus Pada Pelanggan</p> <p>We continuously strive to provide security to our customers and achieve customer satisfaction.</p> <p>Senantiasa berupaya memberikan jaminan keamanan kepada pelanggan dan menciptakan kepuasan pelanggan.</p> | <p>2</p> <p>Integrity
Integritas</p> <p>We are sincere, fair and just in all our dealings.</p> <p>Tulus, jujur dan adil dalam memberikan pelayanan.</p> | <p>3</p> <p>Teamwork
Kerja Sama Tim</p> <p>We achieve mutual growth by respecting one another's individuality and opinions and by sharing knowledge and ideas.</p> <p>Meraih pertumbuhan bersama dengan cara saling menghargai kepribadian dan pendapat satu sama lain serta saling berbagi pengetahuan dan ide.</p> | <p>4</p> <p>Innovation
Inovasi</p> <p>We listen to our stakeholders and continuously seek ways to improve the way we work and do business.</p> <p>Mendengarkan para pemangku kepentingan dan senantiasa berupaya memperbaiki cara bekerja dan berusaha.</p> | <p>5</p> <p>Professionalism
Profesionalisme</p> <p>We make continuous efforts to improve our skills and proficiency to provide high-quality services.</p> <p>Senantiasa meningkatkan kemampuan dan kecakapan untuk memberikan layanan berkualitas tinggi.</p> |
|---|---|--|---|---|

MSIG LOGO PHILOSOPHY

FILOSOFI LOGO MSIG



- ▶ **The landmark represents the endeavour of the Group: to achieve dynamic growth and become one of the leading companies while preserving unshakable reliability.**

Logo kami merupakan gambaran akan kegigihan: untuk mencapai pertumbuhan yang dinamis dan menjadi salah satu perusahaan terkemuka yang selalu dapat diandalkan.

- ▶ **The blue symbolises a tradition of trust and quality service, whilst the red, like the crest of a wave, is uplifting, and conveys the promise of growth in its ever-increasing upward sweep.**

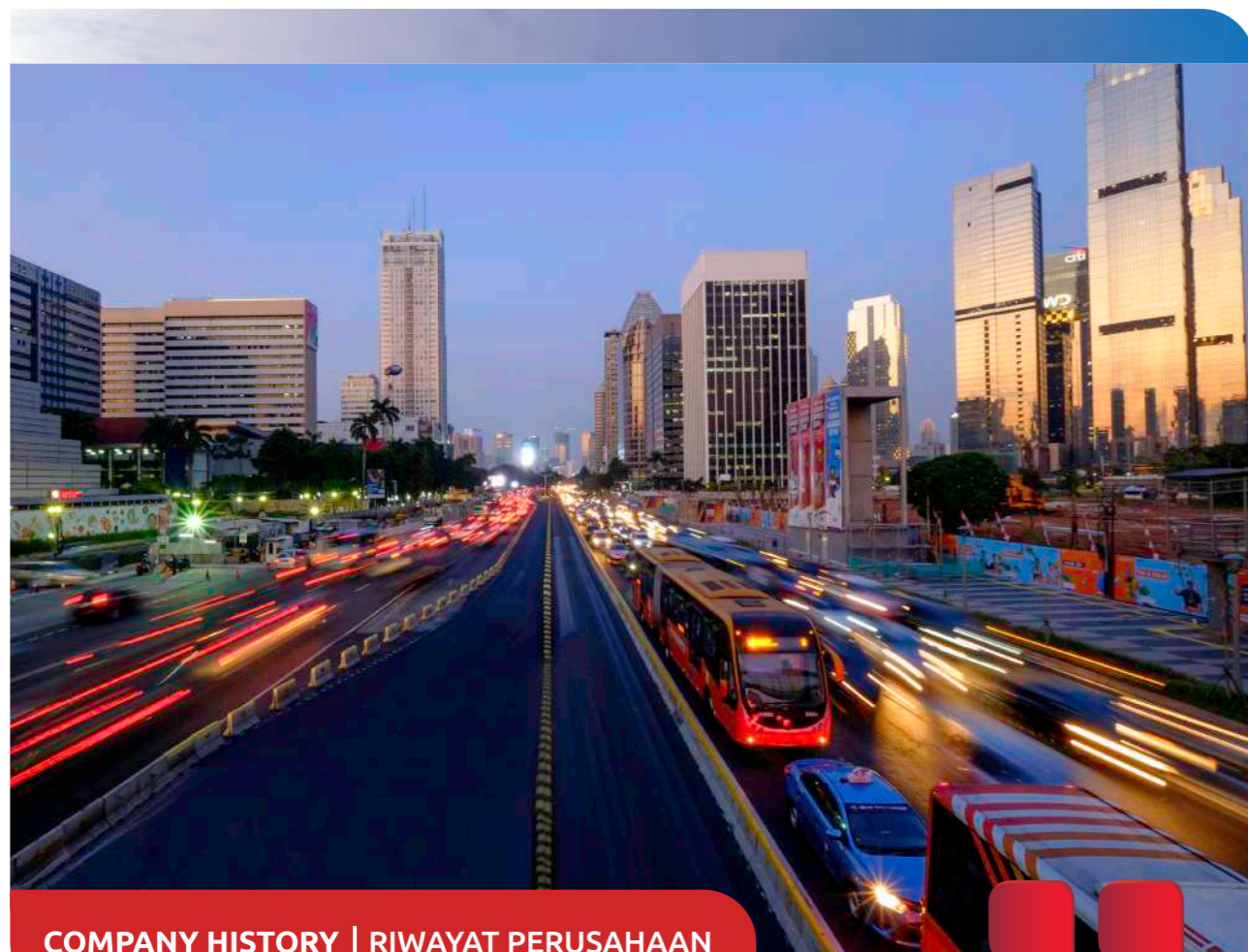
Warna biru pada logo melambangkan sebuah tradisi akan kepercayaan dan pelayanan berkualitas, sedangkan warna merah dengan bentuk puncak gelombang adalah senantiasa menggugah dan menjanjikan pertumbuhan dalam tiap lajunya ke depan yang semakin membesar.

- ▶ **The key element for visual communication, the landmark symbolises the corporate philosophy of Mitsui Sumitomo Insurance. As a general rule, it is displayed in colour (Mitsui Sumitomo Red and Mitsui Sumitomo Blue).**

Elemen penting untuk komunikasi visual, logo menyimbolkan filosofi perusahaan Asuransi Mitsui Sumitomo. Secara aturan umum, hal ini terlihat dalam warna (Mitsui Sumitomo Merah dan Mitsui Sumitomo Biru).

MSIG INDONESIA IN BRIEF

SEKILAS TENTANG MSIG INDONESIA



COMPANY HISTORY | RIWAYAT PERUSAHAAN

The Company's long history can be traced back to 1970 when PT Maskapai Asuransi Indonesia began acting as a General Agent for Taisho Marine and Fire Insurance Co., Ltd., Japan. Indonesia's economic growth eventually stimulated by the development of insurance business in the country. A conducive environment as supported by Government regulations encourages the establishment of a joint venture general insurance company.

Sejarah panjang Perusahaan dapat ditelusuri kembali ke tahun 1970 ketika PT Maskapai Asuransi Indonesia mulai bertindak sebagai Agen Umum untuk Taisho Marine and Fire Insurance Co., Ltd., Jepang. Pertumbuhan ekonomi Indonesia kemudian mempercepat perkembangan bisnis asuransi di negara ini. Lingkungan yang kondusif yang didukung oleh peraturan Pemerintah mendorong pembentukan perusahaan patungan asuransi umum.



On October 22, 1975 PT Asuransi Insindo Taisho was officially established as a joint venture company between Taisho Marine and Fire Insurance Co., Ltd., Japan (70% shares) and PT Maskapai Asuransi Indonesia (30% shares), with statutory capital of IDR750 million.

Pada tanggal 22 Oktober 1975 PT Asuransi Insindo Taisho resmi didirikan sebagai perusahaan patungan antara Taisho Marine and Fire Insurance Co., Ltd., Jepang (70% saham) dan PT Maskapai Asuransi Indonesia (30% saham), dengan Modal Dasar sebesar Rp750 juta.



Due to the changes in the Government regulations; in 1983 the composition of shares of the Company was altered to become 51% held by the Indonesian party and 49% by the Japanese party.

Karena perubahan peraturan Pemerintah; pada tahun 1983 komposisi saham Perusahaan berubah menjadi 51% dipegang oleh pihak Indonesia dan 49% oleh pihak Jepang.



However, since December 1990, as the paid up capital was increased to become IDR15 billion, the share composition became 79.60% held by the Japanese party while the remaining 20.40% by the Indonesian party.

Namun, sejak Desember 1990, Modal Disetor meningkat menjadi Rp15 miliar, komposisi saham menjadi 79,60% dimiliki oleh pihak Jepang sedangkan 20,40% sisanya oleh pihak Indonesia.



On April 1, 1996 the Company's name was changed from PT Asuransi Insindo Taisho to become PT Asuransi Mitsui Marine Indonesia, following the change of parent company's name from Taisho Marine and Fire Insurance Co., Ltd. to become Mitsui Marine and Fire Insurance Co., Ltd.

Pada tanggal 1 April 1996, nama Perusahaan PT Asuransi Insindo Taisho telah diubah menjadi PT Asuransi Mitsui Marine Indonesia mengikuti perubahan nama induk perusahaan dari Taisho Marine and Fire Insurance Co., Ltd. menjadi Mitsui Marine and Fire Insurance Co., Ltd.



Subsequently, on December 16, 1999 the paid up capital was increased to become IDR40 billion with no change in the share composition.

Selanjutnya, pada tanggal 16 Desember 1999 Modal Disetor ditingkatkan menjadi Rp40 miliar dengan tidak ada perubahan dalam komposisi saham.



With the merger of its parent company on October 1, 2001 where parent company's name became Mitsui Sumitomo Insurance Co., Ltd., thus the shareholding of PT Asuransi Sumitomo Marine and Pool became 72% owned by Mitsui Sumitomo Insurance Co., Ltd., Japan and 28% PT Pool Asuransi Indonesia.

On December 21, 2001 shareholding of PT Asuransi Mitsui Marine Indonesia became 80% held by the Japanese party and 20% held by the Indonesian party.

Dengan penggabungan induk perusahaan pada tanggal 1 Oktober 2001 di mana nama perusahaan induk berubah menjadi Mitsui Sumitomo Insurance Co., Ltd., Jepang maka kepemilikan saham menjadi 72% Mitsui Sumitomo Insurance Co., Ltd., Jepang dan 28% PT Pool Asuransi Indonesia.

Pada tanggal 21 Desember 2001 pemilikan saham PT Asuransi Mitsui Marine Indonesia menjadi 80% pihak Jepang dan 20% pihak Indonesia.



On November 22, 2002 composition of shares was changed to become 100% owned by Mitsui Sumitomo Insurance Co., Ltd.

Pada tanggal 22 November 2002 komposisi saham berubah menjadi 100% dimiliki oleh Mitsui Sumitomo Insurance Co., Ltd.



On March 31, 2003 PT Asuransi Sumitomo Marine and Pool transferred its business portfolio including employees to PT Asuransi Mitsui Marine Indonesia.

On April 1, 2003 the Company's name was changed from PT Asuransi Mitsui Marine Indonesia to become PT Asuransi Mitsui Sumitomo Indonesia, following the parent company's new name Mitsui Sumitomo Insurance Co., Ltd., Japan and also by the transfer of business portfolio of PT Asuransi Sumitomo Marine and Pool to PT Asuransi Mitsui Marine Indonesia.

On April 1, 2003, PT Asuransi Sumitomo Marine and Pool was dissolved by its parent company.

On September 16, 2003 the 20% shares of the company held by PT Maskapai Asuransi Indonesia were transferred to Mr. Rudy Wanandi.

Pada tanggal 31 Maret 2003 PT Asuransi Sumitomo Marine and Pool mengalihkan portofolio bisnis termasuk karyawannya kepada PT Asuransi Mitsui Marine Indonesia.

Pada tanggal 1 April 2003, nama Perusahaan PT Asuransi Mitsui Marine Indonesia telah diubah menjadi PT Asuransi Mitsui Sumitomo Indonesia mengikuti nama baru induk perusahaan Mitsui Sumitomo Insurance Co., Ltd., Jepang dan juga dengan dialihkannya portofolio bisnis PT Asuransi Sumitomo Marine and Pool ke PT Asuransi Mitsui Marine Indonesia.

Pada tanggal 1 April 2003 PT Asuransi Sumitomo Marine and Pool kemudian dibubarkan oleh perusahaan induknya.

Pada tanggal 16 September 2003, 20% saham perusahaan yang dimiliki oleh PT Maskapai Asuransi Indonesia dialihkan kepada Bapak Rudy Wanandi.



On June 30, 2007, PT Aviva Insurance in Indonesia was integrated into PT Asuransi Mitsui Sumitomo Indonesia following the acquisition of Aviva's general insurance operations in Asia by Mitsui Sumitomo Insurance Co., Ltd.

Pada tanggal 30 Juni 2007, PT Aviva Insurance di Indonesia berintegrasi ke dalam PT Asuransi Mitsui Sumitomo Indonesia mengikuti akuisisi perusahaan-perusahaan asuransi umum Aviva di Asia oleh Mitsui Sumitomo Insurance Co., Ltd.



On April 1, 2008 the Company's name was changed from PT Asuransi Mitsui Sumitomo Indonesia to become PT Asuransi MSIG Indonesia.

On September 30, 2008 the 80% shares of the Company held by Mitsui Sumitomo Insurance Co., Ltd., Japan were transferred to MSIG Holdings (Asia) Pte., Ltd., Singapore; a wholly subsidiary of Mitsui Sumitomo Insurance Co., Ltd.

Pada tanggal 1 April 2008, nama Perusahaan PT Asuransi Mitsui Sumitomo Indonesia berubah menjadi PT Asuransi MSIG Indonesia.

Pada tanggal 30 September 2008, 80% saham Perusahaan yang dimiliki oleh Mitsui Sumitomo Insurance Co., Ltd., Jepang dipindahkan kepada MSIG Holdings (Asia) Pte., Ltd., Singapura; anak perusahaan sepenuhnya milik Mitsui Sumitomo Insurance Co., Ltd.



On October 1, 2010, in line with the integration between MSIG Insurance, Aioi Insurance and Nissay Dowa Insurance in Japan, PT Asuransi MSIG Indonesia and PT Asuransi Aioi Indonesia have also completed its integration in Indonesia by way of business portfolio transfer from PT Asuransi Aioi Indonesia to PT Asuransi MSIG Indonesia.

Pada tanggal 1 Oktober 2010, sejalan dengan dengan integrasi antara MSIG Insurance, Aioi Insurance dan Nissay Dowa Insurance di Jepang, PT Asuransi MSIG Indonesia dan PT Asuransi Aioi Indonesia juga telah menyelesaikan integrasinya di Indonesia melalui transfer portofolio bisnis dari PT Asuransi Aioi Indonesia ke PT Asuransi MSIG Indonesia.



On May 30, 2014 the paid up capital was increased to become IDR100 billion with no change in the share composition.

Pada 30 Mei 2014, Modal Disetor ditingkatkan menjadi Rp100 miliar dengan tidak ada perubahan dalam komposisi saham.

MSIG Indonesia In Brief

Sekilas Tentang MSIG Indonesia

In an effort to always deliver the best services to the customers, the Company has further strengthened its corporate structure using continuously striving to develop its human resources as well as improving the efficiency of the operating system and administrative procedure.

Since 1983, the Company has applied the computerized system in its daily operations, followed by some developments in 1994 aimed at increasing higher capacity and more effective processing. Onwards, the Company continuously improves its computerized system to provide better services to its customers.

Dalam usahanya untuk selalu memberikan pelayanan yang terbaik kepada nasabah, Perusahaan telah memperkuat struktur perusahaan melalui usaha yang berkesinambungan untuk pengembangan tenaga kerja serta penyempurnaan sistem operasional maupun prosedur administrasi.

Sejak tahun 1983 Perusahaan telah melaksanakan komputerisasi, diikuti dengan berbagai pengembangan pada tahun 1994 demi peningkatan kapasitas dan efektivitas proses. Setelah itu Perusahaan tetap terus meningkatkan sistem komputer guna memberikan pelayanan yang lebih baik kepada nasabahnya.

Additionally, to build a stronger relationship with our customers outside Jakarta, we have established four Branch Offices and three Representative Offices, namely:

1. Surabaya Branch, since June 24, 1992
2. Medan Branch, since June 24, 1992
3. Bandung Branch, since October 27, 1992
4. Batam Branch, since February 24, 1995
5. Semarang Representative, since April 1, 2003
6. Denpasar Representative, since July 1, 2004
7. Palembang Representative, since March 1, 2005

Di samping itu, untuk lebih memperlancar hubungan kerja dengan nasabah di luar Jakarta, kami telah membuka empat Kantor Cabang dan tiga Kantor Perwakilan yakni:

1. Cabang Surabaya, sejak 24 Juni 1992
2. Cabang Medan, sejak 24 Juni 1992
3. Cabang Bandung, sejak 27 Oktober 1992
4. Cabang Batam, sejak 24 Februari 1995
5. Perwakilan Semarang, sejak 1 April 2003
6. Perwakilan Denpasar, sejak 1 Juli 2004
7. Perwakilan Palembang, sejak 1 Maret 2005



PRODUCTS

PRODUK

No.	MSIG Products	Produk MSIG
1.	Bailees' Liability	Asuransi Tanggung Jawab "Bailee"
2.	Bankers Insurance	Asuransi Bank
3.	Builder's Risks Insurance	Asuransi Builder's Risks
4.	Burglary Insurance	Asuransi Kebongkaran
5.	Business Interruption Insurance	Asuransi Gangguan Usaha
6.	Civil Engineering Completed Risks (CECR) Insurance	Asuransi Risiko Hasil Pekerjaan Teknik Sipil yang Sudah Selesai
7.	Comprehensive General Liability Insurance	Asuransi Tanggung Gugat Umum Komprehensif
8.	Comprehensive Machinery Insurance	Asuransi Mesin Komprehensif
9.	Contractor and Plant Machinery Insurance	Asuransi Peralatan dan Mesin Kontraktor
10.	Contractor's All Risks (CAR) Insurance	Asuransi Semua Risiko Kontraktor
11.	Contractual Liability	Asuransi Tanggung Jawab Kontraktual
12.	Cyber Insurance	Asuransi Cyber
13.	Director and Officer Insurance	Asuransi Direktur dan Pejabat
14.	Drone Insurance	Asuransi Drone
15.	Earthquake Insurance	Asuransi Gempa Bumi
16.	Electronic Equipment Insurance	Asuransi Peralatan Elektronik
17.	Employers Liability	Asuransi Tanggung Jawab Pemberi Kerja
18.	Energy Package Oil & Gas Insurance	Asuransi <i>Energy Package Oil & Gas</i>
19.	Erection All Risks (EAR) Insurance	Asuransi Semua Risiko Pemasangan
20.	Fidelity Guarantee	Asuransi Ketidakjujuran
21.	Fixed Premium P&I	Asuransi <i>Fixed Premium P&I</i>
22.	Freight Forwarder Liability	Asuransi Tanggung Gugat <i>Freight Forwarder</i>
23.	General Aviation Insurance	Asuransi Rangka Pesawat
24.	Golfer Insurance	Asuransi Pemain Golf
25.	Ladies Car Protection	<i>Ladies Car Protection</i>
26.	Liability Insurance	Asuransi Tanggung Gugat
27.	Loss of Profit Oil & Gas	Asuransi Kerugian Produksi Minyak dan Gas
28.	Machinery Breakdown Insurance	Asuransi Kerusakan Mesin
29.	Marine Cargo Insurance	Asuransi Pengangkutan Barang
30.	Marine Hull Insurance	Asuransi Rangka Kapal
31.	Micro Insurance (RumahKu, WarisanKu, Stop Usaha)	Asuransi Mikro (RumahKu, WarisanKu, Stop Usaha)
32.	Mobilaman Insurance Package	Asuransi Paket Mobilaman
33.	Money Insurance	Asuransi Uang
34.	Motor Insurance	Asuransi Kendaraan Bermotor
35.	Movable Property All Risk Insurance	Asuransi Barang Bergerak
36.	MS Aman/ House Holder Insurance Package	Asuransi Paket Rumah Tinggal

No.	MSIG Products	Produk MSIG
37.	MSIG FlexPro Content	MSIG <i>FlexPro Content</i>
38.	MSIG Home Shield Insurance (MSHS)	Asuransi MSIG <i>Home Shield (MSHS)</i>
39.	Mudik Aman/ Liburan Aman Insurance	Asuransi Mudik Aman/ Liburan Aman
40.	Overseas Travel Accident Insurance	Asuransi Kecelakaan Perjalanan Luar Negeri
41.	Personal Accident Insurance	Asuransi Kecelakaan Diri
42.	Plate Glass Insurance	Asuransi Kaca Plat
43.	Political Violence Insurance	Asuransi Kekerasan Politik
44.	Port & Terminal Operator Liability	Asuransi Tanggung Gugat Operator Port & Terminal
45.	Premises/ Personal/ Tenants Liability	Asuransi Tanggung Jawab Lokasi/ Personal/ Penyewa
46.	Product Liability	Asuransi Tanggung Jawab Produk
47.	Professional Indemnity Insurance	Asuransi Ganti Rugi Profesional
48.	Property All Risk/ Industrial All Risk	Asuransi Semua Risiko Harta Benda
49.	Specie Insurance	Asuransi Specie
50.	Supersurance	Asuransi Supersurance
51.	Terrorism and Sabotage Insurance	Asuransi Terorisme dan Sabotase
52.	Trade Credit Insurance	Asuransi Kredit Perdagangan
53.	Travel Insurance	Asuransi Perjalanan
54.	Workmen Compensation	Kompensasi Kerja
55.	Yacht Insurance	Asuransi Yacht



BOARD OF SUPERVISORS

DEWAN KOMISARIS

▶ **RUDY WANANDI**
President Commissioner
Presiden Komisaris



▶ **ALAN JOHN WILSON**
Vice President Commissioner
Wakil Presiden Komisaris



▶ **PROF. DR. DJISMAN SIMANDJUNTAK**
Independent Commissioner
Komisaris Independen



▶ **PETRUS M. SIREGAR**
Independent Commissioner
Komisaris Independen



BOARD OF DIRECTORS

DEWAN DIREKSI

▶ **TSUTOMU AOKI**
President Director
Presiden Direktur



▶ **BERNARDUS PRIYONO WANANDI**
Vice President Director
Wakil Presiden Direktur



▶ **BAMBANG S. SOEKARNO**
Director
Direktur



▶ **AKITO HARUGUCHI**
Director
Direktur



▶ **TAKASHI OGITA**
Director
Direktur



TECHNICAL ADVISORS

PENASIHAT TEKNIS

▶ **KAZUHIRO KOMATSU**
TA for UW Marine



▶ **MITSUHIKO MAEDA**
TA for Commercial Lines
& Bancassurance



▶ **RIKU MIYATA**
TA for Marketing



▶ **SHINSUKE KUDO**
TA for Underwriting



▶ **TAKASHI NAKAGAWA**
TA for Marketing



▶ **TATSUYA KOBAYASHI**
TA for Information
Technology



LEADERS

PEMIMPIN



Board of Directors / Dewan Direksi

Tsutomu Aoki	President Director/ Presiden Direktur
Bernardus Priyono Wanandi	Vice President Director/ Wakil Presiden Direktur
Bambang S. Soekarno	Director/ Direktur
Akito Haruguchi	Director/ Direktur
Takashi Ogita	Director/ Direktur

Technical Advisors (TA) / Penasihat Teknis

Kazuhiro Komatsu	TA for Underwriting Marine
Mitsuhiko Maeda	TA for Commercial Lines & Bancassurance
Riku Miyata	TA for Marketing
Shinsuke Kudo	TA for Underwriting
Takashi Nakagawa	TA for Marketing
Tatsuya Kobayashi	TA for Information & Technology

Division Heads / Kepala Divisi

Joni Afandy	Retail
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Department Heads / Kepala Bagian

Indri Aprilliani Tohir	Corporate Business
Susana Alamsyah	Administration
Nurul Hayati	Finance
Henry Kurniawan	Claim
Tedi Sumardiman	Leasing & Dealer
Antonius Eko Junijanto	Branch & Representative Offices
Haryadi	Information & Technology
Achmad Barickly	Broker Business
M. J. Shinta Dewi	Underwriting & Reinsurance
Irvan Darwansyah Lubis	Risk Management
Alexander Syarief Sudita Pangestu	Business Development

Section Heads / Kepala Seksi

Bonaventura Nugroho Ardi	Administration – Corporate Planning & Research Development
Tiani Anggawidjaja	Administration – General Affairs
Suryani Widyastuti Rahayu	Administration – Human Resources & Learning Development
Tety Garnasih	Administration – Legal
Yoga Adiperkasa P	Broker Business – Section 1
Anastasia Sinthia C.	Broker Business – Section 2
Nyoman Tris Kurnia	Business Development – Bancassurance

Bernadi Haryoyudanto	Business Development – E-Commerce and New Channel
Zul Akmal	Claim – Marine & Miscellaneous
Eva Fadli	Claim – Motor
Fitriah Kurniasih	Claim – Non Marine
Mirtarini	Claim – Quality Assurance
Ezer Permanawati	Corporate Business – Section 1
Meilani Murifiyanti	Corporate Business – Section 2
Erythrea Nesya	Corporate Business – Section 3
Iis Aisah	Corporate Business – Section 4
Fransiska N. D.	Leasing & Dealer – Leasing
Frida Yuliana	Finance – Accounting
Song Yunita	Finance – Finance
Milhani	Finance – Settlement & Collection
Saptono K. Raharjo	Information Technology – Infrastructure and Networking
Teddy Teng	Information Technology – Project Management Office
Nelly Novitawaty	Information Technology – Software and Development
Adhi Nugroho	Internal Audit – Audit
Santi Chaerani	Risk Management – Compliance & Risk Management
Finda Kurnia Dewi	Underwriting & Reinsurance – Business Administration
Marlina	Underwriting & Reinsurance – Reinsurance
RM Priatmojo Utomo	Underwriting & Reinsurance – Risk Consulting
Ali Trisno Pranoto	Underwriting & Reinsurance – Underwriting Marine
Ariesta N. Sinulingga	Underwriting & Reinsurance – Underwriting Motor & Miscellaneous
David Satria Jaya	Underwriting & Reinsurance – Underwriting Non Marine

Branches and Representative Office Heads / Kepala Kantor Cabang dan Perwakilan

Agnes Emilia	Bandung Branch Office
Wahyudi Widiyanto N.	Batam Branch Office
Andy	Medan Branch Office
Kardika Risdianto	Surabaya Branch Office
Yulita Wibisono	Denpasar Representative Office
Satya Hindardi	Semarang Representative Office
Ricky Indrajaya	Palembang Representative Office

MANAGEMENT REPORT

LAPORAN MANAJEMEN

SHARE CAPITAL

According to the approval from the Minister of Law and Human Rights of the Republic of Indonesia No. AHU-03235.40.20.2014 dated May 30, 2014, the Company's capital on May 30, 2014, is IDR100,000,000,000.00 (one hundred billion rupiahs).

That capital has placed and fully paid in by the Shareholders as follows:

MODAL SAHAM

Sesuai persetujuan Menteri Hukum dan Hak Asasi Manusia Republik Indonesia No. AHU-03235.40.20.2014 tanggal 30 Mei 2014, modal Perusahaan adalah Rp100.000.000.000,00 (seratus miliar rupiah).

Modal tersebut telah ditempatkan dan disetorkan penuh oleh para Pemegang Saham sebagai berikut:

IN RUPIAH DALAM RUPIAH	Shareholders / Pemegang Saham	Shares / Saham	
		Nominal / Nominal	%
1.	MSIG Holdings (Asia) Pte. Ltd. Singapore	80.000.000.000,00	80
2.	Mr. Rudy Wanandi	20.000.000.000,00	20
Total / Jumlah		100.000.000.000,00	100

As the fulfilment of Law No. 40 Year 2014 concerning Insurance Businesses and Regulation of the Financial Services Authority (OJK) No. 67/POJK.05/2016 concerning the Business License and Institution of Insurance Companies, Sharia Insurance Companies, Reinsurance Companies, and Sharia Reinsurance Companies, the Company has appointed and reported to OJK, MSIG Holdings (Asia) Pte. Ltd. which owns 80% of the shares as Controlling Company and as the Controlling Shareholders.

Sebagai pemenuhan Undang-Undang No. 40 Tahun 2014 tentang Perasuransian dan Peraturan Otoritas Jasa Keuangan (OJK) No. 67/POJK.05/2016 tentang Perizinan Usaha dan Kelembagaan Perusahaan Asuransi, Perusahaan Asuransi Syariah, Perusahaan Reasuransi, dan Perusahaan Reasuransi Syariah, Perusahaan telah menetapkan dan melaporkan kepada OJK, MSIG Holdings (Asia) Pte. Ltd. yang memiliki saham sebesar 80% sebagai Pengendali Perusahaan dan sekaligus sebagai Pemegang Saham Pengendali.



The financial strength and synergy with the global network became the power of MSIG Indonesia in providing insurance needs. It is showed by a Risk-Based Capital (RBC) rate of 217.0%, exceeding the minimum required by the Government; The rate of 38.0% claims ratio earned by the company during the year 2019.

Kekuatan finansial dan sinergi jaringan global menjadi kekuatan MSIG Indonesia dalam menyediakan kebutuhan asuransi. Ini ditunjukkan dengan tingkat *Risk-Based Capital (RBC)* sebesar 217,0%, yang melebihi batas minimum yang dipersyaratkan oleh pemerintah; Tingkat Rasio Klaim sebesar 38,0% yang diperoleh Perusahaan selama tahun 2019.

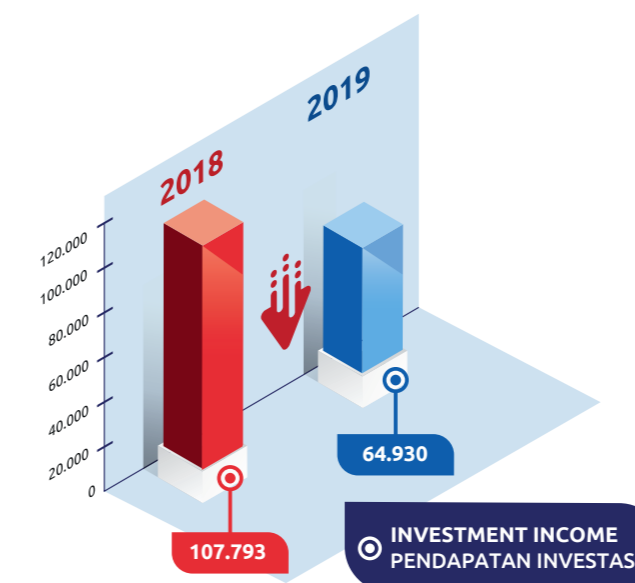
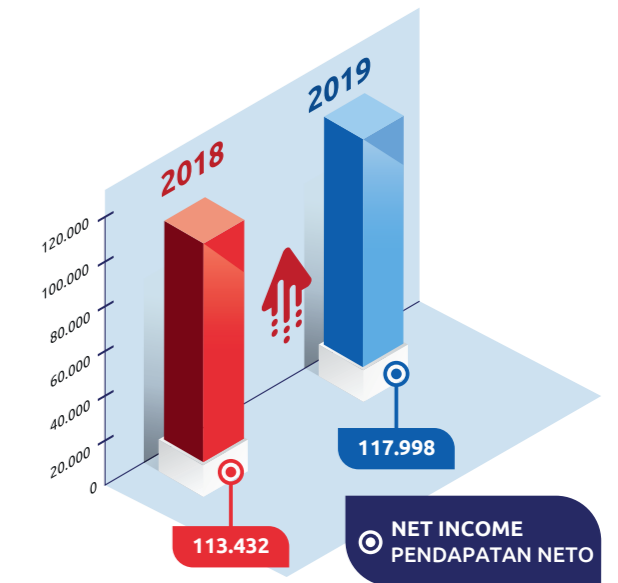
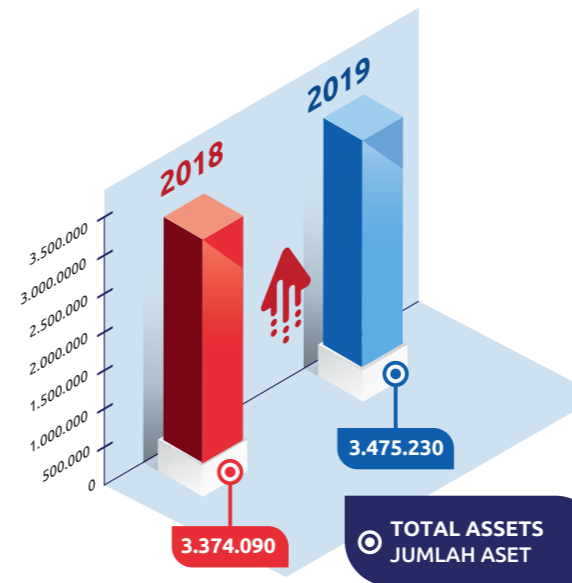
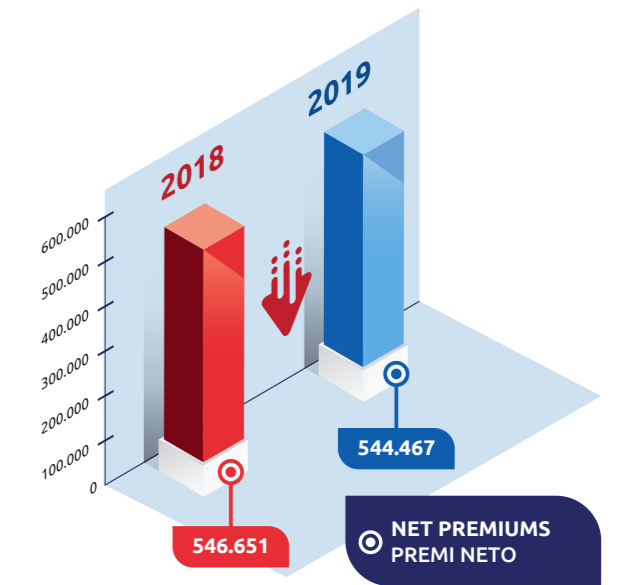
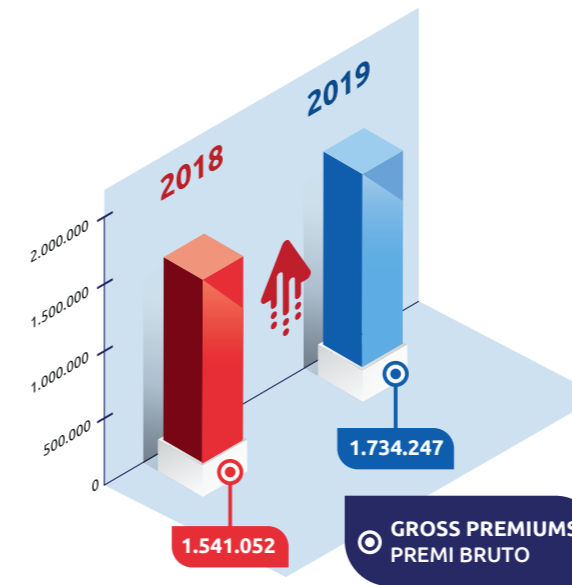
FINANCIAL HIGHLIGHTS

IKHTISAR KEUANGAN

For the years ended December 31, 2019 and 2018
 Untuk tahun yang berakhir tanggal 31 Desember 2019 dan 2018

IN MILLIONS OF RUPIAH DALAM JUTAAN RUPIAH	2019	2018
Gross Premium Premi Bruto	1.734.247	1.541.052
Net Premiums Premi Neto	544.467	546.651
Underwriting Revenue Pendapatan Underwriting	501.353	473.477
Underwriting Income Laba Underwriting	358.022	316.529
Investment Income* Pendapatan Investasi	64.930	107.793
Net Income Pendapatan Neto	117.998	113.432
Total Assets Jumlah Aktiva	3.475.230	3.374.090
Total Shareholder's Equity Jumlah Modal Sendiri	952.119	875.126
Combined Loss and Expense Ratio (%) Rasio Gabungan Beban dan Klaim (%)	82%	88%
Solvency Ratio / RBC (%) Rasio Solvabilitas / RBC (%)	217%	236%

* Including gain / loss from exchange rate on investment
 * Termasuk laba / rugi selisih kurs atas investasi





STATEMENT OF FINANCIAL POSITION

LAPORAN POSISI KEUANGAN

For the years ended December 31, 2019 and 2018
Untuk tahun yang berakhir tanggal 31 Desember 2019 dan 2018

IN MILLIONS OF RUPIAH DALAM JUTAAN RUPIAH	2019	2018
ASSETS / ASET		
Cash and Cash Equivalent / Kas dan Setara Kas	275.166	387.618
Investment / Investasi	1.172.349	914.411
Obligatory Funds / Dana Pinjaman	26.000	26.000
Premium Receivables, Net / Piutang Premi, Bersih	405.430	368.564
Reinsurance Receivables, Net / Piutang Reasuransi, Bersih	280.117	423.969
Reinsurance Assets / Aset Reasuransi		
Estimated Claim Liabilities / Estimasi Kewajiban Klaim	459.237	570.172
Unearned Premiums / Premi yang Belum Merupakan Pendapatan	711.424	555.739
Interest Receivables / Piutang Hasil Investasi	9.665	10.324
Fixed Assets, Net / Aset Tetap, Bersih	27.786	30.692
Other Receivables / Piutang Lainnya	6.521	4.130
Deferred Tax Assets, Net / Aset Pajak Tangguhan, Bersih	62.407	56.299
Deferred Acquisition Costs, Net / Biaya Akuisisi Tangguhan, Bersih	15.202	5.099
Other Assets / Aset Lainnya	23.926	21.073
TOTAL ASSETS / JUMLAH ASET	3.475.230	3.374.090
LIABILITIES AND SHAREHOLDERS' EQUITY / LIABILITAS DAN MODAL SENDIRI		
Claim Payable / Utang Klaim	1.873	3.084
Reinsurance Payables / Utang Reasuransi	614.139	712.600
Commission Payables / Utang Komisi	42.452	32.716
Income Tax Payable / Utang Pajak Penghasilan	15.256	15.767
Accruals & Other Liabilities / Biaya yang Harus Dibayar dan Liabilitas Lainnya	56.446	51.839
Accruals for Post-Employment Benefit Obligation / Liabilitas Imbalan Pasca Kerja	30.682	26.155
Estimated Claim Liabilities / Estimasi Liabilitas Klaim	643.578	736.917
Unearned Premiums Reserves / Cadangan Premi dan Cadangan Atas Premi yang Belum Merupakan Pendapatan	1.118.685	919.886
Deferred Acquisition Costs, Net / Biaya Akuisisi Tangguhan, Bersih	0	0
TOTAL LIABILITIES / JUMLAH LIABILITAS	2.523.111	2.498.964
SHAREHOLDERS' EQUITY / EKUITAS		
Share Capital at par value of Rp500,000 per share: Authorized, issued and fully paid-up capital of 80,000 shares / Modal Disetor	100.000	100.000
Other Equity Components / Komponen Ekuitas Lainnya	40.000	40.000
Retained Earnings / Laba Ditahan	786.822	725.540
Unrealized Gains on Available-for-Sale Securities / Kenaikan (Penurunan) Surat Berharga yang Tersedia untuk Dijual	20.981	3.893
Actuarial Losses on Post-Employment Benefit Obligation / Kerugian Aktuari Pada Liabilitas Imbalan Pasca Kerja	4.316	5.693
TOTAL SHAREHOLDERS' EQUITY / JUMLAH MODAL SENDIRI	952.119	875.126
TOTAL LIABILITIES AND SHAREHOLDERS' EQUITY / JUMLAH LIABILITAS DAN MODAL SENDIRI	3.475.230	3.374.090

STATEMENT OF PROFIT OR LOSS

LAPORAN LABA ATAU RUGI

For the years ended December 31, 2019 and 2018
Untuk tahun yang berakhir tanggal 31 Desember 2019 dan 2018

IN MILLIONS OF RUPIAH DALAM JUTAAN RUPIAH	2019	2018
UNDERWRITING REVENUE / PENDAPATAN UNDERWRITING		
Gross Premiums / Premi Bruto	1.808.246	1.601.232
Premiums Discount / Potongan Premi	(73.998)	(60.183)
Gross Premiums, Net of Premiums Discount / Premi Bruto, Setelah Potongan Premi	1.734.247	1.541.049
Reinsurance Premiums / Premi Reasuransi	(1.189.780)	(994.398)
Increase in Unearned Premiums / Kenaikan Premi yang Belum Merupakan Pendapatan	(43.114)	(73.174)
TOTAL UNDERWRITING REVENUE / PENDAPATAN UNDERWRITING	501.353	473.477
UNDERWRITING EXPENSES / BEBAN UNDERWRITING		
Claim Expense / Beban Klaim		
Gross Claims / Beban Klaim Bruto	(426.742)	(1.433.642)
Claims Recoveries from Reinsurers / Klaim Reasuransi	255.710	1.233.175
Net Claim / Beban Klaim Neto	(171.032)	(200.467)
Decrease (Increase) in Estimated Claims Retained / Penurunan (Kenaikan) Klaim Retensi Sendiri	(19.250)	(7.485)
Total Claim Expenses / Jumlah Beban Klaim	(190.282)	(207.952)
Commission Income (Expense), net / Pendapatan (Beban) Komisi Neto	36.831	43.650
Change in Deferred Acquisition Cost, Net / Perubahan Biaya Akuisisi, Bersih	10.120	7.354
TOTAL UNDERWRITING EXPENSES / BEBAN UNDERWRITING	(143.331)	(156.948)
Underwriting Income / Laba Underwriting	358.022	316.529
Investment Income Loss / Pendapatan (Beban) Investasi	64.930	107.793
Operating Expenses / Biaya Operasi	(277.509)	(282.829)
Other Income (Expense) / Pendapatan (Beban) Lain	8.204	5.027
INCOME BEFORE TAX / PENDAPATAN SEBELUM PAJAK	153.647	146.520
INCOME TAX EXPENSE / PAJAK PENGHASILAN	(35.649)	(33.088)
NET INCOME / PENDAPATAN NETO	117.998	113.432

FINANCIAL ANALYSIS

ANALISA KEUANGAN

For the years ended December 31, 2019 and 2018
Untuk tahun yang berakhir tanggal 31 Desember 2019 dan 2018

IN MILLIONS OF RUPIAH DALAM JUTAAN RUPIAH	2019	2018
LIQUIDITY RATIO / RASIO LIKUIDITAS		
Total Assets / Jumlah Aset	3.475.230	3.374.090
Total Liabilities / Jumlah Liabilitas	2.523.111	2.498.964
Ratio / Rasio	137,7%	135,0%
RETURN ON EQUITY / RASIO MODAL SENDIRI		
Income Before Tax / Pendapatan Sebelum Pajak	153.647	146.520
Shareholders' Equity / Modal Sendiri	952.119	875.126
Ratio / Rasio	16,1%	16,7%
INVESTMENT ON TECHNICAL RESERVE RATIO / RASIO INVESTASI TERHADAP CADANGAN TEKNIK		
Investment and Cash Equivalent / Investasi dan Setara Kas	1.473.515	1.328.029
Technical Reserve / Cadangan Teknik	591.602	530.893
Ratio / Rasio	249,1%	250,2%
SOLVENCY RATIO / RASIO SOLVABILITAS		
Shareholders' Equity / Modal Sendiri	952.119	875.126
Net Premiums / Premi Neto	544.467	546.651
Ratio / Rasio	174,9%	160,1%
INCURRED LOSS RATIO / RASIO KLAIM		
Claim Incurred / Total Beban Klaim	190.282	207.952
Underwriting Revenue / Pendapatan Underwriting	501.353	473.477
Ratio / Rasio	38,0%	43,9%

THE GROWTH OF GROSS PREMIUM WRITTEN

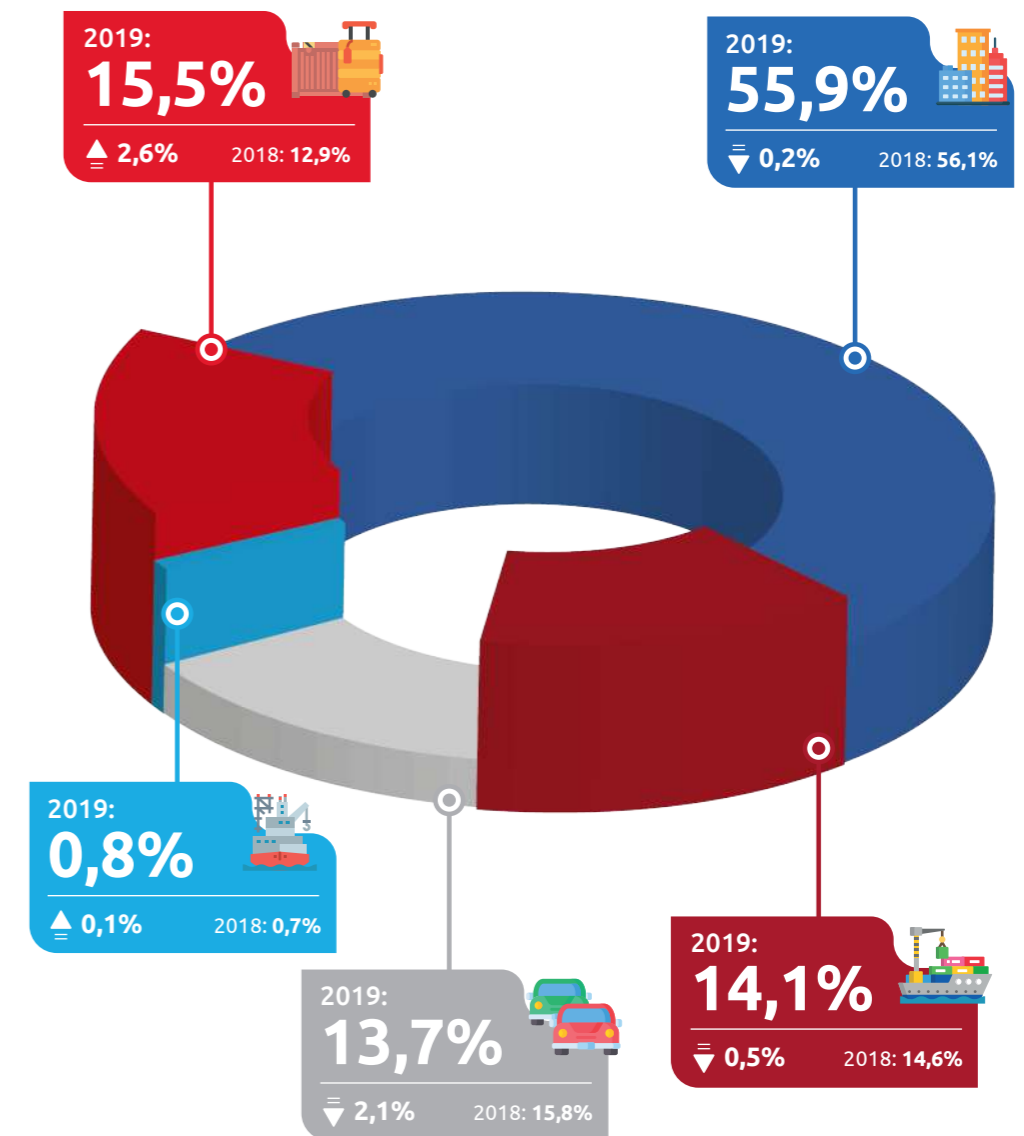
PERKEMBANGAN PENERIMAAN PREMI BRUTO

For the years ended December 31, 2019 and 2018
Untuk tahun yang berakhir tanggal 31 Desember 2019 dan 2018

IN MILLIONS OF RUPIAH DALAM JUTAAN RUPIAH	2019	2018	2019	2018
Marine Hull Rangka Kapal	13.674	10.892	0,8%	0,7%
Marine Cargo Pengangkutan	245.003	224.440	14,1%	14,6%
Fire Harta Benda	969.363	864.266	55,9%	56,1%
Motor Vehicle Kendaraan Bermotor	237.307	243.194	13,7%	15,8%
Miscellaneous Aneka	268.900	198.260	15,5%	12,9%
Total Gross Premium Total Premi Bruto	1.734.247	1.541.052	100,0%	100,00%



Growth of Gross Premiums 2019 Perkembangan Premi Bruto 2019



Fire
Harta Benda

Marine Cargo
Pengangkutan

Motor Vehicle
Kendaraan Bermotor

Marine Hull
Rangka Kapal

Miscellaneous
Aneka

GOOD CORPORATE GOVERNANCE

TATA KELOLA PERUSAHAAN YANG BAIK



MSIG Indonesia understands the importance of regulatory and controlling the Company to achieve a balance between power and authority within the Company to provide an account to create added value for all stakeholders. This concept emphasizes two things, namely: the first, the importance of Shareholder's right to obtain information correctly and timely and; second, the Company's obligation to make disclosures accurately, timely, transparent to all information on Company's performance, ownership and stakeholders.

MSIG Indonesia memahami pentingnya pengaturan dan pengendalian Perusahaan agar mencapai keseimbangan antara kekuatan serta kewenangan Perusahaan dalam memberikan pertanggungjawaban guna menciptakan nilai tambah untuk semua pemangku kepentingan. Konsep ini menekankan pada dua hal, yakni, pertama, pentingnya hak Pemegang Saham untuk memperoleh informasi dengan benar dan tepat pada waktunya dan, kedua, kewajiban Perusahaan untuk melakukan pengungkapan secara akurat, tepat waktu, keterbukaan terhadap semua informasi kinerja Perusahaan, kepemilikan dan pemangku kepentingan.



In running its business, the Company must comply with the prevailing laws and regulations and commit to implementing Good Corporate Governance principles, such as Transparency, Accountability, Responsibility, Independence, and Fairness.

Dalam menjalankan kegiatan operasionalnya, Perusahaan selalu mematuhi peraturan perundang-undangan yang berlaku serta berkomitmen untuk menerapkan prinsip-prinsip Tata Kelola Perusahaan yang Baik. Prinsip tersebut, antara lain Keterbukaan, Akuntabilitas, Pertanggungjawaban, Kemandirian, Kesetaraan dan Kewajaran.

- The Company has Corporate Values and code of ethics which align with the Company's Vision and Mission.
- The Business Ethics policy consistently implemented and updated so that Corporate Governance can be effectively applied. Moreover, the Company also pays attention to the environment and social responsibility.
- Information Technology Systems that support transparency in the decision making process and openness in expressing material and relevant information about the Company.
- The Company also provides opportunities for all stakeholders to offer advice and opinions for the Company's interests.
- A strong and dynamic Management team, encouraging the development of Company to make decisions objectively, without conflicts of interest and free of pressure from any party.
- Management accountability to other stakeholders, based on regulatory and statutory frameworks.
- Perusahaan memiliki Nilai-nilai Perusahaan dan standar etika yang selaras dengan Visi dan Misi Perusahaan.
- Kebijakan-kebijakan Etika Bisnis yang dilaksanakan Perusahaan secara konsisten dan diperbaharui sehingga pengelolaan Perusahaan terlaksana secara efektif. Perusahaan juga peduli terhadap lingkungan dan melaksanakan tanggung jawab sosial.
- Sistem Teknologi Informasi yang mendukung keterbukaan dalam melaksanakan proses pengambilan keputusan dan keterbukaan dalam mengemukakan informasi materiil dan relevan mengenai Perusahaan.
- Perusahaan memberikan kesempatan kepada seluruh pemangku kepentingan untuk memberi saran dan menyampaikan pendapat bagi kepentingan Perusahaan.
- Tim Manajemen yang kuat dan dinamis, mendorong perkembangan Perusahaan dan mengambil keputusan secara objektif, tanpa benturan kepentingan dan bebas dari tekanan pihak manapun.
- Akuntabilitas manajemen terhadap pemangku kepentingan lainnya, berdasarkan kerangka aturan dan peraturan yang berlaku.

- Human Resource Management that focuses on increased motivation and training to enhance the knowledge, skills, and nature or behaviour of employees to contribute to optimal productivity for the Company.

- Pengelola sumber daya manusia berfokus pada peningkatan motivasi dan pelatihan untuk meningkatkan pengetahuan, keterampilan, serta sifat atau perilaku karyawan agar memberikan kontribusi produktivitas yang optimal bagi Perusahaan.

CORPORATE GOVERNANCE STRUCTURE

Annual General Meeting of Shareholders (AGMS)

The Annual General Meeting of Shareholders is a special meeting where the Shareholders have exclusive authority in the limits specified by the law and/or Articles of Association to make decisions on:

- Approving the work plan which includes the Company's annual budget.
- Approving the changes contained in the Company's Articles of Association.
- Appointing members of the Board of Supervisors and Board of Directors.
- Determining on the distribution/allocation of Net Profit of the Company, according to the Company's Articles of Association.

The AGMS always held no later than 6 (six) months after the end of the fiscal year.

In this year, the Company held the 43rd AGMS on April 25, 2019.

Extraordinary General Meeting of Shareholders (EGMS)

The EGMS in this year were held three times, namely on March 29, 2019; July 2, 2019; and November 29, 2019.

Board of Supervisors (BOS)

Based on the Company's Articles of Association, the Board of Supervisors duties is to monitor the operations and management of the Company under the Board of Directors.

The Board of Supervisors evaluates the effectiveness of Directors' performance based on policy, strategy and implementation of business activities. The Director's duties and responsibilities include monitoring the Company's performance on strategic goals, business plans and budgets, and to establishing an Audit Committee and Risk Monitoring Committee in the performance of its duties. It has a responsibility to report the supervision and get Acquit et de charge from the AGMS.

STRUKTUR TATA KELOLA PERUSAHAAN

Rapat Umum Pemegang Saham Tahunan (RUPST)

Rapat Umum Pemegang Saham Tahunan merupakan rapat istimewa di mana Pemegang Saham memiliki wewenang eksklusif dalam batas yang ditentukan dalam undang-undang dan/atau anggaran dasar untuk mengambil keputusan atas:

- Menyetujui rencana kerja yang memuat anggaran tahunan Perusahaan.
- Menyetujui perubahan-perubahan yang terdapat pada Anggaran Dasar dan Rumah Tangga Perusahaan.
- Menentukan anggota Dewan Komisaris dan Dewan Direksi.
- Menentukan alokasi Laba Bersih Perusahaan, sesuai peraturan dalam Anggaran Dasar dan Rumah Tangga.

RUPST selalu diadakan selambat-lambatnya pada 6 (enam) bulan setelah berakhirnya tahun buku perseroan.

Pada tahun ini, Perusahaan telah menyelenggarakan RUPST ke-43 pada tanggal 25 April 2019.

Rapat Umum Pemegang Saham Luar Biasa (RUPSLB)

RUPSLB pada tahun ini diselenggarakan sebanyak 3 kali, yaitu pada 29 Maret 2019, 2 Juli 2019, dan 29 November 2019.

Dewan Komisaris

Berdasarkan Anggaran Dasar Perusahaan, tugas Dewan Komisaris adalah mengawasi kegiatan operasional dan manajemen Perusahaan yang berada di bawah pimpinan Direksi.

Dewan Komisaris menilai efektivitas kinerja para Direktur berdasarkan kebijakan, strategi, dan pelaksanaan kegiatan bisnis. Tugas dan tanggung jawab Dewan Komisaris mencakup pemantauan kinerja Perusahaan terhadap rencana strategis, rencana bisnis dan anggaran, serta membentuk Komite Audit dan komite Pemantau Risiko dalam pelaksanaan tugasnya. Memiliki tanggung jawab untuk melaporkan pengawasannya dan mendapatkan *Acquit et de charge* dari RUPST.

The composition of the Board of Supervisors, consisting of:

- Rudy Wanandi, President Commissioner
- Alan John Wilson, Vice President Commissioner
- Prof. Dr. Djisman Simandjuntak, Independent Commissioner
- Petrus M. Siregar, Independent Commissioner

Meeting of the Board of Supervisors

- To meet the prevailing Regulation of Financial Services Authority (OJK) on Good Corporate Governance For Insurance Businesses Companies, the Board of Supervisors meeting held every month. Nevertheless, the Board of Supervisors may hold a meeting at any time when deemed necessary by one or more members of the Board of Supervisors to discuss issues including performance, strategy, policies and other matters requiring the approval of the Board of Supervisors.

- The Board of Supervisors takes the decisions based on mutual agreement.

Audit Committee

The Audit Committee established to assist the Board of Supervisors to monitor and ensure the effectiveness of internal control systems and performance of internal auditors and external auditors. Audit Committee Meetings arranged on a quarterly basis. The Audit Committee consists of:

- Chairman : Prof. Dr. Djisman Simandjuntak (Independent Commissioner)
- Members :
 - Hideyuki Tanaka (Chairman - Regional Holding Company (RHC))
 - Alan J. Wilson (CEO - RHC / Vice Chairman of the Board of Supervisors)
 - Akihiro Yoshikawa (Executive Vice President of Compliance and Information Security - RHC)

Risk Monitoring Committee

The Risk Monitoring Committee, formerly known as the Risk Management Committee, was established to support the Board of Supervisors to monitor the implementation of Risk Management developed by the Board of Directors and to assess the risk tolerance to be taken by the Company. The Risk Monitoring Committee meeting held in quarterly. The Risk Monitoring Committee consists of:

- Chairman : Petrus M. Siregar (Independent Commissioner)
- Members :
 - Commercial Business Division Head

Komposisi Dewan Komisaris Perusahaan terdiri dari:

- Rudy Wanandi, Presiden Komisaris
- Alan John Wilson, Wakil Presiden Komisaris
- Prof. Dr. Djisman Simandjuntak, Komisaris Independen
- Petrus M. Siregar, Komisaris Independen

Rapat Dewan Komisaris

- Dalam rangka mematuhi Peraturan Otoritas Jasa Keuangan (OJK) yang berlaku mengenai Tata Kelola Perusahaan yang Baik Bagi Perusahaan Perasuransian, Rapat Dewan Komisaris diadakan secara bulanan. Meskipun demikian, Rapat Dewan Komisaris dapat diadakan setiap waktu bilamana dianggap perlu oleh seorang atau lebih anggota Dewan Komisaris untuk membahas berbagai hal termasuk kinerja, strategi, kebijakan dan perihal lain mengenai Perusahaan yang membutuhkan persetujuan Dewan Komisaris.
- Keputusan Rapat Dewan Komisaris diambil berdasarkan musyawarah untuk mufakat.

Komite Audit

Komite Audit dibentuk untuk membantu Dewan Komisaris memantau dan memastikan efektivitas sistem internal kontrol dan pelaksanaan tugas auditor internal dan juga auditor eksternal. Rapat Komite Audit diselenggarakan setiap tiga bulan. Komite Audit terdiri dari:

- Ketua : Prof. Dr. Djisman Simandjuntak (Komisaris Independen)
- Anggota :
 - Hideyuki Tanaka (Chairman - Regional Holding Company (RHC))
 - Alan J. Wilson (CEO - RHC / Wakil Presiden Komisaris)
 - Akihiro Yoshikawa (Executive Vice President of Compliance and Information Security - RHC)

Komite Pemantau Risiko

Komite Pemantau Risiko, yang sebelumnya dikenal dengan Komite Manajemen Risiko, dibentuk untuk mendukung Dewan Komisaris dalam mengawasi dan memantau pelaksanaan Manajemen Risiko yang dikembangkan oleh Direksi dan untuk menilai toleransi risiko yang akan diambil oleh Perusahaan. Rapat Komite Pemantau Risiko diadakan setiap tiga bulan. Komite Pemantau Risiko terdiri dari:

- Ketua : Petrus M. Siregar (Komisaris Independen)
- Anggota :
 - Kepala Divisi Bisnis Komersial

2. Retail Business Division Head
 3. Underwriting & Reinsurance Department Head
 4. Finance Department Head
 5. Claim Department Head
 6. Information Technology Department Head
 7. Administration Department Head
 8. Risk Management Department Head
- Observer :
 1. HR & LD Director
 2. Underwriting Director
 3. Finance Director
 4. Internal Audit Head

2. Kepala Divisi Bisnis Ritel
 3. Kepala Departemen *Underwriting & Reinsurance*
 4. Kepala Departemen Keuangan
 5. Kepala Departemen Klaim
 6. Kepala Departemen Teknologi Informasi
 7. Kepala Departemen Administrasi
 8. Kepala Departemen Manajemen Risiko
- Pengamat :
 1. Direktur HR & LD
 2. Direktur *Underwriting*
 3. Direktur Keuangan
 4. Kepala Audit Internal

Board of Directors (BOD)

The Company led by the Board of Directors appointed by the General Meeting of Shareholders, comprising of individuals who meet the requirements stipulated by legislation and regulations.

The composition of the Board of Directors consisting of:

- Tsutomu Aoki, President Director
- Bernardus Priyono Wanandi, Vice President Director
- Bambang S. Soekarno, Director
- Akito Haruguchi, Director
- Shiro Ozawa, Director (resigned as per March 29, 2019)
- Takashi Ogita, Director (appointed as per June 14, 2019)

Duties and Authorities of Directors

- Responsible in performing its duties for the Company's interest in achieving the goals and objectives.
- Responsible in performing its duties in accordance with prevailing laws and regulations.
- The Directors are representing Company both inside or outside of the courts on all matters and in any case; binding the Company to other parties and vice versa; and to carry out all actions, both regarding management and ownership.

INTERNAL CONTROL

Internal Audit

Internal control function in the Company is a crucial element in supporting the Company's operations. Internal controls serve to maintain Company properties and performance and meet regulations. A critical component of the Company's internal controls is the internal audit function.

Direksi

Perusahaan dipimpin oleh Direksi, yang ditunjuk oleh Rapat Umum Pemegang Saham, yang hanya terdiri atas perorangan yang memenuhi persyaratan yang ditentukan peraturan perundang-undangan yang berlaku.

Komposisi Direksi Perusahaan terdiri dari:

- Tsutomu Aoki, Presiden Direktur
- Bernardus Priyono Wanandi, Wakil Presiden Direktur
- Bambang S. Soekarno, Direktur
- Akito Haruguchi, Direktur
- Shiro Ozawa, Direktur (menjabat sampai dengan 29 Maret 2019)
- Takashi Ogita, Direktur (menjabat sejak 14 Juni 2019)

Tugas dan Wewenang Direksi

- Bertanggung jawab dalam melaksanakan tugasnya untuk kepentingan Perusahaan dalam mencapai maksud dan tujuannya.
- Bertanggung jawab menjalankan tugasnya dengan mengindahkan peraturan perundang-undangan yang berlaku.
- Direksi mewakili Perusahaan di dalam dan di luar Pengadilan tentang segala hal dan dalam segala kejadian, mengikat Perusahaan dengan pihak lain dan pihak lain dengan Perusahaan, serta menjalankan segala tindakan, baik yang mengenai kepengurusan maupun kepemilikan.

PENGENDALIAN INTERNAL

Audit Internal

Fungsi pengendalian internal dalam Perusahaan merupakan elemen penting dalam menunjang operasional Perusahaan. Pengendalian internal berfungsi untuk menjaga kekayaan dan kinerja perusahaan serta memenuhi peraturan perundang-undangan. Salah satu elemen penting dalam pengendalian internal Perusahaan adalah fungsi audit internal.

Internal Audit Function

- Provide an independent, objective assurance and advisory designed on the effectiveness of internal controls, risk management, compliance with policies and procedures, and governance processes to increase and improve the value of organizational operations.
- Assisting management to accomplish its objectives by bringing a systematic, disciplined approach to evaluating and enhancing the effectiveness of control, risk management, and governance processes.

Disclosure of Financial Information

The Company realizes transparency in good governance, by providing adequate and accurate information to various interested parties. The Company publishes financial information and other information that has a significant impact on the Company's performance accurately and timely manner.

Audits on the Company's Annual Financial Statement for the year ended December 31, 2018, was conducted by Siddharta & Widjaja registered Public Accountant (a member of KPMG International). The financial statements have been prepared in accordance with Principles of Financial Accounting Standards (PSAK) in Indonesia.

CORPORATE INFORMATION

External Communications

The Company maintains good communication with external parties through the issuance of reports, or publications in the mass media. Corporate information that published in 2018:

- Financial Statements 2018
- Annual Report 2018

Internal Communications

Corporate information also distributed internally to keep employees always having the latest company information. Internal communication in 2019 is:

- Program intranet called the MSIG Hub.
- Internal publications distributed by electronic mail.
- An electronic newsletter regularly published every month to an internal party.
- Promotional materials used for internal activities.

Fungsi Audit Internal

- Memberikan kebebasan, jaminan objektif dan merancang nasihat pada efektivitas pengendalian internal, manajemen risiko, kepatuhan terhadap kebijakan dan prosedur, dan proses tata kelola untuk menambah dan meningkatkan nilai operasi organisasi.
- Membantu manajemen menyelesaikan tujuannya dengan membawa pendekatan yang sistematis dan disiplin untuk mengevaluasi dan meningkatkan efektivitas pengendalian, manajemen risiko, dan proses tata kelola.

Keterbukaan Informasi Keuangan

Perusahaan mewujudkan transparansi dalam tata kelola yang baik, dengan menyediakan informasi yang cukup dan akurat kepada berbagai pihak yang berkepentingan. Perusahaan mempublikasikan informasi keuangan serta informasi lainnya yang berdampak signifikan pada kinerja Perusahaan secara akurat dan tepat waktu.

Audit terhadap Laporan Keuangan Tahunan Perusahaan untuk tahun buku yang berakhir pada tanggal 31 Desember 2018, telah dilakukan oleh Kantor Akuntan Publik Siddharta & Widjaja (anggota KPMG International). Laporan keuangan telah disusun sesuai Prinsip Standar Akuntansi Keuangan (PSAK) di Indonesia.

INFORMASI KORPORASI

Komunikasi Eksternal

Perusahaan menjalin komunikasi eksternal melalui penerbitan laporan, atau publikasi di media massa. Informasi korporat yang telah dipublikasikan pada tahun 2018:

- Laporan Keuangan 2018
- Laporan Tahunan 2018

Komunikasi Internal

Informasi korporasi disalurkan secara internal agar karyawan selalu mendapatkan informasi terkini terkait perusahaan. Komunikasi internal di tahun 2019 adalah:

- Program intranet yang bernama MSIG Hub.
- Publikasi internal disebarkan melalui surat elektronik.
- Koran elektronik yang dipublikasikan secara rutin setiap bulan kepada pihak internal.
- Materi promosi yang digunakan untuk kegiatan internal.

Other Information Access

Corporate information can be accessed through other media that aims to facilitate the effective distribution of information to the Company's stakeholders to maintain good communication as well as to get feedback from customers relating to Company's products and services. The Company provides information access through:

- Head Office: (021) 2523110
- Company Web Site: www.msig.co.id
- Electronic mail: msig@id.msig-asia.com
- Social Media site:
 1. Facebook Page: [msigid](#)
 2. Instagram: [msig_id](#)
 3. Twitter: [@msig_id](#)

Akses Informasi lainnya

Informasi korporat dapat diperoleh melalui media lain yang bertujuan untuk memperlancar efektivitas distribusi informasi bagi para pemangku kepentingan Perusahaan untuk memelihara komunikasi yang baik dan mendapatkan umpan balik dari pelanggan terkait produk dan jasa Perusahaan. Perusahaan menyediakan akses informasi melalui:

- Kantor Pusat: (021) 2523110
- Situs Web Perusahaan: www.msig.co.id
- Surat elektronik: msig@id.msig-asia.com
- Situs Sosial Media:
 1. Facebook Page: [msigid](#)
 2. Instagram: [msig_id](#)
 3. Twitter: [@msig_id](#)

REPORT ON PUBLIC COMPLAINT SERVICE

LAPORAN PELAYANAN PENGADUAN PUBLIK

Financial Services Institution: PT Asuransi MSIG Indonesia
Nama Pelaku Usaha Jasa Keuangan: PT Asuransi MSIG Indonesia

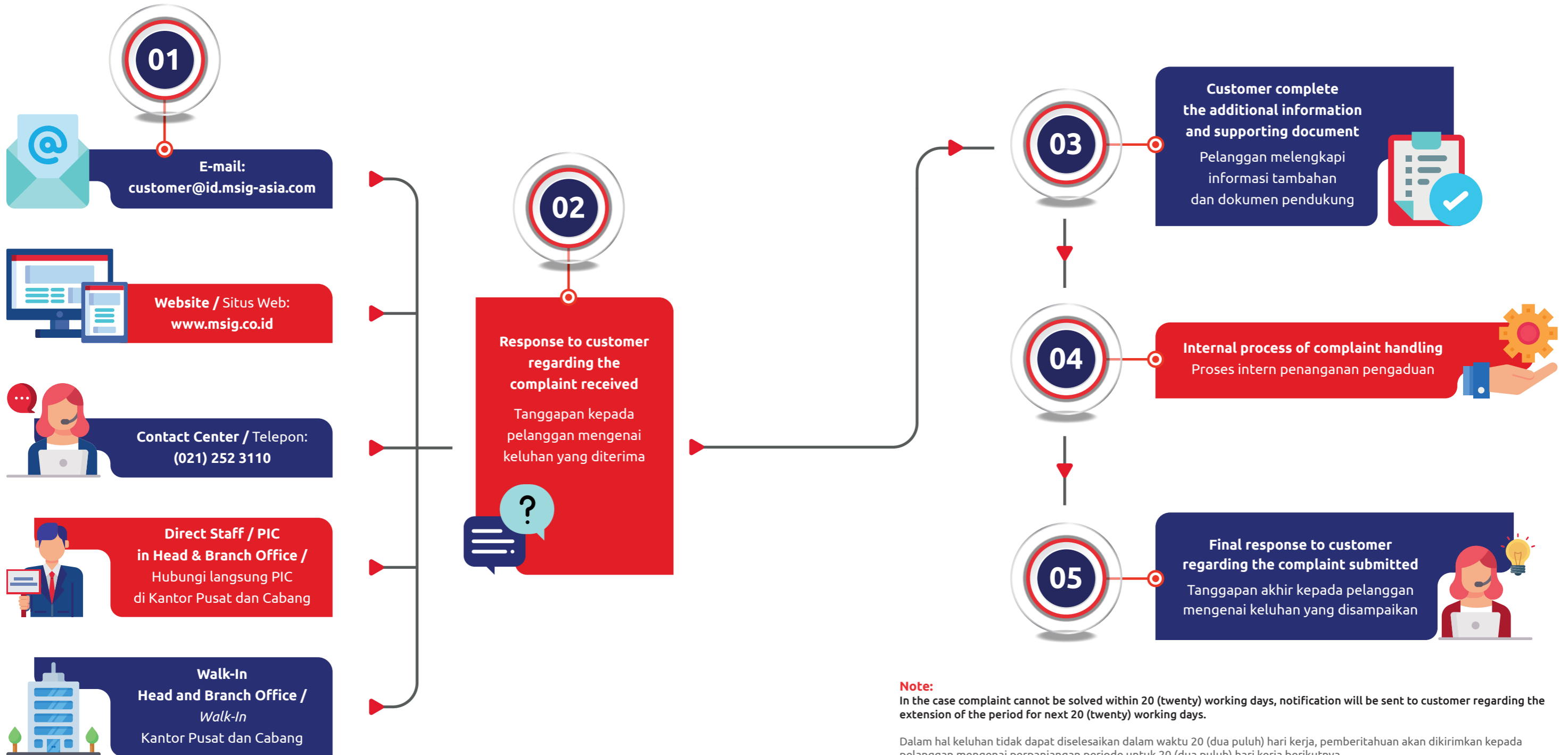
Period: January to December 2019

Periode: Januari s.d. Desember Tahun 2019

No.	Types of Financial Transaction / Jenis Transaksi Keuangan	Done / Selesai		In Process / Dalam Proses		Not Done / Tidak Selesai		Total Complaint / Jumlah Pengaduan
		Number / Jumlah	Percentage / Persentase	Number / Jumlah	Percentage / Persentase	Number / Jumlah	Percentage / Persentase	
1.	General Insurance in the form of Property Insurance Asuransi Umum berupa Asuransi Harta Benda	4	9,30%	0	0,00%	0	0,00%	4
2.	General Insurance in the form of Motor Vehicle Insurance Asuransi Umum berupa Asuransi Kendaraan Bermotor	25	58,14%	0	0,00%	0	0,00%	25
3.	General Insurance in the form of Travel Insurance Asuransi Umum berupa Asuransi Perjalanan	5	11,63%	0	0,00%	0	0,00%	5
4.	General Insurance in the form of Cargo Insurance Asuransi Umum berupa Asuransi Pengangkutan (Cargo)	2	4,65%	0	0,00%	0	0,00%	2
5.	General Insurance in the form of Personal Accident Insurance Asuransi Umum berupa Asuransi Kecelakaan Diri	1	2,33%	0	0,00%	0	0,00%	1
6.	General Insurance in the form of Fire Insurance Asuransi Umum berupa Asuransi Kebakaran	1	2,33%	0	0,00%	0	0,00%	1
7.	General Insurance in the form of Liability Insurance Asuransi Umum berupa Asuransi Tanggung Gugat/Liability	1	2,33%	0	0,00%	0	0,00%	1
8.	General Insurance in the form of Heavy Equipment Insurance Asuransi Umum berupa Asuransi Heavy Equipment	1	2,33%	0	0,00%	0	0,00%	1
9.	General Insurance (others) Asuransi Umum (lainnya)	3	6,98%	0	0,00%	0	0,00%	3
10.	Jumlah Total	43	100,00%	0	0	0	0	43

COMPLAINT SERVICE PROCEDURE

PROSEDUR PELAYANAN PENGADUAN



Note:
In the case complaint cannot be solved within 20 (twenty) working days, notification will be sent to customer regarding the extension of the period for next 20 (twenty) working days.

Dalam hal keluhan tidak dapat diselesaikan dalam waktu 20 (dua puluh) hari kerja, pemberitahuan akan dikirimkan kepada pelanggan mengenai perpanjangan periode untuk 20 (dua puluh) hari kerja berikutnya.

CSR ACTIVITIES

KEGIATAN CSR



MSIG Indonesia is committed to continuing to implement sustainable environmental and educational conservation programmes as an integral part of the Company operations activities. MSIG Indonesia would like to make a positive contribution to the socio-economic development in the society.

MSIG Indonesia has been consistently committed to conducting the Corporate Social Responsibility activities which more focusing on Environment and Education as a part of the Company's mission to contribute the society development and assist in maintaining the sustainable future for the world.

MSIG Indonesia berkomitmen untuk senantiasa mengimplementasikan program konservasi lingkungan dan pendidikan yang berkelanjutan sebagai bagian yang tidak terpisahkan dari kegiatan operasional Perusahaan. MSIG Indonesia ingin memberikan kontribusi positif terhadap pembangunan sosial ekonomi masyarakat.

MSIG Indonesia telah secara konsisten berkomitmen untuk melakukan kegiatan Tanggung Jawab Sosial Perusahaan yang lebih fokus pada Lingkungan dan Pendidikan sebagai bagian dari misi Perusahaan untuk berkontribusi terhadap pengembangan masyarakat dan membantu untuk mempertahankan masa depan yang berkelanjutan bagi dunia.

In the year 2019 we have been carried out the several activities, with the following details:

ENVIRONMENT

Reforestation Project in Paliyan Wildlife Sanctuary, Yogyakarta

As part of our responsibility to improve the global environmental problem of forest destruction, as well as one of the preventive efforts related to climate change issues, Mitsui Sumitomo Insurance Co., Ltd. (MSI Japan) collaborated with certain parties, conducted "Tropical Rainforest Recovery Project" in Paliyan, Gunung Kidul, Yogyakarta started from April 2005 – until now.

The first project started in April 2005 until March 2011. The scope of activities at this early phase is socialization and coordination to local government and the community about the project, restoration and recovery degraded area, physical infrastructure development to support the project and also environmental education to students in collaboration with Gadjah Mada University.

The first phase of the project successfully finished, and it called as "Wildlife Sanctuary Restoration and Recovery" which covered 300 ha area.

The first phase project extended for the next 5 years period starting from April 2011 until March 2016.

The project at this phase called as "Management Optimization of Paliyan Wildlife Sanctuary" of Mitsui Sumitomo Insurance Co., Ltd. in cooperation with the Ministry of Forestry established some programs that focus on empowerment for specific aspects that addressed for the local communities around the reforestation project.

The activities at this phase consisted of forest preservation, technology enhancement and encouraging farmers to create a forum called "Paliyan Peduli Hutan" which means the Paliyan citizen cares to the forest conservation.

In October 2016, as a sign of the completion of the project's second phase and continuous commitment to Paliyan Reforestation Project Phase III, a ceremony was held to strengthen the Collaborative Program concerning Paliyan Wildlife Sanctuary between the Government and Mitsui Sumitomo Insurance Co., Ltd., in Kepatihan, Yogyakarta.

Di tahun 2019 ini kami telah melaksanakan beberapa kegiatan sebagai berikut:

LINGKUNGAN

Proyek Pemulihan dan Pelestarian Hutan di Kawasan Suaka Margasatwa, Paliyan, Yogyakarta

Sebagai bagian dari tanggung jawab kami untuk membantu memperbaiki masalah lingkungan global dalam hal ini kerusakan hutan, serta sebagai salah satu upaya pencegahan terkait dengan masalah perubahan iklim, Mitsui Sumitomo Insurance Co., Ltd. (MSI Jepang) bekerja sama dengan pihak-pihak tertentu, melaksanakan "Proyek Pemulihan Hutan Hujan Tropis" di Paliyan, Gunung Kidul, Yogyakarta dimulai sejak April 2005 - sampai sekarang.

Proyek pertama dimulai pada bulan April 2005 sampai dengan Maret 2011. Ruang lingkup kegiatan pada tahap ini adalah sosialisasi dan koordinasi kepada pemerintah daerah dan masyarakat tentang proyek, restorasi dan pemulihan daerah yang terdegradasi, pembangunan infrastruktur untuk mendukung proyek ini dan juga pendidikan lingkungan untuk siswa sekolah yang dilakukan bekerja sama dengan Universitas Gadjah Mada.

Proyek tahap pertama yang dinamakan "Restorasi dan Pemulihan Suaka Margasatwa" telah berhasil dilaksanakan meliputi area seluas 300 hektar.

Proyek tahap pertama kemudian diperpanjang untuk periode 5 tahun berikutnya dimulai pada April 2011 hingga Maret 2016.

Proyek pada tahap ini dinamakan "Optimalisasi Pengelolaan Kawasan Suaka Margasatwa Paliyan" Mitsui Sumitomo Insurance Co., Ltd. bekerja sama dengan Kementerian Kehutanan, menetapkan beberapa program yang fokus pada pemberdayaan untuk aspek-aspek tertentu yang ditujukan untuk komunitas lokal di sekitar proyek pemulihan hutan.

Kegiatan di tahap ini terdiri atas pelestarian hutan, peningkatan teknologi dan mendorong petani untuk membuat sebuah forum yang disebut "Paliyan Peduli Hutan" yang berarti masyarakat Paliyan peduli akan konservasi hutan.

Di bulan Oktober 2016, sebagai tanda selesainya Proyek tahap kedua serta komitmen berkelanjutan terhadap Program Pemulihan Hutan Paliyan tahap ketiga, diadakan sebuah acara seremonial di Kepatihan, Yogyakarta sekaligus dalam rangka untuk Penguatan Program Kolaborasi antara Pemerintah dan Mitsui Sumitomo Insurance Co., Ltd.

The third phase project is called "Strengthening the Function of Paliyan Wildlife Sanctuary Area through Ecosystem Restoration".

The activities in this phase currently include the ecosystem recovery institutional strengthening, conservation of the wildlife sanctuary, and preservation of the flora and fauna.

Environmental Education for School Teachers

To support the Paliyan Wildlife Sanctuary project, MSI Japan is also committed to empowering the community which one of the activities was Environmental Education for school teachers in the surrounding of Paliyan project areas.

In cooperation with Gajah Mada University and funded by MSI Japan, Environmental Education for teachers has been conducted since 2009, and it has undertaken in a different location for each year. In the year 2019, Environmental Education did for school teachers in SDN Trowono 1 and SMPN Paliyan. They had various activities such as planting seeds, planting process and fertilization, both in theory and practice.

Related to the the above activities, MSIG Indonesia supported the teachers by donating some books related with environment knowledge to enrich their school library and also distributed Eco Bag.

By giving the Environmental Education to the teachers, it expected that they have a positive impact on increasing environmental awareness that will share with their students.

Proyek tahap ketiga dinamakan "Penguatan Fungsi Kawasan Suaka Margasatwa Paliyan Melalui Pemulihan Ekosistem"

Kegiatan di fase ini sekarang meliputi pemulihan ekosistem, penguatan kelembagaan, perlindungan kawasan, dan pemeliharaan flora dan fauna.

Pendidikan Lingkungan untuk Guru-Guru Sekolah

Guna mendukung proyek di Kawasan Suaka Margasatwa Paliyan, MSI Jepang juga berkomitmen untuk melakukan pemberdayaan masyarakat, salah satu kegiatannya adalah Pendidikan Lingkungan kepada guru-guru sekolah yang berada di sekitar kawasan Proyek Paliyan.

MSI Jepang bekerja sama dengan Universitas Gajah Mada mengadakan Pendidikan Lingkungan bagi para guru sekolah sejak tahun 2009 di berbagai lokasi setiap tahunnya. Pada tahun 2019, Pendidikan Lingkungan ditujukan kepada para guru di SDN Trowono 1 dan SMPN Paliyan. Ruang lingkup kegiatannya dimulai dari proses penanaman benih, proses pembibitan serta pemupukan baik secara teori maupun praktik.

Berkenaan dengan kegiatan di atas, MSIG Indonesia ikut mendukung dengan memberikan bantuan berupa buku-buku yang berkaitan dengan pengetahuan tentang lingkungan untuk memperkaya perpustakaan sekolah dan juga membagikan Eco Bag.

Dengan memberikan Pendidikan Lingkungan kepada para guru, diharapkan memberikan dampak yang positif untuk meningkatkan kesadaran lingkungan yang nantinya akan dibagikan kepada siswa-siswi mereka.

MSI Japan Visit to Paliyan

Environmental conservation became the main focus not only by MSI Japan but also the other staff members of MS&AD Group Japan. This concern demonstrated through the visit of 27 employees of the Japanese staff to Paliyan in November 2019. Besides getting information about the success stories of the Paliyan wildlife restoration and its recovery project, they also made eco-tour with agenda of planting tree, having farming experience with the farmers and exploring the surrounding forest areas. They visited one of the schools in Paliyan, SDN Jetis 1, making a close interaction with the students and teachers through some activities such as drawing, playing traditional Japanese games such as Ayatori, and giving souvenirs. Afterwards, they visited a school for students with special needs and had an opening ceremony of the Seedhouse.

Kunjungan MSI Jepang ke Paliyan

Kepedulian terhadap pelestarian lingkungan tidak hanya menjadi perhatian utama MSI Jepang namun juga menjadi kepedulian bagi karyawan dari MS&AD Group lainnya. Kepedulian tersebut ditunjukkan dengan kunjungan 27 karyawan MS&AD Group pada November 2019 ke Paliyan. Selain memperoleh informasi mengenai kisah sukses restorasi satwa liar Paliyan dan pemulihannya, mereka juga melakukan *eco tour* dengan agenda penanaman pohon, berjumpa dengan para petani, dan menjelajah daerah di sekitar kawasan hutan. Selain itu, para karyawan MS&AD Group mengunjungi salah satu sekolah di Paliyan, SDN Jetis 1, berinteraksi dengan siswa dan guru melalui berbagai aktivitas seperti menggambar, permainan tradisional Jepang seperti *Ayatori*, serta pemberian souvenir. Setelah itu, mereka mengunjungi sekolah untuk siswa berkebutuhan khusus dan melakukan acara pembukaan rumah bibit.



MSI Japan Visit to Paliyan
Kunjungan MSI Jepang ke Paliyan



Environmental Education for School Teachers
Pendidikan Lingkungan untuk Guru-Guru Sekolah

3R Products (Recycle, Reduce and Reuse)

The level of environmental damage is one of the critical factors to determine the level of disaster risk in an area. The application of the 3R system (Reuse, Reduce, and Recycle) is one of the solutions in protecting the environment around us and expected to contribute to maintaining the sustainable balance of nature.

Reuse means to reuse garbage that can still be used for the same function or other functions. Reduce means reducing everything that results in waste. And, Recycle means to recycle the waste into a useful new product.

Produk 3R (Recycle, Reduce, dan Reuse)

Tingkat kerusakan lingkungan menjadi salah satu faktor penting yang menentukan tinggi rendahnya risiko bencana di suatu kawasan. Penerapan sistem 3R (*Reuse*, *Reduce*, dan *Recycle*) menjadi salah satu solusi dalam menjaga lingkungan di sekitar kita dan diharapkan dapat turut berkontribusi menjaga keseimbangan alam secara berkelanjutan.

Reuse berarti menggunakan kembali sampah yang masih dapat digunakan untuk fungsi yang sama ataupun fungsi lainnya. *Reduce* berarti mengurangi segala sesuatu yang mengakibatkan sampah. Dan, *Recycle* berarti mengolah kembali (daur ulang) sampah menjadi barang atau produk baru yang bermanfaat.

Since 2010 MSIG Indonesia supports various activities in the Company with an environmentally friendly concept in daily activities, such as the usage of recycled paper for the creation of business cards, greeting cards and company envelopes in a specific size. In addition to souvenirs, the Company uses Reusable Bags or Eco Bags made of fabric material so it can use repeatedly.

Another activity we have is in paper waste processing. The company cooperates with a vendor to accommodate used paper and then processed into recycled paper. The vendor provided used paper shelters in the form of a sealed wooden box that would be taken based on the schedule. Destroying process was done at the vendor location. Company has an agreement with the vendor to ensure the confidentiality of those documents has terminated.

By doing so, we believe that such small actions could have an impact on the environment in the future.

Sejak tahun 2010 MSIG Indonesia mendukung berbagai aktivitas di Perusahaan dengan konsep ramah lingkungan yaitu penggunaan kertas daur ulang untuk pembuatan kartu nama, kartu ucapan dan amplop perusahaan dengan ukuran tertentu. Selain itu juga untuk souvenir, Perusahaan menggunakan *Reusable Bag* atau *Eco Bag* yang terbuat dari bahan kain hingga dapat dipakai berulang-ulang.

Aktivitas lainnya adalah dalam pengolahan sampah kertas. Perusahaan bekerja sama dengan vendor untuk dapat menampung kertas bekas yang kemudian diproses menjadi kertas daur ulang. Vendor menyediakan tempat penampungan kertas bekas berupa kotak kayu yang disegel dan diambil oleh vendor sesuai jadwal yang telah ditentukan. Proses pemusnahan dilakukan di lokasi vendor. Untuk memastikan konsep kerahasiaan dokumen yang akan dimusnahkan, Perusahaan melakukan perjanjian tertulis dengan vendor tersebut.

Kami percaya bahwa dengan melakukan hal-hal kecil itupun dapat memberikan dampak terhadap lingkungan di masa depan.



➔ 3R Product (Recycle, Reduce and Reuse)
Produk 3R (Recycle, Reduce dan Reuse)

10 Ways to Drive Safely and Environmental Friendly

By the intention to spread awareness about an environmental issue and how simple things can save our earth, we regularly attach several articles on how to drive safely and environmentally friendly, the materials are presented in bilingual (in English and Indonesian) and put it into Motor Vehicle Insurance policy handbook.

10 Cara Mengemudi Aman dan Ramah Lingkungan

Dengan tujuan untuk terus memberikan kesadaran tentang bagaimana cara kita melakukan hal-hal sederhana yang dapat menyelamatkan bumi kita ini, secara berkesinambungan kami terus melampirkan artikel tentang cara mengemudi yang aman dan ramah lingkungan dalam dua bahasa (bahasa Inggris dan Indonesia), dan memasukkannya ke dalam buku Polis Asuransi Kendaraan Bermotor.

EDUCATION

Education is essential for everyone. Education gives knowledge to society and helps them to decide for a better future. Based on the above concept, MSIG Indonesia has a strong commitment to the importance of education. Therefore, we are continuously doing the activities in collaboration with several external parties and focusing on below activities:

Japanese Speech Contest – Japan Foundation

As a part of the Company's commitment to supporting education related to Japanese Culture, MSIG Indonesia participated as one of the sponsor and jurors in the Japanese Speech Contest organized by Japan Foundation on February 16, 2019. From our company the juror represented by Mr. Shiro Ozawa.

PENDIDIKAN

Pendidikan sangat penting bagi setiap orang. Pendidikan memberikan pengetahuan kepada masyarakat dan membantu mereka membuat keputusan untuk masa depan yang lebih baik. Berdasarkan konsep di atas MSIG Indonesia berkomitmen untuk terus mendukung pendidikan melalui kolaborasi dengan berbagai pihak untuk melakukan aktivitas berikut:

Lomba Pidato Bahasa Jepang – Japan Foundation

Sebagai salah satu bentuk komitmen dalam mendukung pendidikan terkait dengan budaya Jepang, Perusahaan kami berpartisipasi sebagai salah satu sponsor dan juri dalam lomba pidato bahasa Jepang yang diadakan oleh Japan Foundation pada tanggal 16 Februari 2019. Perusahaan diwakili oleh Bapak Shiro Ozawa.



➔ Japanese Speech Contest – Japan Foundation
Lomba Pidato Bahasa Jepang – Japan Foundation

Japanese Speech Contest – Darma Persada University

In 2019 we also supported another Japanese Speech Contest activity. Darma Persada University collaborated with Takushoku University organized the 17th National Japanese Speech Contest for students of Senior High School and University. This event held at Darma Persada University, Jakarta on August 24 – 25, 2019. For this event, our company participated as one of the jurors which represented by our Finance Director, Mr. Takashi Ogita. This competition was followed by 20 contestants from Senior High School and 15 contestants from University who are coming from all around Indonesia.

Lomba Pidato Bahasa Jepang – Universitas Darma Persada

Pada tahun 2019 Perusahaan juga mendukung kegiatan Lomba Pidato Bahasa Jepang lainnya. Universitas Darma Persada berkolaborasi dengan Takushoku University mengadakan Lomba Pidato Bahasa Jepang Tingkat Nasional yang ke-17 untuk pelajar SMA dan mahasiswa. Acara ini diadakan di Universitas Darma Persada pada tanggal 24 – 25 Agustus 2019. Dalam kegiatan ini perusahaan berpartisipasi sebagai salah satu Juri yang diwakili oleh Direktur Keuangan kami, Bapak Takashi Ogita. Kompetisi ini diikuti oleh 20 peserta pelajar SMA dan 15 peserta mahasiswa yang berasal dari seluruh Indonesia.

Insurance Insights Seminar

The financial services sector has an important role in improving society's welfare and in supporting global economic growth. The increasing of understanding and ability of a person in determining the financial products or services needed will increase the usage of the products and the utilization of financial services by the public.

In line with the Financial Services Authority (OJK) plan, MSIG Indonesia conducted Insurance Insights Seminar to socialize the insurance knowledge to the society in Indonesia as follows:

1. "Actuarial Science Day" in Prasetiya Mulya University
It was the second year for MSIG Indonesia to support Actuarial Science Day activities held by Prasetiya Mulya University on September 6, 2019. The purpose of this activity is conducted to provide knowledge about Actuarial in Indonesia and also to increase interest, especially to Indonesian students against the Actuarial field in a talk show format.

In this occasion, our Actuary, Mr. Bima Nitiditrisna explained about the career as Actuarial Mathematics profession. In this event, our Company provides Eco Bag as a souvenir for all of the participants.

Seminar Wawasan Asuransi

Sektor jasa keuangan memiliki peranan penting dalam usaha meningkatkan kesejahteraan masyarakat dan mendorong pertumbuhan ekonomi secara global. Peningkatan pemahaman dan kemampuan seseorang dalam menentukan produk atau layanan jasa keuangan yang dibutuhkan akan meningkatkan penggunaan produk dan pemanfaatan layanan jasa keuangan oleh masyarakat.

Sejalan dengan rencana Otoritas Jasa Keuangan (OJK), MSIG Indonesia mengadakan beberapa kegiatan Seminar Wawasan Asuransi guna menyosialisasikan pengetahuan mengenai asuransi kepada masyarakat di Indonesia sebagai berikut:

1. "Actuarial Science Day" di Universitas Prasetiya Mulya
Ini merupakan tahun kedua bagi MSIG Indonesia mendukung kegiatan *Actuarial Science Day* yang diadakan oleh Prasetiya Mulya University pada 6 September 2019. Tujuan kegiatan ini adalah untuk memberikan informasi mengenai aktuaria di Indonesia dan juga dalam usaha untuk meningkatkan minat, khususnya pelajar di Indonesia terhadap bidang Aktuaria yang disajikan dengan format *talk show*.

Pada kesempatan ini, Aktuari kami, Bapak Bima Nitiditrisna menjelaskan mengenai profesi Matematik Aktuari. Dalam acara ini, Perusahaan kami memberikan *Eco Bag* sebagai souvenir bagi seluruh peserta acara.



➔ "Actuarial Science Day" in Prasetiya Mulya University
"Actuarial Science Day" di Universitas Prasetiya Mulya

2. Studium Generale: Financial & Actuarial Literacy in Business
Another activity that collaborates with Prasetiya Mulya University is a Studium Generale using theme "Financial Literacy and Actuarial in Business".

Two speakers from the Company gave the material of Studium Generale, and the first was Mr. Dedi Damhudi, who presented about Financial Literacy and Mr. Bima Nitiditrisna, who presented about Insurance Business. This event was held on September 25, 2019 and attended by around 80 students from the Faculty of Business Mathematics.



➔ Studium Generale: Financial & Actuarial Literacy in Business
Kuliah Umum: Literasi Keuangan dan Aktuari dalam Bisnis

2. Kuliah Umum: Literasi Keuangan dan Aktuari dalam Bisnis
Kegiatan lainnya yang berkolaborasi dengan Universitas Prasetiya Mulya adalah Kuliah Umum dengan tema "Literasi Keuangan dan Aktuari dalam Bisnis".

Materi kuliah umum ini diberikan oleh dua orang pembicara dari Perusahaan yaitu Bapak Dedi Damhudi yang membawakan materi mengenai Literasi Keuangan dan kemudian Bapak Bima Nitiditrisna yang membawakan materi mengenai Bisnis Asuransi. Acara ini diadakan pada 25 September 2019 dan dihadiri sekitar 80 mahasiswa yang berasal dari Fakultas Matematika Bisnis.

3. Seminar in Bina Nusantara University
MSIG Indonesia in cooperation with Alumni Relation-Global Employability & Entrepreneurship Center, Binus University held a Risk Management seminar on October 29, 2019, located in Campus of Bina Nusantara (Binus) University, at Alam Sutera, Tangerang.

The topic in this seminar was "How To Protect the Company's Reputation in the Digital Age" hosted by Mr. Bonaventura Nugroho Ardi and "Business is Risk! Let's Talk About It" hosted by Mr. Shinsuke Kudo, and 144 students from various majors attended it.

3. Seminar di Universitas Bina Nusantara
MSIG Indonesia bekerja sama dengan Alumni Relation-Global Employability & Entrepreneurship Center, Universitas Bina Nusantara (Binus) mengadakan Risk Management Seminar pada 29 Oktober 2019 bertempat di kampus Universitas Bina Nusantara (Binus), Alam Sutera, Tangerang.

Seminar ini mengambil topik mengenai "Menjaga Reputasi Perusahaan di Era Digital" yang dibawakan oleh Bapak Bonaventura Nugroho Ardi dan "Business is Risk! Let's Talk About It" yang dibawakan oleh Bapak Shinsuke Kudo serta dihadiri oleh 144 mahasiswa dari berbagai jurusan.



➔ Seminar at Bina Nusantara University
Seminar di Universitas Bina Nusantara

4. Insurance Socialization to Improve Financial Literacy and Inclusion in Society

To improve the knowledge about insurance, the Company also disseminate to the society, namely to teachers and parents of elementary school students. The socialization was carried out in the form of presentation on the topic "Insurance Dissemination to Improve the Financial Literacy", was presented by Ms. Astari Refianti on October 22, 2019, at SDN Grogol Selatan 05, Jakarta. By conducting this activity, it is expected that there would be an increase in understanding and use of financial products and services, especially general insurance, by the society.

4. Sosialisasi Asuransi untuk Meningkatkan Literasi dan Inklusi Keuangan di Masyarakat

Untuk meningkatkan pengetahuan mengenai asuransi, Perusahaan juga melakukan sosialisasi kepada masyarakat umum, yaitu kepada guru dan orang tua murid Sekolah Dasar. Sosialisasi dilakukan dalam bentuk presentasi dengan topik "Sosialisasi Asuransi Dalam Rangka Meningkatkan Literasi Keuangan" dibawakan oleh Ibu Astari Refianti, pada tanggal 22 Oktober 2019 di SDN Grogol Selatan 05, Jakarta. Dengan diadakannya kegiatan ini diharapkan adanya peningkatan pemahaman dan penggunaan produk serta layanan jasa keuangan, terutama asuransi umum, oleh masyarakat.



➔ Insurance Socialization to Improve Financial Literacy and Inclusion in Society
Sosialisasi Asuransi untuk Meningkatkan Literasi dan Inklusi Keuangan di Masyarakat

Internship Program

In 2019 the Company received two students from Prasetiya Mulya University who participated in the University internship program namely as Co-op (Work Integrated Learning) Program. Each student has two kinds of the internship period, which are short term and long-term period, in different semesters.

The purpose of this internship program is to bridges the gap between the campus and a future work environment. It expected the students who participated in this internship program would be more confident and more qualified when seeking future employment.

Program Magang

Tahun 2019 Perusahaan menerima dua mahasiswa dari Universitas Prasetiya Mulya yang mengikuti program magang Universitas berupa Co-op (*Work Integrated Learning*) Program. Tiap mahasiswa mengikuti dua jenis periode magang, yakni periode pendek dan periode panjang di semester yang berbeda.

Tujuan dari program magang ini adalah untuk menjembatani kesenjangan antara lingkungan kampus dan lingkungan kerja di masa depan. Diharapkan mahasiswa yang berpartisipasi dalam program magang dapat lebih percaya diri dan lebih berkualitas ketika mencari pekerjaan di masa depan.



➔ Internship Program
Program Magang

Donation Activity to Elementary School in Paliyan and Saptosari, Yogyakarta

In line with the reforestation project in Paliyan, Yogyakarta, our Company continues to support the social community especially the students around the reforestation area. On August 8, 2019, our Company distributed donation for 12 Elementary Schools in Paliyan and Saptosari, Yogyakarta with a total of around 1,500 students.

We choose to donate various educational tools to support the school activities such as uniforms, sports equipment, projectors, drum bands, cabinets and others. The donation was given in symbolic in the ceremony which was held at SD Paliyan I. The donation was delivered in symbolic in a ceremony which was held at SDN Paliyan I by our Finance Director, Mr. Takashi Ogita. In his speech, Mr. Ogita wishes that all items will be useful for learning activities either in class or outside class activities while they are playing at break time. The head of the local government staff also attended the ceremony.

Kegiatan Donasi untuk Sekolah Dasar di Paliyan dan Saptosari, Yogyakarta

Sejalan dengan proyek pemulihan hutan di Paliyan, Yogyakarta, kami terus mendukung komunitas sosial di sekitar hutan tersebut. Pada tanggal 8 Agustus 2019 Perusahaan kami mendistribusikan donasi untuk sekitar 1.500 siswa dari 12 Sekolah Dasar di Paliyan dan Saptosari, Yogyakarta.

Berbagai alat pendidikan untuk mendukung kegiatan sekolah menjadi pilihan untuk barang yang disumbangkan seperti seragam, alat olahraga, proyektor, *drum band*, lemari dan lain-lain. Donasi tersebut disampaikan dalam upacara serah terima secara simbolis yang diadakan di SDN Paliyan I oleh Direktur Keuangan kami, Bapak Takashi Ogita. Dalam sambutannya Bapak Ogita berharap semua barang yang diberikan bermanfaat untuk kegiatan belajar di kelas maupun kegiatan di luar kelas saat bermain. Upacara tersebut juga dihadiri oleh kepala staf pemerintah daerah.



➔ Donation Activity to Elementary School in Paliyan and Saptosari, Yogyakarta
Kegiatan Donasi untuk Sekolah Dasar di Paliyan dan Saptosari, Yogyakarta

Scholarship Distribution

Education is the right of every child. This primary education becomes the foundation of children to grow and to reach a better future. However, in reality, we face that not all children are fortunate to be born in a family that is physically and financially able to meet all of the children's needs.

Education is one of the main focuses of Social Responsibility activities. MSIG Indonesia collaborates with "Gerakan Nasional Orang Tua Asuh" (GNOTA) to distribute scholarships to 150 Elementary School students in DKI Jakarta and remote areas in Banten, East Nusa Tenggara and North Sumatra.

The symbolic ceremony was conducted at SDN Grogol Selatan on October 22, 2019, by our Finance Director Mr. Takashi Ogita. As a souvenir, we also give Eco Bag for all scholarship recipients.

Computer Donation

In cooperation with our IT, we donate computer that is still work to used to the schools and other institutions in surrounding Paliyan for those who need it. By this activity, we would like to support the community development around the reforestation project in Paliyan.

Penyerahan Beasiswa

Pendidikan pada dasarnya merupakan hak dari setiap anak. Pendidikan dasar ini menjadi fondasi anak-anak untuk tumbuh dan meraih masa depan yang lebih baik. Namun kenyataan yang ditemukan di lapangan bahwa tidak semua anak beruntung dilahirkan di tengah keluarga yang mampu secara fisik maupun finansial dalam memenuhi segala kebutuhan anak.

Menjadikan pendidikan sebagai salah satu fokus utama kegiatan Tanggung Jawab Sosial, Perusahaan bekerja sama dengan Gerakan Nasional Orang Tua Asuh (GNOTA) menyalurkan beasiswa kepada 150 siswa Sekolah Dasar yang tersebar di berbagai daerah, yaitu DKI Jakarta, Banten, Nusa Tenggara Timur dan Sumatera Utara.

Penyerahan beasiswa secara simbolis dilakukan di SDN Grogol Selatan pada 22 Oktober 2019 oleh Direktur Keuangan kami, Bapak Takashi Ogita. Sebagai souvenir kami juga memberikan *Eco Bag* bagi seluruh penerima beasiswa.

Donasi Komputer

Bekerja sama dengan IT kami, kami menyumbang komputer yang masih layak pakai untuk sekolah-sekolah dan institusi lainnya di Paliyan yang memerlukan. Dengan aktivitas ini kami mengharapkan dapat mendukung pengembangan masyarakat di sekitar proyek pemulihan hutan di Paliyan.



➔ Scholarship Distribution
Penyerahan Beasiswa

Sustainability Activity

We sponsored sports activities called the Jakarta Youth Aquathlon 2019 on October 12, 2019. The purpose of this activity is to build awareness of the Biodiversity Preservation as a sustainability program for younger generations and other communities.

Aktivitas Berkelanjutan

Kami mensponsori kegiatan olahraga yakni *Jakarta Youth Aquathlon 2019* pada 12 Oktober 2019. Kegiatan ini bertujuan untuk membangun kesadaran akan Pelestarian Keanekaragaman Hayati sebagai suatu program berkelanjutan untuk generasi muda dan masyarakat lainnya.

AWARDS AND ACHIEVEMENT

PENGHARGAAN DAN PRESTASI



2019 Best Performance in General Insurance Group By Infobank Insurance Award

2019 Market Leader General Insurance By Media Asuransi Insurance Award



2005 Excellent Insurance Company By Infobank Insurance Award

2007 #5 Excellent Insurance Company By Infobank Insurance Award

2008 #4 Excellent Insurance By Infobank Insurance Award



2009 #6 Excellent Insurance By Infobank Insurance Award

2009 #3 Best Insurance By Media Asuransi Insurance Award

2010 #9 Excellent Insurance By Infobank Insurance Award



2011 #8 Excellent Insurance By Infobank Insurance Award

2012 Excellent Insurance By Infobank Insurance Award



2013 Excellent Insurance By Infobank Insurance Award

2013 #3 Best Insurance By Media Asuransi Insurance Award



2014 #3 Best Insurance By Media Asuransi Insurance Award
2015 #8 Excellent Insurance By Infobank Insurance Award
2016 #9 Excellent Insurance By Infobank Insurance Award



2012 Golden Trophy By Infobank Insurance Award
2013 Golden Trophy By Infobank Insurance Award



2016 #2 Best Insurance By Media Asuransi Insurance Award
2017 #3 Excellent Insurance By Infobank Insurance Award



2014 Golden Trophy By Infobank Insurance Award
2016 Platinum Trophy By Infobank Insurance Award



2018 Top 5 Best Financial Performance of General Insurance Companies By Warta Ekonomi
2018 #3 Excellent Insurance By Infobank Insurance Award



2017 Platinum Trophy By Infobank Insurance Award
2018 Platinum Trophy By Infobank Insurance Award

EVENT HIGHLIGHTS AND ACTIVITIES

IKHTISAR ACARA DAN KEGIATAN



01 | Town Hall Gathering 2019

To appreciate all employees for their hard work during 2018, MSIG Indonesia held Town Hall Gathering on February 27, 2019, at Kartika Chandra Hotel. The event's theme is Change! Speed & Innovation represents MSIG Indonesia's spirit of change by showing the best performance to overcome many challenges ahead. Inviting Mr. Erwin Parengkuan as a guest speaker, MSIG Indonesia encourages employees to "change" daily working activities, "accelerate" the way to business, and "innovate" in everything to provide high-quality services to customers.

Bertujuan untuk mengapresiasi kerja keras karyawan selama tahun 2018, MSIG Indonesia menyelenggarakan acara Town Hall Gathering 2019 pada 27 Februari 2019 di Hotel Kartika Chandra. Tema acara yang diusung adalah *Change! Speed & Innovation* yang merupakan semangat perubahan MSIG Indonesia dengan menunjukkan kinerja terbaik untuk mengatasi beragam tantangan di masa mendatang. Mengundang Erwin Parengkuan sebagai pembicara tamu, MSIG Indonesia mendorong karyawan untuk melakukan "perubahan" dalam aktivitas kerja sehari-hari, "mempercepat" bisnis proses, dan "berinovasi" dalam segala hal untuk memberikan layanan yang berkualitas tinggi kepada pelanggan.



02 | MSIG Broker Cocktail Reception

MSIG Indonesia hosted MSIG Broker Cocktail Reception on March 21, 2019, at The Dutch, SCBD. This event aims to refresh the relationship as well as build a sustainable and profitable business between MSIG Indonesia and the brokers which have been a valuable business partner for many years.

MSIG Indonesia menyelenggarakan acara MSIG Broker Cocktail Reception pada 21 Maret 2019 di The Dutch, SCBD. Acara ini bertujuan untuk menyegarkan kembali hubungan yang terjalin serta membangun bisnis yang berkelanjutan dan menguntungkan antara MSIG Indonesia dengan para broker yang telah menjadi mitra bisnis yang berharga selama bertahun-tahun.



03 | Cyberedge Insurance Training

OJK has acquainted two wordings of Cyberedge insurance by MSIG Indonesia. To learn further, we held a training for our internal team such as Marketing, Underwriting and Claims by inviting AIG and MS Amlin as speakers on April 4 and May 15, 2019. We also take this opportunity to introduce and sell-out the product to the market

OJK telah menyetujui dua *wordings* asuransi Cyberedge oleh MSIG Indonesia. Untuk mempelajari lebih lanjut, kami mengadakan pelatihan untuk tim internal kami seperti Pemasaran, *Underwriting* dan Klaim dengan mengundang AIG dan MS Amlin sebagai pembicara pada tanggal 4 April dan 15 Mei 2019. Kami juga mengambil kesempatan ini untuk memperkenalkan dan menjual produk ke pasar.



04 | Paliyan Field Trip

Since 2005, our head office (MSI Japan) has started a forest reforestation project in Paliyan, Yogyakarta. The aim is to recover the ecosystem and to protect the existing biodiversity. To this day, the program is still rolling and getting wider. Around 450 ha of the Paliyan forest has been planted with various native trees from the region.

To increase the awareness and intensify the focus on recovering the biodiversity, MSIG Indonesia and Brand & Communication team from several business units (Singapore, Thailand, Hong Kong and Malaysia), have conducted a Field Trip on May 22, 2019, to the Paliyan reforestation project site. Not only visiting the planting area, but also sharing knowledge about biodiversity with experts from Gadjah Mada University (UGM), socialized with the locals, and planting their trees.

Sejak tahun 2005, kantor pusat kami (MSI Jepang) telah memulai proyek reboisasi hutan di Paliyan, Yogyakarta. Tujuannya adalah untuk memulihkan ekosistem dan melindungi keanekaragaman hayati yang ada. Sampai saat ini, program reboisasi hutan masih bergulir dan semakin luas. Sekitar 450 ha hutan Paliyan telah ditanami beragam jenis pohon asli dari kawasan tersebut.

Untuk meningkatkan kesadaran serta mempertajam fokus pada upaya pemulihan keanekaragaman hayati, MSIG Indonesia bersama dengan tim *Brand & Communication* dari beberapa unit bisnis (Singapura, Thailand, Hong Kong dan Malaysia), melakukan karyawisata ke lokasi proyek reboisasi Paliyan pada 22 Mei 2019. Tidak hanya mengunjungi daerah penanaman, pada kesempatan itu juga para peserta berbagi ilmu tentang keanekaragaman hayati dengan ahli dari Universitas Gadjah Mada (UGM), bersosialisasi dengan penduduk setempat, serta melakukan penanaman pohon.



05 | Ramadan Charity 2019

To share the joy and happiness of Ramadan, MSIG Indonesia's Muslim Employees held a charity in the form of funds as well as basic-necessities and stationery that will distribute to people in need. The Donation handed over on May 25, 2019, at Duren Sawit, Jakarta. This regular activity continues to be carried out every year as an employee's concern to others.

Untuk berbagi kegembiraan dan kebahagiaan Ramadan, karyawan muslim MSIG Indonesia mengadakan bakti sosial dalam bentuk dana maupun kebutuhan pokok serta alat tulis untuk dibagikan kepada masyarakat yang membutuhkan. Penyerahan bantuan dilaksanakan pada 25 Mei 2019 di daerah Duren Sawit, Jakarta. Kegiatan reguler ini terus dilakukan setiap tahun dan merupakan wujud kepedulian dari karyawan MSIG Indonesia kepada sesama.



06 | Leader as Coach

Head of Department at MSIG Indonesia as a leader, they are expected to provide feedback for their team's performance. Coaching is a two-way communication method for leaders to be able to give feedback and also unleash their team members' potential to be agile, more productive and engaged. To achieve that goal, all Head of MSIG Indonesia Departments were given internal training by Coaching Indonesia on September 9, 2019. The techniques applied are actively listening, providing powerful questioning, designing actions and managing processes.

Para Kepala Departemen di MSIG Indonesia sebagai pemimpin diharapkan untuk memberikan umpan balik terkait pekerjaan kepada para anggota timnya. *Coaching* adalah metode komunikasi dua arah untuk para pemimpin dapat memberikan umpan balik serta memaksimalkan potensi yang ada agar anggota tim dapat bekerja lebih tangkas, produktif dan berkomitmen. Untuk mencapai tujuan tersebut, pada 9 September 2019, seluruh Kepala Departemen MSIG Indonesia diberikan pelatihan oleh Coaching Indonesia. Teknik yang diterapkan antara lain mendengarkan secara aktif, memberikan pertanyaan yang tepat sasaran, merancang tindakan dan mengelola proses.



07 | Selling in VUCA Era Training
Pelatihan Selling in VUCA Era

MSIG Indonesia held a training with the theme “Selling in VUCA Era”, by inviting the Markplus Institute as a facilitator on September 14, 2019, to prepare the Marketing team to face dynamic changes in the industry, taking opportunities and challenges, also able to create strategies to achieve the target.

Currently, our Marketing team not only has the role in maintaining existing clients, but they also have a target to gain new businesses as well (from farmers to being hunters). This training provides essential knowledge and skills to become a successful “hunter”.

MSIG Indonesia menyelenggarakan pelatihan mengusung tema “*Selling in VUCA Era*”, dengan mengundang Markplus Institute sebagai fasilitator pada 14 September 2019 untuk mempersiapkan tim Pemasaran menghadapi perubahan yang dinamis di industri saat ini, mengambil kesempatan dan tantangan yang ada, serta mampu membuat strategi untuk mencapai target.

Saat ini tim Pemasaran kami, tidak saja berfokus menangani klien yang sudah ada namun juga mereka diberi target untuk mendapatkan bisnis baru (dari petani menjadi pemburu). Pelatihan ini memberikan pengetahuan dan keahlian dasar untuk menjadi “pemburu” yang sukses.



08 | Supporting through DAMO Training
Pelatihan Supporting through DAMO

The service excellence mindset is essential for our internal supporting team such as Underwriting, Claims, Finance, Administration, Internal Audit, Compliance and Risk Management as well as Information Technology. To continuously improve our service to be able to compete in the market, MSIG Indonesia held training for non-production teams with the theme of “Supporting through DAMO (Discovery, Adventure, Momentum, Outlook)” on September 21, 2019. This training emphasizes the importance of understanding customer needs, understanding customer journeys, including their frustration area and finding areas to improve.

Menanamkan pola pikir pelayanan terbaik penting untuk tim pendukung internal kami seperti Underwriting, Klaim, Keuangan, Administrasi, Audit Internal, Kepatuhan dan Manajemen Risiko serta Teknologi Informasi. Guna meningkatkan pelayanan yang berkelanjutan dan berkompetisi di pasar, maka MSIG Indonesia menyelenggarakan pelatihan dengan tema “*Supporting through DAMO (Discovery, Adventure, Momentum, Outlook)*” pada 21 September 2019. Pelatihan ini menitikberatkan pada pentingnya memahami kebutuhan pelanggan, memahami latar belakang pelanggan, termasuk titik frustrasi pelanggan dan bagaimana cara membuat perbaikan di titik tersebut.



09 | AAUI Cup 2019
AAUI Cup 2019

MSIG Indonesia participated in the AAUI Cup 2019, an annual event to maintain togetherness and solidarity between the Insurer and Reinsurance Company of AAUI members. This event expected to be an exciting and memorable moment on the 17th birthday of AAUI, which becomes a point of transformation to maturity. MSIG Indonesia joined several sports competitions such as futsal, basketball, fishing, and fun walk and cycling.

MSIG Indonesia berpartisipasi dalam AAUI Cup 2019, sebuah acara tahunan untuk menjaga kebersamaan dan kekompakan antara perusahaan asuransi dan reasuransi anggota AAUI. Acara ini diharapkan menjadi momen yang menarik dan berkesan di ulang tahun AAUI ke-17 yang menjadi titik transformasi menuju kedewasaan. MSIG Indonesia mengikuti beberapa kompetisi olahraga, seperti futsal, bola basket, memancing, serta jalan santai dan bersepeda.



10 | Employee Gathering 2019
Rekreasi Karyawan 2019

Employee Gathering of MSIG Indonesia held on October 26 – 27, 2019, at Lido Lake Resort, Sukabumi with the theme “MSIG Protecting Biodiversity for Sustainable Future”. All employees include the Branch and Representative Offices spend time together to have fun with lots of games, entertainment, and door prizes. It was also time to convey appreciation to employees with 10 years and 20 years of work services. In addition to strengthening the relationship and teamwork among all employees, the event also celebrates the 44th MSIG Indonesia Anniversary.

Rekreasi karyawan MSIG Indonesia diselenggarakan pada 26 - 27 Oktober 2019 di Lido Lake Resort, Sukabumi dengan tema “*MSIG Protecting Biodiversity for Sustainable Future*”. Seluruh karyawan termasuk dari kantor cabang dan perwakilan menghabiskan waktu bersama dengan beragam permainan, hiburan, serta doorprize. Dalam momen tersebut MSIG Indonesia juga menyampaikan penghargaan kepada karyawan dengan masa kerja 10 dan 20 tahun. Selain untuk memperkuat hubungan dan kerjasama antara karyawan, acara ini juga untuk merayakan ulang tahun MSIG Indonesia yang ke-44.



11 | Regional Training: Property and Business Interruption Insurance Training
Pelatihan Regional: Pelatihan Asuransi Harta Benda dan Interupsi Bisnis

Our regional office (MSIG Holdings (Asia)) supports the Business Units in providing training where the implementation conducted in each Business Unit. MSIG Indonesia was the host of “Property and Business Interruption Insurance” training which was held at Sheraton Gandaria Hotel, Jakarta on November 4 – 7, 2019. The purpose of this topic was to provide a deeper understanding to our internal team such as Marketing, Underwriting and Claims around trends and incurred cases relating to property insurance and business interruption and how to provide better service to our customers.

Kantor regional kami (MSIG Holdings (Asia)) menunjukkan dukungannya terhadap para Unit Bisnis melalui pelatihan-pelatihan yang pelaksanaannya bergantian di lokasi masing-masing Unit Bisnis. MSIG Indonesia menjadi tuan rumah untuk pelatihan “Asuransi Harta Benda dan Gangguan Usaha” yang diadakan di Hotel Sheraton Gandaria, Jakarta pada 4 – 7 November 2019. Tujuan diadakan pelatihan ini adalah untuk memberikan pemahaman yang mendalam kepada tim Pemasaran, *Underwriting*, maupun Klaim seputar tren dan kasus-kasus yang terjadi terkait dengan produk asuransi harta benda dan interupsi bisnis serta bagaimana agar para peserta mampu memberikan pelayanan yang lebih baik kepada para pelanggan.



12 | Welcoming Christmas Celebration 2019

To share love and joy in Christmas, MSIG Indonesia’s Christian Employees celebrated Christmas at a special-needs orphanage of Bhakti Luhur Cirendeui, South Tangerang on December 7, 2019. The orphanage takes care of children with special needs from various medical condition background. Not only give financial donations but employees also provide some household appliances to support the orphanage activities.

Untuk berbagi kasih dan kegembiraan Natal, Persekutuan Karyawan Kristiani MSIG Indonesia merayakan Natal di panti asuhan berkebutuhan khusus Bhakti Luhur Cirendeui, Tangerang Selatan pada 7 Desember 2019. Panti asuhan ini merawat anak-anak berkebutuhan khusus dengan berbagai latar belakang kondisi medis. Bukan hanya memberikan bantuan finansial saja, para karyawan juga memberikan alat rumah tangga untuk menunjang kegiatan panti asuhan.

BRANDING ACTIVITIES

KEGIATAN BRANDING



01 | We are on Social Media
Kami Hadir di Media Sosial

As one of the efforts to bring excellent service to customers, we utilize social media as an essential platform to have direct and interactive communication with our customers. Through social media, we would be able to better listen to our customers' need, more time and efficient cost in responding to our customers' enquiries, and even more proactive to responding a new trend.

Sebagai salah satu upaya untuk memberikan pelayanan terbaik kepada para Pelanggan, kami memaksimalkan penggunaan media sosial sebagai platform penting untuk memiliki komunikasi langsung dan interaktif dengan para Pelanggan kami. Karena melalui media sosial, kami akan dapat mendengarkan kebutuhan para Pelanggan kami dengan lebih baik, lebih efisien dalam memberikan tanggapan terhadap pertanyaan pelanggan kami, dan bahkan lebih proaktif untuk menanggapi tren baru.



02 | Digital Marketing Activities
Kegiatan Pemasaran Digital

MSIG Indonesia conducts various digital marketing activities to promote MSIG Travel Insurance and Motor Vehicle Insurance, such as placing online banners on social media, company website and MSIG Online, Gmail ads, Google Display Network (GDN), also optimize the Search Engine Marketing (SEM) and Search Engine Optimization (SEO).

MSIG Indonesia melakukan serangkaian kegiatan pemasaran digital untuk mempromosikan Asuransi Perjalanan MSIG dan Asuransi Kendaraan Bermotor, seperti memasang online banner pada media sosial, situs perusahaan dan MSIG Online, Gmail ads, *Google Display Network (GDN)*, serta optimisasi *Search Engine Marketing (SEM)* dan *Search Engine Optimization (SEO)*. broker yang telah menjadi mitra bisnis yang berharga selama bertahun-tahun.



03 | Batik Uniform 2019
Seragam Batik 2019

To build sense of belonging and pride amongst the employees and strengthen MSIG brand presence, we routinely distribute a new Batik company uniform to the employees every year. The Batik pattern was chosen for its uniqueness and as an appreciation to Indonesia heritage. All the employees are compulsory to wear a uniform every Friday.

Dalam rangka membangun kebanggaan di antara karyawan dan memperkuat kehadiran merek MSIG, kami secara rutin mendistribusikan seragam batik untuk karyawan setiap tahunnya. Pola Batik dipilih karena keunikannya dan sebagai penghargaan terhadap warisan Indonesia. Semua karyawan wajib mengenakan seragam setiap hari Jumat.



04 | AAUI International Insurance Seminar (IIS) Sponsor
Sponsor AAUI International Insurance Seminar (IIS)

MSIG Indonesia has involved as a sponsor in 5th AAUI International Seminar (IIS) which held on April 23, 2019 at Kempinski Grand Ballroom Hotel Indonesia. "Natural Catastrophe On The Move" was a topic of the event. We believe by contributed to this event, we have taken part in insurance industry growth and strengthen our brand awareness amongst other competitors.

MSIG Indonesia telah terlibat sebagai sponsor dalam Seminar Internasional AAUI ke-5 yang diadakan pada tanggal 23 April 2019 di Kempinski Grand Ballroom Hotel Indonesia. "Natural Catastrophe On The Move" adalah topik acara tersebut. Kami percaya dengan berkontribusi dalam acara ini, kami telah mengambil bagian dalam pertumbuhan industri asuransi dan memperkuat kesadaran merek kami di antara para pesaing lainnya.



05 | GIIAS 2019
GIIAS 2019

MSIG Indonesia participated in Gaikindo Indonesia International Motor Show (GIAS), one of the biggest automotive expo's in the country. The event was held on July 18 – 28, 2019 at Indonesia Convention Exhibition (ICE) BSD. MSIG Indonesia brought Toyota Insurance as the main product showed in this event.

MSIG Indonesia berpartisipasi dalam Gaikindo Indonesia International Motor Show (GIAS), salah satu pameran otomotif terbesar di Indonesia. Acara ini diadakan pada 18 – 28 Juli 2019 di Indonesia Convention Exhibition (ICE) BSD. MSIG Indonesia menghadirkan Toyota Insurance sebagai produk utama yang dipamerkan dalam acara ini.



06 | Ladies Car Protection Launching Event
Acara Peluncuran Ladies Car Protection

In collaboration with Aswata, MSIG Indonesia has launched Ladies Car Insurance, the new variant product of Motor Vehicle Insurance. The launching event was held on July 25, 2019 at Aswata Office. To promote the event as well as the product, MSIG Indonesia distributed the press release to several online and offline media outlets.

Bekerjasama dengan Aswata, MSIG Indonesia meluncurkan asuransi Ladies Car Protection yang merupakan varian produk baru dari Asuransi Kendaraan Bermotor. Acara ini diselenggarakan pada 25 Juli 2019 di kantor Aswata. Untuk mempromosikan acara sekaligus produk, MSIG Indonesia mendistribusikan siaran pers ke beberapa media online dan offline.



07 | CJTF 2019
CJTF 2019

MSIG Indonesia has participated in the Cool Japan Travel Fair (CJTF) 2019 once more. The event was held on August 23 – 25, 2019 at Summarecon Mall Serpong. Collaborated with HIS sales team, MSIG Indonesia offered MSIG Travel Insurance product to visitors, both domestic and overseas travel. This event was expected to increase awareness of the importance of travel insurance and continue to introduce MSIG Indonesia's brand to the public.

MSIG Indonesia kembali berpartisipasi dalam acara Cool Japan Travel Fair (CJTF) 2019 yang diselenggarakan pada 23 – 25 Agustus 2019 bertempat di Summarecon Mall Serpong. Bekerjasama dengan tim penjualan HIS Travel, MSIG Indonesia menawarkan produk Asuransi Perjalanan MSIG kepada pengunjung, untuk perjalanan dalam maupun luar negeri. Melalui acara ini diharapkan dapat meningkatkan kesadaran masyarakat akan pentingnya mempersiapkan asuransi perjalanan sebelum bepergian serta terus memperkenalkan brand MSIG Indonesia.



10 | Sponsored AAUI Cup 2019
Sponsor AAUI Cup 2019

Actively involved in various activities with the local community, MSIG Indonesia participated in the Asosiasi Asuransi Umum Indonesia (AAUI) Cup as a sponsor and contestant. Engaging in different competitions in arts and sports, helped general insurance and reinsurance companies to enhance the cooperation and intimacy among AAUI members.

Secara aktif mengikuti beragam aktivitas bersama komunitas lokal, MSIG Indonesia berpartisipasi dalam Asosiasi Asuransi Umum Indonesia (AAUI) Cup sebagai sponsor dan juga peserta lomba. Terlibat dalam berbagai lomba di bidang seni dan olahraga, membantu perusahaan asuransi umum dan reasuransi memperkuat hubungan dan kerja sama di antara anggota AAUI.



08 | Jak-Japan Matsuri 2019
Jak-Japan Matsuri 2019

2019 would be the 7th consecutive years for MSIG Indonesia to be involved in Jak-Japan Matsuri festival, a cultural festival which presents Japan and Indonesia culture, especially Jakarta's. The festival not only parades traditional culture yet pop culture as well, as a way to maintain friendship between both countries. MSIG Indonesia brought a message about the importance of Biodiversity preservation to Jak-Japan Matsuri 2019 which held on September 7 – 8, 2019 at GBK Senayan, in order to implement company's sustainability mission "Protecting Biodiversity for a Sustainable Future". MSIG Indonesia realizes the importance of Biodiversity role in human life. Respectively in Indonesia, as the lungs of the world. Various creative games have been prepared to kept visitors not only entertained but also reminded of the obligation to protect Biodiversity. Moreover, the visitors also had the opportunity to get eco-friendly souvenirs with trendy designs for free.

Tahun 2019 merupakan tahun ke-7 keterlibatan MSIG Indonesia dalam festival Jak-Japan Matsuri, sebuah festival kebudayaan baik tradisional maupun *pop culture* yang berasal dari Jepang dan Indonesia, khususnya Jakarta, sebagai salah satu cara untuk memelihara persahabatan antara Indonesia dan Jepang. MSIG Indonesia membawa pesan tentang pentingnya pelestarian keanekaragaman hayati pada acara Jak-Japan Matsuri 2019 yang diadakan pada 7 – 8 September 2019 di GBK Senayan, sebagai salah satu bentuk implementasi misi keberlanjutan yang dijalankan perusahaan "Protecting Biodiversity for a Sustainable Future". MSIG Indonesia menyadari pentingnya keanekaragaman hayati dalam hidup manusia. Terlebih Indonesia, yang berperan sebagai paru-paru dunia. Beragam permainan kreatif telah disiapkan untuk membuat pengunjung tidak hanya terhibur namun juga teringat akan kewajiban untuk melindungi keanekaragaman hayati. Tidak hanya itu, para pengunjung juga berkesempatan mendapatkan souvenir *eco-friendly* dengan desain trendy secara gratis.



11 | Jakarta Youth Aquathlon
Jakarta Youth Aquathlon

Participated in Jakarta Youth Aquathlon 2019 to increase MSIG Indonesia's brand awareness by promoting Biodiversity campaign and retail products of Motor Vehicle Insurance and Ladies Car Protection. Besides the promotion of the product, through this event we would like to inspire youngster generation about biodiversity preservation to contribute to secure a sound future for the planet through sustainable life. This event was the first aquathlon event in Jakarta or perhaps in the country which held October 12, 2019 at Stadion Aquatic, GBK.

Berpartisipasi dalam Jakarta Youth Aquathlon 2019 untuk meningkatkan kesadaran merek MSIG Indonesia dengan mempromosikan kampanye keanekaragaman hayati serta produk ritel Asuransi Kendaraan Bermotor dan Ladies Car Protection. Selain mempromosikan produk, melalui kegiatan ini juga kami ingin menginspirasi generasi muda untuk berkontribusi dalam menjaga masa depan bumi melalui kehidupan yang berkelanjutan. Acara ini merupakan acara aquathlon pertama di Jakarta atau mungkin di Indonesia yang diadakan pada 12 Oktober 2019, di Stadion Aquatic, GBK.



09 | Jakarta Kizuna Ekiden 2019
Jakarta Kizuna Ekiden 2019

In order to support the Japan-Indonesia diplomatic relations, MSIG Indonesia participated in the annual running event, Jakarta Kizuna Ekiden which was held on September 15, 2019 at GBK Senayan. MSIG Indonesia signed up four teams which consist of Japanese and local employees. To enliven the event as well as to promote our products and biodiversity campaign, some runners used special properties related to Travel Insurance, Ladies Car Protection, and tree. These products managed to attract the attention of other participants and the audience who attended the event.

Dalam rangka mendukung hubungan diplomatik Jepang-Indonesia, MSIG Indonesia berpartisipasi dalam acara lari tahunan, Jakarta Kizuna Ekiden yang diadakan pada 15 September 2019 di GBK Senayan. MSIG Indonesia mendaftarkan empat tim yang terdiri dari karyawan Jepang dan lokal. Untuk memeriahkan acara serta mempromosikan produk dan kampanye keanekaragaman hayati, beberapa pelari menggunakan properti khusus yang berkaitan dengan Asuransi Perjalanan, Ladies Car Protection, dan pohon. Hal ini berhasil menarik perhatian peserta lain dan juga penonton yang menghadiri acara tersebut.



12 | Sponsored Indonesia
Rendezvous 2019
Sponsor Indonesia
Rendezvous 2019

MSIG Indonesia sponsored the annual event of Indonesia Rendezvous 2019 which conducted in Bali, October 16 – 19, 2019. Besides to contribute to the industrial insurance growth, this activity aimed to promote MSIG Indonesia's brand continuously.

MSIG Indonesia mensponsori acara tahunan Indonesia Rendezvous 2019 yang diadakan di Bali, pada 16 – 19 Oktober 2019. Selain untuk berkontribusi pada pertumbuhan industri asuransi, kegiatan ini juga bertujuan untuk terus mempromosikan merek MSIG Indonesia.

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13 | Participated in National Online Shopping Day Berpartisipasi dalam Hari Belanja Nasional (Harbolnas)

In the fast-growing digital era, shopping online through e-commerce portal prefer by most of the people, and it does apply to insurance products also. MSIG Indonesia was the only general insurance company which participated in the biggest e-commerce shopping event promotion in Indonesia, such as National Online Shopping Day (Harbolnas). We granted a premium discount purchase particularly for Motor Vehicle Insurance, MSIG Travel Insurance, and MSIG Mudik Aman on October – December 2019.

Di era digital yang berkembang pesat, belanja online melalui portal e-commerce lebih disukai oleh sebagian besar orang, dan hal tersebut juga berlaku untuk produk asuransi. MSIG Indonesia adalah satu-satunya perusahaan asuransi umum yang berpartisipasi dalam acara promosi belanja e-commerce terbesar di Indonesia, seperti Hari Belanja Online Nasional (Harbolnas). Kami memberikan diskon pembelian premium terutama untuk Asuransi Kendaraan Bermotor, Asuransi Perjalanan MSIG, dan MSIG Mudik Aman pada bulan Oktober - Desember 2019.

14 | Lotus Lake Caddie Uniform Seragam Caddie Lotus Lake

MSIG Indonesia has participated as a sponsor in Lotus Lake Golf activity in Karawang. As a result, we have the privilege to put our company logo on Lotus Lake caddies uniform.

MSIG Indonesia telah berpartisipasi sebagai sponsor dalam kegiatan Lotus Lake Golf Karawang. Sebagai hasilnya, kami memiliki hak istimewa untuk menempatkan logo perusahaan kami pada seragam *caddies* Lotus Lake.

15 | Fellowship Event: Participated in Aswata Run 2019 Acara Persahabatan: Berpartisipasi dalam Aswata Run

To strengthen the mutual relationship with Aswata, MSIG Indonesia has participated in Aswata Run 2019, the culmination event of a celebration series of Aswata's 55th anniversary. This running event held on November 17, 2019, at Synergy Building, Alam Sutera. One thousand five hundred (1,500) persons attended the event.

Untuk memperkuat hubungan timbal balik dengan Aswata, MSIG Indonesia berpartisipasi dalam acara Aswata Run 2019, yang merupakan acara puncak dari rangkaian perayaan ulang tahun Aswata ke-55. Acara lari ini diselenggarakan pada 17 November 2019 bertempat di Synergy Building, Alam Sutera. Lebih dari 1.500 orang hadir memeriahkan acara ini.

16 | Biodiversity Fun Class Kelas Kreatif Keanekaragaman Hayati

We conducted Biodiversity Fun Class in November 2019 as an effort to increase awareness of Biodiversity preservation and Sustainable lifestyle to elementary students around the Jabodetabek area. Thirty-five (35) employees participated as a volunteer in this event. They served as a teacher who taught the students through fun and creative activities, such as story-telling, planting and many others.

Kami telah berhasil menyelenggarakan Biodiversity Fun Class pada November 2019 sebagai upaya untuk meningkatkan kesadaran akan pelestarian Keanekaragaman Hayati dan gaya hidup Berkelanjutan bagi siswa sekolah dasar di sekitar wilayah Jabodetabek. Ada 35 karyawan yang berpartisipasi sebagai sukarelawan dalam acara ini. Mereka bertindak sebagai guru yang mengajar siswa melalui kegiatan-kegiatan menyenangkan dan kreatif, seperti bercerita, penanaman tanaman dan banyak lainnya.

17 | Radio Talkshow Bincang Radio

To increase our brand awareness in the branch area as well as to educate the public about an insurance product, MSIG Indonesia conducted radio talkshow on Bandung local radio on December 17, 2019. In this activity, we shared tips about safe driving and also promoted Motor Vehicle Insurance and MSIG e-CL@IM.

Untuk meningkatkan kesadaran merek kami di area cabang serta memberikan edukasi kepada masyarakat tentang produk asuransi, MSIG Indonesia mengadakan bincang radio di radio lokal Bandung pada 17 Desember 2019. Dalam kegiatan ini, kami berbagi kiat tentang keselamatan berkendara dan juga mempromosikan produk Asuransi Kendaraan Bermotor serta layanan pengajuan klaim berbasis online terbaru kami, MSIG e-CL@IM.

18 | Out of Home Advertisement Iklan Luar Ruang

We have implemented a Commuterline advertisement to maintain MSIG Indonesia' brand presence, especially in front of the targeted public as well as to support MSIG Online sales and traffic number by using Harbolnas promotion as one of the main messages of the ads.

Menerapkan iklan Commuterline untuk mempertahankan keberadaan merek MSIG Indonesia terutama bagi segmentasi publik yang kami tuju. Serta mendukung penjualan produk dan *traffic* situs web MSIG melalui penggunaan promosi Harbolnas sebagai salah satu pesan utama dalam iklan-iklan Commuterline yang kami tayangkan.

AUDITED FINANCIAL STATEMENTS

LAPORAN KEUANGAN YANG TELAH DIAUDIT



- ▶ Statement Financial Position
- ▶ Statement of Profit or Loss and Other Comprehensive Income
- ▶ Statement of Changes In Equity
- ▶ Statement of Cash Flows
- ▶ Independent Auditor's Report

PT ASURANSI MSIG INDONESIA

STATEMENT OF FINANCIAL POSITION

<i>In millions of Rupiah</i>	Notes	31 December	
		2019	2018
ASSETS			
Cash and cash equivalents	5	275,166	387,618
Insurance receivables	6	685,547	792,533
Investments	7	1,172,349	914,411
Interest receivables		9,665	10,324
Other receivables		6,521	4,130
Obligatory time deposit	8	26,000	26,000
Reinsurance assets:			
Reinsurance recoverable on provision for outstanding claims	9	459,237	570,172
Reinsurers' portion on unearned premiums	10	711,424	555,739
Deferred tax assets, net	12	62,407	56,299
Deferred acquisition costs, net		15,202	5,099
Fixed assets, net		27,786	30,692
Other assets		23,926	21,073
TOTAL ASSETS		3,475,230	3,374,090
LIABILITIES AND EQUITY			
LIABILITIES			
Insurance payables	11	658,464	748,400
Income tax payable	12	15,256	15,767
Accruals and other liabilities		56,446	51,839
Provision for unearned premiums and outstanding claims:			
Outstanding claims	9	643,578	736,917
Unearned premiums	10	1,118,685	919,886
Employee benefits obligation		30,682	26,155
TOTAL LIABILITIES		2,523,111	2,498,964
EQUITY			
Share capital	13	100,000	100,000
Retained earnings			
Appropriated		40,000	40,000
Unappropriated		791,138	731,233
Unrealized gains on available-for-sale securities, net	7	20,981	3,893
TOTAL EQUITY		952,119	875,126
TOTAL LIABILITIES AND EQUITY		3,475,230	3,374,090

PT ASURANSI MSIG INDONESIA

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

<i>In millions of Rupiah</i>	Notes	2019	2018
REVENUE			
Net premium income:			
Gross premiums, net of premiums discount	14	1,734,247	1,541,049
Change in provision for unearned premiums		(198,799)	(151,054)
Reinsurance cost	15	(1,189,780)	(994,398)
Reinsurance cost attributable to the change in unearned premiums		155,685	77,880
Total net premium income		501,353	473,477
Commission income	16	167,715	159,682
Investments income	17	53,523	98,897
Other income		8,204	5,027
TOTAL REVENUE		730,795	737,083
EXPENSES			
Claims expense:			
Gross claims	18	(426,742)	(1,433,642)
Change in provision for outstanding claims		84,570	(170,364)
Reinsurance recoveries	19	255,710	1,233,175
Change in reinsurance recoverable on provision for outstanding claims		(103,820)	162,879
Total claims expense, net		(190,282)	(207,952)
Commission expenses	20	(130,884)	(116,032)
Change in deferred acquisition costs, net		10,102	7,354
Operating expenses	21	(277,509)	(282,829)
TOTAL EXPENSES		(588,573)	(599,459)
PROFIT BEFORE TAX		142,222	137,624
INCOME TAX EXPENSE	12	(24,224)	(24,192)
PROFIT		117,998	113,432
OTHER COMPREHENSIVE INCOME:			
Items that are not to be reclassified to profit or loss			
Actuarial (loss) gain arising from remeasurement of post-employment benefits obligation		(1,836)	6,868
Income tax effect	12	459	(1,717)
		(1,377)	5,151
Items that are to be reclassified to profit or loss			
Change in fair value of available-for-sale financial assets	7	23,146	(42,458)
Amounts transferred to profit or loss	7	(505)	(2,531)
Income tax effect	12	(5,553)	9,445
		17,088	(35,544)
TOTAL OTHER COMPREHENSIVE INCOME		15,711	(30,393)
TOTAL COMPREHENSIVE INCOME		133,709	83,039

PT ASURANSI MSIG INDONESIA

STATEMENT OF CHANGES IN EQUITY

<i>In millions of Rupiah</i>	Notes	Share capital	Retained earnings		Unrealized gains on available-for-sale Securities, net	Total Equity
			Appropriated	Unappropriated		
Balance as of 31 December 2017		100,000	40,000	663,533	39,437	842,970
Comprehensive income - 2018						
Profit		-	-	113,432	-	113,432
Changes in fair value of available-for-sale securities, net of income tax		-	-	-	(35,544)	(35,544)
Actuarial loss on post-employment benefits obligation, net of income tax		-	-	5,151	-	5,151
Total comprehensive income		-	-	118,583	(35,544)	83,039
Transaction with shareholders, recorded directly in equity						
Distribution of cash dividends	22	-	-	(50,883)	-	(50,883)
Balance as of 31 December 2018		100,000	40,000	731,233	3,893	875,126
Comprehensive income - 2019						
Profit		-	-	117,998	-	117,998
Changes in fair value of available-for-sale securities, net of income tax		-	-	-	17,088	17,088
Actuarial loss on post-employment benefits obligation, net of income tax		-	-	(1,377)	-	(1,377)
Total comprehensive income		-	-	116,621	17,088	133,709
Transaction with shareholders, recorded directly in equity						
Distribution of cash dividends	22	-	-	(56,716)	-	(56,716)
Balance as of 31 December 2019		100,000	40,000	791,138	20,981	95 2119

PT ASURANSI MSIG INDONESIA

STATEMENT OF CASH FLOWS

<i>In millions of Rupiah</i>	Notes	2019	2018
CASH FLOWS FROM OPERATING ACTIVITIES:			
Profit for the year		117,998	113,432
Adjustments for:			
Interest income from time deposits and debt securities	17	(61,430)	(49,226)
Dividends from equity securities and mutual funds	17	(20,977)	(23,921)
Income from equity-method investment	17	(7)	(3)
Net impairment losses on financial assets		7,713	2,757
Post-employment benefit expense		5,886	5,833
Depreciation of fixed assets and amortization of intangible assets	21	14,865	14,967
Gain on sale of fixed assets, net		(897)	(311)
(Gain) loss on sale of debt securities	17	(505)	16
Gain on sale of mutual funds	17	-	(2,547)
Foreign exchange loss (gain), net		16,086	(33,920)
Income tax expense	12	24,224	24,192
Changes in:			
Insurance receivables		90,501	(461,824)
Reinsurance assets:			
Reinsurance recoverable on provision for outstanding claims		110,935	(165,453)
Reinsurers' portion on unearned premiums provision		(155,685)	(77,880)
Other receivables		(2,391)	(2,905)
Other assets		(2,854)	(6,590)
Insurance payables		(81,166)	450,051
Provision for unearned premiums and outstanding claims		105,460	324,937
Deferred acquisition costs, net		(10,103)	(7,355)
Accruals and other liabilities		4,608	9,321
Post-employment benefits paid		(3,194)	(2,245)
Interest received from cash and cash equivalents		16,902	16,104
Payments of income tax		(35,937)	(18,266)
Net cash from operating activities		<u>140,032</u>	<u>109,164</u>
CASH FLOWS FROM INVESTING ACTIVITIES:			
Interest received for time deposits		20,124	8,384
Interest received for debt securities		25,063	23,146
Dividends received from equity securities and mutual funds		20,977	23,921
Placements of time deposits		(1,322,003)	(787,489)
Proceeds from time deposits matured during the year		1,111,285	639,727
Proceeds from sale of debt securities and debt securities matured during the year		121,225	81,498
Acquisition of debt securities		(128,792)	(78,048)
Placement of mutual funds		(24,320)	(24,746)
Proceeds from sale of mutual funds		-	8,547
Acquisition of fixed assets		(12,450)	(7,126)
Proceeds from sale of fixed assets		1,388	501
Net cash used in from investing activities		<u>(187,503)</u>	<u>(111,685)</u>

PT ASURANSI MSIG INDONESIA

STATEMENT OF CASH FLOWS (Continued)

<i>In millions of Rupiah</i>	Notes	2019	2018
CASH FLOWS FROM FINANCING ACTIVITIES:			
Payments of cash dividends	22	(56,716)	(50,883)
Net cash used in financing activities		<u>(56,716)</u>	<u>(50,883)</u>
NET DECREASE IN CASH AND CASH EQUIVALENTS		(104,187)	(53,404)
CASH AND CASH EQUIVALENTS, BEGINNING OF THE YEAR		387,618	421,367
EFFECTS OF FOREIGN EXCHANGE (LOSS) GAIN ON CASH AND CASH EQUIVALENTS		(8,265)	19,655
CASH AND CASH EQUIVALENTS, END OF THE YEAR	5	<u>275,166</u>	<u>387,618</u>



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Independent Auditors' Report

No.: 00222/2.1005/AU.1/08/1549-2/1/IV/2020

The Shareholders,
The Board of Commissioners and Board of Directors
PT Asuransi MSIG Indonesia:

We have audited the accompanying financial statements of PT Asuransi MSIG Indonesia, which comprise the statement of financial position as of 31 December 2019, the statements of profit or loss and other comprehensive income, changes in equity, and cash flows for the year then ended, and notes, comprising a summary of significant accounting policies and other explanatory information.

Management's responsibility for the financial statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Indonesian Financial Accounting Standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Standards on Auditing established by the Indonesian Institute of Certified Public Accountants. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.



Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of PT Asuransi MSIG Indonesia as of 31 December 2019, and its financial performance and its cash flows for the year then ended in accordance with Indonesian Financial Accounting Standards.

Siddharta Widjaja & Rekan
Registered Public Accountants

Rialiany Arista Ku, S.E., CPA
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21 April 2020

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