



Sedgwick acquires Maphilindo International in Malaysia

KUALA LUMPUR, 31 October 2019 – Sedgwick, a leading global provider of technology-enabled risk, benefits and integrated business solutions, has acquired Maphilindo International Sdn Bhd (MI) in Malaysia to strengthen and expand its presence there and the broader Asia-Pacific region.

According to Ian V. Mures, Sedgwick CEO of international operations, Malaysia is a large, rapidly growing market with increasing insurance penetration, making it a strategically important market for Sedgwick. The acquisition will provide the company with field service capabilities, desktop third-party administration (TPA) services and call center capability to support carriers and multinational clients with operations in the region. By joining forces with Maphilindo, Sedgwick further strengthens its capabilities in commercial and personal property loss adjusting; motor, liability and marine claims; and call center services in the Asian market.

Maphilindo International is a sector pioneer and one of the largest loss adjusters and claims management firms in Malaysia. The home-grown company was founded in 1967 by Richard Lee, who has been CEO and executive chairman for the last 52 years. Headquartered in Kuala Lumpur, the company has over 200 colleagues and 14 offices across the country and is very well regarded by the local insurance industry for its high standards of loss adjusting, innovation, education and value-added services.

The acquisition also includes Maphilindo International Call Center Sdn Bhd (MICC), a dedicated call center that provides emergency response and support for claims notifications, catastrophes and assistance services, including motor assistance and TPA on a 24/7 basis, 365 days a year. The center also brings advantages to U.S. and European clients with assistance in different languages, such as English, Malay and Mandarin. The call center operation employs 50 people and handles almost 1 million calls per year.

“This year has been transformational for Sedgwick internationally,” Mures said. “Our growth strategy has always been focused on expanding our global presence and enhancing our core capabilities in markets of strategic importance. Maphilindo International is a natural fit for Sedgwick; by bringing them into our business, we are now able to offer clients in Malaysia and across Asia additional speed and quality services. We also gain renowned expertise in loss adjusting and claims management in the market.”

As part of the acquisition, the colleagues who comprise MI and MICC will join Sedgwick’s growing team in Malaysia, which will work to unify the service offerings under the Sedgwick name.

“Joining forces with Sedgwick helps us achieve our mission to be a world-class loss adjusting company and No. 1 in our industry,” Lee said. “Together, we will be able to build a wide range of other value-added capabilities and services that support our clients. We look forward to working with Sedgwick and further developing this strategic relationship.”

About Sedgwick

Sedgwick is a leading global provider of technology-enabled risk, benefits and integrated business solutions. The company provides a broad range of resources tailored to clients' specific needs in casualty, property, marine, benefits and other lines. At Sedgwick, caring counts[®]; through the dedication and expertise of nearly 27,000 colleagues across 65 countries, the company takes care of people and organizations by mitigating and reducing risks and losses, promoting health and productivity, protecting brand reputations, and containing costs that can impact the bottom line. Sedgwick's majority shareholder is The Carlyle Group; Stone Point Capital LLC, Caisse de dépôt et placement du Québec (CDPQ), Onex and other management investors are minority shareholders. For more, see www.sedgwick.com.

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Media contacts:

Santi Dharmawan, FWD | +44 (0)20 7280 0644 | sedgwick@fwdconsulting.co.uk

Judy Molnar, VP, public relations | +1-813-215-9358 | judy.molnar@sedgwick.com