



KANDA INTERNATIONAL
Insurance Brokers and Risk Consultants

BRIEF CORPORATE PROFILE

FIRST HERITAGE BUILDING, 2ND FLOOR, WAIGANI DRIVE (OPPOSITE BOROKO MOTORS)
P. O. BOX 1330, PORT MORESBY, 121. NATIONAL CAPITAL DISTRICT, PAPUA NEW GUINEA.
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KANDA INSURANCE SOLUTIONS

BRIEF INTRODUCTION

Kanda International Limited was incorporated in May 1999. The company commenced operations in early January 2003 as Kanda International Insurance Brokers and Risk Consultants. The company directors have had to meet very stringent requirements under the Insurance Act 1995 (Chapter 225) in order to be granted a General Insurance Broker License on the 5th September 2003. Kanda International has been the first Brokers to have been issued with a Life Insurance Brokers License by the Bank of Papua New Guinea in the same month. This license was issued pursuant to the new Life Insurance Act 2000.

OUR EMPLOYEES

Our Employees are the most important resources. We endeavor to recruit the most qualified professionals for each position within the firm. We train all our employees both in-house and from professional trainers to equip them with the necessary skills that enable them to perform their roles more efficiently.

We do encourage and support our employees to be Qualified Insurance Brokers (QPIBS) who undertake continuing professional education. This ensures they are kept up to date with the industry trends and changes so they can provide you, the insurance buyer, with quality advice. Kanda International Insurance Brokers staff has total of Seventeen (17), comprising of Six (6) Professionals and Eleven (11) Technical / Support staff including our Lae Branch. We have combined total years of experience in excess of eighty (80) years.

OUR PROFESSIONAL STAFF



Benn Tiki – ANZIIF (Snr Assoc) CIP

He is the CEO & Managing Director of the Company. He is accredited with a Senior Associate and a Certified Insurance Professional of the Australia and New Zealand Institute of Insurance and Finance. He has over twenty one (21) years experience in the Insurance Industry.



Igo Rahe – ANZIIF (Assoc) CIP

He is the Account Manager. He is an Associate and a Certified Insurance Professional of the Australia and New Zealand Institute of Insurance and Finance. He has over twenty five (25) years experience in the Insurance Industry.



Shamal Arumapperuma

Shamal is the SME Account & Quality Assurance Manager. He has a total of over 10 years Industry experiences as well as client servicing both locally and overseas. He is a Member of the Sri Lanka Insurance Institute. He is qualified Diploma in Insurance (Practicing & Technical) & Diploma in Computer studies as well.



Tom Kune

He is the Lae Branch Manager. He has over twenty (20) years experience in the Insurance Industry. He has been a Senior Insurance Broker with International Insurance companies that he previously worked for.



David Loinou – ANZIIF (Assoc) CIP

He is the Account Executive dealing with Corporate Clients. He is also an Associate and a Certified Insurance Professional of the Australia and New Zealand Institute of Insurance and Finance. He has over 16 years of experience in the Insurance Industry, working mostly with large international brokers in PNG.



Andrew Taka – ANZIIF (Snr Assoc) CIP, QPIB

Andrew is the Senior Account Executive he has a total of over 23 years experience in the field of insurance both locally and overseas with international insurance broking firms. He is a Senior Associate of the Australian and New Zealand Institute of Insurance & Finance and also is accredited to The National Insurance Brokers Association of Australia (NIBA) as a Qualified Practicing Insurance Broker (QPIB). His wealth of experience in being much specialized areas of insurance and with compliance & technical services will be an added factor.

OUR TECHNOLOGY

We have installed the most modern equipment and technology (including Mobile Pieces) to do our job more professionally and efficiently. We have plans to invest heavily into the Information Technology as we recognize this is the way forward.

OUR PRODUCTS & SERVICES

We will provide the most competitive Products and Services in terms of quality and pricing. We will enhance and expand the underwriter's policies to give you the most maximum cover possible but to meet your specific needs at a price that you can afford. A technical Officer will be employed to be responsible for developing KANDA branded products and services.

OUR OVERSEAS CONNECTION

The international connections established by Kanda International keeps us in commercial contact with insurers and brokers throughout the world, who are willing to assist in the placement of business that cannot be placed locally. This helps to capture the best products at competitive international prices, to meet specific insurance needs. We are happy to provide a world class range of products and services, from a solid PNG base which provides PNG – written insurance wherever possible. Most of our services can be provided locally, with the international back-up as necessary.

OUR PANEL OF LOCAL UNDERWRITERS ARE:

- ✓ QBE Insurance (PNG) Ltd
- ✓ Pacific MMI Insurance
- ✓ Tower Insurance PNG Ltd
- ✓ Mitsui Sumitomo
- ✓ American Home Assurance
- ✓ National Teachers Insurance
- ✓ Pacific Assurance Group
- ✓ Inspac (PNG) Ltd
- ✓ Life Insurance Corporation Limited
- ✓ Century Insurance (PNG) Ltd

OUR CODE OF PROFESSIONAL CONDUCT

- Always keep all dealings with our clients and information provided to us strictly confidential.
- Always put the Client's interest ahead of our own and will not create a conflict of interest.
- Always strive for excellence in our products, services, staff and performance.

- Always aim for client driven solutions and tailor insurance products to meet client's insurance needs.
- Always deliver and expect integrity and dedication in ourselves and our business partners.
- Always provide professional respect to our clients and colleagues, respect our shareholder's objectives and expectations.
- Always respect and work within the Laws of the country or state where we operate in.

OUR PRINCIPAL ROLE

We are Insurance Brokers who can save you time, money and worry. Just like an accountant or lawyer who provides you with impartial professional advice based on years of training and experience, a qualified broker can do the same with your insurance.

When arranging insurance, many people take shortcuts without seeking proper advice, understanding the fine print or considering whether they are getting value for money. Often they are disappointed when their insurance doesn't come to the rescue. Whether it's home, car, life or business insurance, brokers provide advice and assistance to make sure you are properly protected. We have access to lots of different policies because we deal with a range of insurance companies. We being good brokers will be aware of the benefits, exclusions and costs of competing policies on the market. We will also help arrange and place the cover and often provide advice on how to make the most out of your insurance budget. Using us would not necessarily cost more; often it costs less because we have knowledge of the insurance market and the ability to negotiate competitive premiums on your behalf. We will also explain your policy and any special situations you need to watch out for. Our remuneration for work we do is the brokerage paid to use by the underwriters with whom we place your business. We will be obliged to advise you of incidentals and or disbursements charged for services provided to you.

INSURANCE PRODUCTS & SERVICES

- ✓ Business Insurance
- ✓ Domestic Insurance
- ✓ Motor Vehicle
- ✓ Crime Protection
- ✓ General & Public Liability
- ✓ Professional Liability
- ✓ Marine Hull
- ✓ Construction All Risks
- ✓ Engineering Risks
- ✓ Employee Benefits
- ✓ Aviation & Associated Risks
- ✓ Term Life & Medical Expenses
- ✓ Loss of Income

CLAIMS SERVICE

We have specially trained staff who will assist in your Claims Management. We will have a 5 days turn around on the claims submitted to us. Kanda International recognizes that our Client's Insurance are realized when the insured event loss/catastrophe occurs. Therefore, we are resourced to give you the maximum assistance possible at the time when you need us the most, claims time. Large claims can be managed in liaison with the appointed Loss Adjusters who are professionals in this area. Kanda

International will also liaise closely with the lawyers in resolving your claims at the most diligent and efficient manner. Remember that Kanda International will always act on behalf of the Insured (Our Clients) not the Insurers.

It is obvious that in the event of an incident which will or may give rise to a claim, a procedure must be adopted for the proper and expeditious conduct of the claim.

By carefully following this procedure, the impact on your business operations will be minimized.

There are number of steps which must be taken following a loss:-

Report the incident to the Kanda International office that looks after your insurance program, by telephone, facsimile or email - wherever practical, within 24 hours of the incident. Regardless of whether or not the claim has been reported or a loss assessor appointed, you must immediately do whatever is necessary to prevent further loss of life or property damage.

- Whatever the circumstances of the incident, **DO NOT ADMIT LIABILITY EVEN IF YOU THINK YOU ARE AT FAULT.**
- Your insurer is entitled to deny a claim or pay a reduced amount if statements made by you or your employees prejudice the insurer's position.
- Report the Incident to your nearest police station and provide a statement.

It is impossible to give guidelines for procedures in every claim, simply because of the nature of accidents:

- They cannot be predicted
- They do not follow set patterns

However, the general procedures for various major classes of insurance detailed above can be relied upon to cover most circumstances. For any other claim involving other classes of insurance, please always contact your Kanda Insurance Brokers office without delay.

RISK CONSULTING

Our services will be available in the areas of Risk Surveys and Risk Improvement Advice. We can plan full Self Insurances Programs designed to meet your specific needs. At Kanda International we recognize that Our Clients do not have to Buy Insurance, Transfer Risks to Underwriters. They can save premiums by way of Risk Improvement programs and Self insurance strategies. Our clients will be recommended to take out insurance on identified risks that can be too big to carry and are detrimental to their operation in the even these catastrophes occur.

PREMIUM FUNDING

We have facilities available with Bank and Finance Institutions where premium loans can be obtained at very competitive rates. The procedure is very simple and is free of collateral.

In the current economic climate it is imperative that you optimize credit terms, allowing expense to be managed in the most efficient manner.

Spreading the cost of insurance premiums through a structured monthly repayment program produces the following benefits:

- Preserves existing lines of credit for traditional working capital requirements
- Assists cash flow management
- Premiums are a business expense, thus interest costs are tax deductible
- Creates a separate line of credit
- Premium financiers require no physical security. Their security takes the form of a lien over the unexpired portion of your insurance premiums.
- Please advise our office (Benn or Margaret) if you require a quotation to fund your premiums.

“KANDA INTERNATIONAL PROVIDING INNOVATIVE PRODUCTS AT VERY COMPETITIVE PRICE”

OUR MISSION STATEMENT

OUR GOAL

Our goal is to create a long-term value for shareholders by producing superior sustained return.

OUR VISION

Our vision is to be reputable Insurance Brokers, Risk Consultants and Risk Managers in PNG and the South Pacific, providing excellent services to our clients based on sound, professional and ethical principles.

OUR VALUES

We strive to achieve our vision and goal by prompting the corporate values of:

- Financial Strength and Stability.
- Integrity and Dedication.
- Teamwork & Effective Communication.
- Innovators and Creativity.
- Training and Personal Development.
- Planning, Accountability and Rewards directly linked to results oriented performance.

Promoting and effectively stewarding of these values will foster an environment of mutual trust, respect and partnership in which every employee will be encouraged to meaningfully contribute and discharge their duties and responsibilities to their full potential.

OUR SCOPE

The core of our business is to satisfy our customer needs for Insurance Products and Services, Risk Consultation and Risk Management

OUR FOCUS

We will focus on the needs of our customers both intermediacy and Policy Holders.

We will do this by:

- Source both locally and international and providing these product and services that meet our customer's requirements for quality and the broadest possible scope of cover.
- Control our costs so that we offer customers maximum value.
- Strengthening our access to our customers through effective means of distribution.
- Strengthening our access to local and international underwriters, brokers, reinsurers – consultants.

OUR PROFESSIONAL SERVICE PROVIDERS

Accountants & Tax Agents – Al-Omega Accountants

- Auditors – HLB Niugini
- Lawyers & Attorneys - Regeau, Elemi & Kikira Lawyers
- Bankers – Westpac PNG Ltd

YOU ARE WELCOME

Please call into our Office or telephone our friendly staff for all your Insurance Needs.

If you are looking for:

- Competitive price and efficient service
- Prompt claims processing and maximum benefits on your policy
- Risk Improvement Programs and Self Insurance Programs
- Easy access to Premium Funding Facilities

"We Tailor Insurance Solutions Better"