

A nighttime cityscape with a prominent skyscraper on the right, illuminated with blue light. The foreground shows a highway with light trails from traffic. The sky is dark with some light trails.

ADZ

INSURANCE BROKERS PVT LTD

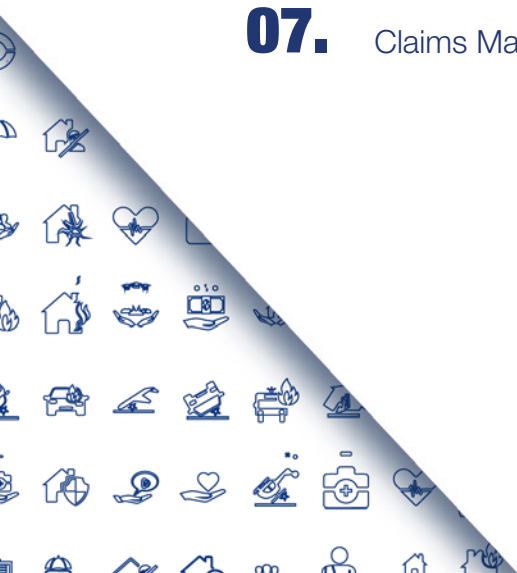
COMPANY PROFILE

2024

SRI LANKA

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01.

About Us

ADZ Insurance Brokers (ADZIB) was established in 1978 to function as the Asia Regional Headquarters for the Sedgwick Group – a UK based insurance intermediary, listed on the London Stock Exchange at the time. ADZIB also played a similar role on behalf of Guy Carpenter, E W Payne and Price Forbes who functioned as International Insurance and Reinsurance Brokers.

ADZIB operated as the Local Correspondent for Sedgwick until Marsh McLennan acquired Sedgwick in 1998. Thereafter, in 2000, ADZIB became the Correspondent for Marsh in Sri Lanka, Maldives and Bangladesh.



Partnered with Sedgwick Far East as its Asia Regional Headquarters.



MARSH

Was appointed the exclusive correspondent broker in Sri Lanka for Marsh.



ADZIB



Became the local partner for Mercer - global HR consultant and handled Marsh operations in Maldives and Bangladesh.



With the acquisition of Jardine Lloyd Thompson (JLT) Marsh became the number 1 broker in the world.



MarshMcLennan

Together with Marsh, Mercer and Guy Carpenter ADZIB now offers innovative and robust solutions to any business or risk.

Over the years, ADZIB steadily expanded its operations and now, with over 25 professional staff, delivers a comprehensive suite of services including insurance broking and claims management, risk consulting advisory services, reinsurance consultancy and employee benefits services to local and multinational companies.

International Professional Partner Firm (IPPF)

In 2023, ADZIB was bestowed the rare honour of being recognized as an International Professional Partner Firm by the Chartered Insurance Institute.



ADZIB is proud to be the first insurance broker in Sri Lanka to earn this recognition. Our Deputy Chairman/Managing Director was presented with the IPPF wall plaque at the Chartered Insurance Institute office in Dubai, to be displayed in our office.

Why does having the IPPF status make a difference?



The Chartered Insurance Institute, UK (also known as the CII) is a professional body dedicated to building public trust in the insurance and financial planning profession. The CII's purpose, as set out in its 1912 royal charter, is to 'secure and justify the confidence of the public' in its members and the insurance sector as a whole. It aims to do this by setting standards of integrity, technical competence, and business capability.

Over the years, customers have become skeptical of insurance providers and their indifference to finding the best possible solutions to meet the needs of their customers. As a chartered body, the CII assesses and grants titles to individuals and entities that meet their stringent standards of professionalism.

<https://www.ciigroup.org/en/membership/international/international-professional-partner-firm-ippf/>

02.

Board of Directors

Deshamanya Ajita de Zoysa

Chairman

Mr. de Zoysa founded the Company in 1978 and has acted as Chairman while holding the position the Chairman of AEC Limited and all its group Companies. He serves on the Boards of numerous listed and non listed-organizations and has over 50 years of Industry experience in Motor, Manufacturing, Hospitality, Petroleum and Petro chemical, Construction and Financial Services. He has served as the Chairman of AMW Group, Union Bank, National Asset Management Limited and Sathosa Motors PLC.

Mr de Zoysa's philanthropic and leadership roles in numerous Organisations in Education, Healthcare, the Kalutara Bodhi Trust and the YMBA to name a few have contributed to the welfare and well-being of many thousands of people over the past 5 decades. He was conferred the national honour " Deshamanya" by HE the President of Sri Lanka in 2019.

Dinesh de Zoysa

Deputy Chairman | Managing Director

Dinesh serves as the Managing Director of Associated Electrical Corporation Limited (AEC). He currently serves as the Chairman of Capital Alliance Group and serves as a non-executive board member of listed and unlisted companies across risk and insurance solutions, hotel management and travel, real estate development, HR transformation and consulting as well as IT services in a career spanning over 30 years.

Dinesh is a Managing Trustee and board member of Musaeus College, Colombo and a board member of Sri Lanka Technology Campus. He holds a Bachelor of Business (Finance and IT) from the University of Technology, Sydney, and an MSc in Insurance and Sustainable Risk Management from Glasgow Caledonian University, London.

Ashan de Zoysa

Director

Ashan counts more than 25 years of experience in the fields of Technology & Financial Markets including several years of overseas exposure, in the fields of Derivative and Commodity Trading in Australia. Ashan holds a Bachelor of Commerce Degree from the University of New South Wales. He is the Managing Director of A. E. C. Properties Private Ltd and serves on the Board of Associated Electrical Corporation Ltd. He has served on the Boards of AMW Group as Finance Director and as an Independent Non-Executive Director of Union Assurance PLC.

02.

Board of Directors

Ajith Fernando

Director

Ajith draws on a 30-year body of multi-faceted experience in Sri Lankan capital markets to lead Capital Alliance Holdings Limited as Group CEO. A Fellow of the Chartered Institute of Management Accountants (UK), he holds an MA in Financial Economics from the University of Colombo.

He currently operates as the Managing Director of Ceylon Tea Brokers PLC, while also serving as Chairman in two of the group's companies and Logicare (Private) Limited. An industry visionary, Ajith holds key board positions in several companies external to the CAL Group

Amisha de Zoysa

Director

Amisha has over 20 years of experience in Asset Management and Life and Pension companies in the UK and Australia. Amisha holds a Bachelor of Commerce Degree from the University of New South Wales, is a member of the Institute of Chartered Accountants of Australia and a CFA.

In the UK Amisha has worked with Legal and General Investment Management (LGIM), AXA RE and HSBC Security Services prior to joining BNP Paribas Asset Management UK In 2014.

Mohan Mendis

Director

Mohan joined ADZIB in 2010 and currently holds the position of Director. He counts over 30 years of experience in insurance broking with extensive experience in client portfolio management and related professional services. Mohan has close associations with some of the largest multinational brokers, leading healthcare providers in the world and has also worked with banks and financial institutions.



03 Executive Leadership Team

Dinesh de Zoysa

Deputy Chairman | Managing Director

Dinesh has been a director since 1993, and is the current Managing Director | Deputy Chairman. Dinesh started his career with Sedgwick Far East in 1992, in Colombo.

He has worked at E.W Payne and Sedgwick Energy in London with an emphasis on aviation and energy insurance.

He has the overall responsibility for Marsh functions in Sri Lanka & Bangladesh and is also the principal officer for ADZIB.

Mohan Mendis

Director

Mohan joined ADZIB in 2010 and currently holds the position of Director. He counts over 30 years of experience in insurance broking with extensive experience in client portfolio management and related professional services.

Mohan has close associations with some of the largest multinational brokers, leading healthcare providers in the world and has also worked with banks and financial institutions.

Shani Ranasinghe

Chief Executive officer

Shani has over 27 years of experience in insurance, having started her career as a broker, and worked at two previous insurance companies before joining ADZIB in 2021 and currently holds the position of CEO.

She has been instrumental in setting up process re-engineering initiatives as well as the team lead for several system development projects in various organizations, and has been the Risk Consultant for a Maldivian insurance company.

Shani holds a Master of Business Administration from the Edith Cowan University, Australia, is a Chartered Insurer and a Fellow of the Chartered Insurance Institute, UK.

Ruanthi Gooneratne

Chief Operating Officer - Reinsurance & Capital Solutions

Ruanthi assumed duties at ADZIB in 2021 and holds the position of COO – Reinsurance & Capital solutions. Prior to joining ADZIB, she held leadership positions in 3 leading insurance companies in Sri Lanka, in a career spanning over 30 years.

During her career, Ruanthi has worked closely with a wide spectrum of clients including corporates and financial institutions. She has interacted with reinsurance markets across several countries. She is a Chartered Insurer and a Fellow of the Chartered Insurance Institute, UK.

04.

Operations team

Prashanth Ganapathy

Assistant Vice President

Prashanth has over 18 years' experience in the insurance industry and possesses a wealth of experience in insurance broking in Sri Lanka.

He worked previously at two other leading insurance brokers and has joined ADZIB as Assistant Vice President. His role demands managing his team and providing superlative customer service whilst working closely with Marsh and Mercer offices overseas.

He has qualified in Cert CII - conducted by the Chartered Insurance Institute, UK



Nimsith Ekanayake

Manager

Nimsith has over 9 years of work experience in the insurance industry having worked with a leading insurance company and broker in Sri Lanka, where he handled all classes of general insurance as well as reinsurance. In his current role, he is responsible for providing an excellent service to clients based in Sri Lanka whilst also liaising with Marsh and Mercer offices across the world. He holds a Cert CII from the Chartered Insurance Institute (UK) and has obtained a 01st class Bachelor of Business Management.

He is conversant in managing MIS systems and reporting requirements for data analysis.



Udeni Mendis

Manager

Udeni has over 20 years' experience in the Insurance industry and has previously worked at a leading Insurance Company and as well as Insurance Brokers in Sri Lanka, where she gained expertise in all classes of insurance.

She is currently functioning in the capacity of an Account Manager where she provides leadership to her team whilst ensuring high-quality customer service to local clients as well as clients of Marsh and Mercer. She has completed the Licentiate level of Insurance Institute of India and is engaging in further studies.



04.

Operations team



Mubeen Sha

Finance

Mubeen has 9 years of experience working in finance in the insurance field. Over the years he has gained a good knowledge of this subject and is conversant with all aspects of same.

He is a Member of the Association of Accounting Technicians (MAAT) and is studying for the CASL (Institute of Chartered Accountants of Sri Lanka) Business Level - II Examination.



Madushika De Zoysa

Manager

Madushika has over 9+ years of work experience in the insurance industry, having previously worked with two of the leading insurers in Sri Lanka where she handled all general classes of insurance. She is currently functioning in the capacity of an Account Manager, providing services to our clients' Sri Lanka whilst also collaborating with Marsh and Mercer offices.

She has a diploma in insurance (SLII) and a Licentiate in III, Qualified in Cert CII - conducted by the Chartered Insurance Institute, UK and is also reading for her Dip (CII).



Shazra Cassim

Claims

Shazra has over 10 years of experience in the Insurance industry and is conversant with handling claims emanating all classes of insurance. In her current role, she leads her team to ensure that service standards are met and customer satisfaction is achieved.

Shazra is currently reading for her MBA from the Oxford University, UK



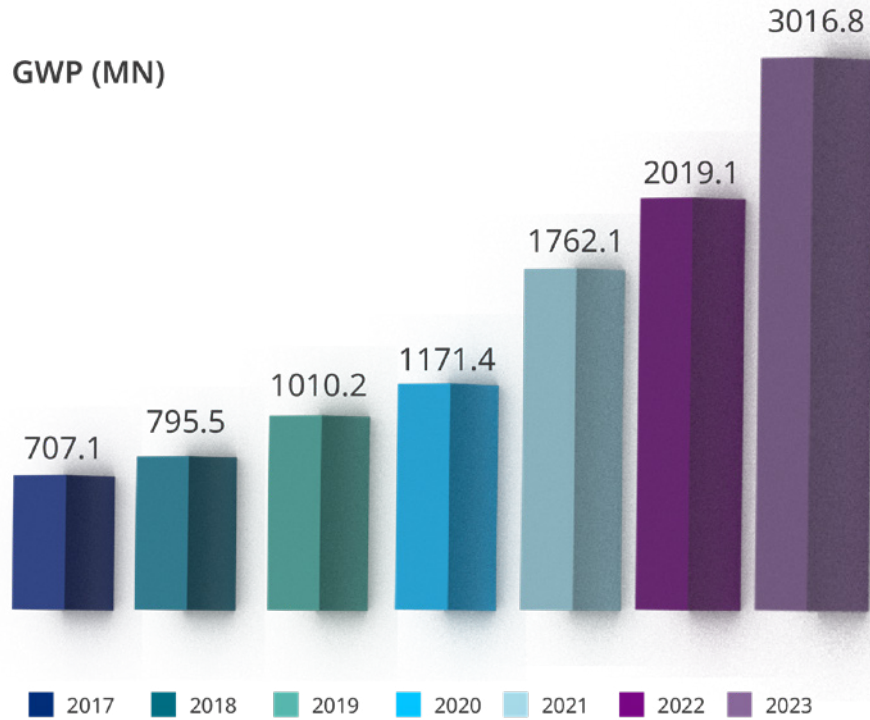
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Key Financials

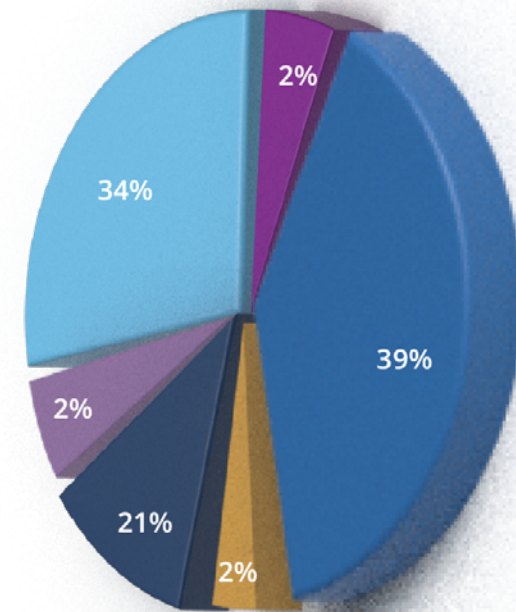
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GROSS WRITTEN PREMIUM (LKR MN)

GWP (MN)

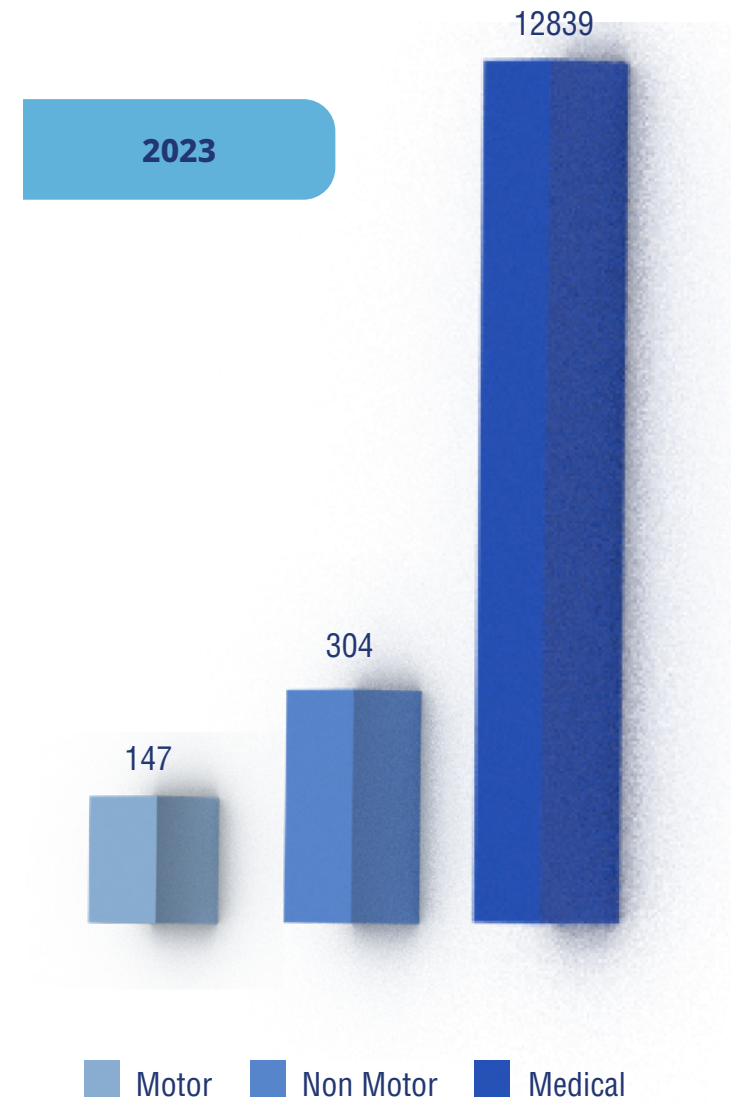
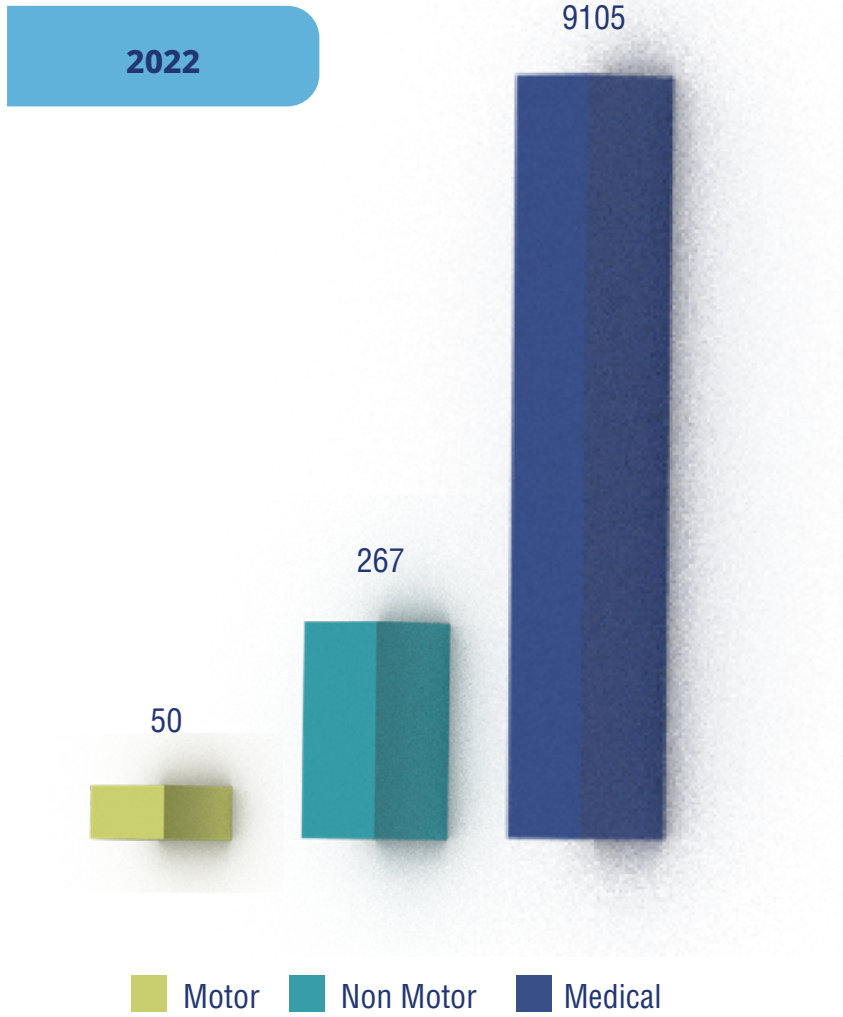


INSURANCE CLASS PORTFOLIO 2023



Life Fire Marine Misc. & WCI Motor Health

Number of Claims



06.

Our services



07.

Claims Management

Effective Team

Claims management is all about the systematic process of handling and resolving insurance claims made by policyholders. It is a critical function in the insurance industry as it is the moment of truth where the promise for which our clients have paid, for becomes a reality.

Our team is well equipped to proactively liaise between our client and the Insurer to provide the best possible service to achieve successful resolution of claims.



Facilitating timely intimation of incident to the insurer.



Guiding clients with the documentation required.



Monitoring progress of claims with the Insurer.



Providing regular updates to client.



Attending meetings with Insurer – especially on large and complex claims.



Intervene to maximize claim payment within the terms of the policy.



Handle the appeal process in the event the final decision on the claim is unsatisfactory

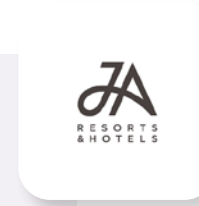
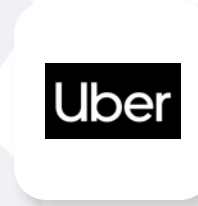
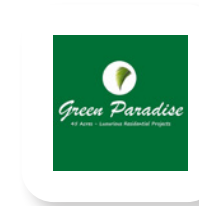
From our experience, large claims are often complex and can involve policy interpretation issues and lengthy quantum discussions. ADZIB's strong market presence allows us to negotiate more effectively on your behalf for difficult an challenging claims.

08.

Portfolios Serviced by ADZIB

We bring an unmatched combination of industry specific expertise and global experience to the range of risks clients' face.

Hospitality and Tourism



Automotive



Construction



Education



Energy & Power



Engineering



Insurance



NGO



Media & Research



IT & Telecommunications



Financial Institution



Medical Solutions



Transport, Logistics & Aviation

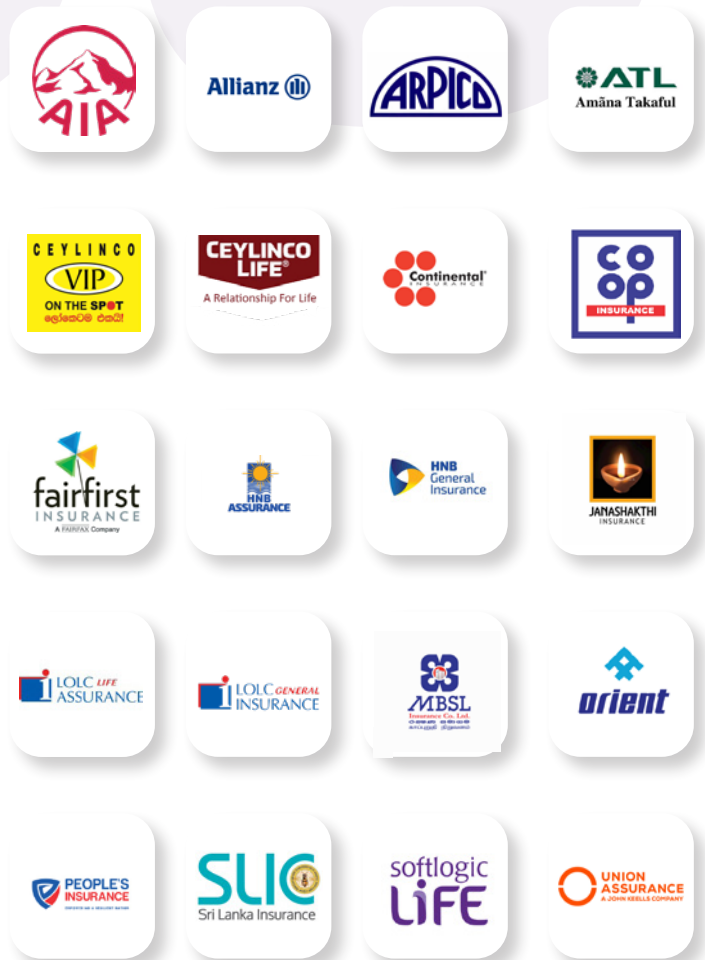


Manufacturing



09.

Insurance Partners



10.

Reinsurance Partners



About Marsh McLennan

11.



Marsh McLennan is the world's leading professional services firm in risk & insurance, strategy and people. They bring together experts from across their four global businesses - Marsh, Guy Carpenter, Mercer and Oliver Wyman - to help make their clients more successful and more resilient.

Marsh - Marsh's 45,000+ employees provide insurance broking, risk management, insurance program management, risk consulting, analytical modeling and alternative risk financing services to a wide range of entities spread over 130 countries.

Guy Carpenter - Operates as a reinsurance and risk specialist providing reinsurance broking, data & analytics and strategic advisory services to their clients with more than 60 offices worldwide.

Mercer - A human resources consulting firm with more than 20,500 employees in 40 countries. Their special emphases include benefits, compensation, actuarial services, and communications. HR professionals worldwide depend on Mercer's compensation and benefits survey data for the information they need to attract, motivate, and retain a top-quality workforce.

Oliver Wyman - Functions as a global leader in management consulting. With offices across 30 countries, the firm offers consulting services including strategy, operations, risk management, organizational transformation, and leadership development.

About Mercer

Mercer delivers advice and technology-driven solutions that help organizations meet the health, wealth and career needs of a changing workforce. Whether it's helping companies prepare for the future of work, designing affordable, accessible health outcomes or helping to enable financial security for life, Mercer is making a difference in the lives of more than 115 million people every day, through three lines of business: Health-delivering innovative solutions that address the health and wellness needs of clients and their employees; Wealth-driving better outcomes for clients, for people and for society; and Career-helping organizations design and execute sophisticated workforce strategies.

We at ADZIB are honoured to partner with Mercer offices worldwide, to provide a seamless service for Employee Benefits Insurance of multinational clients operating in Sri Lanka. We have been able to learn from the international practices of Mercer in relation to evaluating the performance of employee benefit policies, preparation and presenting of renewal and pre-renewal reports to HR heads both in Sri Lanka and overseas, which continues to be very rewarding.

About Marsh

Marsh is a global leader in insurance broking and risk management. They enable clients to grow, innovate and create value by helping them understand and better manage the risks they face, advising on emerging risks and ensuring they have the resiliency to withstand the unexpected. Marsh partners with clients to turn uncertainty into opportunity. Marsh works on behalf of clients of all sizes and in every industry, including businesses, government entities, multinational organizations and individuals around the world. Services span risk management, risk consulting, insurance broking, alternative risk financing and insurance program management services.

We at ADZIB are proud of our association with Marsh and continue to benefit immensely from their knowledge and expertise. We have been afforded the opportunity of handling a range of insurance coverages offered by Marsh offices from various countries, to their global clients operating in Sri Lanka, which are otherwise not seen in our market.



12.2

Marsh Mercer Benefit

ADZIB presents Marsh and Mercer as a joint force and under the Marsh Mercer Benefit (MMB) umbrella where we design and provide insurance and employee

benefit programs. All employee benefit programs of our clients will be spearheaded by Marsh and Mercer as it is done globally.



Marsh is a global leader in insurance broking and innovation risk management solutions.




Mercer is a global leader helping clients advance the health, wealth and career needs of a changing workforce.

13.

Marsh Market Position

2023 Ranking	Broker	2023 Total Revenue (US\$)	Prior Year Ranking (2022)
1	Marsh McLennan	22,700,000,000	1
2	Aon plc	13,400,000,000	2
3	Arthur J. Gallagher & Co	9,910,000,000	4
4	WTW	9,480,000,000	3
5	Hub International Ltd	4,300,000,000	5
6	Acrisure LLC	4,300,000,000	6
7	Brown & Brown Inc	4,260,000,000	7
8	Alliant Insurance Services Inc.	3,380,000,000	9
9	Locktown Inc.	3,550,000,000	10
10	TIH (previously Truist Insurance Holdings Inc.)	3,460,000,000	8



Marsh has 76,000 colleagues across four global businesses united by a common purpose - to make a difference in the moments that matter.

Since 2017, Marsh has an unbroken record of being the Number 1 Broker in the world.

14.

Reference



Marsh (Singapore) Pte Ltd.
8 Marina View #09-02
Asia Square Tower 1
Singapore 018960
+65 6922 8388
www.marsh.com/sg

27 September 2021

To Whom It May Concern

ADZ Insurance Brokers (Pvt) Limited

This letter will serve to confirm that ADZ Insurance Brokers (Pvt) Limited is the appointed correspondent representing Marsh in Sri Lanka. They have been fulfilling this role for more than 40 years.

Marsh is the world's leading insurance broker and risk adviser. With over 41,000 colleagues operating in more than 130 countries, Marsh serves commercial and individual clients with data driven risk solutions and advisory services. Marsh is a business of Marsh McLennan (NYSE: MMC), the leading global professional services firm in the areas of risk, strategy and people. With annual revenue over USD 17.2Bn and 76,000 colleagues worldwide, MMC helps clients navigate an increasingly dynamic and complex environment through four market-leading businesses: Marsh, Guy Carpenter, Mercer, and Oliver Wyman. Our Asia Regional HQ and Regional Specialty Hub is located in Singapore.

Marsh McLennan Companies is listed on the New York Stock Exchange (NYSE: MMC) and our annual reports and financial statements for the past three years can be accessed via this link:

https://news-investors.mmc.com/overview?c=113872&p=irol-investors#ann_reports

Currently, the Company's senior debt is rated A- by S&P and Baa1 by Moody's.

ADZIB's portfolio of clients consists of both local and foreign companies which have invested in Sri Lanka. It is the latter group that ADZIB looks after on behalf of Marsh. The feedback from our clients has been both, positive and complimentary with the services afforded by ADZIB.

Marsh will make available from its Regional HQ in Singapore and elsewhere globally if necessary, whatever support and assistance ADZIB may require from time to time to ensure that a very high standard of service is provided to their clients.

Yours faithfully

Alan Cheah
Chairman, Marsh Asia

Company Registration Number: 197200396D

A business of Marsh McLennan

Let's Start A Conversation.

ADZ Insurance Brokers (Pvt) Ltd with its 45+ years of service, with the required in-house expertise, are more than ready to serve you and your Organisation.

Please reach out to the team



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Social Media:

