

Frequently Asked Questions

1. Is there any financial ownership involved in this Strategic Alliance?

No. Neither company has any shareholding in the other.

2. Is there an increased cost to Carriers of appointing both companies to investigate a loss?

No. The appointment of Malayan Adjustment Company and Integra on the same claim is akin to appointing an International Loss Adjusting company that has an office in Malaysia and an office in London, for example, working on the same claim.

3. Aren't Malayan Adjustment Company and Integra competitors?

No, we do not see ourselves as competitors. Integra doesn't have a presence in Malaysia and similarly Malayan Adjustment Company doesn't have a presence in the countries where Integra have offices.

The purpose of this agreement is not for Integra to take appointments away from Malayan Adjustment Company or vice versa, we fully expect appointments to continue to flow as they have done to both companies without involvement of the other party.

Moreover this Alliance is aiming to put the two companies in a position to be instructed where in the past they wouldn't have been considered because either Integra didn't have a presence or Alliance in Malaysia or because Malayan Adjustment Company don't have a presence or Alliance in the above mentioned International Markets.

4. Does the Strategic Alliance enable Risk Managers, (Re)Insurers, (Re)Insurance Brokers to appoint Malayan Adjustment Company or Integra to work with other companies on claims in Malaysia?

Yes, this Alliance is not one that requires the exclusivity of working solely with each other to accept an appointment. If a Risk Manager, (Re)Insurer, (Re)Insurance Broker wants to appoint either Malayan Adjustment Company or Integra, but in conjunction with a different company, Malayan Adjustment Company or Integra will work as instructed. Of course, we would hope that as we share our abilities and reporting timeframes with each other and have clear points of contact for different markets, Principals will see the benefit of our Strategic Alliance.

5. If Malayan Adjustment Company or Integra is appointed at the outset of the claim, but the other company is not, can the other company be subsequently appointed at a later point in the claim?

Yes, by agreement with the salient Market sectors. Both Malayan Adjustment Company and Integra would work together to maximise efficiencies and consistency of service.

6. Are reports issued on joint headed paper?

Yes, unless instructing Principals requires us to do otherwise.

7. Can I approach either Malayan Adjustment Company or Integra to discuss a claim that only one of the companies is appointed on?

If either company is not appointed on a claim, we believe and agree it would be improper to enter into any discussion on a claim they have not been appointed on.

8. Who do I contact to discuss the file?

A communications plan will be agreed at the outset of an individual assignment identifying individual points of contact in both companies. The aim being that wherever you are based geographically, you have either a Malayan Adjustment Company or Integra adjuster available to meet at your disposal.

9. How are fees dealt with under the Agreement?

Payment of the parties' fees will be done in accordance with local market practice subject to Reinsurers agreement.

10. How are Insurers rights against either adjusting party affected?

Neither Party will assume the liabilities of the other Party. Both Parties will ensure that policies of Professional Indemnity Insurance are maintained during the currency of the Agreement, specific to the Territories and Lines of Business to which the Agreement applies, and to an acceptable level of Sum Insured.