

RESTRUCTURING AND CONSUMER PROTECTION

Oliver Wyman presentation

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INTRODUCTION: OLIVER WYMAN

Leading global management consulting firm, part of Marsh McLennan – a US\$20 Bn global professional services firm

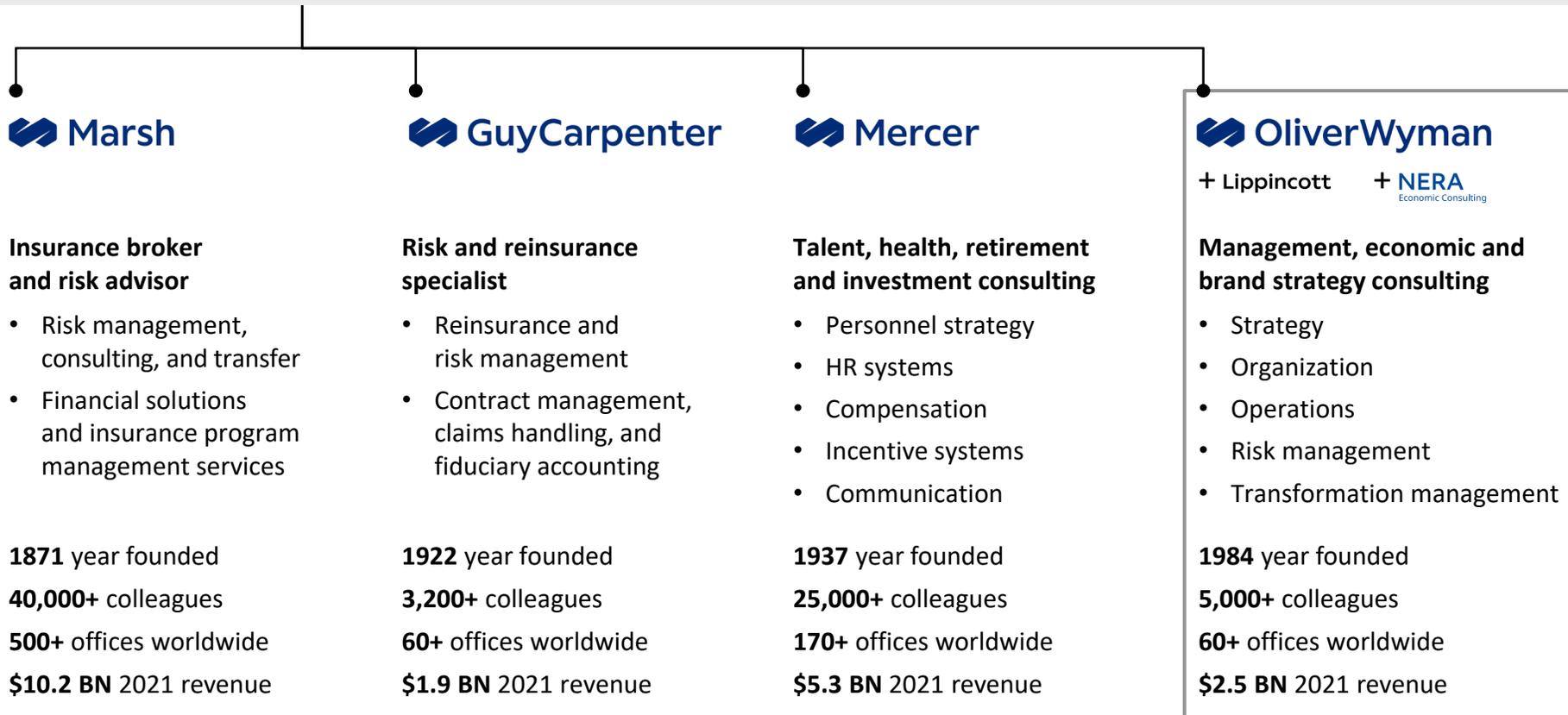


Staff: 76,000¹

Annualized revenues: ~US\$20 BN

Clients in more than 130 countries

New York Stock Exchange (MMC)



TWO KEY CHALLENGES FOR IFG COMPANIES

1. RESTRUCTURING

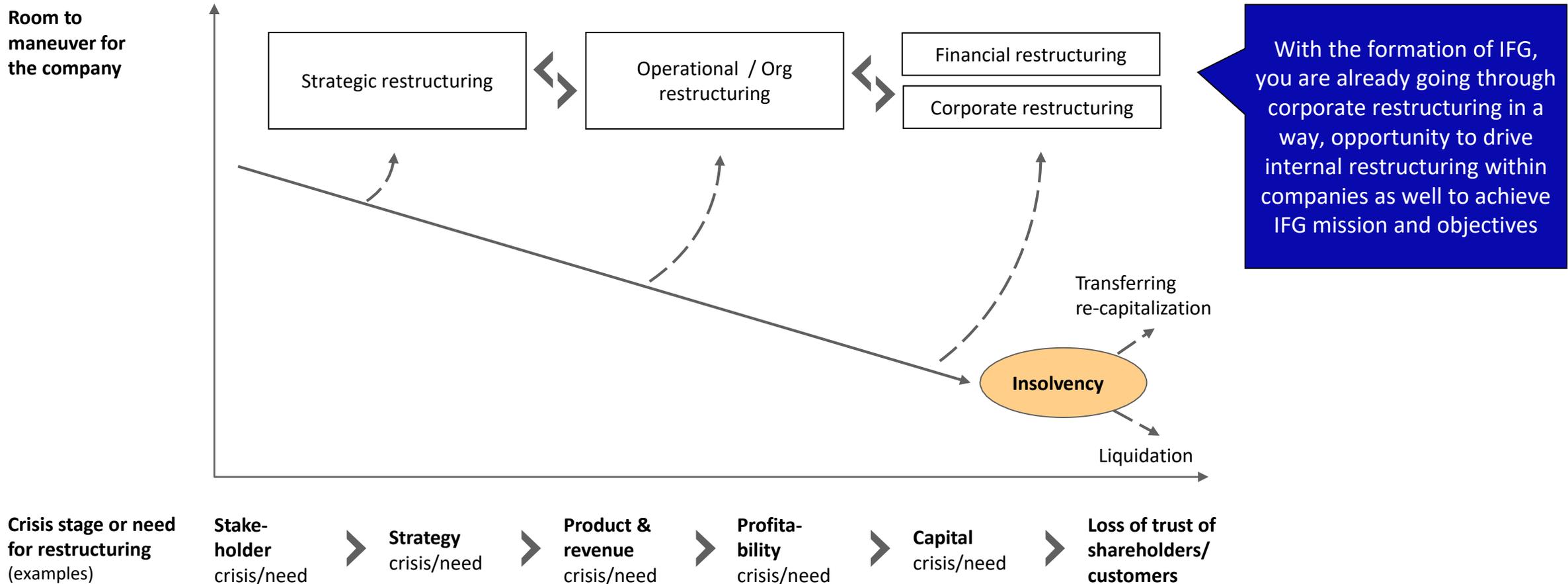
**BRINGING ALONG ALL KEY STAKEHOLDERS
IN THE RESTRUCTURING JOURNEY THAT
IFG COMPANIES ARE ON**

2. CONSUMER PROTECTION

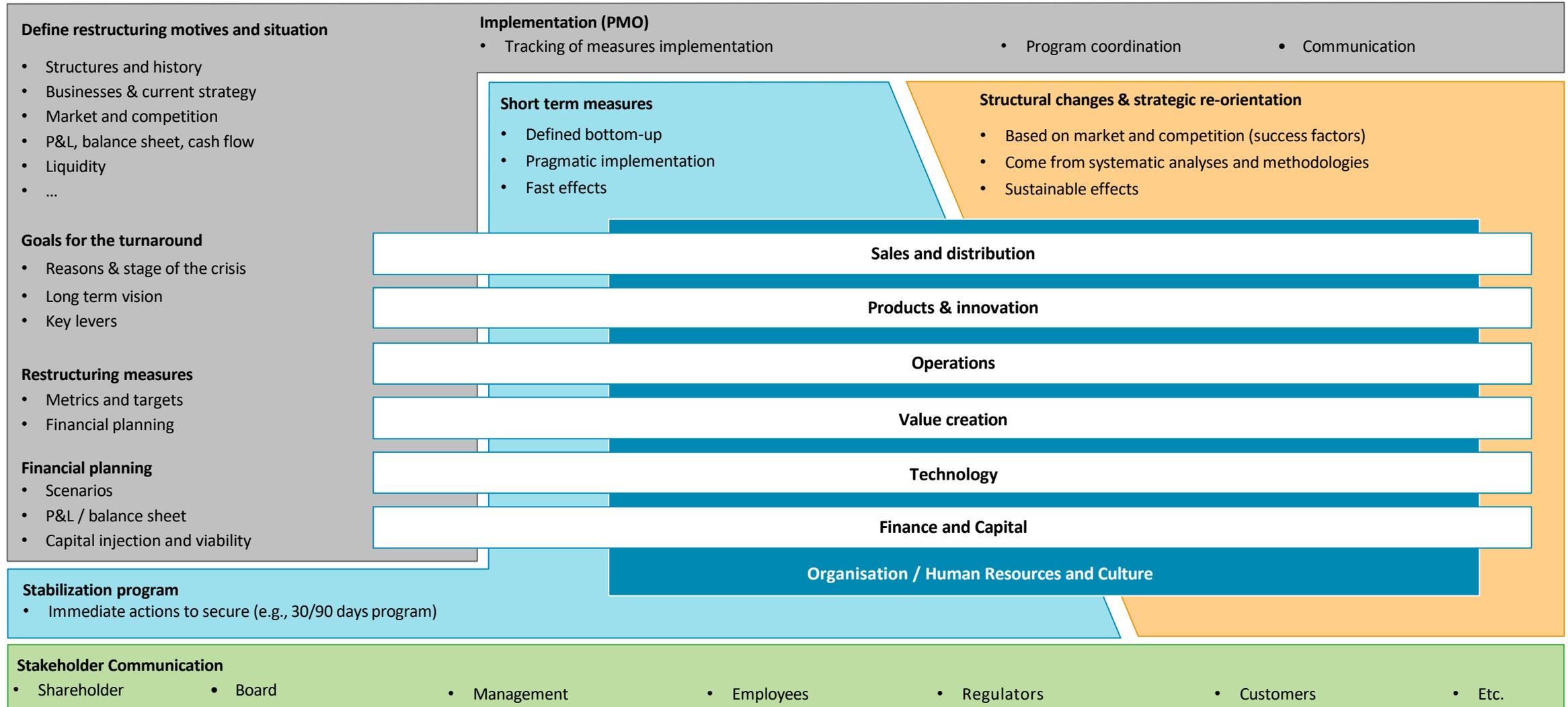
**BUILDING TRUST IS CRITICAL TO DRIVE
IFG MISSION OF IMPROVING PEOPLE'S
WELFARE AND STANDARD OF LIVING**

RESTRUCTURING IS AN ACTION TO SIGNIFICANTLY MODIFY FINANCIAL OR OPERATIONAL ASPECTS OF THE COMPANY

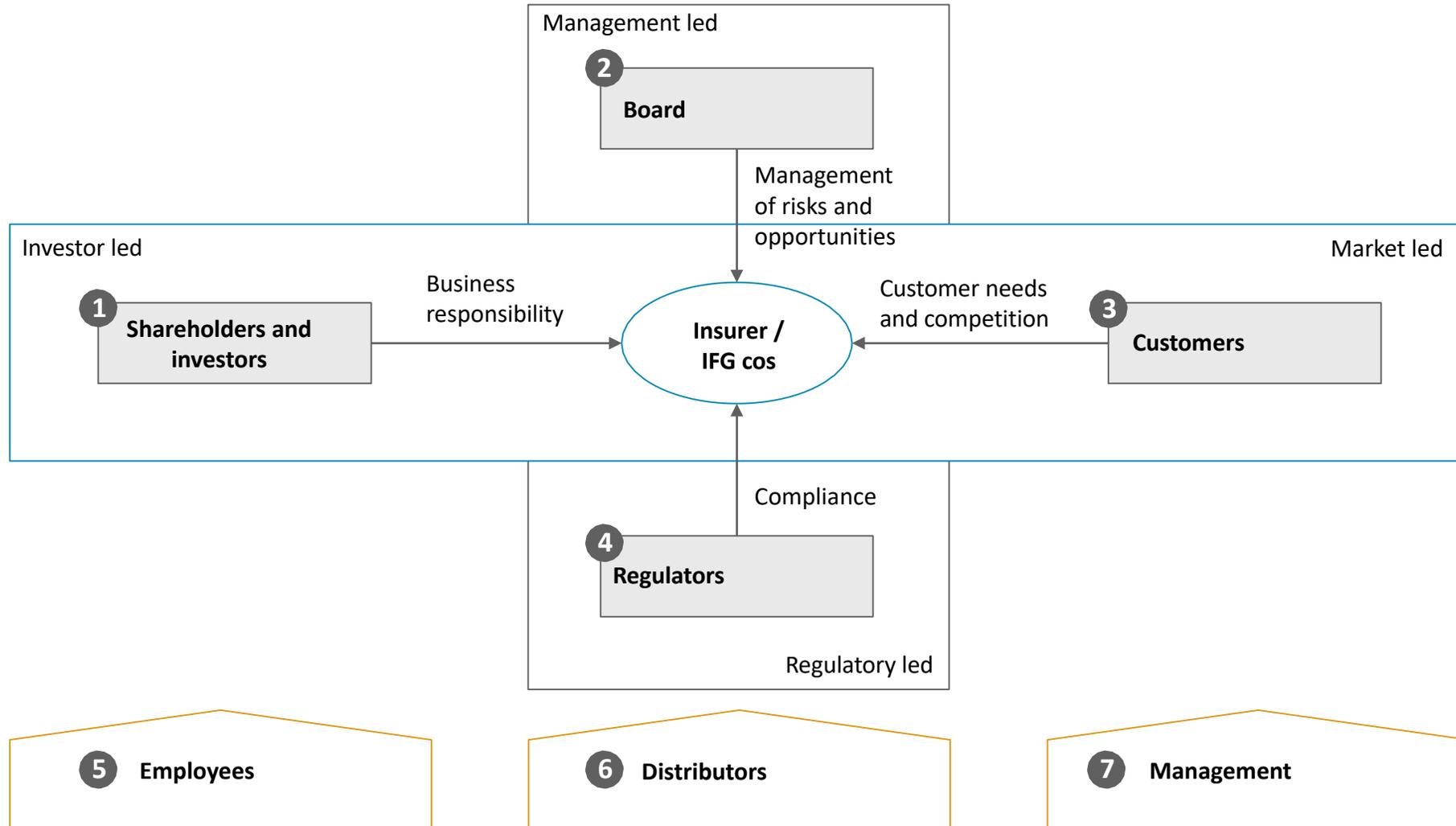
Most Successful companies have gone through restructuring exercises at different stages driven by different events



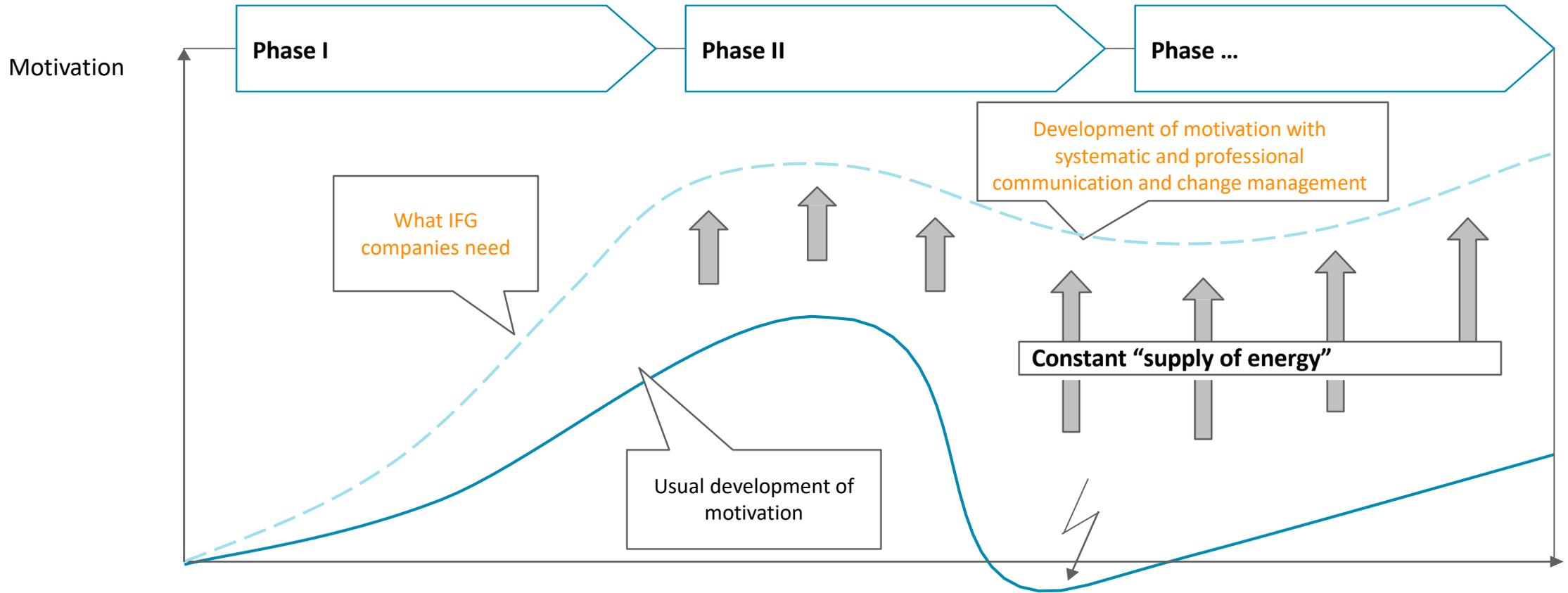
THE OW APPROACH FOR SUSTAINABLE RESTRUCTURING COMBINES SHORT TERM MEASURES WITH STRATEGIC RE-ORIENTATION AND SUSTAINABLE BIZ IMPROVEMENT



FOR SUCCESSFUL RESTRUCTURING, A WIDE RANGE OF STAKEHOLDERS NEED TO BE MANAGED AND CARRIED ALONG



KEY LESSONS LEARNT: RESTRUCTURING IS A MULTI-PHASE AND LONG JOURNEY, CHANGE MGMT. AND COMMUNICATION ARE IMPORTANT TO PROVIDE A CONTINUOUS SUPPLY OF ENERGY

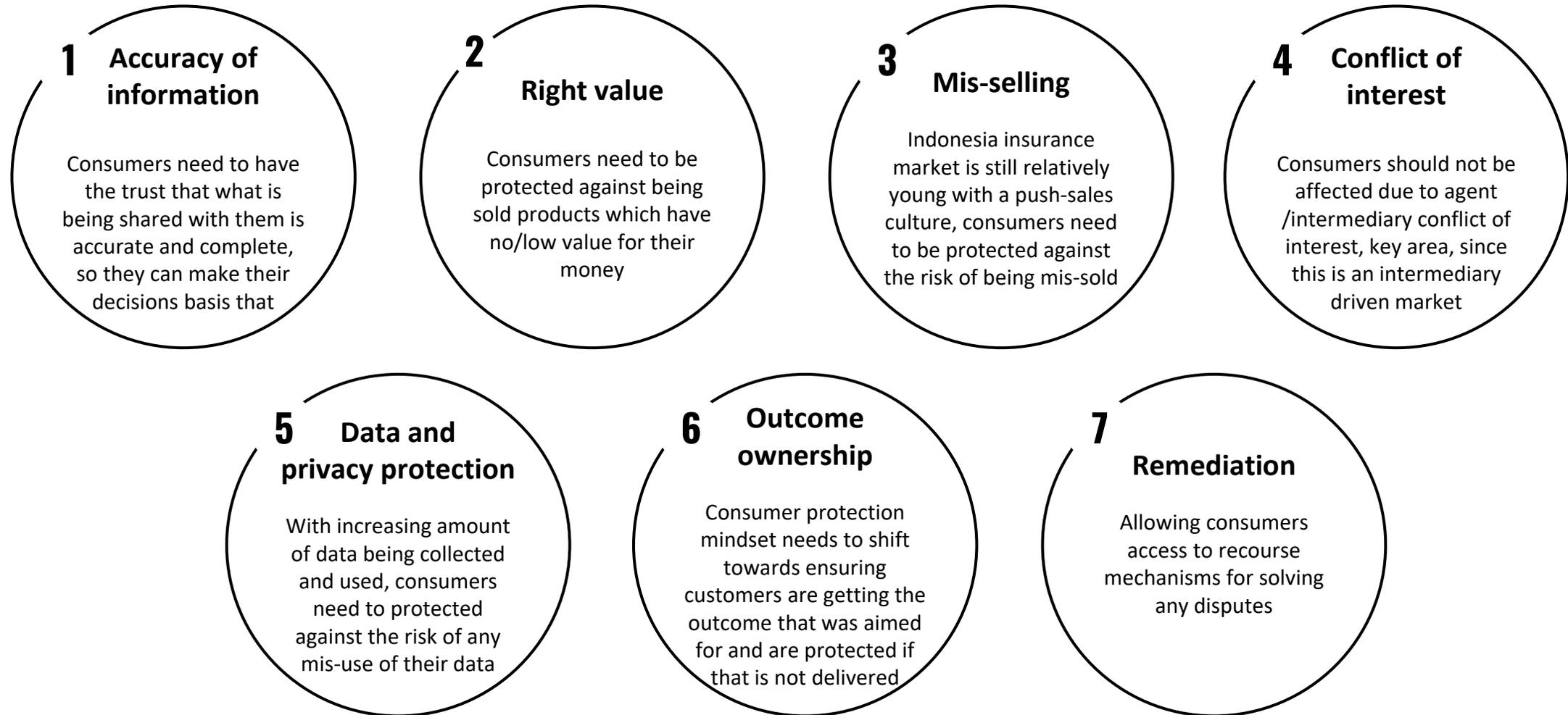


Continued communication and change management, adjusted to the content of each project phase

WHAT DO INSURANCE CONSUMERS IN INDONESIA NEED PROTECTION AGAINST?

There are many areas in which the industry needs to provide more protection against to build stronger consumer trust

Examples – non-illustrative



**THE
~~CONSUMER
PROTECTION~~
TRUST
BUILDING
OPPORTUNITY
FOR IFG**

“

... To be one of the biggest non-bank financial group in Southeast Asia, managed with **trust** and prudence ...

”

– IFG Vision

Key challenges for IFG companies in achieving this:

Continuously evolving regulatory and external landscape

Deeper integration of technology and automation into business processes

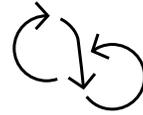
Reinvigorated consumer activism

THE BIG SHIFT REQUIRED: THINKING CUSTOMER**FIRST** FOCUS ON **PROBLEMS**, NOT PRODUCTS



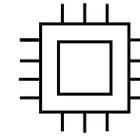
START WITH PROBLEMS...

Identify the customer's energy for progress, their "jobs to be done"



... EXPERIENCE BACK...

Co-create solutions with customers, early and often, "test your way to right"



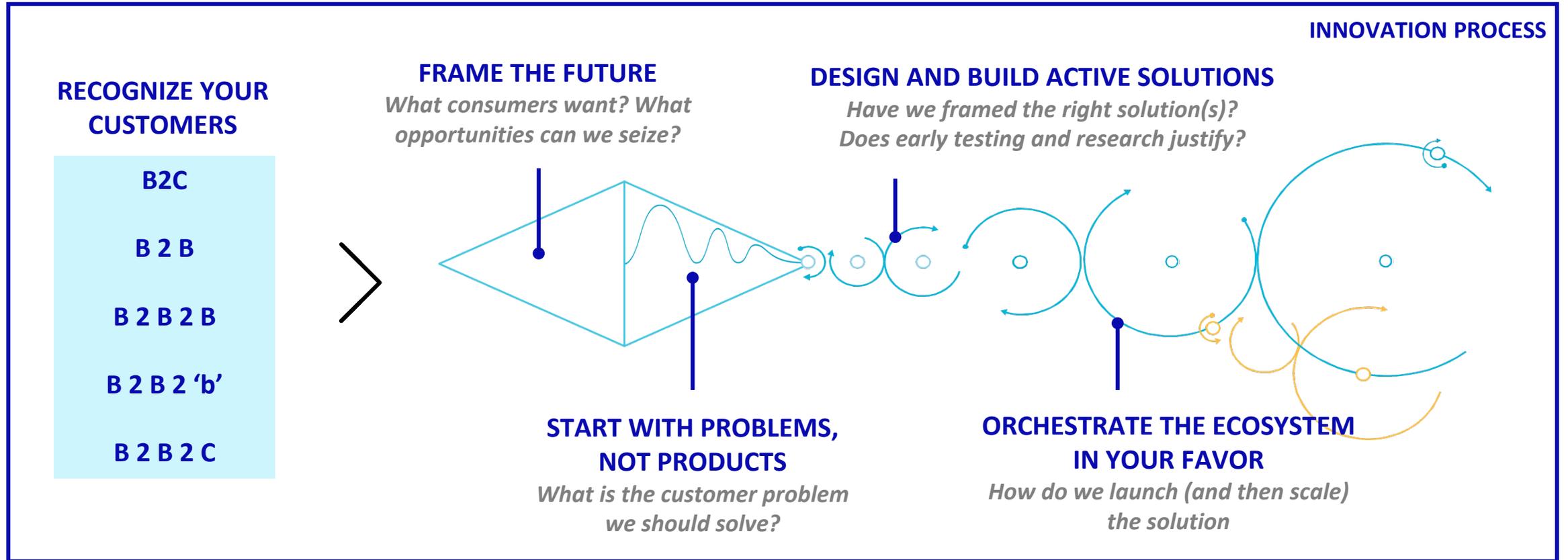
...TECHNOLOGY UP

Significantly greater and efficient use of technology and data, to deliver the right solutions

Oliver Wyman is a leading thought leader on "Customer First"



OLIVER WYMAN CUSTOMER**FIRST** APPROACH: DESIGN AND BUILD SOLUTIONS THAT ENABLE PROGRESS IN CONSUMER'S LIFE



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