



IRM

INSIST
RISK
MANAGERS

FSP no: 44130



COMPANY PROFILE

WHO ARE WE

IRM specializes in the development, risk financing and management of insurance, insurance related products and Re-Insurance.

Our team of experts have years of experience to assist and address the needs of clients. Innovative thinking is key in our challenging environment and our team is always ready to take on new projects.

We are living in a fast changing society and with that comes new challenges and needs. Our aim is to assist in developing unique solutions, to address risk factors, to get suitable underwriters and re-insurers on board and to manage the product end to end.

We are proud of our close relationships and friendships we built up over the years with world class underwriters and financiers, locally, but mainly abroad.

Our unique ability to develop and implement unique custom made solutions ensure client retention and satisfaction. We take pride in our independence and operational capabilities as a successful profitable business unit.

IRM is an authorized financial services provider.



OUR TEAM

Our proud dedicated team consists of a management team with a phenomenal combined field of expertise. Hendrik has established himself as a world renowned authority in the Medmal environment. In short, Hendrik Heystek, our CEO, is a B.Proc.LLB graduate with more than 30 years' experience in the legal and insurance fields. As a specialist in insurance law, Hendrik is the driving force behind our product development initiatives and our risk management strategies. His passion for the law is invaluable in the MEDMAL environment and he has a reputation amongst his peers as a hard nut to crack.

Rikus Heystek is well qualified and a dynamic driving force in IRM. His motivational skills and warm personality makes him an effective manager and a highly skilled operational member of our management team. His knowledge of systems and IT skills ensure that every little thing is working properly and that we keep up with the latest developments.

As mentioned, they are supported by excellent experienced professional staff, each of whom is an expert in his/her own right. We believe in teamwork and know that we have all hands on deck to execute all tasks effectively in all respects.

Assisted by a core of well trained and experienced staff, we ensure the highest levels of dedicated and quality service.

Access to our brains trust coupled with our innovative company culture, ensure our ability to formulate unique solutions for our clients and policyholders alike.

Our multi faceted business model allows us to exercise complete control over the full extent of our service- to-client spectrum.

Our holistic approach draws on all business units collectively to deliver products and services of the highest quality to our clients. Our outsourced service providers are hand picked and deliver services of outstanding quality! They are professionals in their field, and are carefully monitored to ensure service standards that meet with our high standards.

OUR MISSION AND VISION

OUR MISSION AND VISION IS DEEPLY ENTRENCHED IN OUR FOCUS AND BUSINESS OBJECTIVES AND IS UNDERPINNED BY OUR STRONG BELIEVE IN CHRISTIAN PRINCIPLES AS SET OUT IN THE WORD OF GOD. WE BELIEVE IN OFFERING THE BEST PRODUCTS TO ALL OF OUR CLIENTS AND TO ADDRESS PERSONAL AND COMMERCIAL NEEDS TO ADD REAL VALUE TO ALL INVOLVED. WE STRIVE TOWARDS DELIVERING BUSINESS EXCELLENCE IN AN HONEST AND ETHICAL MANNER TO BENEFIT AN ALL INCLUSIVE PROCESS AND COLLABORATIVE EFFORT OF PEOPLE AND ENTITIES INVOLVED WITH OUR BUSINESS MODELS AND MODULES

DIFFERENT DIVISIONS AT INSIST RISK MANAGERS

Short-term Brokers – with our strong business relationships with different insurance underwriting managers we can offer our clients true value and peace of mind at competitive premiums.

Legal Services – IRM have set up their own law firm country wide legal firm to ensure that we can offer the best legal assistance and services at a fraction of the cost compared to other limited legal product in the market.

Re-insurance Brokers – our strong relationships with international Re-insurance providers allows us to get Re-insurance business placed faster and structured better than most of our competitors.

Professional indemnity – we are at the cutting edge when it comes to the development of our Frontier product which has revolutionised the way that the medical professionals look at Medmal insurance. As we know that we have developed the a product that will change the face of the industry as well as save the medical profession in South Africa.

CONCLUSION

No matter what you need, we can assist!

We have a lot of success stories and have many satisfied clients around the globe.

Ongoing research keeps us ahead of the pack and gives us the flexibility and ability to act quickly and accurately to produce the best possible outcomes.

All you need to do is to contact us.

Become part of the team and tap into our resources and skills pool.

We have what you need!

We have developed the product that will change the face of the industry as well as save the medical profession in South Africa from severe financial peril.





TAYLOR-MADE FINANCIAL PLANNING














WEALTH PROFILE

- Independent financial service provider
- Our enviable intellectual property and experience give us

The know how to specialise in both:

- Investment
- Products like retirement annuities, education plan, unit trusts
- Risks
- Products like loss of license cover, life cover, funeral cover
- Registered with the FSB with License 22770
- We strive in our ability to:
 - Understand
 - Assess
 - Fulfill
- Our clients' business & financial needs
 - Life cover, funeral cover, education plans, annuities & more
- Our values include:
 - Honesty
 - Integrity
- To give our client's financial security & peace of mind

WEALTH SERVICES

-  Life cover
-  Income protection
-  Disability & severe illnesses
-  Funeral policies
-  Education planning
-  Business assurance
-  Retirement planning
-  Group schemes
-  Preservation funds
-  Short term insurance
-  Endowments
-  Unit trusts
-  Estate planning

IRM WEALTH'S VALUES

- Accountability
- Modesty
- Teamwork / Relationships
- Service
- Excellence
- Integrity

Are a few of the principles and values we as IRM wealth follow on a daily basis.



Adobe Stock

**“BEING RICH IS
HAVING MONEY;
BEING WEALTHY
IS HAVING
TIME.”**



FRONTIER

MEDICAL MALPRACTICE COVER



Ever increasing litigation and the elevation of other risk factors in the medical professional sphere, coupled with dramatic escalation of liability insurance premiums (If and when insurance is available) called for innovative measures to address these burning issues.

Frontier Legal Protection is on the forefront of the development of innovative risk solutions and its founder has been since 1989. Years of research all over the world of all aspects of risk and risk management in the broader medical industry, lead to the development of the **Frontier** product for professionals.

THE PROBLEM:


Doctors (inclusive of hospitals and other staff components) normally deal with people who are ill;

- In most instances there are invasive procedures involved;
- Patients share facilities with other ill patients;
- There is a constant risk of infection and the spreading of viruses;
- Patients lie to medical professionals, do not follow prescribed protocol and advice;
- Desired outcomes cannot always be achieved;
- Unreasonable expectancies of patients and families are not fulfilled;
- Family pressure on patients to take action is not to be discarded;
- Litigious lawyers and their agents canvass business in hospitals;
- Ever present ancient greed!

THE SOLUTION:

Frontier offers:

- Speciality focussed legal assistance to medical professionals and training as far as preventative measures are concerned (Includes Court cases, Disciplinary hearings, Mediation/Arbitration proceedings, Peer review processes etc.);
- This includes regular updates and updating of documentation and contractual material;
- Speciality relevant trends will be communicated and put into practise where necessary;
- Communication by us with the complainant and/or the family will happen immediately through skilled "sympathetic negotiators";

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- In-depth investigations will be done into all aspects, facts and actions leading up to the claim or complaint;
 - Complainants will be advised as to what their own risks are and on what to do in case they lose the case;
 - Full background investigations of complainants will also be done i.e. investigations into lifestyle; standard of living; activities; finances and all other aspects relevant to the case at hand;
 - Our close relationship with personal medical injury insurers (a new unique product developed by IRM), will give us access to patient documentation and will prevent the disappearance of hospital records;
 - The reputation and good name of medical professionals and hospitals will be protected at all times by our team.

Our team of legal professionals, spearheaded by our in-group law firm, are ready to assist anywhere in South Africa!

PROTECT YOURSELF AGAINST MEDICAL MALPRACTICE CLAIMS

One of the most contentious issues in our modern day society is healthcare. In our developing democracy it is of the utmost importance to provide quality affordable healthcare to underpin social development and economic growth.


As we very well learnt from our Western counterparts, litigious professionals are on the prowl and have now shifted focus onto the medical profession in South Africa. With malpractice lawsuits skyrocketing up to an astounding 900% over the past seven years and insurers running for cover, this has become a burning issue for our professionals as well as other roll players in the industry.

IRM, with a proven track record in developing insurance and related products, with experience in legal cover products dating as far back as 1989 and focused risk management skills, was tasked by a group of medical professionals to take an in-depth look into this issue and to come up with a solution. This was done by:

- An in-depth analysis of historical facts and worldwide development trends;
- A study of litigation history and medico-legal quasi-judicial procedures;
- An analyses of medical professional procedures and risks;
- A detailed analyses of quantified risk factors;
- A study of legal assistance rendered and outcomes;
- A study of traditional sectorial insurance and other indemnification models;
- A needs analyses of medical professionals;

This was all put together & measured against a number of models. Without indulging in the myriad of risk models & actuarial formulae, we clearly identified the essence of the solution by isolating the ominous looming currents:

- Poor or non-existent risk management;
- Unqualified legal practitioners are used to defend malpractice lawsuits;
- This results in enormous financial and other claim related costs;
- The above feeds the litigation volumes;
- Insurers are unable to cope and leaves it up to insured professionals to fend for themselves;
- Professionals employ unqualified attorneys and advocates;
- This results in bigger paydays for lawyers;
- The end result is higher premiums!



This is clearly a vicious cycle and without due care, this will spiral out of control! After years of thorough research all over the Globe, IRM developed a workable solution to the impending problem.

The Frontier product was developed around a clearly defined ethic of fairness. We had to strike a balance between the best interests of Medical Professionals, who we deem to be a National Asset, and the patient.

This was done by shifting the focus from pure traditional insurance practices and litigation processes, to risk management and risk mitigation models. The Frontier Medical Negligence Cover product was born! It is a two-tier product, with a legal component as well as an indemnity component offering the following:

- Claims made and occurrence based cover as options;
- Cover limit options up to R50 million;
- Legal assistance with practice documentation to all our clients at no extra charge;
- Regular updates on new developments in the Medico-Legal environment to ensure up to date compliance with all the latest requirements;
- Legal assistance with risk management and mitigation measures, this includes training of staff;
- Claims or complaints received will be dealt with by “Sympathetic Negotiators”;
- Special investigators will investigate claims thoroughly;
- Expert lawyers will take care of all legal and other processes;
- We will protect the reputation of the Medical professional throughout the process (i.e. in press, Social media and other platforms);
- Legal representation in court proceedings (civil and criminal), HPCSA proceedings, Peer Review Boards, and all other legal, administrative and quasi-judicial complaint and disciplinary proceedings). We are proud to have our own Law Firm within our group with all the expertise necessary to deliver world class assistance to our clients.

Our model is focussed on the prevention of claims and complaints to minimize risk and to curb unnecessary financial losses. We ensure that the contractual basis of the Doctor/Patient relationship is founded on solid ground which offers the Medical Professional the best possible protection. We ensure that the Patient agrees to a Mediation/Arbitration process to mitigate not only costs, but also to ensure that medical experts adjudicate medical evidence. All of the above culminates in a unique product, which have been tried and tested over a number of years with enormous success! We are proud of our model and confident in its effectiveness.

Because of the nature of our product, it can be “tweaked” to cater for individual needs. It is also possible for Medical Professionals to opt for the Legal component only, as stand-alone product.

IRM FRONTIER FORECAST.

Year	Policies	Class of policies	No's	Premium	Total premium	Claims not within excess
1	140	General practitioner		R 6 160,00	R 110 880,00	0,00
		Orthopedic surgeon		R 56 760,00	R 681 120,00	
		General surgeon		R 56 760,00	R 681 120,00	
		Pediatrics		R 56 760,00	R 681 120,00	
		Gyneacologist		R 167 200,00	R 3 009 600,00	
		Obstetrician		R 167 200,00	R 3 009 600,00	
		Dentist		R 7 920,00	R 95 040,00	
		Nursing staff		R 1 540,00	R 55 440,00	
		Oncologist		R 6 600,00	R 79 200,00	
		Physiotherapist		R 1 320,00	R 23 760,00	
				R 8 426 880,00		
2	315	General practitioner		R 6 160,00	R 295 680,00	R3 500 000
		Orthopedic surgeon		R 56 760,00	R 1 702 800,00	
		General surgeon		R 56 760,00	R 1 702 800,00	
		Pediatrics		R 56 760,00	R 1 702 800,00	
		Gyneacologist		R 167 200,00	R 4 012 800,00	
		Obstetrician		R 167 200,00	R 4 012 800,00	
		Dentist		R 7 920,00	R 285 120,00	
		Nursing staff		R 1 540,00	R 147 840,00	
		Oncologist		R 6 600,00	R 237 600,00	
		Physiotherapist		R 1 320,00	R 31 680,00	
				R 14 131 920,00		
3	580	General practitioner		R 6 160,00	R 591 360,00	R6 800 000
		Orthopedic surgeon		R 56 760,00	R 3 405 600,00	
		General surgeon		R 56 760,00	R 3 405 600,00	
		Pediatrics		R 56 760,00	R 3 405 600,00	
		Gyneacologist		R 167 200,00	R 8 025 600,00	
		Obstetrician		R 167 200,00	R 8 025 600,00	
		Dentist		R 7 920,00	R 570 240,00	
		Nursing staff		R 1 540,00	R 221 760,00	
		Oncologist		R 6 600,00	R 475 200,00	
		Physiotherapist		R 1 320,00	R 47 520,00	
				R 28 174 080,00		



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