



Experts in Action 

COMPANY PROFILE

i i b c a r e . c o m

Forward Thinking



OUR VISION

To emerge as trusted professionals
crafting forward-thinking solutions
and protecting success



OUR MISSION

To continuously enhance our services
with a personal touch while leveraging
intelligent automation for empowered
and efficient solutions



MESSAGE

FROM THE CEO

Interactive Insurance Brokers was established to offer a new insurance experience. Our core competencies have always been, and will continue to be, technical expertise and exceptional service. Throughout this journey, we have remained focused on providing creative solutions, coupled with a personal touch. We have also implemented technology to increase productivity and enhance efficiency.

The company has maintained its competitive advantage by recruiting and developing its greatest asset: its people! By fostering a highly motivated team dedicated to meaningful and effective service, we have achieved high levels of customer satisfaction and retention.

Today, Interactive is one of the most professional and ethical brokers in the UAE, embracing modern technology to streamline processes and meet the demands of a fast-paced market.



TENACITY

Showing persistence, determination,
& resilience in the face of challenges.



EXCELLENCE

Striving for the highest standards
& continuous improvement



INTEGRITY

Demonstrating honesty, ethics, &
transparency in all actions

EMPOWERMENT

Fostering a culture that encourages &
supports individual & collective growth.

PASSION

Bringing enthusiasm, dedication,
& genuine commitment to the work.

C-Suit Team



Dr. Iskandar Deeb

Chief Executive Officer (CEO)
DBA, MBA, MOABR, B.Sc. (Eng.),
FLMI

Dolly Mutrahji

Chief Operations Officer (COO)
ACII, LLB



Elie Aboumrad

Chief Sales Officer (CSO)

Dana Shuhaibar

Chief Administrative Officer (CAO)
B.Sc, MBA, MOABR



About Us

The Employee Benefits Team

We specialize in individual and SME medical insurance, large schemes, expert negotiations, top-tier service, policy management, claims handling, and approvals.

The General & Marine Team

We secure optimal insurance coverage, address contract gaps, and specialize in Property, Liabilities, Construction, Marine, and large claim settlements.

The Personal Lines Team

We deliver dynamic, attentive motor insurance services, offering value and swift solutions for all vehicles, with prompt claim handling and oversight of repairs.

More About Us

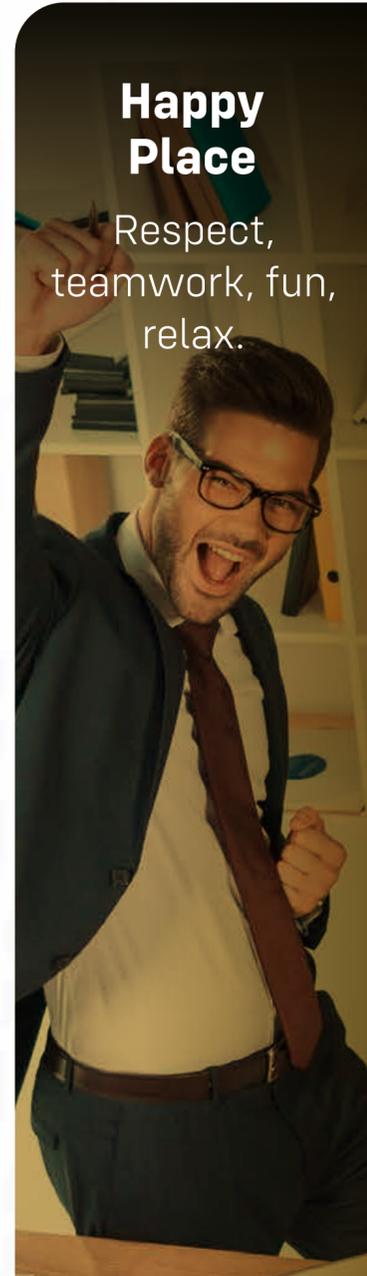
Social Media
21K LinkedIn followers growing.



IT
Solutions, SAAS, cybersecurity standards.



Happy Place
Respect, teamwork, fun, relax.



Sales
Sales model, business development.



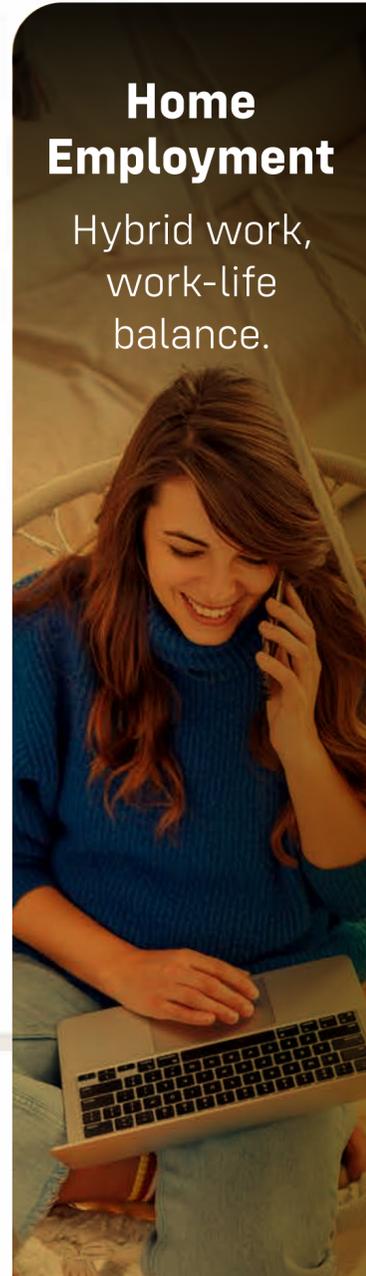
CSR
Social impact, morality, inclusion



QMS
ISO certified, award-winning.



Home Employment
Hybrid work, work-life balance.



Team Qualifications
Highly qualified, diverse credentials.





Our Story

2001



Interactive Insurance Brokers Established

2005



ISO Certified (Recertified until 2025)

2006



Won Dubai Quality Appreciation Award

2019



Developed in-house CRM

2015



DHA unconditional compliance

2010



Moved to new offices

2019



Opened Abu Dhabi Branch

2021



Successful overcome of Pandemic

2023



Created the C-Suit Team

2024



Development of RPAs

2023



ICV Certificate

Our Strengths



Staff: 50+
highly qualified
and highly
trained



Head office in
Dubai and
one branch in
Abu Dhabi



Adheres to the
highest standard
of **Business
Ethics**



**Fully
compliant**
with ALL
relevant
regulatory
bodies in
UAE



**Highly
reputed** and
regarded as
one of the
most
professional
and ethical
brokers in the
UAE



Agreements
with 35+
insurance
companies;
including
**ALL tier 1
insurers**



Has three
distinctive and
well-staffed
technical
departments;
**Personal
Lines, General
and Marine,
and Employee
Benefits.**



Insurance Expertise

Interactive fully focuses on its core competency, Insurance Technicalities, catering to the insurance needs of both corporate and individual clients

Quality Commitment

We are determined to provide innovative insurance services of the highest quality to all our customers by adhering to the latest industry standards and customer requirements. We are committed to compliance and continually improving the effectiveness of our Quality Management System, in line with the guidelines set by ISO 9001:2015.

Team Empowerment

We are dedicated to offering our team members adequate training, education, and technical expertise, while delegating authority to enhance their ability to efficiently handle their responsibilities. This creates an empowered team, striving to provide the best possible insurance protection, along with personalized and warm service.

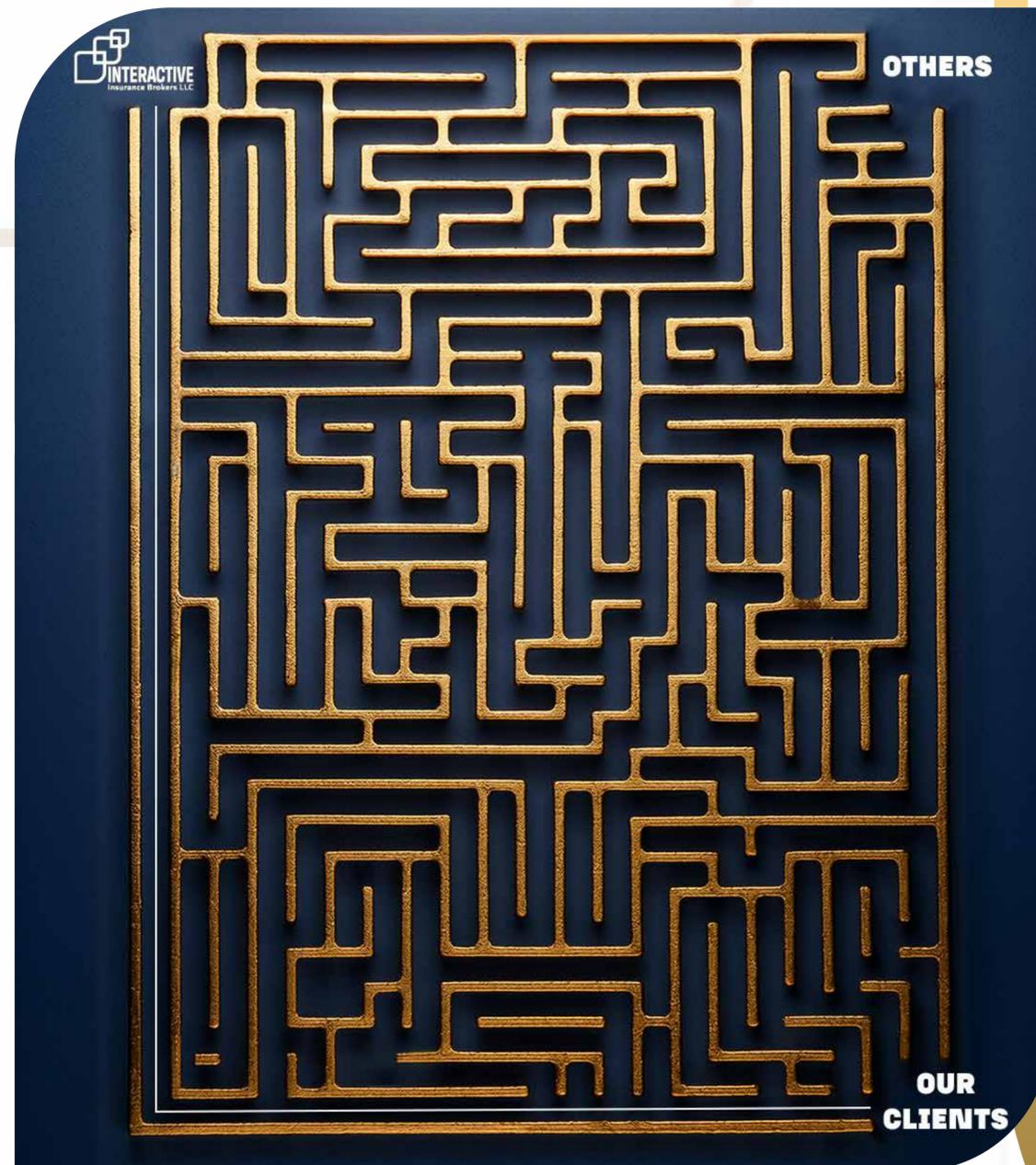
Customer Focus

Our commitment is to deliver creative services that meet the evolving demands of our customers. We systematically and continuously evaluate their insurance and service needs, making necessary adjustments to our Quality Management System. At Interactive Insurance Brokers, customers are always treated with utmost care and passion. We are also committed to playing an active and effective role in society by working closely with individuals with special needs, through training, hiring, and procurement.

Adaptive Growth

Interactive remains a learning organization that adapts to changing market needs and expectations while staying true to its core competencies and organizational culture.

Quality Policy



"TRIUMPH OF SIMPLICITY OVER COMPLEXITY"

In "The Hedgehog and the Fox," Isaiah Berlin's parable contrasts the hedgehog, focused on one big idea, with the fox, who knows many things but fails to outsmart the hedgehog's simple defense. Jim Collins, in *Good to Great*, applies this to business, emphasizing that simplicity and consistency — such as putting the client at the center — lead to success.

At Interactive Insurance Brokers, we embrace this principle. By focusing on our clients, we consistently deliver exceptional service, proving that a straightforward, client-centric approach can overcome the industry's complexities.

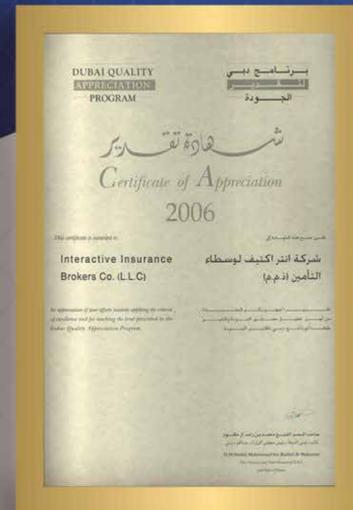
The Concept



Interactive Insurance Brokers is a procedure-based organization and one of the first ISO 9001:2015 certified locally registered insurance brokers in the UAE since 2005. We are also compliant with the In-Country Value (ICV) program and adhere to the Abu Dhabi Healthcare Information and Cyber Security (ADHICS) standards. Interactive is a proud winner of the Dubai Quality Appreciation Program Award in 2006.

Our Awards

DUBAI QUALITY APPRECIATION AWARD



ISO QUALITY MANAGEMENT SYSTEMS



IN-COUNTRY VALUE (ICV) CERTIFICATE



ADHICS CERTIFIED



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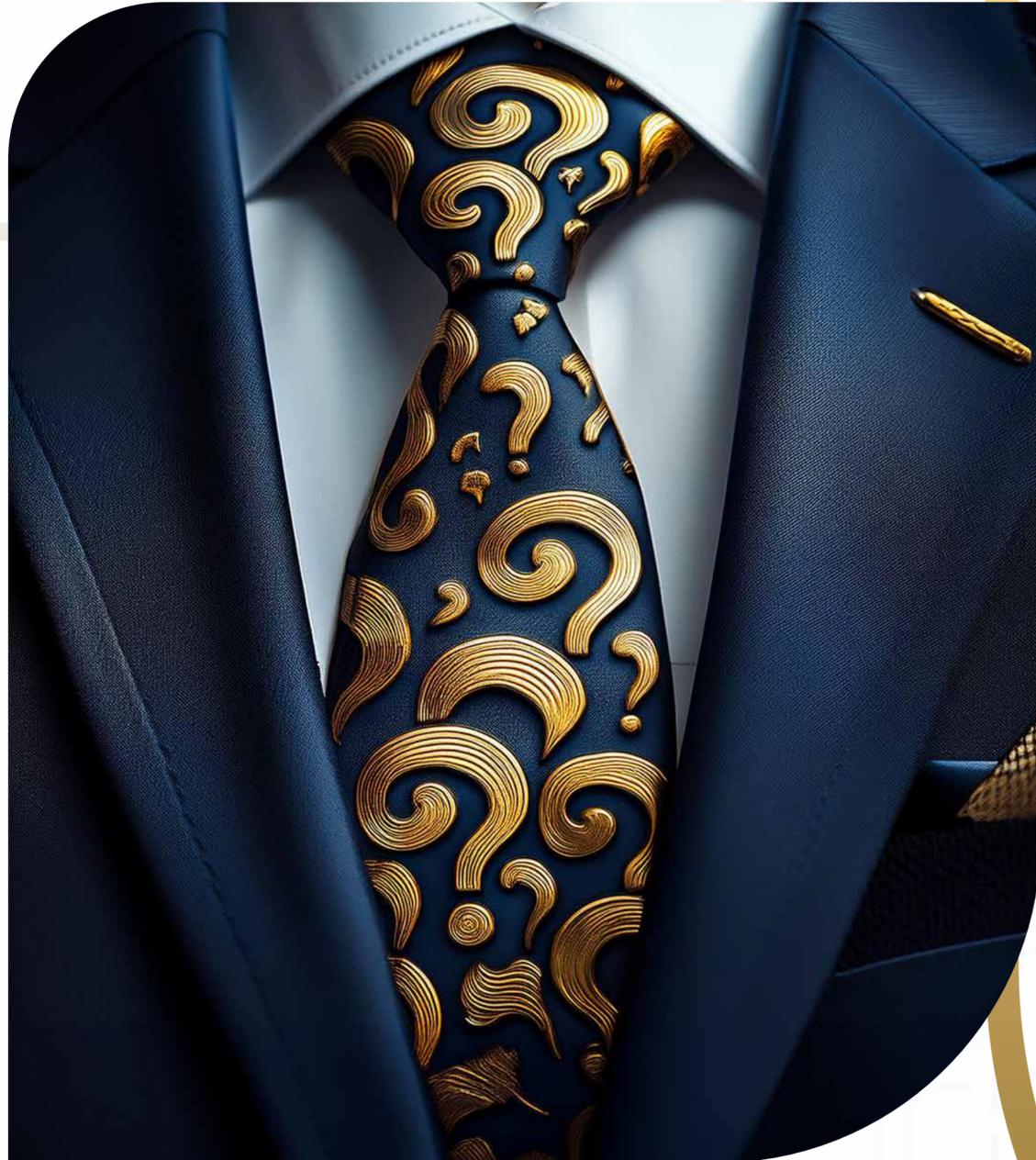
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Why Choose Us

Highly Qualified Insurance Professionals

Our leadership team boasts extensive industry experience and holds prestigious certifications such as those offered by the chartered insurance institute (UK) and the insurance institute of India. This expertise is further complemented by a diverse team of professionals including legal counsel, engineers, and healthcare specialists. This unique combination ensures we can provide a comprehensive and insightful approach to your risk management requirements.

Passionate Insurance Service Team

Our team is dedicated to providing you with a positive and proactive insurance experience. Our expertise in all lines of coverage, combined with a genuine passion for helping others, ensures you receive personalized attention and exceptional support.

Customized Service

Our customers know what additional services they may need, and we will do our best to provide them.

Terms of Business with Insurers

We deal with Multinational Insurers and the vast majority of the National Insurance companies, including the top ten.

All your Insurance Needs

We are able to cater to the insurance needs of large corporations, SMEs, and personal insurance offer 360° solutions.

Solid Reputation

Over the years, thousands of clients have enjoyed and trusted our service, and we have very high customer satisfaction rates, as we adhere to the highest ethical standards.

Our Services





Product Presentation & Training

Our Product Presentation and Training sessions go beyond basic product overviews. Through interactive workshops and engaging presentations, we delve into the intricacies of various insurance offerings, fostering a deep understanding of features, benefits, and application scenarios.

Digital Access Point for Invoices

Access your invoices anytime, anywhere with our convenient Digital Access Point.





Documentation & Archiving

Our secure Documentation and Archiving system acts as your digital filing cabinet. From application forms and policy documents to communication records and historical data, everything is meticulously organized and readily accessible. This ensures you have a complete auditable record at your fingertips, saving you time and frustration when responding to audits, filing claims, or simply referencing past coverage details.

Reconciliation

Our comprehensive Reconciliation process acts as your financial watchdog. By meticulously comparing data from insurers, carriers, and your internal systems, we identify and resolve any inconsistencies in premiums, commissions, and coverage details. This ensures your insurance program runs smoothly, maximizes cost-effectiveness, and gives you the confidence that your financial records are accurate and up-to-date.





Customer Inquiries Service

We understand that insurance questions can arise at any time. That's why our dedicated Customer Inquiries Service is available to provide you with peace of mind. Whether you have a quick question about your policy details or need guidance through a complex situation, our knowledgeable representatives are here to listen, explain, and ensure you have the information you need to feel secure.

Report Generation

Our robust Report Generation service goes beyond basic summaries. We provide you with clear, actionable insights tailored to your specific needs. These reports empower you to identify trends, delve into risk exposures, and make strategic decisions to optimize your insurance program, ensuring it remains aligned with your evolving needs.





Portfolio Gap Analysis (All Lines) & Enhancement Recommendations

Our Portfolio Gap Analysis (All Lines) goes beyond simply reviewing your current insurance policies. We act as risk detectives, meticulously combing through all your coverage areas – property, casualty, life, and more. This deep dive uncovers any vulnerability and recommends strategic enhancements to fortify your risk management plan, ensuring you're comprehensively protected and financially secure in the face of unforeseen events.

Claims Handling and Negotiations (All Lines)

No matter the situation, our Claims Handling and Negotiations team (All Lines) is your champion. They tackle denied claims head-on, ensuring you receive the compensation you deserve. Facing an underpayment? Our team will meticulously analyze your case and advocate for a fair settlement. When complexities arise, their expertise shines through, expertly navigating the intricacies of your claim to maximize your payout. From start to finish, they're by your side, fighting for a swift and successful resolution.





RFP (Request for proposal) Design & Negotiations

The RFP Design and Negotiations team acts as your insurance advocate, crafting compelling proposals that clearly communicate your needs to potential insurance carriers. They leverage their expertise to negotiate the most competitive rates and terms for your insurance coverage, ensuring you receive comprehensive protection at the best possible price.

Technical Comparative Studies

Leveraging their deep understanding of insurance policies and industry trends, the Technical Comparative Studies team meticulously analyzes coverage options from various carriers. They don't just present you with data; they translate complex details into clear comparisons, highlighting strengths, weaknesses, and pricing nuances to empower you to make informed insurance decisions.





Insurance Technical Support

Negotiation process – claims – negotiation phase – claims process – policy design – refining terms and conditions – extending coverage – limiting exclusions – guidance and documentation in the event of a claim – attending to client inquiries – presentations for insurance plans – health days – workshops for clients – complete backup.

We act as your insurance troubleshooting team, providing detailed explanations of policy coverage and resolving any technical issues you may encounter.

Contact Us

Interactive Insurance Brokers LLC

(CBUAE Registration No: 136)

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Working Hours

Monday–Friday
8:00 am – 5:00 pm





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