

# FLAS Automated NCD Confirmation via ISM User Manual

## 1. New Business Transaction

A. 0% NCD entered, cover note can be generated immediately as no NCD Confirmation is required.

QUOTATION	
Premium Pricing	RM
Basic Premium	1,213.50
All Rider Premium	0.00
+Loading(15.00%)	182.03
-NCD(0.00%)*	0.00
Gross Premium	1,395.53
+Stamp Duty	10.00
+Service Tax (0.00 %)	0.00
Gross Due	1,405.53
-Commission (10.00 %)	139.55
Net Due	1,265.98
<small>* NCD percentage may vary depends on NCD percentage record from ISM</small>	

ADDITIONAL INFORMATION	
MOTOR QUOTATION FOR NEW BUSINESS	
Name	NCD CASE 1
Address	123 JLN 123 50000 KL WILAYAH PERSEKUTUAN
IC / Business Registration No	901230-14-6691 (new)
Passport No	
Phone Number	
Agent Code	CYYAP - CKFOONG

SCHEDULE			
Make & Model of Vehicle	KIA SPECTRA 1.6 (A)	Cubic Capacity H.P. of Tonnage	1500 CC
Vehicle Body	WINDOW VAN	Sum insured	38,000.00
Registration No	NCDC1	Excess	380.00
Vehicle Registration Card No	123687	Use of Vehicle	PRIVATE CAR
Year of Manufacture	2009	Cover Type	Comprehensive
Engine No	E678687	Vehicle Type	Private Car
Chassis No	C6786876	Premium(RM)	1,395.53
Seat Capacity	5	Stamp Duty	10.00
Effective Date	30/12/2009 to 29/12/2010	Service Tax	0.00
Extra Benefit Specified		Total Gross Due	1,405.53
Additional Named Driver	NA		

Reason:

- B. NCD more than 0% was entered. System inquires the NCD record from ISM, upon retrieval, compare with user's NCD input, if different, ISM NCD percentage will be utilized, policy premium will be calculated with ISM NCD percentage. Message will be displayed to notify user about the changes. Once user is satisfy with the premium and hit the Generate Cover Note button, FLAS will confirm the NCD with ISM.

Engine Capacity	* 1298 CC
Year Of Manufactured	* 2008
Market Value Of Vehicle (Desired Sum Insured)	* 35000.00
Current NCD	* 45.00
Policy Commencement Date (Later Than 16/03/2010)	* 04/09/2010
Policy Expiry Date	* 03/09/2011
Hire Purchase Company	OTHERS if others, please specify
Garage	* PARKING LOT - COVERED
Safety Features	* ABS & AIRBAGS 2
Anti-Theft	* With M.Device - Factory Fitted Alarm
Permitted Driver	* ALL OTHERS
Purchase Price	0.00
Date of Purchase of Vehicle	

Ar-Rider Premium	0.00
+Loading(50.00%)	554.60
-NCD(55.00%) *	915.09
Gross Premium	748.71
+Stamp Duty	10.00
+Service Tax (0.00 %)	0.00
Gross Due	758.71
-Commission (10.00 %)	74.87
Net Due	683.84

\* NCD percentage may vary depends on NCD percentage record from ISM.

**ADDITIONAL INFORMATION**  
**MOTOR QUOTATION FOR NEW BUSINESS**

**Name** NCD TEST  
**Address** 123, TAMAN INDAH  
 01981 KUALA LUMPUR WILAYAH PERSEKUTUAN  
**IC / Business Registration No** 590103-12-5977 (new)  
**Passport No**  
**Phone Number** 0123456789 (Mobile)

**SCHEDULE**

<b>Make &amp; Model of Vehicle</b>	PROTON C22ASNJRMG	<b>Cubic Capacity H.P. of Tonnage</b>	1298 CC
<b>Vehicle Body</b>	SALOON	<b>Sum insured</b>	35,000.00
<b>Registration No</b>	ST9393E	<b>Excess</b>	0.00
<b>Vehicle Registration Card No</b>	ASD19819	<b>Use of Vehicle</b>	PRIVATE CAR FOR PRIVATE USE
<b>Year of Manufacture</b>	2008	<b>Cover Type</b>	Comprehensive
<b>Engine No</b>	CASD98791B	<b>Vehicle Type</b>	Private Car
<b>Chassis No</b>	CASD987919NERT819	<b>Premium(RM)</b>	748.71
<b>Seat Capacity</b>	5	<b>Stamp Duty</b>	10.00
<b>Effective Date</b>	04/09/2010 to 03/09/2011	<b>Service Tax</b>	0.00
<b>Extra Benefit Specified</b>		<b>Total Gross Due</b>	758.71
<b>Additional Named Driver</b>	NA		

Customer Quotation Proceed to DPA Preview Cover Note Generate Cover Note

NCD percentage has been reset due to NCD percentage provided is different from ISM's record, NCD percentage is reset to ISM NCD percentage. Please ensure information provided is correct.

- C. In the event that ISM's NCD web service is down. FLAS will set the NCD percentage to 0%, and a notification message will be displayed on the quotation screen.

All Rider Premium	0.00
+Loading(50.00%)	554.60
<b>NCD(0.00%)*</b>	<b>0.00</b>
Gross Premium	1,663.80
+Stamp Duty	10.00
+Service Tax (0.00 %)	0.00
<b>Gross Due</b>	<b>1,673.80</b>
-Commission (10.00 %)	166.38
<b>Net Due</b>	<b>1,507.42</b>

*\* NCD percentage may vary depends on NCD percentage record from ISM.*

ADDITIONAL INFORMATION	
MOTOR QUOTATION FOR NEW BUSINESS	
<b>Name</b>	NCD TEST
<b>Address</b>	123, TAMAN INDAH 01981 KUALA LUMPUR WILAYAH PERSEKUTUAN
<b>IC / Business Registration No</b>	590103-12-5977 (new)
<b>Passport No</b>	
<b>Phone Number</b>	0123456789 (Mobile)

SCHEDULE			
<b>Make &amp; Model of Vehicle</b>	PROTON C22ASNJRMG	<b>Cubic Capacity H.P. of Tonnage</b>	1298 CC
<b>Vehicle Body</b>	SALOON	<b>Sum insured</b>	35,000.00
<b>Registration No</b>	ST9393E	<b>Excess</b>	0.00
<b>Vehicle Registration Card No</b>	ASD19819	<b>Use of Vehicle</b>	PRIVATE CAR FOR PRIVATE USE
<b>Year of Manufacture</b>	2008	<b>Cover Type</b>	Comprehensive
<b>Engine No</b>	CASD98791B	<b>Vehicle Type</b>	Private Car
<b>Chassis No</b>	CASD987919NERT819	<b>Premium(RM)</b>	1,663.80
<b>Seat Capacity</b>	5	<b>Stamp Duty</b>	10.00
<b>Effective Date</b>	04/09/2010 to 03/09/2011	<b>Service Tax</b>	0.00
<b>Extra Benefit Specified</b>		<b>Total Gross Due</b>	1,673.80
<b>Additional Named Driver</b>	NA		

Customer Quotation   Proceed to DPA   Preview Cover Note   Generate Cover Note

NCD percentage has been reset to 0% due to ISM web service system down.

- D. In the event that user input wrong details (i.e. Wrong IC / Vehicle Number), and ISM cannot identify a correct record. FLAS will notify user about the error, and user will be blocked from generating cover note<sup>1</sup>.

ADDITIONAL INFORMATION			
MOTOR QUOTATION FOR NEW BUSINESS			
<b>Name</b>	ISM NCD TEST		
<b>Address</b>	TESTING 19878 TESTING W.P. KL		
<b>IC / Business Registration No</b>	480405-07-5604 (new)		
<b>Passport No</b>			
<b>Phone Number</b>	012-3456789 (Mobile)		
SCHEDULE			
<b>Make &amp; Model of Vehicle</b>	SAGA	<b>Cubic Capacity H.P. of Tonnage</b>	1298 CC
<b>Vehicle Body</b>	SALOON	<b>Sum insured</b>	30,000.00
<b>Registration No</b>	WPA3379	<b>Excess</b>	0.00
<b>Vehicle Registration Card No</b>	1987419C8E7	<b>Use of Vehicle</b>	PRIVATE CAR
<b>Year of Manufacture</b>	2008	<b>Cover Type</b>	Comprehensive
<b>Engine No</b>	AS6D87941981	<b>Vehicle Type</b>	Private Car
<b>Chassis No</b>	ASD987P9198764	<b>Premium(RM)</b>	734.40
<b>Seat Capacity</b>	5	<b>Stamp Duty</b>	10.00
<b>Effective Date</b>	04/01/2010 to 03/01/2011	<b>Service Tax</b>	0.00
<b>Extra Benefit Specified</b>		<b>Total Gross Due</b>	744.40
<b>Additional Named Driver</b>	NA		
<input type="button" value="Customer Quotation"/> <input type="button" value="Preview Cover Note"/> <input type="button" value="Generate Cover Note"/>			
<div style="border: 1px solid red; padding: 5px;"> <p>Failed to confirm NCD record with ISM, due to reason code: <b>008</b>  Please return to previous screen to make the appropriate changes in order to proceed.</p> </div>			
<input type="button" value="Back"/>			

By clicking on the reason code, system will display the error reason.

<sup>1</sup> The Generate Cover Note button will be disabled.

## 2. Referred Case Transaction

For referred case transaction, the same process is practiced as the New Business transaction; whereby FLAS will inquire the NCD percentage from ISM when user generates the policy quotation, should the NCD percentage is different from user's input, ISM's NCD percentage will be used to calculate the premium.

However, instead of confirming the NCD when user submit the quotation for Underwriter's approval, the NCD confirmation will only take place when user is **generating** the cover note from the **approved** case.

*In the event if ISM web service is down during referred case submission, user will be submitting the quotation with 0% NCD for under writer's approval. When the user returns to generate the cover note from the approved referred case, FLAS will perform another **check with ISM**<sup>2</sup> and generate the cover note with the correct NCD percentage and at the same time send NCD confirmation to ISM.*

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<sup>2</sup> Applies only for referred cases which fail to retrieve NCD percentage from ISM during submission, if other reason of failure during NCD retrieval from ISM, user will be blocked from submitting the quotation for under writer's approval.

### 3. Miscellaneous Transaction: Transfer

- A. User issue Transfer Case via Miscellaneous Cover Note with NCD 0% entered, cover note can be generated immediately as no NCD Confirmation is required.

Place Of Used	*West Malaysia
Body	* SALOON ?
Make	*PROTON Model SAGA
Seating Capacity (As Per Log Book)	* 5
Engine Capacity	* 1298.00 CC
Year Of Manufactured	* 2008
Market Value Of Vehicle (Desired Sum Insured)	* 30000.00 ?
Current NCD	* 0.00 ?
Transfer Date	* 05/01/2010
Expiry Date	* 04/01/2011
Hire Purchase Company	OTHERS if others, please specify
Garage	* PARKING LOT - COVERED
Safety Features	* ABS & Airbags 2
Anti-Theft	* WITH MECHANICAL DEVICE - FACTORY FITTED ALARM
Permitted Driver	* All Drivers
<b>Previous Insurer Particulars</b>	
Insurer	* - SELECT -
Vehicle Reg. No	*
Policy No	*
NCD on Policy	* 0.00
Period of Insurance	* until

QUOTATION			
Premium Pricing	RM		
NCD Recovery	0.00		
Gross Premium	0.00		
+Stamp Duty	0.00		
+Service Tax (0.00 %)	0.00		
+Transfer Fee	10.00		
<b>Gross Due</b>	<b>10.00</b>		
-Commission (10.00 %)	0.00		
<b>Net Due</b>	<b>10.00</b>		
ADDITIONAL INFORMATION			
MOTOR QUOTATION FOR TRANSFER			
<b>Previous Policy No / Cover Note No</b>	/ MF400243		
<b>Name</b>	TEST		
<b>Address</b>	TESTING TESTING 19870 TESTING W.P. KL		
<b>IC / Business Registration No</b>	480404-07-5304 (new)		
<b>Passport No</b>			
<b>Phone Number</b>	012-3456789 (Mobile)		
SCHEDULE			
<b>Make &amp; Model of Vehicle</b>	SAGA	<b>Cubic Capacity H.P. of Tonnage</b>	1298.00 CC
<b>Vehicle Body</b>	SALOON	<b>Sum insured</b>	30,000.00
<b>Registration No</b>	WPA3379	<b>Excess</b>	0.00
<b>Vehicle Registration Card No</b>	CAS8E71981	<b>Use of Vehicle</b>	PRIVATE CAR
<b>Year of Manufacture</b>	2008	<b>Cover Type</b>	Comprehensive
<b>Engine No</b>	CASD879168741	<b>Vehicle Type</b>	Private Car
<b>Chassis No</b>	ASD987941HRGT9Y87	<b>Premium(RM)</b>	0.00
<b>Seat Capacity</b>	5	<b>Stamp Duty</b>	0.00
<b>Effective Date</b>	05/01/2010 to 04/01/2011	<b>Service Tax</b>	0.00
<b>Extra Benefit Specified</b>		<b>Total Gross Due</b>	10.00
<b>Additional Named Driver</b>	NA		

- B. User issue Transfer Case via Miscellaneous Cover Note, where NCD entered is more than 0%. System send NCD Enquiry to ISM upon user generate quotation, NCD successfully enquired. User may proceed to generate cover note; NCD confirmation will be sent when cover note is generated.

Make	* PROTON Model SAGA
Seating Capacity (As Per Log Book)	* 5
Engine Capacity	* 1298.00 CC
Year Of Manufactured	* 2008
Market Value Of Vehicle (Desired Sum Insured)	* 30000.00 ?
Current NCD	* 30.00 ?
Transfer Date	* 05/01/2010
Expiry Date	* 04/01/2011
Hire Purchase Company	OTHERS <input type="text"/> if others, please specify
Garage	* PARKING LOT - COVERED
Safety Features	* ABS & Airbags 2
Anti-Theft	* WITH MECHANICAL DEVICE - FACTORY FITTED ALARM
Permitted Driver	* All Drivers
<b>Previous Insurer Particulars</b>	
Insurer	* OBE-MBF Insurance (M) Bhd
Vehicle Reg. No	* JLJ8586
Policy No	<input type="text"/>
NCD on Policy	* 30.00
Period of Insurance	* 30/12/2009 until 29/12/2010

QUOTATION			
Premium Pricing	RM		
NCD Recovery	0.00		
Gross Premium	0.00		
+Stamp Duty	0.00		
+Service Tax (0.00 %)	0.00		
+Transfer Fee	10.00		
<b>Gross Due</b>	<b>10.00</b>		
-Commision (10.00 %)	0.00		
<b>Net Due</b>	<b>10.00</b>		
ADDITIONAL INFORMATION			
MOTOR QUOTATION FOR TRANSFER			
Previous Policy No / Cover Note No	/ MF400243		
Name	TEST		
Address	TESTING TESTING 19870 TESTING W.P. KL		
IC / Business Registration No	850904-01-6031 (new)		
Passport No			
Phone Number	012-3456789 (Mobile)		
SCHEDULE			
Make & Model of Vehicle	SAGA	Cubic Capacity H.P. of Tonnage	1298.00 CC
Vehicle Body	SALOON	Sum insured	30,000.00
Registration No	WPA3379	Excess	0.00
Vehicle Registration Card No	CAS8E71981	Use of Vehicle	PRIVATE CAR
Year of Manufacture	2008	Cover Type	Comprehensive
Engine No	CASD879168741	Vehicle Type	Private Car
Chassis No	ASD987941HRGT9Y87	Premium(RM)	0.00
Seat Capacity	5	Stamp Duty	0.00
Effective Date	05/01/2010 to 04/01/2011	Service Tax	0.00
Extra Benefit Specified		<b>Total Gross Due</b>	<b>10.00</b>
Additional Named Driver	NA		

#### **4. Cover Note Cancellation and Reinstatement**

For cancellation of cover note with confirmed NCD with ISM in FLAS (Administrator environment), FLAS will automatically send a cancellation request to ISM to release the confirmed NCD; Once ISM successfully releases the confirmed NCD, user can proceed to issue a new cover note with the same details again.

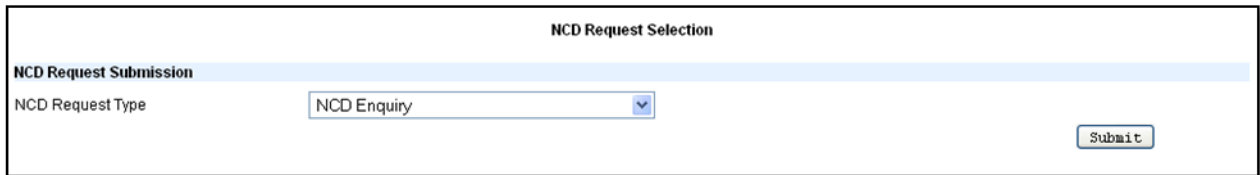
However, during cover note reinstatement, user has to manually confirm the NCD with ISM.

To check on ISM response status or perform manual NCD confirmation with ISM, this will be address on the second part of this manual – ***FLAS NCD Request User Manual***.

# FLAS ISM NCD Request User Manual

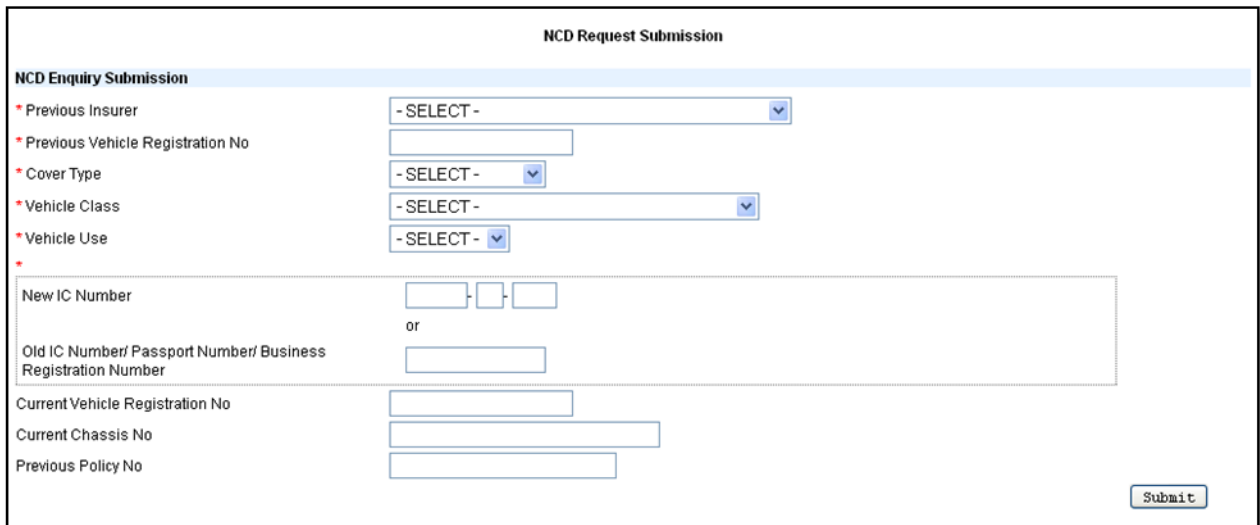
## 1. NCD Enquiry Request

1.1 Click on "NCD Request Submission" and below screen displayed.



1.2 Select "NCD Enquiry" for NCD Request Type.

1.3 Click on "Submit" button and below screen displayed.



1.4. Fill Up at least all the fields with (\*). Enter value for **both** of the New IC Number and Old IC Number/ Passport Number/ Business Registration Number **or either one** of them.

1.5. Click on "Submit" button to send enquiry.

1.6. If the Vehicle Registration Number has submit for NCD Enquiry before then the system will prompt a confirmation message to ask user whether to proceed with the NCD Enquiry Submission process.

**NCD Request Submission**

**NCD Enquiry Submission**

\* Previous Insurer: AMERICAN HOME ASSURANCE COMPANY

\* Previous Vehicle Registration No: MAL1234

\* Cover Type: [ ]

\* Vehicle Class: [ ]

\* Vehicle Use: [ ]

\* [ ]

New IC Number: [ ]

Old IC Number/ Passport Number/ Business Registration Number: A1234567

Current Vehicle Registration No: [ ]

Current Chassis No: [ ]

Previous Policy No: [ ]

https://192.9.201.100

Are you sure you want to resubmit NCD Enquiry Request for MAL1234

1.7. Result Page will be displayed as below:-

**NCD Request Submission Result Page**

**NCD Enquiry Submission**

\* NCD request has been submitted successfully. Please Check NCD Request Status.

Request ID: **05070327135213000001** \*(Required for NCD Request Status Checking)

Previous Insurer: AMERICAN HOME ASSURANCE COMPANY

Previous Vehicle Registration No: MAL1234

Cover Type: Act

Vehicle Class: PRIVATE CAR

Vehicle Use: Private Use (Drive to work:Daily use)

New IC Number: -

Old IC Number/ Passport Number/ Business Registration Number: A1234567

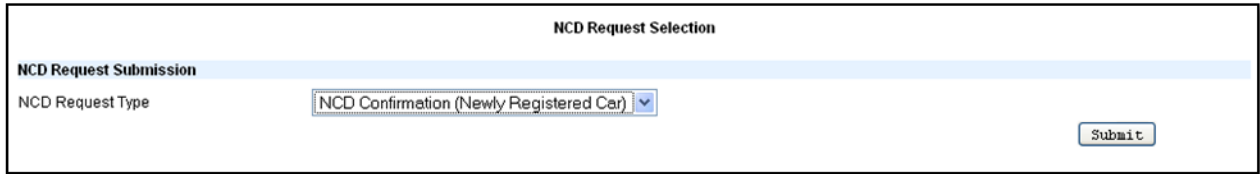
Current Vehicle Registration No: -

Current Chassis No: -

Previous Policy No: -

## 2. NCD Confirmation Request

2.1. Click on "NCD Request Submission" and below screen displayed.



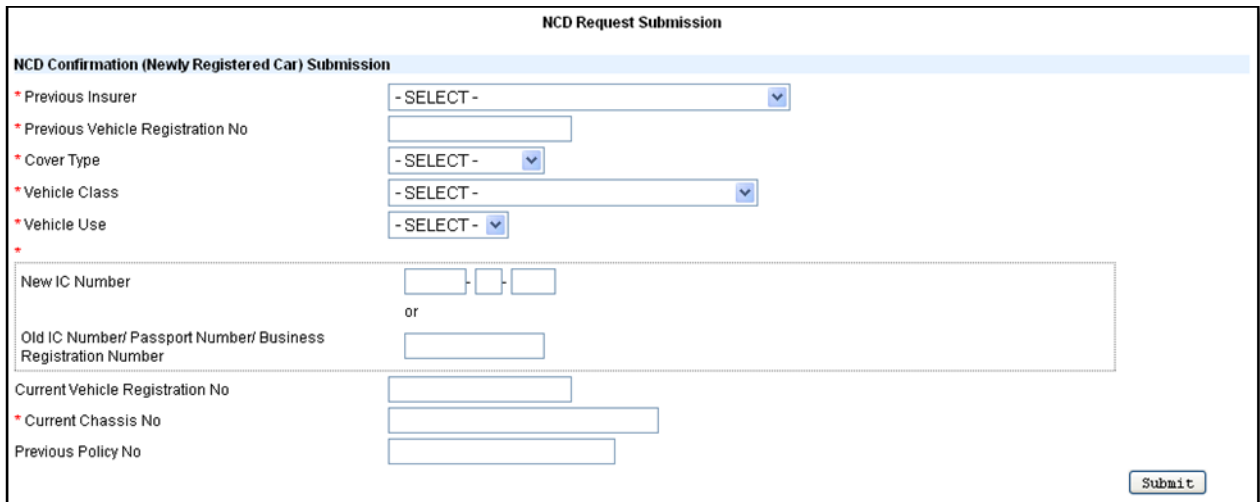
The screenshot shows a web interface titled "NCD Request Selection". Below the title is a light blue header bar with the text "NCD Request Submission". Underneath, there is a label "NCD Request Type" followed by a dropdown menu currently displaying "NCD Confirmation (Newly Registered Car)". To the right of the dropdown is a "Submit" button.

2.2. Select "NCD Confirmation (Newly Registered Car)" or "NCD Confirmation (Registered Car)" for NCD Request Type.

**\*\*Note:**

-The differences between "NCD Confirmation (Newly Registered Car)" and "NCD Confirmation (Registered Car)" are NCD Confirmation (Newly Registered Car) need to enter "Current Chassis Number" (mandatory field) and "NCD Confirmation (Registered Car)" need to enter "Current Vehicle Number" (mandatory field).

2.3. Click on "Submit" button and below screen displayed.



The screenshot shows a web interface titled "NCD Request Submission". Below the title is a light blue header bar with the text "NCD Confirmation (Newly Registered Car) Submission". The form contains several fields:

- \* Previous Insurer: dropdown menu with "- SELECT -"
- \* Previous Vehicle Registration No: text input field
- \* Cover Type: dropdown menu with "- SELECT -"
- \* Vehicle Class: dropdown menu with "- SELECT -"
- \* Vehicle Use: dropdown menu with "- SELECT -"
- \* New IC Number: text input field with a small box to its right
- or
- Old IC Number/ Passport Number/ Business Registration Number: text input field
- Current Vehicle Registration No: text input field
- \* Current Chassis No: text input field
- Previous Policy No: text input field

A "Submit" button is located at the bottom right of the form.

2.4. Fill Up at least all the fields with (\*). Enter value for **both** of the New IC Number and Old IC Number/ Passport Number/ Business Registration Number **or either one** of them.

2.5. Click on "Submit" button to send NCD confirmation.

2.6. If the Vehicle Registration Number has submit for NCD Confirmation before then the system will prompt a confirmation message to ask user whether to proceed with the NCD Confirmation Submission process.

**NCD Request Submission**

**NCD Confirmation (Newly Registered Car) Submission**

\* Previous Insurer: AMERICAN HOME ASSURANCE COMPANY

\* Previous Vehicle Registration No: MAL1234

\* Cover Type: [ ]

\* Vehicle Class: [ ]

\* Vehicle Use: [ ]

\* New IC Number: [ ]

or

Old IC Number/ Passport Number/ Business Registration Number: A1234567

Current Vehicle Registration No: [ ]

\* Current Chassis No: CHS1546879

Previous Policy No: [ ]

https://192.9.201.100

Are you sure you want to resubmit NCD Confirmation Request for MAL1234

2.7. Result Page will displayed as below:-

**NCD Request Submission Result Page**

**NCD Confirmation (Newly Registered Car) Submission**

\* NCD request has been submitted successfully. Please Check NCD Request Status.

Request ID: **05070327140752000002** \*(Required for NCD Request Status Checking)

Previous Insurer: **AMERICAN HOME ASSURANCE COMPANY**

Previous Vehicle Registration No: **MAL1234**

Cover Type: **Act**

Vehicle Class: **PRIVATE CAR**

Vehicle Use: **Private Use (Drive to work/Daily use)**

New IC Number: -

Old IC Number/ Passport Number/ Business Registration Number: **A1234567**

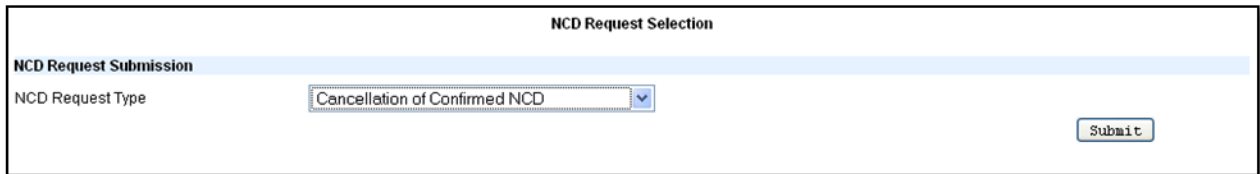
Current Vehicle Registration No: -

Current Chassis No: **CHS1546879**

Previous Policy No: -

### 3. Cancel Confirmed NCD Request

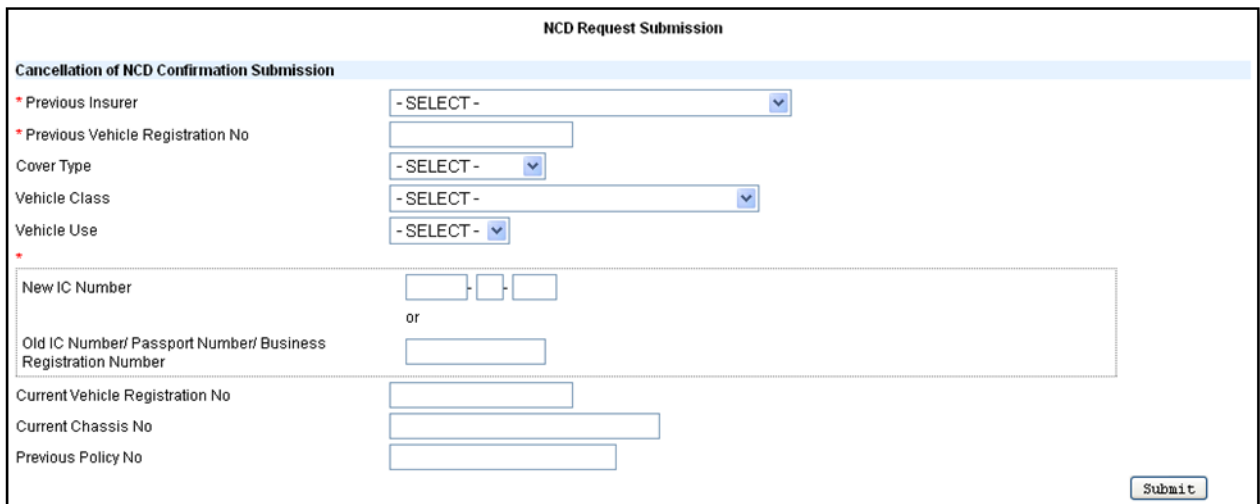
3.1. Click on "NCD Request Submission" and below screen displayed.



The screenshot shows a web interface titled "NCD Request Selection". Below the title is a light blue header bar with the text "NCD Request Submission". Underneath, there is a label "NCD Request Type" followed by a dropdown menu currently displaying "Cancellation of Confirmed NCD". To the right of the dropdown is a "Submit" button.

3.2. Select "Cancellation of Confirmed NCD" for NCD Request Type.

3.3. Click on "Submit" button and below screen displayed.



The screenshot shows a web interface titled "NCD Request Submission". Below the title is a light blue header bar with the text "Cancellation of NCD Confirmation Submission". The form contains several fields: "\* Previous Insurer" (dropdown menu with "- SELECT -"), "\* Previous Vehicle Registration No" (text input), "Cover Type" (dropdown menu with "- SELECT -"), "Vehicle Class" (dropdown menu with "- SELECT -"), "Vehicle Use" (dropdown menu with "- SELECT -"), and a section marked with an asterisk containing "New IC Number" (three separate input boxes) and "Old IC Number/ Passport Number/ Business Registration Number" (text input). Below these are "Current Vehicle Registration No", "Current Chassis No", and "Previous Policy No" (all text input fields). A "Submit" button is located at the bottom right.

3.4. Fill Up at least all the fields with (\*). Enter value for both of the New IC Number and Old IC Number/ Passport Number/ Business Registration Number or either one of them.2.5 Click on "Submit" button to send Cancellation of Confirmed NCD.

3.5. If the Vehicle Registration Number has submit for Cancellation of Confirmed NCD before then the system will prompt a confirmation message to ask user whether to proceed with the Cancellation of Confirmed NCD Submission process.

**NCD Request Submission**

**Cancellation of NCD Confirmation Submission**

\* Previous Insurer: AMERICAN HOME ASSURANCE COMPANY

\* Previous Vehicle Registration No: MAL1234

Cover Type: [ ]

Vehicle Class: [ ]

Vehicle Use: [ ]

\* New IC Number: [ ]

or

Old IC Number/ Passport Number/ Business Registration Number: A1234567

Current Vehicle Registration No: [ ]

Current Chassis No: [ ]

Previous Policy No: [ ]

https://192.9.201.100

Are you sure you want to resubmit Cancel NCD Confirmed Request for MAL1234

3.6. If the Vehicle Registration Number had NOT been confirmed by your company before then the system will display an error message on top of the form and will not send the request to ISM.

**NCD Request Submission**

**Cancellation of NCD Confirmation Submission**

\* Cancel Confirmed NCD is invalid because NO Confirmed NCD DONE previously.

\* Previous Insurer: ASIA INSURANCE (M) BERHAD

\* Previous Vehicle Registration No: P0I1234

Cover Type: Act

Vehicle Class: PRIVATE CAR

Vehicle Use: Private Use (Drive to work/Daily use)

\* New IC Number: [ ] [ ] [ ]

or

Old IC Number/ Passport Number/ Business Registration Number: B1234567

Current Vehicle Registration No: [ ]

Current Chassis No: [ ]

Previous Policy No: [ ]

3.7. Result Page will be displayed as below:-

**NCD Request Submission Result Page**

**Cancellation of NCD Confirmation Submission**

\* NCD request has been submitted successfully. Please Check NCD Request Status.

Request ID: 05070327143125000004 \*(Required for NCD Request Status Checking)

Previous Insurer: AMERICAN HOME ASSURANCE COMPANY

Previous Vehicle Registration No: MAL1234

Cover Type: Act

Vehicle Class: PRIVATE CAR

Vehicle Use: Private Use (Drive to work/Daily use)

New IC Number: -

Old IC Number/ Passport Number/ Business Registration Number: A1234567

Current Vehicle Registration No: -

Current Chassis No: -

Previous Policy No: -

Previous Approval Code: 201000101006A030

Previous Reference No: 05070327142420000003

#### 4. NCD Request Status

4.1. Click on "NCD Request Status" and below screen displayed.

**NCD Request Status**

**Search by NCD Request Date**

NCD Request Date Range From  to  (dd/mm/yyyy)

---

**Search by NCD Request ID/ Vehicle Registration Number**

Type    
 Number

4.2. Select either one option to search for your previous NCD Request Submission history.

4.3. Option 1: - Search By NCD Request Date

4.3.1. Fill in NCD Request Date Range then click on "Submit" button.

or

Option 2: - Search By NCD Request ID/ Vehicle Registration Number

4.3.2. Select "Type" and fill in the "Number" according to the type you selected, then click on "Submit" button.

4.4. The below NCD Request Status Result Page will be displayed :-

NCD Request Submission Status										
Date Submit	Request ID	Request Type	Previous Vehicle Registration Number	Previous Insurer	ID No 1	ID No 2	Response Code	Current NCD (%)	Next NCD (%)	View Complete Data
27/03/2007 13:52:13	05070327135213000001	NCD Enquiry	MAL1234	AMERICAN HOME ASSURANCE COMPANY	A1234567	-	ENQ000	30.00	38.33	<a href="#">View Complete Data</a>
27/03/2007 14:07:52	05070327140752000002	NCD Confirmation (Newly Registered Car)	MAL1234	AMERICAN HOME ASSURANCE COMPANY	A1234567	-	CFN000	30.00	38.33	<a href="#">View Complete Data</a>
27/03/2007 14:24:20	05070327142420000003	NCD Confirmation (Registered Car)	MAL1234	AMERICAN HOME ASSURANCE COMPANY	A1234567	-	CFO000	30.00	38.33	<a href="#">View Complete Data</a>
27/03/2007 14:31:25	05070327143125000004	Cancellation of Confirmed NCD	MAL1234	AMERICAN HOME ASSURANCE COMPANY	A1234567	-	CCN016	30.00	38.33	<a href="#">View Complete Data</a>

4.5. Click on "View Complete Data" hyperlink will pop up a window which will lists all the particular NCD Request details.

Date Submit	27.03/2007 13:52:13
User ID	-
Request ID	05070327135213000001
Request Type	NCD Enquiry
Previous Insurer	AMERICAN HOME ASSURANCE COMPANY
Previous Vehicle Registration Number	MAL1234
ID No1	A1234567
ID No2	-
Cover Type	Act
Vehicle Class	PRIVATE CAR
Vehicle Use	Private Use (Drive to work/Daily use)
Current Vehicle Registration Number	-
Current Chassis Number	-
Previous Policy Number	-
Response Date	27.03/2007 13:53:13
Response Code	<a href="#">EN000</a>
Next Claim Free Year (CFY)	38.33
Next NCD Effective Date	01/12/2007
Approval Code	201000101006A030
Current Claim Free Year (CFY)	30.00
Current NCD Effective Date	01/12/2006
Current NCD Expired Date	31/22/2006

4.6. Click on the "Response Code" hyperlink will pop up a window which list all the ISM Response Code and Description.

000	OK for successful NCD confirmation/Enquiry
001	NCD confirmation is unavailable as confirmation already been taken earlier. Make sure no duplicate confirmation request, if not the confirmation already taken by another insurance company / Takaful.
002	Cancellation is unavailable as record is still available for confirmation. Make sure not duplicate cancellation or no confirmation is taken earlier.
003	Error in policy effect date or policy effect date is not match. Make sure policy effect date is correct.
004	Error in policy expiry date or policy expiry date is not match. Make sure expiry date is correct.
005	Error in NCD CFY. NCD value is not match. Make sure NCD is correct.
006	Request ID is not match. Make sure Request ID is correct or insurance / Takaful company is correct.
007	Response ID is not match. Make sure Response ID is correct or the responding insurance / Takaful company is correct.
008	Error in IDNo1 or IDNo2 or ID not matches. Make sure IdNo1 or IdNo2 is correct. Make sure also the insurance/takaful code is correct.
009	Error in Vehicle registration number not matches. Make sure vehicle regno is correct or insurance / Takaful is correct.
010	Error in policy number field or policy number not matches. Make sure policy number is correct or whether the insurance/Takaful is correct.
011	Error in insurance/Takaful field or insurance / Takaful company code is not available. Please check whether insurance/Takaful is correctly.
012	Signature not match. Check whether the correct key is used to sign.
013	Encryption error, make sure the correct key is used to encrypt.
014	No NCD granted. Claims affecting NCD
015	Late Claims Submitted After NCD Confirmation
016	OK for Cancellation of Previous Confirmed NCD by Requesting Co.
017	OK for NCD confirmation. Policy currently is in Cancelled status.
018	Mismatch compcode from cancellation of taken NCD request
019	Error in EngineNo field. Make sure the engineno is correct or the Insurance/Takaful code is correct.

4.7. Click on the "Request ID" hyperlink to pop up NCD Request Search window.

**NCD Request Search**

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**NCD Request Search**

\* Request ID

\* NCD Request Type

4.7.1. Select the "NCD Request Type" and click on "Submit" button.

4.7.2. The following screen will be displayed:-

**NCD Request Submission**

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**NCD Enquiry Submission**

\* Previous Insurer

\* Previous Vehicle Registration No

\* Cover Type

\* Vehicle Class

\* Vehicle Use

\* ID No 1

ID No 2

Current Vehicle Registration No

Current Chassis No

Previous Policy No

4.7.3. You can edit the data and resubmit the NCD Request.

4.7.4. The step is similar to Figure 1-NCD Enquiry, 2-NCD Confirmation and 3-Cancel Confirmed NCD.

4.7.5. Result Page will displayed as below:-

**NCD Request Submission Result Page**

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**NCD Enquiry Submission**

\* NCD request has been submitted successfully. Please Check NCD Request Status.

Request ID **05070327135213000001** \*(Required for NCD Request Status Checking)

Previous Insurer **AMERICAN HOME ASSURANCE COMPANY**

Previous Vehicle Registration No **MAL1234**

Cover Type **Act**

Vehicle Class **PRIVATE CAR**

Vehicle Use **Private Use (Drive to work/Daily use)**

ID No 1 **A1234567**

ID No 2 -

Current Vehicle Registration No -

Current Chassis No -

Previous Policy No -

- 4.7.6. Click on "Close" button to close the current pop up window and system will automatically refresh the "NCD Request Submission Status" Page.

NCD Request Submission Status										
Date Submit	Request ID	Request Type	Previous Vehicle Registration Number	Previous Insurer	ID No 1	ID No 2	Response Code	Current NCD (%)	Next NCD (%)	View Complete Data
27/03/2007 13:52:13	<a href="#">05070327135213000001</a>	NCD Enquiry	MAL1234	AMERICAN HOME ASSURANCE COMPANY	A1234567	-	ENQ000	30.00	38.33	<a href="#">View Complete Data</a>
27/03/2007 14:53:55	<a href="#">05070327135213000001</a>	NCD Enquiry	MAL1234	AMERICAN HOME ASSURANCE COMPANY	A1234567	-	ENQ000	30.00	38.33	<a href="#">View Complete Data</a>
27/03/2007 14:07:52	<a href="#">05070327140752000002</a>	NCD Confirmation (Newly Registered Car)	MAL1234	AMERICAN HOME ASSURANCE COMPANY	A1234567	-	CFN000	30.00	38.33	<a href="#">View Complete Data</a>
27/03/2007 14:24:20	<a href="#">05070327142420000003</a>	NCD Confirmation (Registered Car)	MAL1234	AMERICAN HOME ASSURANCE COMPANY	A1234567	-	CFO000	30.00	38.33	<a href="#">View Complete Data</a>
27/03/2007 14:31:25	<a href="#">05070327143125000004</a>	Cancellation of Confirmed NCD	MAL1234	AMERICAN HOME ASSURANCE COMPANY	A1234567	-	CCN016	30.00	38.33	<a href="#">View Complete Data</a>

## 5. Exceptions Reports

5.1. Click on the "NCD Request Status" module in FLAS, and locate the Exception Reports column at the bottommost of the screen

**Search by Cover Note Issue Date Range**

Report Type:  ▼

Cover Note Issue Date Range From:  to  (dd/mm/yyyy)

5.2. Select the Report Type, two report types are available:

- 5.2.1. Exception Report for Unsuccessful NCD Confirmation Request via New Business
- 5.2.2. Exception Report for NCD Confirmed with Effective Date later than Cover Note Effective Date

5.3. Insert the Cover Note issuance date range, and click on the SUBMIT button.

5.4. Report displayed as follow:

Exception Report for Unsuccessful NCD Confirmation Requests via New Business												
Cover Note Issue Date Range from 01/01/2010 to 31/01/2010												
Report generated at 22/03/2010 02:12:23												
Date Submit	Request ID	Request Type	Previous Vehicle Registration Number	Previous Insurer	ID No 1	ID No 2	Response Code	Current NCD(%)	Next NCD(%)	Cover Note No	Cover Note NCD(%)	View Complete Data
28/01/2010 10:05:53	77100128100553000803	NCD Confirmation (Registered Car)	JLJ8586	HSBC AMANAH TAKAFUL BHD	850904-01-6031	-	CFO000	30.00	38.33	MF400285		<a href="#">View Complete Data</a>
28/01/2010 10:21:13	77100128102113000805	Cancellation of Confirmed NCD	JLJ8586	QBE INSURANCE (MALAYSIA) BERHAD	850904-01-6031	-	CCN077	-	-	MF400285	0.00	<a href="#">View Complete Data</a>