

# premium

THE UNI.ASIA GENERAL QUARTERLY

Giving the  
**'Gift of Life'**



Counter staff  
**get new look**



Consolidating  
office space for  
**Greater  
Efficiency**



# CEO's message

## Pulling out all the stops

As we herald the beginning of the new financial year of 2010/11 in UniAsia General Insurance Berhad, we are keenly aware of the need to keep our eyes trained on the competition and to stay alert to other market sensitivities.

While we acknowledge the 2010/11 financial year to be yet another challenging one, we are all the same, revved up and ready to work towards reaching our RM400 million target in gross premiums. I am confident by improving our claims management, rebalancing our business portfolio and focusing on underwriting the more profitable segments of the Motor, Fire and PA insurance business, we will surpass our target profit before tax of RM35 million.

There are no short cuts to achieving this. We must always be conscious of maintaining top-notch service levels whether to our customers, our business partners or our stakeholders. Productivity is key. As is efficiency and innovation in every job we undertake.

As we tackle the year ahead, let's do so with the right mindset – with enthusiasm, a can-do attitude and teamwork, we can work any challenge to our benefit.

Having said that, I would like to thank our dedicated staff, our agents, our intermediaries and our clients for the support and loyalty you showed us during a rather challenging 2009. Despite the difficulties, we turned in commendable revenue. And it is YOU that made it happen.

I am confident we can do better in 2010. So here's to a new beginning with new challenges to face and a winning spirit that will see us through to the end.

Best regards to all,  
**DAVID TAN**

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Our counter staff are busy at work in their new orange-coloured jackets.

## Counter staff **get new look**

**S**taff manning the counters at Uni.Asia General Insurance Berhad have a spanking new look that reflects the dynamism and professionalism of the company they represent.

Stepping out in their new uniforms on 22 January 2010, the updated dress code is orange in colour to reflect Uni.Asia General's corporate branding shade. All 18 staff received two sets of uniforms each.

This new dress code has done wonders in helping project the right image of the company while also enhancing the spirit of working together as a team for our counter staff.

Besides the new look, our counter staff also underwent three days of grooming and training in public-relations so they could handle our customers' queries and requests in a more positive and professional manner.

To all our counter staff, you truly look and act the part now!

**This new dress code has done wonders in helping project the right image of the company while also enhancing the spirit of working together as a team for our counter staff.**



Our smart-looking counter staff are all smiles as they pose for a picture with our CEO David Tan.

# Giving the 'Gift of Life'



One of the most selfless acts one can do is to donate blood – in fact one could save up to three lives with just their donation alone.

Imagine enabling a premature baby to live, a burn victim to recover, a cancer patient to be treated, an accident victim to survive, or a transplant candidate to have life-saving surgery.

With this intention in mind, Uni.Asia General held a day-long Blood Donation Drive with the theme 'Gift of Life', together with the National Blood Bank on 5 April 2010 at Menara Uni.Asia.

We are happy to report that our staff came forward in droves to donate their 'gifts of life'. Apart from them, even our customers and building tenants showed-up to donate blood, proving just how giving and caring Malaysians truly are. All in all, 74 donors registered with 47 new donors recorded this time around.

Talking to reporters from the *New Straits Times* about the blood donation drive, our CEO David Tan said, "It takes only a few minutes but makes an immeasurable difference to those in need of blood transfusions."

This was the second blood donation drive we organised with the National Blood Bank and we are happy to say we collected over 70 pints of blood.

Besides a basic blood test and light refreshments, every donor received a mystery gift for their effort.





## 70 pints of blood donated

**KUALA LUMPUR:** UniAsia General Insurance Berhad organised a blood donation drive recently.

The "Donating the Gift of Life" campaign, was held at Menara UniAsia.

The six-hour event received enthusiastic support from employees, customers and building tenants.

This is the second blood donation campaign organised by UniAsia General in collaboration with the National Blood Bank. More than 70 pints of blood were collected.

The company is making the blood donation drive an annual activity.

"Donating blood is one of the best things we can do for the community.

"It takes only a few minutes but makes an immeasurable difference to those in need of blood transfusions," says UniAsia General chief executive officer David Tan.



A nurse draws blood from a donor.

News clipping about the UniAsia General Blood Donation Drive that appeared in the *New Straits Times* on 12 April 2010 in 'Streets' - Diary section, page 13.

**"It takes only a few minutes but makes an immeasurable difference to those in need of blood transfusions."**

CEO David Tan



# Consolidating office space for Greater Efficiency

As part of the rationalisation exercise to optimise office space as well as provide a more productive and efficient work environment for staff, KL Main Retail, Broking & Accounts consolidated their operations and officially shifted to the 7th floor of Menara Uni.Asia.

The relocation was carried out smoothly on 5 February 2010. The existing furniture and fittings on the 6th floor were recycled and the whole floor vacant restructured for leasing. The proper recycling of resources and planning of space have resulted in considerable cost savings and more rental income while encouraging greater interaction among staff thus improving operational efficiency. By 8 February, it was business as usual as all staff were ready to tackle their workloads at their new work stations.

Besides the general work of shifting files, desks and seats, IT staff did an excellent job of re-wiring all computer terminals and telephone lines.

Thank you everybody for making the relocation swift and smooth and for resuming your duties so soon with great efficiency.



## Relocating for enhanced Quality & Service

The Uni.Asia General branches in Taman Tun and Wangsa Maju were transformed into Service Branches on 1 April 2010, concurrent with the centralisation of the branches' main operations at the 7th floor of our Head Office at Menara Uni.Asia.

As such functions relating to Accounting, Underwriting and Claims will be centralised at the Head Office while the Service Branches will continue to serve our business partners and customers by offering counter and MMIP services as well as the conveniences to access the FLAS system, submit claims and other documents.

This move demonstrates our commitment towards providing a one-stop hub that solely focuses on extending speedy and immaculate services to our valued business partners. It also provides a more conducive and comfortable environment for customers and staff alike.

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# HR steps in to complete **Restructuring Exercise**

Now that the company restructuring exercise is fully under-way, the Human Resource & Administration Department has finalised the transfers and re-designations of several staff. Below is the latest listing...

## TRANSFERS

**MR. PETER ONG WOUI LOON:** Assistant General Manager – Product Development & Management, Underwriting Division

**MR. RAVICHANDRA RAJ:** Manager – MMIP, Sales & Business Development Division

**ENCIK MALIK AMIR BIN ALI:** Manager – Motor Theft/Investigation, Claims Division



**CIK AMINATON BT AMIN:** Manager – Bancassurance Operations, Central Region

## RE-DESIGNATIONS

**MR. WALTER WILLIAMS DEVARAJ DAVID:** Manager – MMIP, Claims Division

**MS DAPHNE WONG CHIAO YEN:** Assistant Manager – Marketing & Corporate Communications

## WHAT'S NEW

# Online damage claims for customers launched

Since 1 March 2010, Uni.Asia General policyholders have been making their auto claims directly at our panel workshops instead of at our branches.

The workshops now send the necessary documents using the IGTS/Merimen system to the claims technical department at our Head Office for further processing.

The integration between IGTS and Powervision means all claims submitted are automatically registered with no need for physical registration.

Since real time claim registration and initial reserves are successfully captured upon registration automatically, there is no longer any need to move files between branches and regions or between regions and the head office. All documents are now scanned and available in the estimating systems.

With the online approval of claims, turnaround time is improved as well as there is savings as there is no need for courier charges.

# Uni.Asia General sows goodwill in futsal tournament

Sometimes it's not about winning. It's about participating in a common favourite pastime in the name of goodwill and getting to know your industry counterparts better.

With that clear objective in mind, Uni.Asia General sent 10 men and 10 women to participate in the 6th Inter-Financial Institutions AmBank Group Cup Futsal Tournament 2009 held at the HTO de Futsal, Subang Jaya on 16 January 2010.

There to play their hearts out for Uni.Asia General were Mohd Daud, Mohd Fitri, Mohd Hafez, Muhammad Razi, Hamidi Mustafa, Wan Hasaimi, Azman Mohd Ariffin, Azmi Danian, Irzam Afzainizam and Suhadi Ramly.

Meanwhile the women who represented Uni.Asia General were Nurmalahanum, Nik Yusnida, Mazura, Nor Hashimah, Nor Hazira, Fazliana, Norlina, Siti Aminah, Ruzana and Sharillah.

Uni.Asia General was proud of the sportsmanship our players displayed and we encourage more staff to participate in sporting events of this kind. Since there will be many more sporting activities in the coming months, everyone will have their chance at competing.

Among the other participating teams in the futsal tournament organised by the *Majlis Sukan Bank-Bank Malaysia* were the AmBank Group, Maybank, Bank Simpanan Nasional, CIMB, Takaful Ikhlas, CIMB Aviva Assurance and Kurnia Insurans.

**It's about participating in a common favourite pastime in the name of goodwill and getting to know your industry counterparts better.**



Our player seems to be saying, "C'mon, bring it on guys!"



Our handsome lads put up a good fight to the finish.



Don't be fooled by our ladies in red who were pretty tough on the pitch despite their demure smiles.



Our players leaving the hall happy to have participated in the tournament.