

premium

THE UNI.ASIA GENERAL QUARTERLY

Do it right with
e-waste!



Recycling efforts
**benefit the less
fortunate**



Ace bowlers
**stir up excitement
at tournament**



CEO's message

On the fast track to bigger rewards

Few things come to us on a silver platter. More often than not, we have to work extremely hard, keep improving ourselves and adapt with the times to strive for a better future. It's no different at Uni.Asia General Insurance Berhad.

We began Q1/2010 with a mix of existing and new initiatives and already, these are bearing fruit. We achieved RM110.4 million in Q1 Sales, RM13 million in profit before tax and exceeded *Bank Negara Malaysia's* Internal Capital Adequacy Ratio (ICAR) of 180% as at end June 2010. This has positioned us amongst the top well-capitalised insurance companies in the country. We are confident of improving our ICAR to well over 200% before the end of this financial year.

We achieved these results with the support, commitment and teamwork from our management, staff and business partners. This same work ethic is seen in how we strive to increase commissions earned by our business partners through offering more saleable products – Agreed Value Plan (AVP), Third Party Fire and Theft (TPFT) and the Personal Accident Motorist Companion series of products just to name a few.

Yet our commitment goes beyond this – it includes improving our service levels. Whether it's through opening our counters earlier, closing later, offering a payment option via credit cards, ensuring speedier settlements in our claims services or ensuring our customer care personnel are better trained and more courteous, it's a commitment we take seriously.

Mindful of the community we operate in we have taken positive steps towards giving back to society. In the new financial year 2010/11, Uni.Asia General successfully implemented four Corporate Responsibility campaigns in four short months. Besides April's blood donation drive, we held a recycling campaign in July and topped that with a community visit to a home and a Family Day. In the coming months, you can look forward to activities involving business partners as well.

I am confident we will continue to pitch our efforts and make a success of everything we do so that we can sustain this growth for the rest of the year.

DAVID TAN

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Greater efficiency

now that restructuring is complete



Now that the restructuring exercise for Uni.Asia General Insurance Berhad is complete in line with the company's directions, the organisation can expect better control and enhanced efficiency in its overall operations.

Company CEO, Mr. David Tan announced that as a result of the restructuring, three divisions and/or departments had been renamed to better reflect their respective functions.

Since 1 June 2010 the Sales & Business Development Division has changed its name to Marketing & Business Development Division whereas the Finance & Support Services Division has been renamed Operations & Support Services Division. Lastly the Corporate Risk Management Department is now called the Enterprise Risk Management Department.

Apart from these changes, several staff were also re-designated in accordance with the new organisation structure, the details of which are below...

MARKETING & BUSINESS DEVELOPMENT DIVISION

PRAKASH SANKEY (formerly Head – Sales & Business Development) is now Head - Marketing & Business Development

HAIDZIR BIN MANSOR (formerly Assistant General Manager – Regional & Branch Operations) is now Assistant General Manager – Branch Operations

SHARIN ABDULLAH (formerly Senior Manager – Franchise & Agency Development) is now Senior Manager – Franchise & Agency

MOHD JAMAL (formerly Branch Head – KL Main, Corporate Broking) is now Senior Manager – Broking & Corporate

OPERATIONS & SUPPORT SERVICES DIVISION

AHMAD FAISAL (formerly Head – Finance & Support Services) is now Head – Operations & Support Services

M. JACKLINE (formerly Head – Human Resource & Administration) is now Senior Manager - Human Resource & Administration

DAPHNE WONG (formerly Manager – Marketing &

Corporate Communications) is now Manager – Corporate Communications & Customer Care

CLAIMS DIVISION

ASHA VERGHESE (formerly Senior Manager – Bodily Injury) is now Senior Manager – Motor Claims (Bodily Injury)

SHARMILA GEORGE (formerly Senior Manager – Regional Claims Motor) is now Senior Manager – Motor Claims

JEFFERY LIM (formerly Manager – Technical Claims) is now Manager – Motor Claims (Technical)

AMINAZRUL NIZAM (formerly Senior Manager – Regional Claims Non-Motor) is now Senior Manager – Non-Motor Claims

MALIKAMIR (formerly Manager – Theft/Investigation) is now Manager – Claims/Investigation

ENTERPRISE RISK MANAGEMENT DEPARTMENT

RAVEENDRAN N. (formerly Senior Manager – Compliance Assurance) is now Head – Enterprise Risk Management

Do it right with e-waste!



When it comes to disposing of e-waste, many Malaysian are still not aware of the hazards involved. It is not uncommon to see discarded CPUs, broken mobile phones or old radios slumped on trash heaps or left by the roadside along with other garbage.

In line with our corporate responsibility initiative to live and work in a more 'green', environmentally responsible manner, Uni.Asia General Insurance Berhad held a three-day e-Waste Recycling Campaign at Menara Uni.Asia.

With Uni.Asia General staff giving their full support, we managed to collect RM919.60 in exchange for 52 monitors, 74 CPUs and 298kg of other e-waste.

To ensure the smooth running of the recycling campaign, a booth was set up from 5-7 July 2010 so staff, tenants and customers could drop off their e-waste items conveniently.

A joint-effort with Alam Flora Sdn Bhd, Uni.Asia General's e-Waste Recycling Campaign was held to help raise awareness on the necessity to act responsibly when disposing of used and unwanted electronic equipment.

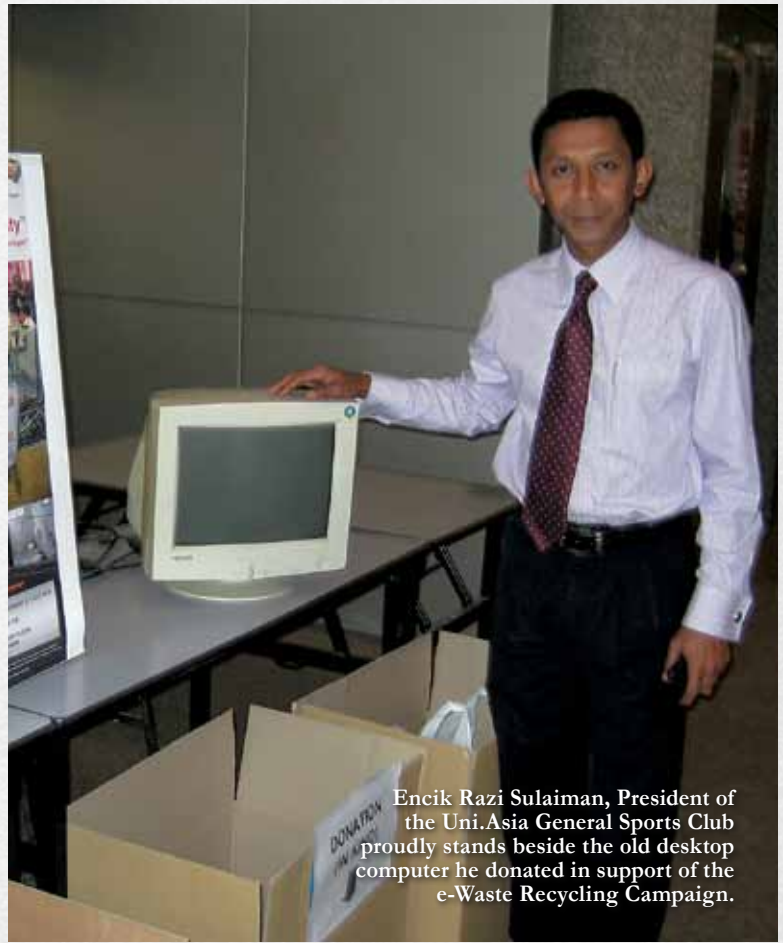
According to Encik Razi Sulaiman, President of the Uni.Asia General Sports Club "Many of us were not aware that by discarding e-waste indiscriminately, hazardous metals inside those electrical components seeped into our soil and rivers thereby contaminating the food and water we later consumed."

E-waste is defined as old or unwanted computers, televisions, radios, VCD/DVD players, fax machines, copiers, mobile phones, batteries, adapters, chargers and other electronic items that contain lead and mercury among other toxic materials. If not disposed of in a proper manner, these materials are hazardous to our health and the environment.

Uni.Asia General's e-Waste Recycling Campaign was a great success on many levels. Besides disposing of e-waste in a responsible manner, the campaign helped educate us on the benefits of recycling and helped generate cash donations that were channeled to the needy. Considering its success, we will possibly initiate similar projects in the near future.

To everyone who actively participated in our 'green' e-Waste Recycling Campaign, thank you for helping preserve our precious planet.





Encik Razi Sulaiman, President of the Uni.Asia General Sports Club proudly stands beside the old desktop computer he donated in support of the e-Waste Recycling Campaign.

A joint-effort with Alam Flora Sdn Bhd, Uni.Asia General's e-Waste Recycling Campaign was held to help raise awareness on the necessity to act responsibly when disposing of used and unwanted electronic equipment.



Recycling efforts benefit the less fortunate

Uni.Asia General Insurance Berhad organised a community visit to *Persatuan Kebajikan Warga Tua (dan Kanak-Kanak)* Wilayah Persekutuan in Kepong on 13 July 2010 to donate the proceeds of a three-day e-Waste Recycling Campaign held at Menara Uni.Asia.

With the theme *Recycle for Charity*, the campaign generated RM919.60 from the disposal of e-waste while generous staff, building tenants and customers topped-up that amount with a cash donation of RM1,851. They also donated food, clothes and groceries.

The association managed by Mr. Vinodt is home to eight old folks and 18 orphans, who have been relying almost entirely on funds donated from the clothing manufacturing business owned by the association's Chairman, Mr. Nagaraju.

The association was unable to obtain government aid as the home has no charity status due to a legal clause that stipulates that children and senior citizens cannot be housed under the same roof.

The donation and subsequent visit to the home was part of Uni.Asia General's corporate responsibility initiative to give back to the community in which it operates.

Besides spending time with the residents and sharing a meal with them, Uni.Asia General also donated RM5,000 in cash and RM2,400 worth of household goods. The donation to the association was made with the hope that it would help ease the home's financial burden.



Encik Ahmad Faisal Murad, Head of Operations & Support Services officially presented the mock cheque to the home on behalf of Uni.Asia General.

The donation and subsequent visit to the home was part of Uni.Asia General's corporate responsibility initiative to give back to the community in which it operates.



Some of the household goods donated by staff of Uni.Asia General and members of the public.

Ms Daphne Wong, Manager of Corporate Communications & Customer Care hands over the donation of backpacks to a representative of the home.

Staff come with family in tow for a day of fun

It was a day of sunny skies, great games, fabulous food and camaraderie as Uni.Asia General Insurance Berhad's staff from Operations & Support Services (OSS) Division celebrated their Divisional Family Day with their respective families. The special day out was celebrated on 17 July 2010 at Taman Titiwangsa KL.

Among the highlights of the event was the Waka Waka Family Dancers who got everybody on their feet and ready to start the day with gusto thanks to their graceful *senamrobik* session.

The event was held to give the family members of our staff a chance to socialise with one another in a fun and informal way while getting to know their husband's or wife's peers and bosses at the workplace. The occasion was also a wonderful opportunity for our CEO Mr. David Tan to meet the spouses and children of Uni.Asia General staff.

Looking back on the success of the Family Day, we have to say "hat's off" to Encik Ahmad Faisal and his committee made up of Won, Shahrul, Thava, Asmadi, Iza, Shawaliza, Zura, Ishwari, Rupa and Nora for going all out to make the day truly memorable.

Heartfelt thanks also go to team leader Zarina, Ili, Norsiah and Rostia including their respective families. And heartiest congratulations to the Purple Team for coming out tops!



Team Purple stands tall and proud as they pose for their pictures.



It was time to warm up and let loose as everyone participated in the *Senamrobik* session organised by the 'Waka Waka Family Dancers' to kick-start the day.



Mr Won, President of the Organising Committee seen here with his committee members reluctantly eating something (probably of unknown origin!) during the Fear Factor game.



The kids gave it their all as they plunged enthusiastically into the colouring contest.



Our CEO Mr. David Tan warmly thanked all participants of the Family Day for attending and congratulated those in the organising committee for doing a jolly good job!

Ace bowlers stir up excitement at tournament



Mr David Tan, CEO of Uni.Asia General gives the thumbs-up along with the tournament's bowlers for a well-organised event.



Everyone had a swell time at the tournament as shown by the beautiful smiles on their faces.



1st place winner in the Men's Category, Encik Suhaidi Ramly was filled with pride when he received his trophy from Mr. David Tan.



1st place winner in the Women's Category, Puan Noraini is beaming with joy as Encik Ahmad Faisal, Head of Operations & Support Services presents her with her trophy.

Pins clattered to the ground as deafening cheers of victory filled the air... this was the atmosphere at Wangsa Bowl on 19 June 2010 when the finals of Uni.Asia General Insurance Berhad's Annual Inter-Department Bowling Tournament was in full swing.

This year's tournament was an even bigger success with active participation from all levels of staff. Among the departments and divisions that took part were Finance & Support Services, Underwriting, Claims, Sales & Business Development, the CEO's office as well as staff from our Wangsa Maju, Taman Tun Dr. Ismail, Klang and Seremban branches. All in all, 30 teams took part in the tournament.

The tournament was held as a means of bringing staff and management together in an informal setting so they could bond with each other and work together towards common goals. Clearly a morale booster for everyone, the friendships forged in this tournament will go a long way in fostering better teamwork as everyone strives to achieve company goals as well.

Amidst high-5s and shouts of hip-hip hooray, team

No Nama emerged as the winners with Bara and Past Is Past taking second and third placing respectively.

For the individual event, Suhaidi Ramly won top placing in the Men's Category with Agussalim Yushak coming in second and Mohd Yusainie Yusoff in third place. In the Women's Category, Noraini clinched first place while Siti Azma and Nurmalahanum took second and third placing respectively.

Our Men's Category champs made up of Suhaimi, Agussalim and Mohd Yusainie including Women's Category champ Noraini already did us proud when they represented Uni.Asia General at the PIAM Bowling Tournament. We wish them all the best when they represent us yet again at the MII Bowling Tournament coming up soon.

Below is the list of winners during the recent Annual Inter-Department Bowling Tournament...

TEAM WINNERS

- 1st Place :** No Nama (Mohd Yusainie Yusoff, Zarina Biden, Rohaizad & Suhaidi Ramly) with 1,684 points
- 2nd Place:** Bara (Wan Hasaimi, Azmi Danian, Mohd Fitri & Noor Hashimah) with 1,581 points

3rd Place: Past Is Past (Fariz Hamzah, Agussalim Yushak, Salina Khalid & Shahizul) with 1,542 points

INDIVIDUAL EVENT – MEN'S CATEGORY

- 1st Place:** Suhaidi Ramly from team No Nama with 538 points
- 2nd Place:** Agussalim Yushak from team Past is Past with 478 points
- 3rd Place:** Mohd Yusainie Yusoff from team No Nama with 474 points

INDIVIDUAL EVENT – WOMEN'S CATEGORY

- 1st Place:** Noraini from team Mawar Biru with 440 points
- 2nd Place:** Siti Azma from team Jaws with 424 points
- 3rd Place:** Nurmalahanum from team Feminin with 402 points

