

# premium

## THE UNI.ASIA GENERAL QUARTERLY



### Agents honoured for top-notch service



Getting fired-up for their drill



The Amazing Race with a Uni.Asia twist





# CEO's message

## Creating success by staying positive

After closing our financial year 2010/2011 on a positive note, we are re-energised and ready to redouble our efforts to keep the momentum going as we tackle yet another challenging financial year beginning April 2011.

In the new financial year, Uni.Asia General Insurance Berhad will continue to assist our business partners to attract more customers, earn superior commissions and bring more value to our customers in terms of products and services. We will further improve current work practices to be at the forefront of the industry. In addition, we will continue to raise the bar of excellence for our employees and business partners alike by providing more exciting training and motivational programmes.

Supporting this initiative, we will have more engagements, dialogues and better communication to foster closer relationships with our business partners.

On behalf of Uni.Asia General, we pledge to extend excellent service to our business partners, who we believe will in turn extend the same service level for the benefit of our customers. This is indeed a big challenge and with our wholehearted commitment, we will make a difference to our customers and enhance our reputation in the marketplace.

The year has started with a positive momentum upon the completion of our grand annual Agents' Convention 2010/2011 in early March. It was an honour indeed for the directors and management of Uni.Asia General to recognise the outstanding performers. It was truly an exciting and memorable event that has prompted us to organise an even better convention in the new financial year.

Let's pledge to instil a deep sense of positivity into all that we do. With a positive mindset, we can achieve anything!

DAVID TAN

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## Standing tall through the years



Steven Fong is the Manager and Franchise Dealer of Onflo Marketing Sdn Bhd, one of the pioneer EON (now Proton Edar) dealers in the market. The company was set-up 22 years ago.

**Q** Why does the insurance industry interest you?

**A** Simply because the insurance industry is an integral part to my core business.

**Q** What are the major challenges you face in the general insurance industry today?

**A** Intense competition from other insurers and the strict terms and conditions imposed on vehicles are constant uphill battles. However Uni.Asia General's e-system is a blessing as it has made transactions more convenient compared to the days when it was done manually.

**Q** What would you say is the secret of your success?

**A** I live by the philosophy that the "Customer Is Always Right!". Having this mindset helps satisfy my customers' needs and builds their trust in me as well.

**Q** What is your most memorable occasion with Uni.Asia General?

**A** I was overjoyed to be one of the top performing agents who was invited to participate in the Agents' Convention 2010/2011.

**Q** What piece of advice would you give to those interested in joining the insurance industry?

**A** I would advise anyone joining the general insurance industry to be well-equipped with relevant industry knowledge and always be willing to attain further education in other fields such as information technology, marketing and financial management as these can be applied in their daily business.

## Taxi drivers now covered by MCT



Uni.Asia General Insurance Berhad has introduced the Motorist Companion Taxi Driver also known as MCT, a personal accident insurance plan that provides cover for taxi drivers and their passengers.

Launched on 18 February 2011 and targeted at town taxis, MCT provides protection while driving or riding as a passenger regardless of whether a comprehensive policy is in place.

Offering up to six plans, the benefits include payouts for accidental death, permanent disablement, medical expenses, corrective dental and cosmetic surgery, bereavement allowances and ambulance fees.

MCT will be marketed at all available Uni.Asia General's sales channels with a minimum annual premium of RM100 per policy for five persons including the driver.

**A personal accident insurance plan that provides cover for taxi drivers and their passengers.**

For more information, please call our Customer Service Toll Free at 1-800-888-990 or visit any of our branches. \* Terms & conditions apply.

## AGENTS' CONVENTION

# Agents honoured for top-notch service



Uni.Asia General's Director, Datuk Abdul Shukor Hassan was welcomed by Club Med's Chef de Village, Mr. Laurent Alquier.



Agents arriving by Executive Coach specially chartered by Uni.Asia General.

Delivering excellent performance has its rewards. And so it was that Uni. Asia General Insurance Berhad held their annual Agents' Convention at Club Med Cherating Beach in Pahang from 4-6 March 2011.

The weekend affair was held to record our company's appreciation to our network of agents who put in a sterling performance last year and to motivate them to strive even harder this year.

The Convention was also a great opportunity for senior management and staff of Uni.Asia General to build rapport with our agents while fostering closer ties with them.

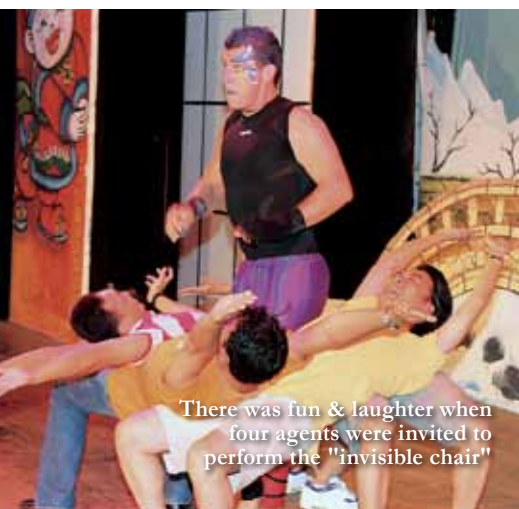
For the agents, attending the Convention meant they could broaden their understanding of the changes taking place within the industry and the company thereby increasing their synergy with us.

One feature of the weekend Convention focussed on teambuilding activities that were specially created so agents could learn to share ideas and work with each other as a team as they achieve their personal and company goals.

Aside from business matters, teambuilding activities including the presentation of prizes and awards, our agents were treated to lavish dinners on both nights. Dinner on the first night carried the theme "Fluorescent Night" and our agents came dressed in a resplendent array of vibrant colours from outrageous oranges and hot magentas to shocking pinks and screaming greens. What a sight it was to behold!

The second night's dinner carried the theme "Hawaiian Night" and everybody came dressed down in floral shirts, hula skirts, colourful sarongs and sun dresses.

The convention was a big success with many agents voicing their satisfaction with everything that was planned for them that weekend. Many too have indicated they are eagerly awaiting the next Convention.



There was fun & laughter when four agents were invited to perform the "invisible chair"



Mr. Ryan Pereira (Head, Penang Branch) and Mr. Peter Ong (AGM, Product Development & Management) entertained the agents during the dinner.



Agents were all smiles as they filled-up their plates with delicious food prepared by Club Med.

## What our agents had to say...

*"Thank you for an amazing time. I was welcomed with so much warmth, sincerity and hospitality from the moment I arrived at Club Med Cherating Beach. Everyone was so caring and helpful."*

*Participating in the Amazing Race was a blast. It certainly did help bring us closer and encourage teamwork. The brainstorming sessions were truly exciting too. After all the hard work, it was pure bliss to just party the night away as we made a beeline for exotic cocktails at the bar. Bravo to the Organising Committee for a great job. Looking forward to next year's."*

**DESMOND KHOR**  
Sri Manjung Auto Sdn Bhd  
Sitiawan, Perak

*"On behalf of all our Southern Region agents and staff, I wish to express my thanks to the management for a wonderful event. Our agents had a good time especially at the Amazing Race. Those who couldn't make it are eager to know when next year's event will be!"*

*The Convention has certainly motivated our agents to push harder this year so they can qualify for the trip next year. Many have already set their sights on becoming Million Ringgit Producers in the new financial year 2011/2012. I wish to thank everyone who helped organise the Convention – it was truly memorable!"*

**MATTHEW FRANCIS NETTO**  
Regional Head, Southern Region  
Uni.Asia General Insurance Bhd

*"Our agents were surprised at how approachable and down-to-earth our CEO David Tan was, and many commented on how comfortable they felt in his company."*

*The planning and organisation of the event was excellent too and everyone had a very good time. We also wish to commend our CEO for extending his warm hospitality to our agents throughout the two-day event. Our agents have certainly set a very high standard in performance yet everyone is already looking forward to celebrating our successes at next year's Convention."*

*Kudos to the Organising Committee for a truly excellent job!"*

**RYAN PEREIRA**  
Head, Penang Branch  
Uni.Asia General Insurance Bhd



Everyone got together to share drinks, conversation and laughter.



Uni.Asia General's Director, Mr. Lawrence Pereira and Mrs. Pereira together with the East Malaysia Regional & Branch Head entertaining their agents.



Agents taking to the floor to kick-start the party.



Uni.Asia General's Director George Pereire presenting prizes to the Amazing Race winning team.



Million Ringgit Producer award recipient, Xavier Saganathan from Seremban receiving the award from Uni.Asia General's Director, Dato' Dr. Shahari Ahmad Jabar.



Group photo of all the 21 Million Ringgit Producers.

UniAsia  
WELCOME TO AGENTS CONVENTION 2010/11  
4th - 6th March 2011 Club Med Cherating Beach

# The Amazing Race

## with a Uni.Asia twist



**T**wenty teams made up of Uni.Asia General agents took up the challenge to compete against each other in the company's Amazing Race Challenge on 5 March 2011 during their annual Agents' Convention at Club Med Cherating Beach in Pahang.

The race included a series of fast paced, fun, dynamic and competitive teambuilding activities that encouraged bonding and trust among members of the group. The mechanics of the challenge was simple enough - the team that completed the most challenges in the shortest time frame was deemed the winner.

But that was all that was simple! The challenges were demanding yet exciting and included some hair-raising activities like going on a trapeze, archery, rock-climbing and a treasure hunt. Participants even had to learn, then read Braille on their own.

One challenge involved members kayaking out to a buoy to collect a puzzle that was to be brought back to

the beach and solved. Another more fun challenge included learning then performing the French Can Can while the golf drive challenge required participants to hit a golf ball into umbrellas placed at swimming pools at cryptic locations. The objective of the challenges was to enhance teamwork, polish the participants' negotiation skills and encourage problem solving.

The three winning teams are listed below:

### CHAMPIONS

Team No. 13 with nine members and a finishing time of 1 hour 58 minutes

### SECOND PLACE

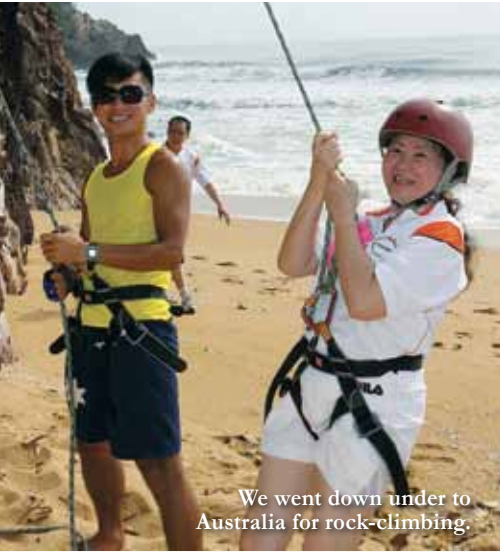
Team No. 11 with eight members and a finishing time of 2 hours 5 minutes

### THIRD PLACE

Team No. 7 with nine members and a finishing time of 2 hours 7 minutes

Congratulations to all the winners who did a great job of fulfilling the objectives of The Amazing Race - that of stretching your personal boundaries while pursuing a common goal together as one.





We went down under to Australia for rock-climbing.



We went down on our knees at Vanuatu for our Treasure Hunt.



In France. Whoah... this French Can Can is no easy feat!



Hitting golf balls into the pool in Greece.



Meeting our biggest road block in China - no just kidding. It was mahjong!

# The 20 teams of Amazing Racers!



AGENTS' CONVENTION

# A picture perfect Convention in more ways than one!

UniAsia General Insurance Berhad was proud to host this year's Agents' Convention at Club Med Cherating Beach in Pahang from 4-6 March 2011. It was a heart-warming event from start to finish and a great opportunity for our agents to let their hair down and enjoy a relaxing and exciting weekend free from the pressures of work. To those who performed exceptionally well, it was our honour to recognise them for a job well done. Here are some quick takes for the wonderful weekend we spent together.

*\* Note: Please pay attention to the humorous captions. Can you spot yourself in the photos?*



Please point me in the direction of the nearest eatery... I'm starving!



Mr. Prakash turns on the charm as he greets the agents... but why so shy, agent in black?



CEO to Agent: "Hungry? C'mon let's grab a bite!" Mr. Prakash: "Eh, what about me?"



Encik Kamal's daughter: "Enough already with the chatting. Hurry... I want to go for a swim."



Our CEO could not resist welcoming the pretty ladies all in a row!



Mr. Edwin Ang: "OMG! We look the same after all these years." Daphne: "Ya, I still look like a walking stick and you look like the God of Prosperity!"



Agent: "Here's my million-dollar plan to sell more insurance products." CEO: "Well done... let's crunch the numbers at the office!"



Agents: "Wow... what a hunk!"



Mr. Thok: "Are we done taking photos? My lips are hurting from smiling so much."



Agents: "Hmmm... lots of pretty girls!"



What more could a man ask for? Great food and a pretty woman next to me!



I think I should proceed with caution - this food looks laden with calories.



"Is this decor artsy or what?" Eer... we think your pose is more artsy, sir!



Hey, hey, hey... I see someone is off his diet this weekend.



Who would have thought we'd be so lucky to watch a circus performance like this live!



Mr. Thok: "Alamak, why me?" En. Azmi & Zig: "Well, aren't you lucky.....hahaha!"



Lesson learned... don't laugh at others because you could very well be the next victim. Ha ha ha.



Audience: "OMG! If she falls, she'll crush us to a pulp!"



CEO: "Ok, you got any idea what they're trying to do?" Mr. Prakash: "Sorry, not a clue sir."



Mr. Desmond Khor: "C'mon guys, I'm running out of patience here."

AGENTS' CONVENTION



Team 17: "Do what you have to do, we will stand guard and protect your privacy!"



Who said women are slow? See the men behind me?...



Will someone do something about the breeze, please? It's ruining my perfectly styled hair!



En. Zigazig: "Oh no... I have vertigo! Get me down right now."



Mr. Michael: "Is that my shot? No way! Let's keep it between us, ok?"



Archery? No big deal... I can hit the target with both eyes closed!



Mr. Xavier: "Edwin, size doesn't matter. It is strength that counts!"



I am invincible and I have conquered the world!



"Go! The treasure's over there." "Ya, so easy to give orders! Why don't you go find it yourself?"



Ohhhhh ahhhh... what if we fall in the water and a shark has us for dinner?



If they can dance, so can we!



I am invincible and I have conquered the world!



Mr. Alex Lim: "Are you sure I won't get arrested for doing this in public?"



The General: "So, what's our next mission?" The Soldier: "Let's me check, sir."



Team 20: "Yes, we are not the last team!"



Sorry... these two gentlemen are vying for the same title - eerr of poster-boys, we mean.



These Agents show just how much they love Uni.Asia General.



Mr. Peter: "Son, can I have some of your ice-cream?" Son: "Sorry, no can do."



I can be charming if I want to.



Remember to brush your teeth three times a day - then you too can be as proud as we are to flash our smiles for the camera!



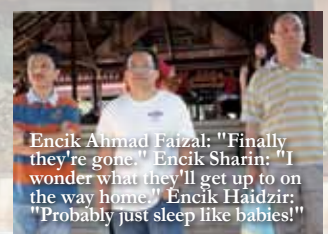
Mr. Lawrence: "Wow! The Million Ringgit Producers are getting younger and prettier every year!"



Hey guys.... don't play-play. I'm the new G.O. of Club Med.



Ladies and gentlemen, a star is born!



Encik Ahmad Faizal: "Finally they're gone." Encik Sharin: "I wonder what they'll get up to on the way home." Encik Haidzir: "Probably just sleep like babies!"

# Memories of a time we will cherish forever



## Strengthening ties through teambuilding

Fifty staff of Uni.Asia General from executives to senior managers, made their way to Tasik Kenyir Resort & Spa for a teambuilding session from 26-28 November 2010.

They comprised of staff from various departments of Uni.Asia General's headquarters, Central Region as well as the East Coast.

The first day at Tasik Kenyir included a safety briefing and an icebreaker session followed by an interesting class on grooming and table etiquette the next morning. Later in the day, participants were briefed on their teambuilding activity.

The trip ended with a sumptuous 'Jungle Fever'-themed BBQ that

included a karaoke session and the teambuilding presentation by the participants.

Everyone departed for Kuala Lumpur the next morning after having thoroughly enjoyed themselves, making this yet another successful teambuilding effort by Uni.Asia General.

**The sessions included a safety briefing and an icebreaker session followed by an interesting class on grooming and table etiquette.**



Participants listened intently to the briefing on their teambuilding activity.



The briefing on table etiquette was especially interesting.

## Getting fired-up for their drill

Staff of Uni.Asia General enthusiastically participated in a fire drill that was held recently at their office. The drill was carried out to ensure that everyone was ready for speedy and safe evacuation in the event of a fire.

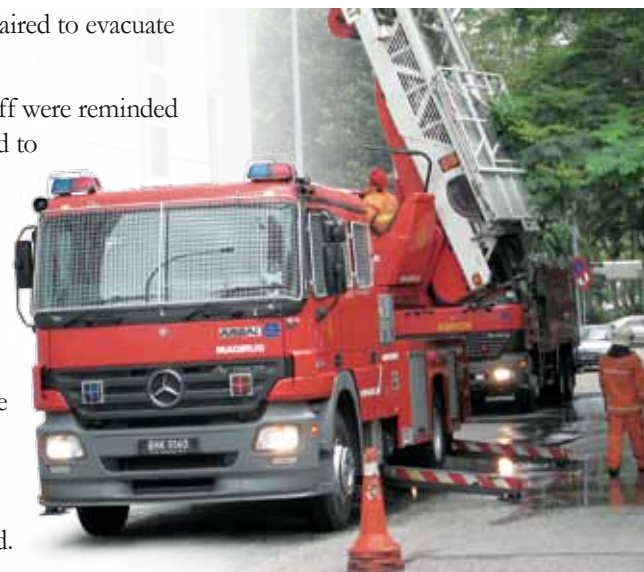
The drill was also an opportunity for staff to learn the routes of the various emergency exits and assembly points while staying alert for when the all-clear was given to re-enter the building.

Floor monitors were assigned to ensure staff complied with all the proper procedures, one of which included that staff give preference to their colleagues who are

pregnant or physically impaired to evacuate the building first.

During the fire drill, staff were reminded not to use the elevators and to remember to take their valuable personal belongings such as wallets as well as car and house keys when they exited.

We are pleased to say the fire drill was a success as everyone gave their full cooperation and followed all procedures as instructed.



Uni.Asia General staff from the 8th & 9th Floor lined up patiently during the fire drill exercise.



A Fire Department representative briefs the gathered crowd.



Ahmad Faisal, Head of Operations & Support Services, Uni.Asia General with the Floor Wardens and Floor Monitors giving a big "thumbs-up".

## FLOOR DECORATING COMPETITION

## Christmas cheer is in the air!

A floor decorating competition with the theme 'Merry Christmas' was held from 20-31 December 2010 in an effort to encourage the spirit of teamwork and family togetherness at Uni.Asia General.

Everyone did a wonderful job at transforming their respective floors into beautiful Christmas wonderlands and the judging

carried out on 28 December declared the following as the winners...

**1st Prize : 9th Floor**

**2nd Prize : 10th Floor**

**3rd Prize : 8th Floor**

Special thanks go out to Floor Captains Kannappan, Sally, Aliza, Norfaezah and Nik Yusnida who took time out to lead their various teams. Great job, everyone!



Frosty the Snowman stole everyone's heart with his sweet face.



The winners are all smiles as they group around our CEO David Tan.

## The rabbit runs riot!

Uni.Asia General ushered in the Year of the Rabbit with a floor decorating competition from 17-31 January 2011 carrying the theme 'Gong Xi Fa Cai'.

Everyone used their creativity in their decorations, drenching their floors in varying shades of red and gold, the main colours for prosperity and longevity.

The judging carried out on 8 February selected the winners below...

**1st Prize : 9th Floor**

**2nd Prize : 10th Floor**

**3rd Prize : 7th Floor**

Congratulations to everyone for going out of your way to make your various floors look truly festive. Special thanks to our Floor Captains Kannappan, Sally, Aliza, Zarina and Nik Yusnida for their leadership.

## Ushering in 2011 by the 'beach'

A 'Beach Party' was held for Uni.Asia General staff on 30 December 2010 to usher in the New Year. Held at Café1, staff came dressed in casual, colourful and creative beachwear ready to rock and roll their way into the night.

There was also a string of staff performances and lucky draws as well as karaoke performances the whole night long. Our CEO David Tan gave a short and sweet welcome speech before the start of the event and got

everyone geared-up to welcome 2011 with even more gusto.

Apart from the great food and good music, we also remembered to present the winners of the Christmas Floor Decorating Competition with their cash prizes. Two staff also received prizes for being the Best Dressed Male & Female.

The 'Beach Party' was a great success with everyone letting their hair down and partying with each other in the spirit of togetherness.



These gals really got into the groove at our 'Beach Party'!



So who's the lucky one taking that big prize home?