

premium

THE UNI.ASIA GENERAL QUARTERLY

Uni.Asia gets a new look in **CYBERSPACE**



The Trusted Name In Insurance

HOME

ABOUT US

NEWSROOM

PRODUCTS

WFO & CLAIMS

AGENCY

UNEXPECTED AUTO BILLS Weighing You Down? - We'll take care of it!



Features



No time to wait for a claim?



HASSLE-FREE claims
An easy guide for quick claims.



Car warranty expiring?
EXTEND your car's warranty with us!



HomeSafe
Give the home that you love the **SECURITY** that it deserves.

Perks of the Month



Give it a **5-star** comprehensive protection plan

BisPro

It's our business to protect yours

and everything in it safe

Make your burden lighter

News Update

- 11 Jan 2006
Uni.Asia sedia perkhidmatan insurans
- 20 Dec 2005
Insurans post baru in green premium Plan
- 24 Nov 2005
BHM To Issue Takaful Licenses To Insurers
- 9 Nov 2005
Takaful Insurance Coverage
- 9 Nov 2005
DRB-NICOP Sanksi 2i Company Nasional Investments, Asiatia
- 8 August 2005
Uni.Asia Takaful Insurans Berhad (16688-K)





CEO's message

Work hard. Stay smart. Reap the rewards.

If globalisation has taught us anything, it would be the importance of staying on top of the game at all times, leaving nothing to chance. At the pace in which we operate our businesses, it is paramount to not only work smart but hard as well while keeping abreast of changes in the industry so we can remain competitive or better yet, attract new customers to our business.

Seeing that the company's financial year is on 31 March, we have to continue the momentum of hard work and staying innovative in our approach to products and services if we are to achieve our goals.

While keeping our focus on this area of the business, we have to remember too the importance of branding and advertising. One of the articles in this issue touches on the revamping of our company website which we see as an innovative branding exercise in cyberspace. We hope you do log-in and witness for yourselves the upbeat, updated new look we created. Having a presence on the net speaks volumes for the company and shows our customers just how far we have come in so short a time. Not to mention the pride we hope our agents feel at having a website dedicated to the company they represent in the marketplace.

Speaking of our agents... in appreciation of their efforts in actively making sales and gaining customer loyalty, we have introduced a new column in Premium called 'AGENTS IN FOCUS' where we will promote these 'heroes' and let you learn the secrets of their success. We hope you will feel motivated by their stories and inspired to create success stories of your own. There will be more of such interviews in the coming issues, so do keep a lookout for those.

As a parting note, let me stress once again the importance of staying competitive in everything we do – whether in developing our products and services, marketing it or selling it to customers in the marketplace. To our agents, you are doing a swell job so keep up the good work! We hope you enjoy our issue as much as we enjoyed putting it together for you.

Best regards,

Hashim Harun
Chief Executive Officer/Managing Director

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Uni.Asia gets a new look in cyberspace



The Uni.Asia General Insurance Berhad website has been revamped and already been launched into cyberspace in early March 2006. The new look and identity is more dynamic and reinforces the company's forward-looking, modern positioning in the marketplace.

The new website's front portion is made more dynamic as the website will constantly be uploaded and updated with latest company happenings as well as new product developments to further update our customers.

The spanking new website can be accessed at www.uniasiageneral.com.my

BRANDING ON THE NET... The revamped website reinforces Uni.Asia General's forward-looking and modern positioning in the marketplace.

FLAS delivers service in a flash!

Uni.Asia General Insurance Berhad is now operating its online transactions using FLAS also known as the Financial Link Agency System.

This system enables all intermediaries that include agents, bancassurance and business partners to transact motor insurance using FLAS via the Uni.Asia General Insurance website.

Launched on 3 January 2006, FLAS will now function as an additional gateway apart from the GeniSys system launched in 2002.

FLAS is managed by Financial Link.



ONLINE CONVENIENCE... Agents can now transact motor insurance online using FLAS.

Teeing-off to **friendship**

Uni.Asia General was proud to be invited to the Proton Biz Partners Golf 2006, a friendly golf tournament organised by Proton Edar on 5 March 2006 at the Kota Permai Golf & Country Club in Shah Alam.

As a show of goodwill, Uni.Asia General sponsored a Gen.2 car worth RM48,000 as the Hole-In-One prize.

The more than 100 participants of the tournament were made up mostly of CEOs and Managing Directors from finance and insurance companies in Malaysia. Among the participants from Uni.Asia General were CEO/MD, Encik Hashim Harun and GM, Corporate Services Division, Tuan Haji Mohd Fauzi Yaakub.

Encik Hashim makes a putt on the green.



Tuan Haji Mohd Fauzi takes a swing.



CAPTION...?

Uni.Asia rides high at roadshow

Uni.Asia General Insurance Berhad was proud to set-up its promotional booth at the Proton Edar Sdn Bhd Corporate Sales Roadshow, held from 18-26 February 2006 at the First World Plaza, Genting Highlands.

Besides being a splendid opportunity for Uni.Asia General to create brand awareness for the company,

the roadshow was the perfect venue to promote its leading product, AutoStar to potential customers.

Also present to lend support to the Proton Edar roadshow was marketing staff from the KL Main Retail Department of Uni.Asia General and representatives from Proton Edar Sdn Bhd.



UNIQUE BRANDING EXERCISE... Staff of Uni.Asia General & Proton Edar handing out balloons to passers-by.



GOOD RECEPTION... Crowds thronging the exhibition area.

Staying in the know...

TRAINING IN SESSION...
Participants are all ears as speakers make their presentations at the seminar.



Those in insurance will know that keeping abreast of industry developments is a continuous process of learning and training. With that in mind, senior management of Uni.Asia participated in a training session on Takaful Islamic Insurance from 14-15 December 2005 at the Pan Pacific Hotel in Kuala Lumpur.

Conducted by the Centre for Training and Research (CERT) Events Sdn Bhd, the objective of the session was to ensure those in senior management could keep abreast of current trends and key developments in Takaful (Islamic Insurance).

The speakers on hand were Encik Azman bin Ismail, Associate Professor Dr. Engku Rabiah Adawiah Engku Ali and Encik Mohd Johan @ John Lee who besides making presentations on the subjects also held Q&A sessions afterwards.

After completing the first day training session, participants took the opportunity to hold a farewell dinner for Regional Manager for East Malaysia Region, Mr. Bluey Ng who is retiring soon from Uni.Asia.

ONE FOR THE ALBUM...
Participants posing with the speakers.

PROVERBS *to live by*

Fortune knocks once at every man's door

Everyone gets at least one good opportunity in his lifetime; everyone has the opportunity to be successful in life.

Actions speak louder than words

A person's character is judged by the thing he or she does and not by what they say.

Speech is silver, silence is golden

Talk may be beneficial, but sometimes acquiescence may be the best option to take.

Faint heart never won fair lady

To succeed in life one must have the courage to pursue what one wants.

The inside story on Agent K.K.Ganeson

Below is a one-on-one session with Mr. K.K. Ganeson of Mico Agencies in Cheras who has been with Uni.Asia General Insurance for almost 20 years. With just two employees, Mr. Ganeson has worked hard to make his agency among the best in the country. An avid reader who loves to browse the Internet, Mr. Ganeson also loves gardening and spending time with his family. So how did this 'family man' make it big in insurance?

Q: How did you start your business?

A: My brother Raju was the catalyst. As a businessman in decorative lightings, it was his idea that I manage all of his in-house insurance matters.

Q: Why does the insurance industry interest you?

A: First and foremost, it has allowed me to create a stable income for myself and my family. Although a professional, I call the shots because I can work on my own time and that gives me a sense of freedom. Being in the insurance industry also helps broaden my scope of knowledge and I am able to serve my clients better by sharing this information with them. Besides, I love communicating with people from all walks of life.

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

A: Trying to help my clients understand the numerous general insurance clauses and endorsements! Also I have to say that competition is very strong. So in order to sign-up with me rather than the next chap, I have to work hard to gain my clients' 100% trust. I must ensure they are totally satisfied with my services and that of Uni.Asia's.

Q: What would you say was the secret of your success?

A: Punctuality - nobody likes to be kept waiting for appointments. Also remember, "the client is always right" so it's important to respect their feelings and treat them politely. I also believe in always "doing my homework" so that means I make it a point to ensure their records are always up to date.

Equally important is a sense of responsibility which includes good record keeping. It could be something as simple as sending them or



their family members a birthday or wedding anniversary card! Also reinforce relationships by constantly keeping in touch with

them and sometimes this means participating in their special occasions too.

Q: What are your future plans for your company?

A: Number one on the agenda is getting more corporate clients. Secondly is using the new technologies available to give my presentations more impact.

Q: The minimum maintenance contract requirement for agents has been introduced by PIAM. How do you think it affects agents?

A: I think it's a good idea. It will encourage agents to do more business and in this way earn a better income. I imagine some agents will not be able to meet the criteria, so I hope they will be reviewed on a "case by case" basis.

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

A: Oh, that would be the Uni.Asia Get-Together Dinner at the Swiss Garden Hotel with agents and management personnel about 10 years ago.

Q: Can you tell us about the awards or recognition you received from Uni.Asia General?

A: I received the Top Agency Award in the Non-Motor Premium category (Top-30 Achievers) in May 1998.

Q: Can you tell us a bit about your family?

A: I am the fourth in a family of

seven siblings. I am married with two children.

Q: Can you tell us a bit about your education and career before joining the insurance industry?

A: I completed my education at Technical Institute, then worked for three years as a trainee draughtsman in an architect's firm. Later I joined JPS (DID), KL and was there for five years before joining Great Eastern Life.

Q: If you had not joined the insurance industry, what would you be doing now?

A: I would have continued at JPS (DID) or furthered my studies in architecture.

Q: How would you describe yourself?

A: I'm definitely a positive thinker and very organised. I'm disciplined, punctual and responsible and believe in working smart. Patience is my virtue and I pride myself on being a polite and caring person to all who I meet.

Q: What is the best piece of advice you would give to someone interested in joining the insurance industry?

A: That there is a great future here because the industry is growing and you are guaranteed of a good income. It is also important to gain extra knowledge whenever you can and learn new techniques. Most importantly, if you "Help enough people get what they want; you will get what you want"!

Q: What motivates you?

A: Seeing the look of satisfaction on my client's face. Also the introduction of the e-Motor Cover Note - that really reduces travel time!



STAFF MOVEMENT from 1/1/2006 to 31/1/2006

APPOINTMENT	DESIGNATION	BRANCH/DEPT.	W.E.F
Mohd Norazman bin Ramli	Executive Business Development	Kota Bharu	1-Jan-06
Norezelin binti Mahamad Ramli	Executive Business Development	KL Main Retail	4-Jan-06
Aminazrul Nizam bin Amran	Senior Manager, Branch Claims	Claims	5-Jan-06
RESIGNATION	DESIGNATION	BRANCH/DEPT.	W.E.F
Sharina binti Ibrahim	Administrative Assistant	Batu Pahat	13-Jan-06
Che Ibrahim bin Che Idris	General Manager	Operations	19-Jan-06
Carol Low Pheck Leng	Executive Business Development	Klang	22-Jan-06
Fuziah binti Jamal	Administrative Assistant	Southern Region Claims	31-Jan-06
TRANSFER/REDESIGNATION	PREVIOUS DESIGNATION/BRANCH	NEW DESIGNATION/BRANCH	W.E.F
Rosly bin Salleh	Service Assistant - KL Main Corp.	Administrative Asst. - KL Main Retail	1-Jan-06
Mohd Zaini bin Abu Kasim	Administrative Assistant	Executive	1-Jan-06
Rohayu binti Abd. Rahman	Johor Bahru	Finance & Accounts	16-Jan-06
Rabiatul Adawiah binti Mohd Nor	Operations Division	Underwriting Division	23-Jan-06
Jayaparagasam a/l Mugunen	Operations Division	Underwriting Division	23-Jan-06
Norhashimah binti Ahmad	Operations Division	Underwriting Division	23-Jan-06
Naimah binti Ayob	Operations Division	Underwriting Division	23-Jan-06
Yahani binti Hashim	Operations Division	Underwriting Division	23-Jan-06
A. Jalil bin Othman	Operations Division	Underwriting Division	23-Jan-06
Mohammed Ariff Mohamed Kassim	Operations Division	Claims Division	23-Jan-06

STAFF MOVEMENT from 1/2/2006 to 28/2/2006

APPOINTMENT	DESIGNATION	BRANCH/DEPT.	W.E.F
Ashok Kumar a/l Vaishnodass	Assistant General Manager	Underwriting - Technical	1-Feb-06
Jarinah binti Hadjiran	Executive	East Malaysia Region	6-Feb-06
Mohd Nizam bin Omar	Executive Business Development	T.T.D.I	13-Feb-06
Syaril bin Ahmad Tajuddin	Assistant Manager	Internal Audit	13-Feb-06
RESIGNATION	DESIGNATION	BRANCH/DEPT.	W.E.F
Dhivager a/l Rathakrishnan	Senior Analyst Programmer	Information Technology	3-Feb-06
TRANSFER/REDESIGNATION	PREVIOUS DESIGNATION/BRANCH	NEW DESIGNATION/BRANCH	W.E.F
Rossuhaida Mohammad Suhaimi	Corporate Services	Reinsurance	1-Feb-06
Aniza binti Ismail	Klang	Central Region (Credit Control)	2-Feb-06
Joly a/p Mathews	Non-Motor Claims	Marketing & Corp. Communication	15-Feb-06
Woon Kim Hwa	KL Main - Corporate Broking	Marketing & Corp. Communication	15-Feb-06
Maimon binti Khamis	Administrative Asst. - KL Main Retail	Executive - Marketing & Corp. Comm	15-Feb-06
Roziena binti Ab Karim	Tele-Agent	Executive	15-Feb-06
Chew Man Wah	Central Region Claims	Central KL	20-Feb-06
Norhapiza binti Yahaya	Reinsurance	Kuching	20-Feb-06

Uni.Asia burns the midnight oil for Thaipusam

Fifteen volunteers from Uni.Asia worked from 1.00 a.m. to 6.00 a.m. on Thaipusam morning when they agreed to man a refreshments booth in front of their office at the Jalan Sultan Ismail - Jalan Raja Laut junction.

The volunteers gave out free drinks and light refreshments to the approximately 150,000 devotees who passed the Uni.Asia building on their way to Batu Caves. The procession of Lord Muruga's chariot had earlier left the Jalan Bandar temple.

This was part of Uni.Asia's way of showing Malaysians their corporate citizenry.

SOCIAL RESPONSIBILITY...
Handing out food to Uni.Asia volunteers.



FULFILLING THEIR VOWS...
Devotees at the Thaipusam festival.



Votes are in... **AGM** for Uni.Asia Football Club!

It's that time of year when out go the old and in come the new! Despite it being Valentine's Day, 50 staff turned-up on 14 February to vote in the new members of the Uni.Asia Football Club.

The newly-elected Committee Members for 2006/07 are:

- a) Razi Sulaiman - President
- b) Suhady Ramly - Team Manager

- c) Syeikh Nazri - Secretary 1
- d) Abdul Ghafur - Secretary 2
- e) Sukiman Ahmad - Treasurer
- f) Zamri Hamdan - Committee
- g) Yaacob Ismail - Committee
- h) Hazrul - Committee
- i) Asmadi - Committee
- j) Mohd Jalil - Committee



After the election, the activities planned for the year ahead were announced to all.

- 1) KLFA League 2006 - 2nd Division
- 2) Inter-Insurance Futsal Tournament 2006 - Uni.Asia General is defending champion
- 3) Futsal - Founder Vision Cup 2006

THE NEW TEAM... Standing (L-R): Zamri, Asmadi, Yaacob, Jalil, Sukiman & Hazrul
Sitting (L-R): Suhady, Razi & Ghafur.