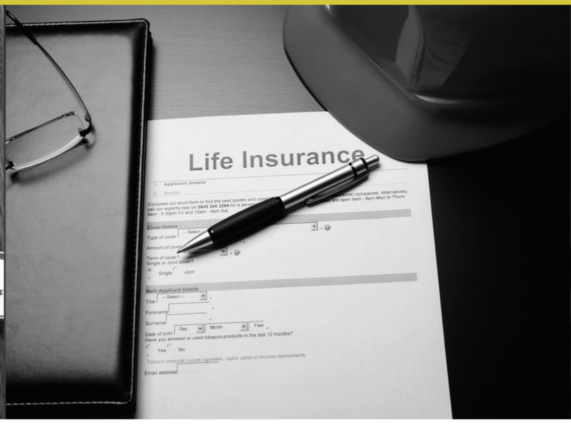
TRAINING PROGRAMME - LIFE

General Overview of Life Insurance Operations

26-27 February 2019

THE MALAYSIAN INSURANCE INSTITUTE



Key Learning Outcome

At the end of the program, participants should be able to:
- recognize the insurance companies environment.
- describe the roles and functions of the various departments in a typical life insurance and takaful company.
- identify various distribution channels used for marketing life insurance.
- describe professionalism through ethics, education and career planning.

Key Course Content

Day 1

- Life Insurance - History and Evolution
- Life Insurance companies and their environments
- Organisational Structure of Life insurance companies
- Principles of organisation
- Stakeholders / Levels and Functions of Management
- Responsibilities and business process of each departments

Day 2

- Functions of Each Departments Individual
  - Risk Management / Legal Compliance
  - Human Resources / Information and Technology
  - Finance / Treasury Operations / Investment
  - Audit / Actuarial/ Product Development
  - Marketing / Product Distribution
  - Underwriting
  - Policy Serving / Customer Service/ Conservation
  - Claims
  - Branch Operations
- Distribution Channel
  - Agents
  - Telemarketing
  - Bancaassurance
  - Brokers
  - Corporate Agency
- Life Insurance agency profession
- Professionalism in insurance - Ethical behaviour
- The new Financial Services Act
- Continuing education and career planning

Target Audience

- New entrants in the insurance companies / takaful operators
- Existing staff who would like to explore their horizon in other departments for job rotation purposes
- Existing staff who would like to further develop their understanding in the respective departments

Trainer's Profile

EDWIN LAU
B.Sc (Hons) (UK), MFP(Aust), ANZIIF(Senior Assoc), ChFC, CFP, RFP and Shariah RFP

Edwin has been actively involved in insurance industry for more than twenty five years. He has held various positions as Manager of Underwriting, Branch Head and Head of Operations and Customers Service. He has a Bachelor of Science (Honours) and possesses a Master in Financial Planning. He is also a Senior Associate of The Australian Insurance Institute and New Zealand Institute of Insurance and Finance (ANZIIF).

He currently provides financial planning consultancy to both individual and business owners in the financial services industry. He serves as Treasurer of the Malaysia Financial Planners & Advisers Association.

He also conducts regular training in technical insurance with Malaysian Insurance Institute and various institutions in financial planning for professional examination. He is a certified trainer to Malaysian Insurance Institute, RFP program in addition to CFP program.

Edwin is a Chartered Financial Consultant (ChFC), a Certified Financial Planner (CFP), Registered Financial Planner (RFP) and Shariah Registered Finnancial Planner (Shariah RFP).

Date	26 - 27 February 2019
Closing Date	6 February 2019
Time | Duration	9 am - 5 pm | 2 Days
Price	MII Member : RM 901 (single), RM 849 (Group) Non Member : RM 1104 (Single), RM 1047 (Group) International: USD300 (Single), USD280 (Group) **(HRDF Claimable) * Subject to HRDF Conditions**
Level	Foundation
CPD Points	14
Venue	**THE MALAYSIAN INSURANCE INSTITUTE** MII City Centre, Suite 6.0W, Level 6 Wisma FGV, Jalan Raja Laut, 50350 Kuala Lumpur

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- Registration can be done via online at www.mii4u.org/ilms/user/login. (*Group Registration : Minimum 3 participants and above)
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The Malaysian Insurance Institute
No. 5, Jalan Sri Semantan 1,
Damansara Heights,
50490 Kuala Lumpur.
Malaysia

MII City Centre
Suite 6.0W, 6th Floor,
Wisma FGV, Jalan Raja Laut,
50350 Kuala Lumpur.
Malaysia

General Line: +603 2087 8882
Fax: +603 2093 9287
Website: www.insurance.com.my

Contact:
sales@mii.org.my
santhi@mii.org.my (ext. 273) | Hp No: 012 652 3934
azean@mii.org.my (ext. 274) |Hp No: 017 649 2510
ashraff.rasol@mii.org.my (ext. 275) | Hp No: 012 210 0465