

**Workflow Process**

**ACQUIRING NEW BUSINESS-BDU  
(NON-MOTOR)**

Doc No.	AIB-WP-BDU-002
Rev.	2
Date	01/08/2019
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Interaction	Control/Activities	Records
<pre> graph TD     Start([Start]) --&gt; Step1[1. Establish Contact]     Step1 --&gt; Step2[2. Appointment with Prospect]     Step2 --&gt; Step3[3. Obtain existing policy details]     Step3 --&gt; Step4{{4. Prepare Placement Slips}}     Step4 --&gt; Step5[5. Send Placement Slips to Insurers]     Step5 --&gt; Continue[Continue to step 6]                     </pre>	<p>1 Establish contact.</p>	
	<p>2 Make Appointment/Call prospect.</p>	
	<p>3 Obtain existing policy details/claims experience from prospects (preferably try to obtain copy of existing policies including rates, insurer, discounts, etc).</p> <p>In the event the copy of the existing prospects policy not obtainable, all relevant information must be noted with supporting documents and placed in the file.</p>	<ul style="list-style-type: none"> <li>• Copy of prospects policy/claims experience</li> </ul>
	<p>4 With information obtained, prepare Placement Slips (improve coverage where necessary, i.e: add extra extensions, reduce existing rates, etc). Persons who prepare the Placement Slips are responsible for checking them before sending them to insurance companies.</p>	<ul style="list-style-type: none"> <li>• Placement Slips</li> </ul>
	<p>5 Send Placement Slips to at least 3 insurance companies (Licensed Ins Co) to obtain quotations for premium above RM30,000.</p> <p>a) For premium <u>above RM30,000</u>, 3 quotations are not obtainable if:-</p> <p>i) For certain risks, eg, bailee liability/Large Special Risk(LSR), etc,</p> <p>ii) Client requested to maintain with the existing insurer.</p> <p>b) For premium <u>below RM30,000</u>, 3 quotations to be obtained from insurance companies <u>upon client requisition</u>.</p> <p>Insurer to revert the Placement Slips within 3 working days for standard classes of insurance and between 4 working days to 14 working days for non-standard classes of insurance.</p> <p><u>Note:</u> Examples of 'Standard classes of insurance' are;</p> <ul style="list-style-type: none"> <li>• Tariff classes</li> <li>• Good risks, ie, no claims</li> </ul>	<ul style="list-style-type: none"> <li>• Letter/Fax/Email</li> <li>• Placement Slips</li> <li>• Quotations</li> </ul>

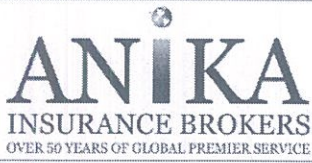
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<pre> graph TD     A{Quotations Recd?} -- No --&gt; B[Follow up with insurer]     A -- Yes --&gt; C{{6. Prepare report &amp; compile}}     B --&gt; C     C --&gt; D[7. HOD check, approved and initial report]     D --&gt; E{Prospect confirmed?}     E -- No --&gt; F([End])     E -- Yes --&gt; G[8-9. Send Placement Slip to Insurer to Hold Cover &amp; forward client file to Servicing Dept]     G --&gt; H[Assist Servicing Head in servicing and collection of premium]     H --&gt; F           </pre>	<p>6 Upon receipt of quotations from Insurers, compile the terms and prepare report (for premium above RM30,000) [Not applicable to LSR].</p> <p>Show comparison of rates between Insurers in report.</p>	<ul style="list-style-type: none"> <li>Report (Proposal)</li> </ul>
	<p>7 Once report is ready, the Departmental Head will check, approve the report/proposal.</p> <p>For tender case, submit the proposal report by the closing date and follow-up. For others, contact prospect, arrange to meet client to explain the proposal to them. Report can be sent to the prospect in advance of the meeting.</p>	<ul style="list-style-type: none"> <li>Report (Proposal)</li> </ul>
	<p>8 Once prospect has confirmed to effect cover, prepare and send Placement Slip (with brokerage amount) to the selected Insurer to request them to confirm "Hold-Cover" in writing.</p> <p>The Placement Slips must carry specific the following in formation, applicable for each policy;</p> <ul style="list-style-type: none"> <li>Serial Numbers,</li> <li>Gross Premium,</li> <li>Service Tax,</li> <li>Stamp Duty,</li> <li>Net premium and Brokerage</li> </ul>	<ul style="list-style-type: none"> <li>Placement Slips</li> <li>Letter/Fax/Email</li> </ul>
	<p>9 Insurer to provide Cover Notes (optional) and confirm hold cover via email confirmation or return Signed Placement Slips to us within 3 working days.</p> <p>Print copy of the email confirmation for records.</p> <p>Proceed to forward client file to the relevant Servicing Head.</p> <p>Assist Servicing Head in maintaining relationship with client and assisting in collection of premium.</p>	<ul style="list-style-type: none"> <li>Cover Notes (optional)</li> <li>Signed Placement Slips or Email confirmation</li> </ul>
	<p>End</p>	





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**Note: The workflow exclude all international business  
CAR/WC and Oil & Gas related Insurance**

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Prepared By:

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Approved By: