

UNPRECEDENTED CHANGE



PIAM YEARBOOK 2020

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CHAIRMAN'S MESSAGE

Welcome to our new digitised version of PIAM's Year Book 2020.

2020 has no doubt been a black swan year which has presented the industry with unprecedented challenges. From having to adjust to a "new normal" in our daily lives in a dramatically evolved business operating landscape, we have also seen consumer behaviour change as priorities shift in response to the Covid-19 global pandemic. Some of these changes might well be permanent. Like any major crisis in human history, as a species, humans have proven to be resilient, resourceful and adaptable. We are therefore both hopeful and positive in equal measure that together as Malaysians and as a global community we shall overcome this pandemic.

Stepping up to manage the crisis in our country, the insurance industry was pleased to be given the opportunity to demonstrate its corporate citizenship by responding to a call from the Government for financial assistance for the public to conduct Covid-19 tests. The industry rallied together with PIAM, LIAM and MTA jointly setting up an RM 8 million Covid-19 Test Fund (MyCTF). The fund was launched in March 2020 and provided a reimbursement mechanism for medical insurance policyholders for Covid-19 tests.

Several enhancements have been made since the launch of the fund which included expanding the eligibility criteria to cover reimbursements for asymptomatic patients and mandatory pre-hospital admissions testing. As at 28 May 2021, the fund has received 68,158 cases and the industry has further topped up the fund with another RM2 million. I would like to place on record our appreciation to Malaysian Re on the management of the fund, to Insurance Services Malaysia Bhd in providing the platform for submission of claims and last but not least of course thanks to member companies for generously contributing to this fund which has assisted our policyholders in times of need.

I am happy to welcome on board our new Chief Executive Officer (CEO), Ms. Julie Chong, who is heading the transformation of PIAM in line with the recommendations from the strategic review exercise undertaken in 2019. The Secretariat is looking at the 4 pillars to ensure we stay relevant, continue to add value to our member companies and strive to ensure a successful association both internally and externally. The Board and I are supportive of the next stage of the Secretariat's developmental journey by building on existing talent in addition to broadening the competencies and skill sets of the senior management team.

As its endeavours to anticipate and generate dialogue on future trends and opportunities, the "new" PIAM has identified several themes for 2021 and beyond, incorporating climate positive outcomes, customer centricity and the future of insurance distribution. I believe that if we manage the threats and opportunities well as an industry, we will be able to operate more efficiently with a better appreciation of the risks brought about by the climate emergency, have a better understanding of consumer needs, and be able to respond in a timely manner with the right products delivered through the right channels in order to earn even stronger consumer satisfaction and advocacy.

On behalf of the Board, I would like to convey my sincere thanks and gratitude to our former CEO, Mr. Mark Lim Kian Wei for his commitment and years of leadership in PIAM. We wish him all the best in his future endeavours.

Last but not least, the Board and I would like to convey our sincere appreciation to the relentless support, contribution and consideration from everyone involved in the Association's affairs and who have helped us to accomplish our goals. Towards this end, we are greatly indebted to our staff for their unconditional commitment and dedication in carrying out their tasks and responsibilities throughout the year.

Stay safe and stay healthy.





PERSATUAN INSURANS AM MALAYSIA
General Insurance Association of Malaysia

ABOUT US

The history of Persatuan Insurans Am Malaysia (PIAM) originated from the establishment of various insurance and tariff associations set up in 1885 that played a role as a collective voice of the insurance industry in Malaya and Singapore, shortly after the independence of Malaya in 1957. In June 1961, the Insurance Association of Malaya was formed to maintain tariff discipline, respond to new insurance legislations and promote sound insurance practices. For the first time, an Association was established in Kuala Lumpur to safeguard the country's general insurance interest.

Subsequently, PIAM was incorporated in May 1979 as a statutory trade association recognised by the Government of Malaysia for all registered insurers who transact general insurance business. Currently, PIAM has 25 member companies comprising direct general insurance and reinsurance companies operating in Malaysia.

OUR MISSION STATEMENT

To be a Dynamic Trade Association serving the interests of our members by creating a favourable business environment and working closely with all stakeholders to support the initiatives under our National Agenda.

OUR CORPORATE OBJECTIVES

- Articulate One Unified Voice for and on behalf of the industry
- Create Favourable Business Environment for member companies
- Promote Image of the industry and its Role in the Economy
- Educate Consumers on General Insurance Products
- Foster Public confidence by protecting the interests of Consumers
- Establish a Sound and Efficient Insurance Infrastructure with Best Practices
- Raise Professionalism and ensure Standards in Distribution
- Harmonise Approaches and Solutions to Industry Issues
- Build a pipeline of talent and profile general insurance as a career of choice
- Facilitate Information Sharing within boundaries of Competition Act

OUR CORE VALUES

| | |
|----------|-------------------|
| P | Professionalism |
| I | Industry-focused |
| A | Accountability |
| M | Make a difference |

OBJECTS AND POWERS

- A. The objects for which the Association is established are to further the interests of the general insurance industry in Malaysia by any or all of the following means:
- (i) To promote growth and sustainability of the general insurance industry in Malaysia in co-operation and consultation with Bank Negara Malaysia.
 - (ii) To represent the interests of members by all means and methods consistent with the laws and Constitution of Malaysia.
 - (iii) To render to members where possible such advice or assistance as may be deemed necessary and expedient.
 - (iv) To take note of events, statements and expressions of opinion affecting members, to advise them thereon and to represent their interests by expression of views thereon their behalf as may be deemed necessary and expedient.
 - (v) To work as far as possible in co-operation with other similar associations.
 - (vi) To circulate information likely to be of interest to members and to collect, collate and publish statistics and any other relevant information relating to general insurance.
 - (vii) To work in conjunction with any legal body or any chamber of committee or commission appointed or to be appointed for the consideration, framing, amendment or alteration of any law relating to insurance.
 - (viii) To organise and manage arrangements and matters of common interest, concern or benefit to members or any group of members and to collect and manage funds for the same.
 - (ix) To undertake, prosecute or defend and at the discretion of the Board of Directors to assist any member of the Association to undertake, prosecute and defend any proceedings, civil or criminal in any Court but not to pay any fine or penalty imposed by such Court against such Member, and to make or at the discretion of the Board of Directors assist any such member to make any representation to any Government or Government representative, public or private body, association, corporation, company, firm or individual.
 - (x) To provide and maintain premises including the purchasing and holding of property for the purpose of the Association and for the use by its members.
 - (xi) To co-operate with the relevant governmental and/or statutory authority in the pursuit of the objectives of the Association and to accept any appointment or nomination by any relevant governmental and/or statutory authority for the carrying out and performance of such duties, powers and functions as may be given, assigned or entrusted in relation to matters concerning the general insurance/reinsurance industry.
 - (xii) To incorporate, register, establish and/or promote any company whether limited by shares, guarantee or otherwise in order to benefit its members or otherwise advance/promote the interests of its members.
- B. The Association shall also do all such acts and conduct all such matters as deemed desirable in the interests of the Association generally and as are consistent with the objects and Constitution of the Association.

OUR MEMBERS



CORPORATE INFORMATION

CHAIRMAN

MR. ANTONY LEE FOOK WENG

CHIEF EXECUTIVE OFFICER

MS. JULIE LEAN GIM CHONG

(EFFECTIVE NOVEMBER 2020)

BANKERS

HONG LEONG BANK BERHAD

150, Jalan Tun Sambanthan
50470 KUALA LUMPUR

AUDITORS

GRANT THORNTON MALAYSIA

Level 11, Sheraton Imperial Court
Jalan Sultan Ismail
50250 KUALA LUMPUR

REGISTERED OFFICE

Level 3, Wisma PIAM
150, Jalan Tun Sambanthan
50470 KUALA LUMPUR

BOARD OF DIRECTORS 2020/21



Mr. Antony Lee Fook Weng
Chairman | Member, Nomination Committee |
Non-Independent Director



Mr. Ng Kok Kheng
Deputy Chairman | Convenor, Finance &
ERM | Non-Independent Director



Mr. Steve Crouch
Chairman Nomination Committee |
Convenor, Public Relations/CSR |
Non-Independent Director



En. Zainudin Ishak
Member, Nomination Committee | Convenor,
Education/HRD | Non-Independent Director



En. Zakri Mohd Khir
Convenor, Regulatory & Industry
Development | Non-Independent Director



Mr. Kong Shu Yin
Non-Independent Director



Mr. William Foo
Non-Independent Director



Mr. Daniel Gunawan
Non-Independent Director
(effective from February 2021)



Mr. Jeremy Lee Eng Huat
Independent Director



En. Noor Muzir Bin Mohamed Kassim
Non-Independent Director



Mr. Chris Kurinsky
Non-Independent Director
(until December 2020)



Ms. Julie Chong
Chief Executive Officer
(effective from November 2020)



REPRESENTATIVES IN OTHER ORGANISATIONS

ASEAN INSURANCE COUNCIL

Mr. Antony Lee
(AIG Malaysia Insurance Berhad)

Ms. Julie Chong (effective November 2020)
(Persatuan Insurans Am Malaysia)

THE MALAYSIAN INSURANCE INSTITUTE (MII)

Mr. Antony Lee
(AIG Malaysia Insurance Berhad)

MALAYSIAN RATING CORPORATION BHD (MARC)

Mr. Ng Kok Kheng
(Great Eastern General Insurance (Malaysia) Berhad)

OMBUDSMAN FOR FINANCIAL SERVICES (OFS)

Mr. Antony Lee
(AIG Malaysia Insurance Berhad)

MALAYSIAN MOTOR INSURANCE POOL (MMIP)

Mr. Steve Crouch
(Chubb Insurance Malaysia Berhad)

NATIONAL TRANSIT TRANSPORT COORDINATING COMMITTEE (Protocol 5)

Ms. Julie Chong (effective November 2020)
(Persatuan Insurans Am Malaysia)

ISM INSURANCE SERVICES MALAYSIA BHD

En. Noor Muzir Mohamed Kassim
(Pacific & Orient Insurance Co. Bhd)

CENTRAL ADMINISTRATION BUREAU (CAB) SUPERVISORY BOARD

En. Zakri Mohd Khir
(Allianz General Insurance Company (Malaysia) Bhd)

VEHICLE THEFT REDUCTION COUNCIL (M) BHD

Mr. Antony Lee
(AIG Malaysia Insurance Berhad)

Mr. William Foo
(Tune Insurance Malaysia Bhd)

Ms. Julie Chong
(effective November 2020)
(Persatuan Insurans Am Malaysia)

FINANCIAL INDUSTRY COLLECTIVE OUTREACH (FINCO)

Board Member:

Mr. Antony Lee
(AIG Malaysia Insurance Berhad)

Ms. Julie Chong (from November 2020)
(Persatuan Insurans Am Malaysia)

Steering Committee:
En. Zainudin Ishak
(Malaysian Reinsurance Berhad)

Ms. Mahinder Kaur
(Persatuan Insurans Am Malaysia)

TASK FORCE ON MEDICAL AND HEALTH INSURANCE COST CONTAINMENT

Mr. Kong Shu Yin
(RHB Insurance Berhad)

Mr. William Foo
(Tune Insurance Malaysia Berhad)

MII CAPACITY BUILDING PROJECT JOINT STEERING COMMITTEE (MII-CBP-JSC)

Ms. Wong Woon Man
(Allianz General Insurance Company (Malaysia) Bhd)

MII ACADEMIC QUALITY ASSURANCE COMMITTEE (AQAC)

Mr. William Tan
(Persatuan Insurans Am Malaysia)



COMMITTEE MEMBERS

EDUCATION AND HUMAN RESOURCE DEVELOPMENT (EHRD)

CONVENOR

En. Zainudin Bin Ishak
Malaysian Reinsurance Berhad

DEPUTY CONVENOR

Pn. Nor Azima Binti Abdul
QBE Insurance (Malaysia) Berhad

MEMBERS

Mr. Francis Xavier
AIA General Berhad

Mr. Ganesvaran Ramasamy
AIG Malaysia Insurance Berhad

Cik Sofia Hanum Binti Mohd Lasim
Great Eastern General Insurance (Malaysia) Berhad

Cik Farina Binti Mohamad Ramlan
Liberty Insurance Berhad

Ms. Charmaine Chan Wai Mun
Lonpac Insurance Bhd

En. Syed Muhammad Faizal Bin Syed Ahmad
Malaysian Reinsurance Berhad

Ms. Adeline Lim Soon Kiat
MSIG Insurance (Malaysia) Bhd

Ms. Shalini Pavithran
The Malaysian Insurance Institute

Ms. Tan Lina
The Malaysian Insurance Institute

Ms. Yap Hsu Yi
Tune Insurance Malaysia Berhad

FINANCE AND ENTERPRISE RISK MANAGEMENT (ERM)

CONVENOR

Mr. Ng Kok Kheng
Great Eastern General Insurance (Malaysia) Bhd

DEPUTY CONVENOR

Ms. Soh Lai Sim
MSIG Insurance (Malaysia) Bhd

MEMBERS

Ms. Nanthini Kandasamy
AIA General Bhd

Pn. Zawinah Ismail
AIG Malaysia Insurance Bhd

Ms. Felicia Lee Chi Kwan
Allianz General Insurance Company (Malaysia) Bhd

Ms. Dang Mei Yin
AmGeneral Insurance Bhd

Ms. Michelle Dan Soo Ling
AXA Affin General Insurance Bhd

Pn. Nor Fazihah Binti Ahmad
Etiqa General Insurance Bhd

Ms. Khoo Sook Hooi
Great Eastern General Insurance (M) Bhd

Mr. Suppiah Poongavanam
Liberty Insurance Bhd

Mr. Ng Seng Khin
Lonpac Insurance Bhd

En. Ekmarrudy Othman
Malaysian Reinsurance Bhd

Ms. Lim Boon Boon
QBE Insurance (M) Bhd

Ms. Maggie Chong Sook Yin
RHB Insurance Bhd

Mr. Goh Teck Keong
Swiss Re Asia Pte. Ltd., Malaysia Branch

Mr. Teoh Kek Pin
Tune Insurance Malaysia Bhd

PUBLIC RELATIONS AND CORPORATE SOCIAL RESPONSIBILITY (PR/CSR)

CONVENOR

Mr. Steve Crouch
Chubb Insurance Malaysia Berhad

DEPUTY CONVENOR

Pn. Rozieana Jamaluddin
Tune Insurance Malaysia Berhad

MEMBERS

Ms. Chen Mei Ling
AIA General Berhad

Ms. Shamala Gopalan
Allianz General Insurance Company (Malaysia) Bhd

Ms. Mok Shu Yuan, Alicia
AmGeneral Insurance Berhad

Mr. Eric Saw Teong Giap
Etiqa General Insurance Berhad

Pn. Haliza Hisham
Liberty Insurance Berhad

Pn. Noorazimah Tahir
Malaysian Reinsurance Berhad

Ms. Lim Yee Feng
MSIG Insurance (Malaysia) Bhd

Ms. Jaena Ong Lai Kuan
RHB Insurance Berhad

REGULATORY AND INDUSTRY DEVELOPMENT (RIDC)

CONVENOR

En. Zakri Mohd Khir
Allianz General Insurance Company (Malaysia) Bhd

DEPUTY CONVENOR

Ms. Fiona Yew
Chubb Insurance Malaysia Bhd

MEMBERS

Ms. Sherley Eleza Ramli
AIA General Bhd

Mr. Philip Huang
AIG Malaysia Insurance Bhd

Ms. Jeyasakthi A/P Ratnasingam
AmGeneral Insurance Bhd

Pn. Razana binti Abdul Rahim
Etiqa General Insurance Bhd

Mr. Peter Ong Wooi Loon
Liberty Insurance Bhd

Mr. Vijayan Ramanjulu
Lonpac Insurance Berhad

En. Muhamad Rizal Bahari
Malaysia Reinsurance Bhd

Ms. Lim Tai Ching
MPI General Insurance Bhd

Mr. Calvin Ng Cheng Kiat
MSIG Insurance (Malaysia) Bhd

En. Jeoffery Bin Asin
RHB Insurance Bhd

Ms. Wendy Tan Mei Mei
Swiss Re Asia Pte. Ltd., Malaysia Branch

Mr. Sean Lau Soon Hock
Tokio Marine Insurance (M) Bhd

Ms. Seng Soo Wy
Tune Insurance Malaysia Bhd

Ms. Teresa Wong
Zurich General Insurance Malaysia Berhad

PIAM APPROVED REPAIRERS SCHEME (PARS)

CHAIRMAN

En. Muhammad Azlan Noor Bin Che Mat
Etiqa General Insurance Berhad

DEPUTY CHAIRMAN

Mr. Alan Sii How Ping
RHB Insurance Berhad

MEMBERS

Mr. Suresh Kumar a/l Batumalai
AIG Malaysia Insurance Berhad

Ms. Penny Sivam Sedase Von Pillay
Allianz General Insurance Company (Malaysia) Bhd

Mr. David Chok Voon Peng
Berjaya Sompoo Insurance Berhad

Pn. Haslenda Md Moktar Rudin
Etiqa General Insurance Berhad

En. Azico Bin Abdul Rahim
Great Eastern General Insurance (Malaysia) Berhad

Mr. Ronnie Chan Yoon Kong
Liberty Insurance Berhad

Mr. Jaspal Singh a/l Arjan Singh
MSIG Insurance (Malaysia) Berhad

SABAH

CONVENOR

Mr. Liew Chi Fui
(effective March 2020)
*Zurich General Insurance
Malaysia Berhad*

Mr. Benedict Majin
(effective September 2020)
Progressive Insurance Berhad

MEMBERS

Mr. Adrian Liew
Liberty Insurance Berhad

Ms. Jackie Loo
Etiqa General Insurance Berhad

Mr. Richard Chok
AIG Malaysia Insurance Berhad

Mr. Jeff Chiew
QBE Insurance (Malaysia) Berhad

Mr. Michael Wong
Tune Insurance Malaysia Berhad

SARAWAK

CONVENOR

Mr. Wong Chen Yi
AXA Affin General Insurance Berhad

MEMBERS

Mr. Stephen Yii
MPI Generali Insurans Berhad

Mr. Andrew Wee
QBE Insurance (Malaysia) Berhad

Mr. Simon Lau
*Zurich General Insurance
Malaysia Berhad*

Mr. Chan Ham Kwang
AIG Malaysia Insurance Berhad

Ms. Judy Lau
(effective November 2020)
The Pacific Insurance Berhad

SUB-COMMITTEE MEMBERS

ACCIDENT, HEALTH AND OTHERS (until July 2020)

CONVENOR

Mr. Christopher Paul Kurinsky
QBE Insurance (Malaysia) Berhad

DEPUTY CONVENOR

Ms. Christine Teh Chooi Hoon
Great Eastern General Insurance (Malaysia) Berhad

MEMBERS

Mr. Suresh Singh
AIG Malaysia Insurance Berhad

Ms. Mary Lim Ah Leng
AmGeneral Insurance Berhad

Mr. Robin Ding (until January 2020)
AXA Affin General Insurance Berhad

En. Azmy Bin Taib
Etiqa General Insurance Berhad

Mr. Matthews a/l George
Liberty Insurance Berhad

Ms. Jenny Yeoh Yeok Len
MSIG Insurance (Malaysia) Bhd

Ms. Tay Li May
Progressive Insurance Bhd

Ms. Amy Tan King Yee
QBE Insurance (Malaysia) Berhad

Mr. Lim Kok Huat
RHB Insurance Berhad

Ms. Lily Teh Lai Lai
Tune Insurance Malaysia Berhad

CLAIMS MANAGEMENT (until July 2020)

CONVENOR

Mr. Derek Roberts
AmGeneral Insurance Berhad

DEPUTY CONVENOR

Mr. Voon Wing Chuan
Lonpac Insurance Bhd

MEMBERS

Mr. Jasvinder Singh a/l Pritam Singh
AIG Malaysia Insurance Berhad

Mr. Darren Joseph Ryan
AmGeneral Insurance Berhad

Mr. Leong See Meng
Berjaya Sompoo Insurance Berhad

En. Muhammad Azlan Noor Bin Che Mat
Etiqa General Insurance Berhad

Ms. Gan Woon Nie
*Great Eastern General Insurance
(Malaysia) Berhad*

Mr. Ronnie Chan Yoon Kong
Liberty Insurance Berhad

Mr. Jaspal Singh a/l Arjan Singh
MSIG Insurance (Malaysia) Berhad

Ms. Chan Cheng Sim
Pacific & Orient Insurance Co. Berhad

Mr. Alan Sii How Ping
RHB Insurance Berhad

Ms. Hima Bindu
Swiss Re Asia Pte. Ltd., Malaysia Branch

DISTRIBUTION MANAGEMENT (until July 2020)

CONVENOR

Ms. Defne Turkes (until December 2019)
Liberty Insurance Bhd

DEPUTY CONVENOR

Ms. Grace Quah Seok Chen
AmGeneral Insurance Berhad

MEMBERS

Mr. Amitabh Singh
AIA General Bhd

Mr. Kevin Rajaratnam
AIG Malaysia Insurance Bhd

En. Mohamed Halid
Etiqa General Insurance Bhd

Ms. Linda Ho Yen Lai
Great Eastern General Insurance (Malaysia) Berhad

En. Haidzir Mansor
Liberty Insurance Bhd

Mr. Sia Meu Ing
Lonpac Insurance Bhd

Mr. Teoh Guan Huat
MSIG Insurance (Malaysia) Bhd

Puan Azizah Binti Supaat
Progressive Insurance Bhd

Mr. Choon Kim Hoe
RHB Insurance Berhad

Mr. Au Peng Wah
Tokio Marine Insurance (Malaysia) Berhad

Mr. Justin Ng Hoong Wye
Tune Insurance Malaysia Berhad

Mr. Foo Chuen Hou
Zurich General Insurance Malaysia Berhad

DIGITALISATION AND TECHNOLOGY (until July 2020)

CONVENOR

Mr. Eric Chang
AIA General Berhad

DEPUTY CONVENOR

Mr. Peter Nyam Wing Keong
Etiqa General Insurance Berhad

MEMBERS

Mr. Michael Fong
Allianz General Insurance Company (Malaysia) Bhd

Mr. Andrew Hong Aun Yee
AmGeneral Insurance Berhad

Mr. Sunny Lim Sze Chuan
AIG Malaysia Insurance Berhad

Mr. Roy Siew Heng Cheong
Berjaya Sompo Insurance Berhad

Ms. Giam Siew Chooi
MSIG Insurance (Malaysia) Bhd

Mr. Ng Yow Huat
MPI Generali Insurans Berhad

Mr. Vikram Jain
The Pacific Insurance Berhad

Mr. Jeff Tan Han Hui
Progressive Insurance Bhd

Mr. Yee Han How
QBE Insurance (Malaysia) Berhad

Mr. Tan Aik Peng (Daniel)
RHB Insurance Berhad

Mr. Tan Lin Hong
Tune Insurance Malaysia Berhad

Ms. Cheow Kok Lan
Tokio Marine Insurans (Malaysia) Berhad

FIRE, MARINE AND ENGINEERING

CONVENOR

Mr. Kong Shu Yin
RHB Insurance Berhad

DEPUTY CONVENOR

Pn. Nur Basmin Md Amin
Etiqa General Insurance Berhad

MEMBERS

Ms. Amy Tan Gow Hou
MSIG Insurance (Malaysia) Bhd

Mr. Foo Yong Chiat
Liberty Insurance Berhad

Ms. Kathleen Chan
Progressive Insurance Bhd

Mr. Krishna Moorthi
AIG Malaysia Insurance Berhad

En. Mohd Zamri bin Zainudin
Lonpac Insurance Bhd

Pn. Nor Mazhana Ahmad Khalib
Malaysian Reinsurance Berhad

Ms. Selina Leong Swee Fun
The Pacific Insurance Berhad



MOTOR

CONVENOR

Mr. K.G. Krishnamoorthy Rao
MPI Generali Insurans Berhad

DEPUTY CONVENOR

Mr. Jimmy Tan Ooi Chai
Allianz General Insurance Company (Malaysia) Bhd

MEMBERS

Ms. Elaine Kok Yoke Foong
AmGeneral Insurance Berhad

Mr. Chua Chee Koon
Chubb Insurance Malaysia Berhad

Pn. Jamilah Palal
Etiqa General Insurance Berhad

Mr. Lee Kee Chong
Great Eastern General Insurance (Malaysia) Berhad

En. Azmi Abdul Wahab
Hannover Rueck SE Malaysian Branch

Ms. Liu Jia
Liberty Insurance Berhad

En. Norhisham Yeon Bin Abd Kadir
Lonpac Insurance Bhd

Pn. Yahani Hashim
Malaysian Reinsurance Berhad

Mr. Gurudutt Joglekar
MPI Generali Insurans Berhad

Ms. Sophia Chan Soi Fong
MSIG Insurance (Malaysia) Berhad

Ms. Chan Cheng Sim
Pacific & Orient Insurance Co. Berhad

Mr. Goh Eng Chun
RHB Insurance Berhad

Ms. Ng Khim Wei
Swiss Re Asia Pte. Ltd., Malaysia Branch

Pn. Suhaila Ismail
Zurich General Insurance Malaysia Berhad

PIAM YEAR BOOK

2020/21

The PIAM Year Book 2020/21 provides an overview of the general insurance industry in Malaysia and highlights the major activities and projects of the Association for the period under review.

Association Membership

As of 1 April 2020, the Association had 25 members comprising licensed general insurance and reinsurance companies operating in Malaysia. There were 21 general insurers and 4 general reinsurers whereby 15 were domestic operations whilst 10 were foreign owned.

ASSOCIATION MEMBERSHIP 2020/21

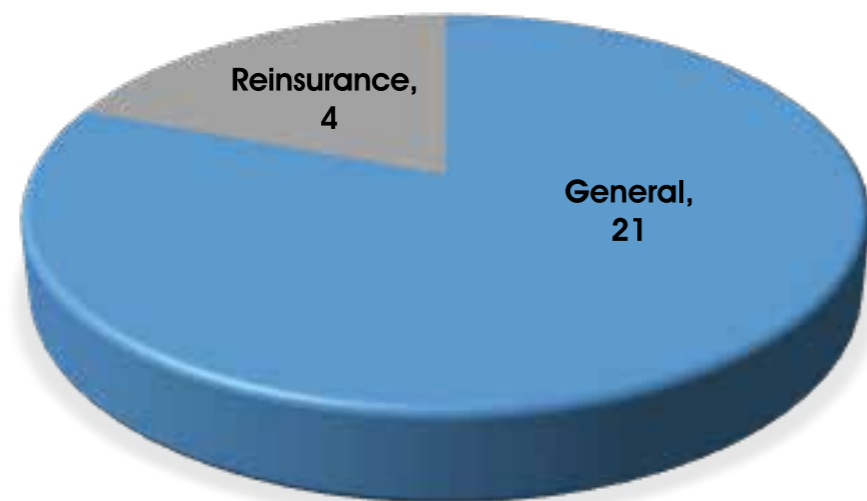


Figure 1 : Association Membership of PIAM

MALAYSIAN ECONOMIC HIGHLIGHTS¹

In 2020, Malaysia's Gross Domestic Product (GDP) declined by -5.6%, versus a growth of 4.3% the year before, as the Covid-19 pandemic has impacted all economic sectors.

Services sector recorded a decline of -5.5% (2019: 6.1%) followed by the manufacturing sector, which contracted by -2.6% (2019: 3.8%). Subsequently, the agriculture sector recorded a decline of -2.2% (2019: 2.0%), mining and quarrying sector fell -10% (2019: -2.0%), while the construction sector decreased -19.4% (2019: 0.1%).

Meanwhile, all expenditure components recorded negative growth, with the exception of Government final consumption expenditure which recorded a positive growth of 4.1% (2019: 2.0%).

Private final consumption expenditure declined -4.3% (2019: 7.6%) while GFCF plummeted -14.5% (2019: -2.1%). Besides that, net exports sharply fell -12.3% (2019: 9.7%) attributed to the slower export performance compared to imports.

The implications of Covid-19 pandemic impacted economic activities which further contributed to the increase of the unemployment rate to 4.8% in the fourth quarter of 2020.

Furthermore, the number of the unemployed increased as compared to 2019. This scenario affects the disposable income which indicates a slowdown and indirectly led to a decrease of the Gross National Income (GNI) per capita from RM 45,212 (2019) to RM 42,531 in 2020. Meanwhile, Movement Control Order (MCO) imposed by the government led to a reduction in domestic consumption expenditure.

¹Malaysia Economic Performance Quarter 2020
https://www.dosm.gov.my/v1/index.php?r=column/cthemeByCat&cat=100&bul_id=Y1MyV2tPOGNsVUtnRy9SZGdRQS84QT09&menu_id=TE5CRUZCbIh4ZTZMODZlbnk2aWR RQT09

GENERAL INSURANCE INDUSTRY PERFORMANCE

The General Insurance Industry registered a decline of -1% in 2020 with total gross direct premiums amounted to RM 17.24 billion.

Motor remained the largest class with a market share of 48.7% followed by Fire at 19.8% and Marine Aviation & Transit (MAT) at 7.7%. Motor insurance recorded gross direct premiums of RM 8.4 billion with a drop of -0.21%.

GROSS DIRECT PREMIUMS BY BUSINESS

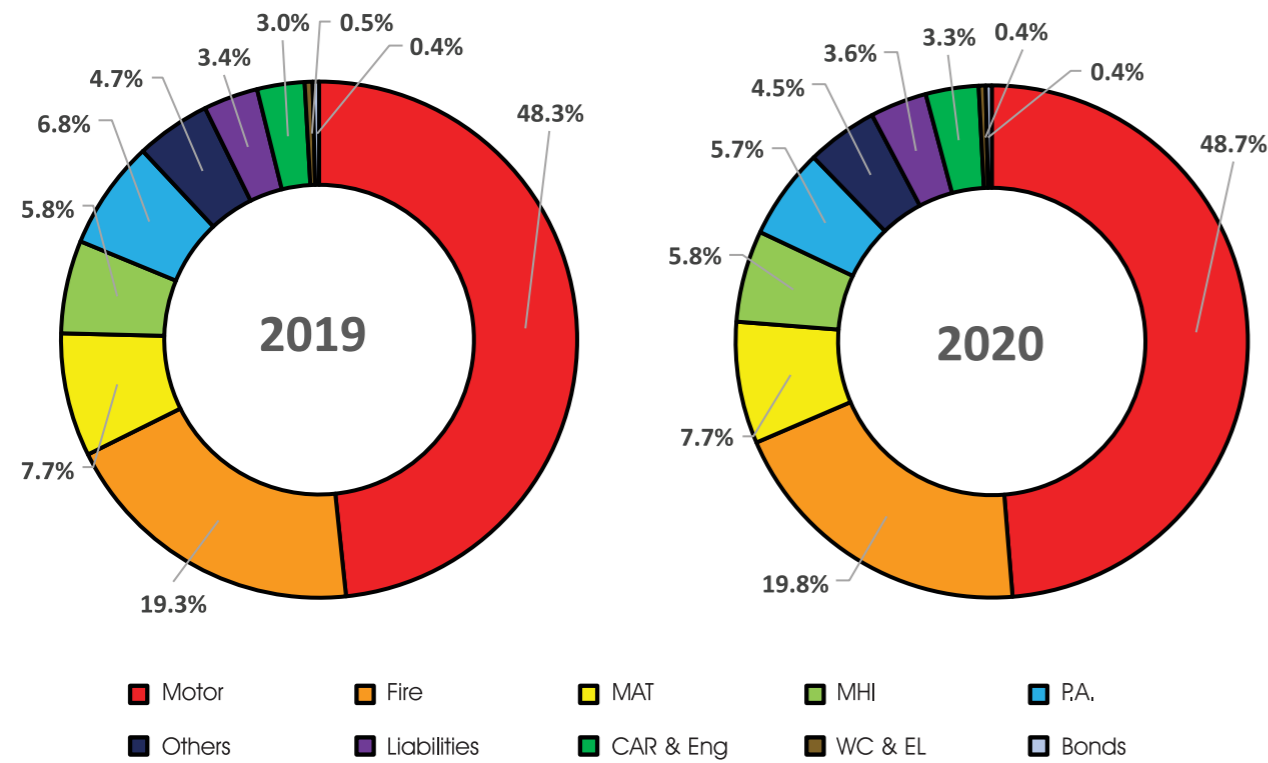


Figure 2: Gross Direct Premiums

Fire insurance grew 1.6% and maintained its position as the second largest class with gross direct premiums of RM 3.42 billion. MAT insurance declined by -1.5% with gross direct premiums of RM 1.33 billion owing to the shrinkage in both the Offshore Oil Related sector and the Cargo sector.

The Miscellaneous Class grew by 1.3% with gross direct premiums at RM 2.11 billion. Medical and Health insurance (MHI) declined -1.7% to RM 1 billion while Personal Accident (PA) insurance dipped 16.6% to RM 0.99 billion.

NET CLAIMS INCURRED RATIO

Overall, Net Claims Incurred Ratio (NCIR) reduced from 58.2% in 2019 to 52.9% in 2020. For Motor an underwriting profit of RM 131 million was recorded with RM 4.85 billion net claims incurred in 2020. On a daily basis this amounts to RM 13 million per day incurred by motor insurers for property damage, bodily injuries and vehicle theft. Claims ratio for Contractors All Risk (CAR) and Engineering dropped to 92.3% in 2020 from 133% in 2019.

CLAIMS RATIO BY SECTORS

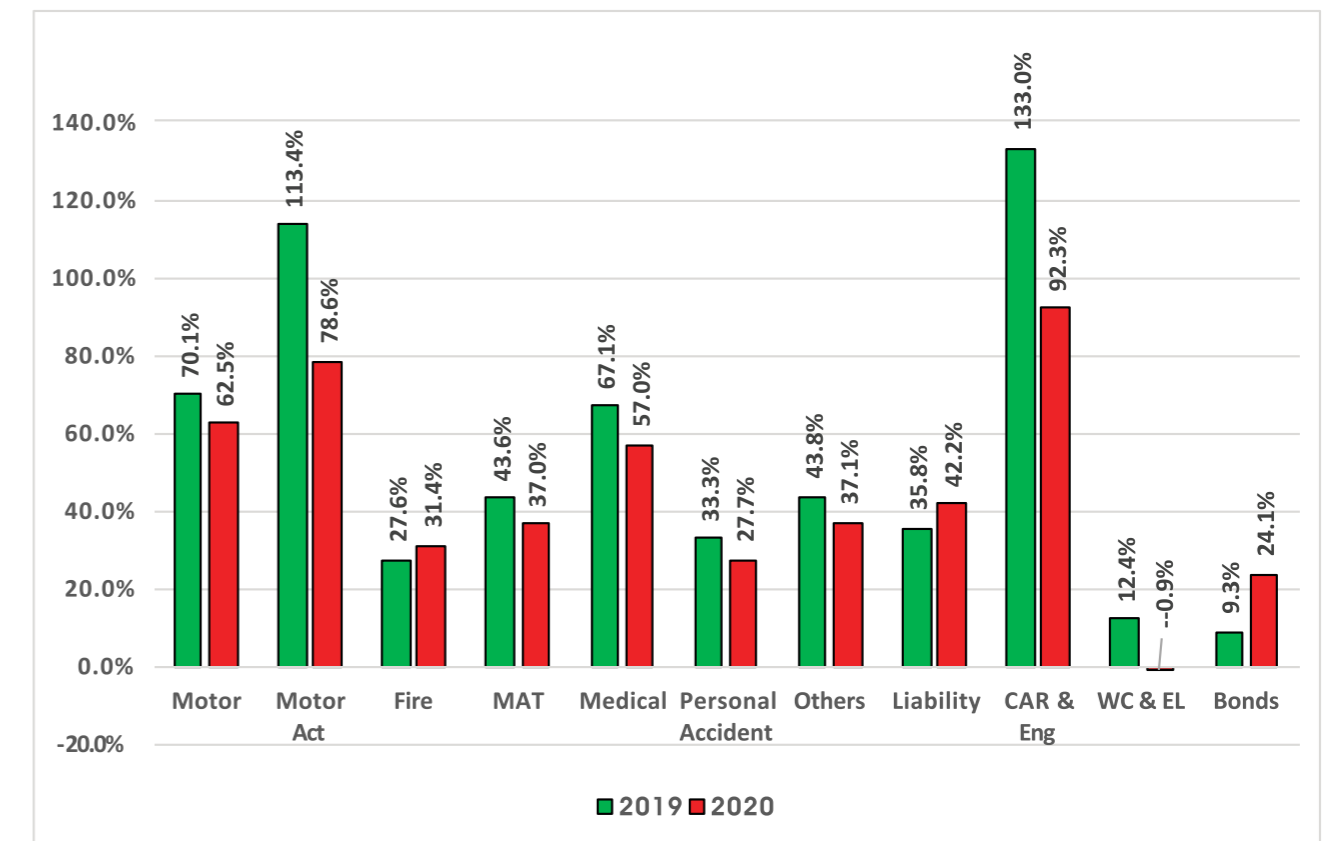
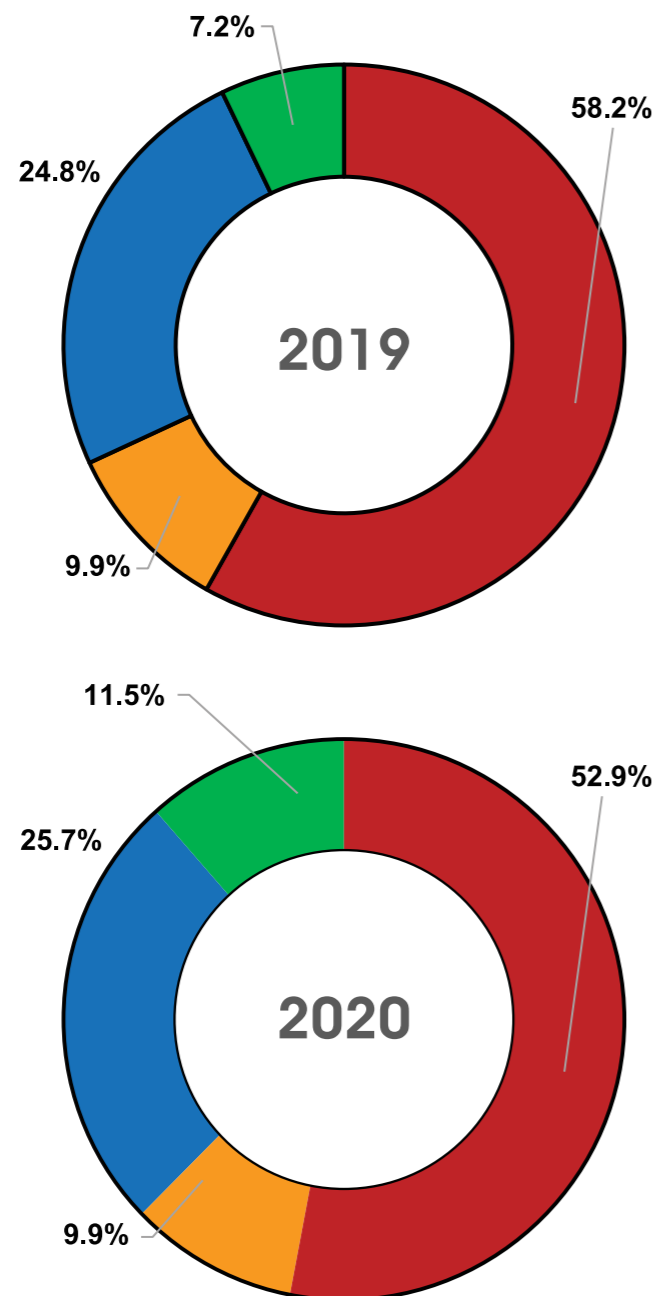


Figure 3: Claims Ratio by Sectors

UNDERWRITING MARGIN

The industry's underwriting margin was at 11.5% amounting to RM 1.5 billion underwriting profit, an increase from RM0.96 billion in 2019. The combined management expenses and commission increased to 35.6% in 2020 from 34.7% in 2019.

UNDERWRITING MARGIN



■ Net Claims
 ■ Commission
 ■ Management Expenses
 ■ Underwriting Margin

Figure 4: Underwriting Margin

KEY INDUSTRY DEVELOPMENTS

PIAM Transformation: Leading from the Front

The insurance industry has undergone significant changes, mainly driven by highly discerning consumers with a preference for online services in recent years. These have reshaped the content and delivery of insurance products. Taking into account the ever-changing environment and higher expectations both from member companies and consumers, PIAM decided to undertake a review of its role and priorities to redefine its future role. The Association saw the need for its services to be benchmarked against other industry associations worldwide.

The review was facilitated by the Boston Consulting Group (BCG). BCG had interviewed the regulator and selected CEOs of member companies on what was working and what required to be improved. The Management Committee at the time met in August 2019 to develop an action plan for the Association.

The review found areas that were working well include: talent development (such as the General Insurance Internship for Talent), industry data exchange, industry sustainability development, strong and committed support from members and improved regulatory credibility. Meanwhile, areas that required improvements include: the engagement with government agencies and Bank Negara Malaysia, generation of insight beyond numbers, industry decision-making governance and processes, public relations and a pro-active and forward-looking vision.

Arising from the above findings, BCG proposed several key strategic priorities and tactical initiatives. In terms of the broader strategic priorities, the focus will continue to be on: building trust and reputation, supporting innovation and technology, driving industry sustainability, narrowing the insurance protection gap and facilitating efficiency of regulatory interaction.

As for tactical initiatives, PIAM will focus on data analysis and insight generation, media engagement, a smooth transition of phased liberalisation, upscaling the motor road safety campaigns, and to introduce more aggressive medical costs containment initiatives.

BCG had also proposed to amend the Association's Constitution. Part of the amendments involve the revamping of the Management Committee structure into a Board of Directors structure - with up to two independent directors from outside the industry. This was to ensure decisions made are in the interests of members as well as consumers in order to build trust and improve the industry's reputation.

The proposals were well accepted by the members and approved by CEOs of member companies.

PIAM CONSTITUTION AMENDMENTS

As part of PIAM's transformation programme, the Association's revised Constitution was tabled for adoption at a Special General Meeting on 7 January 2020. The amended Constitution was approved by the Registrar of Societies on 2 March 2020 and represented a major step forward in the transformation of PIAM and to empower the Association to take the industry to the next level.

Some of the key amendments to the Constitution included:

- 1) The objects and powers of PIAM were revised to focus more on the growth and sustainability of the general insurance industry in Malaysia.
- 2) The Association's powers to formulate and enforce tariffs, rules and regulations, as well as to conduct disciplinary actions against members, were removed.
- 3) PIAM's management and operations, which was previously overseen by the Management Committee, will now be overseen by the Board of Directors.

The participation of independent Board Members will ensure a representation of balanced views impacting the industry and consumers.

The proposed amendments to the Constitution were approved by the Registrar of Societies and the election of the new Board was held on 2 July 2020, with a two years term ending 2022.

COVID-19 TEST FUND

PIAM together with the Life Insurance Association of Malaysia (LIAM) and Malaysian Takaful Association (MTA) had answered the Government's call to set up a RM8 million Covid-19 Test Fund (MyCTF) for medical insurance policyholders.

MyCTF initiative was created to support the Ministry of Health's effort to conduct more Covid-19 tests as part of the country's nationwide measures to combat the pandemic. Qualified claimants who need financial help to test for Covid-19 are able to seek reimbursement of up to RM 300. In December 2020, MyCTF broadened its reimbursement criteria to include claims from asymptomatic patients and mandatory pre hospital admission testing.



COVID-19 TEST COUNT

(APRIL 2020 – APRIL 2021)

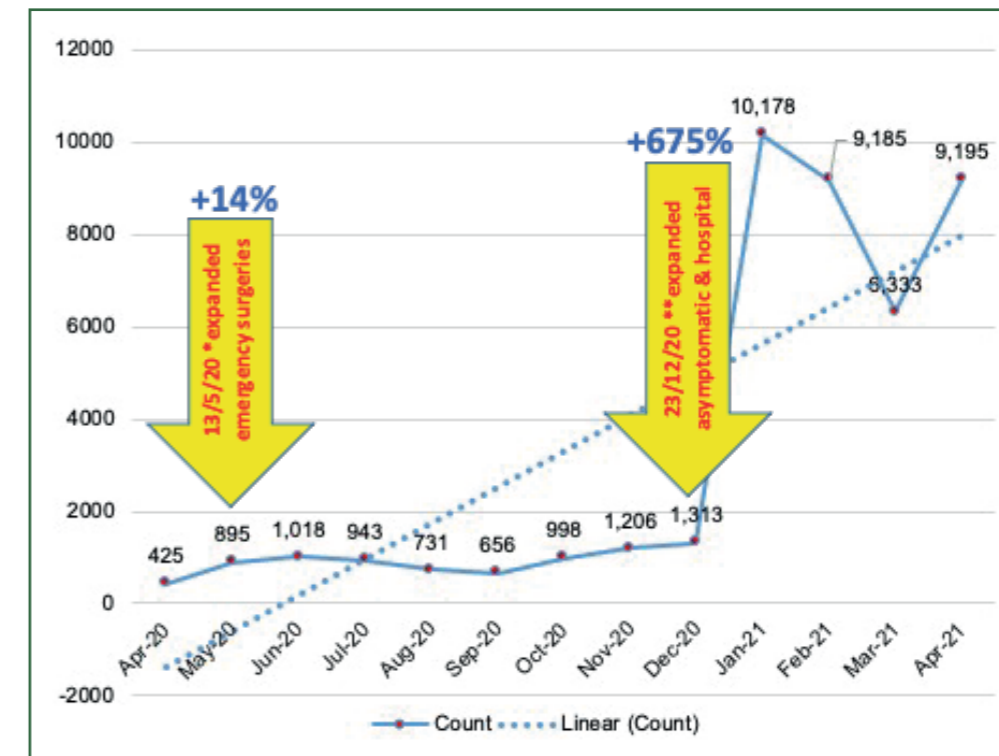


Figure 5: Covid-19 Test Count

PHASED LIBERALISATION OF MOTOR AND FIRE TARIFFS

Introduced on 1 July 2016, the Phased Liberalisation of the Motor and Fire Tariffs provides for the removal of tariffs through a phased approach. Insurers are allowed to introduce new motor products to better serve the needs of consumers and price them according to insurers' respective risk pricing models subject to parameters of +/- 10% from the original tariff rates as of 30 June 2016². The limitation thresholds are meant to cushion the impact of any sudden and significant changes in premium with potential adverse impact on consumers. Any deviation from the aforementioned threshold will require the approval of the industry regulator Bank Negara Malaysia (BNM).

In May 2017, the National Consumer Education Campaign (NCEC) on Phased Liberalisation of the Motor Tariff was launched. It was an initiative jointly undertaken by PIAM and Malaysian Takaful Association (MTA) aimed to educate and raise consumer's awareness on tariffs liberalisation.

The first phase of the NCEC in 2017, themed 'Now I Can Make a Difference', was to empower consumers with the choice to make a difference in order to benefit from the Phased Liberalisation and to shop around for motor insurance policies that cater to their needs.

In 2018, the second phase of NCEC, with the theme 'Play Your Role', featured Adibah Noor, a well-known Malaysian actress, comedian and singer as the campaign ambassador. The industry leveraged her celebrity influence to drive home the messages of road safety.

Going forward, PIAM eagerly anticipates further liberalisation and looks forward to working with BNM on the eventual opening up of the motor and fire insurance market.

² Phased Liberalisation of Motor and Fire Tariffs (bnm.gov.my)

STAKEHOLDER ENGAGEMENT

PIAM's Collaboration with Regional Associations and Stakeholders

1 The 46th ASEAN Insurance Council (AIC) Meeting

The 46th AIC Meeting was held virtually on 16 October 2020 with the aim to create a collaborative platform for exchange of views on key developments, addressing issues relevant to supervision and regulation of the insurance industry in the region. Philippines, which was the host country, selected "Bringing the Philippines to You" as the theme of the meeting.



2 7th COB-WG Meeting

The 21st Council of Bureaux (COB) Meeting was held virtually on 15 October 2020 in conjunction with the 46th ASEAN Insurance Council (AIC) Meetings. The meeting updated on the key progress of the ASEAN Compulsory Motor Insurance (ACMI) system development, integration and COB Website among ASEAN Council Bureaux. A signing of Memorandum of Understanding (MOU) on ACMI Users among COB Members was held to formalise the system, initially scheduled in April 2020, was postponed to a later date due to Covid-19.

3 ASEAN Customs Transit System (ACTS)

The ASEAN Customs Transit System (ACTS), a major milestone in the integration of ASEAN economies, was officially launched on 30 November 2020.

ACTS is now live, allowing free cross-border movement of goods under duty suspension in the six participating ASEAN Member States of Cambodia, Lao PDR, Malaysia, Singapore, Thailand and Viet Nam. Myanmar will join ACTS in 2021 and Brunei Darussalam, Indonesia and Philippines have planned to join the system at a later date, once the business needs have been established.

The implementation of ACTS supports the facilitation of the inter-ASEAN transport of goods, thus increasing the efficiency of ASEAN economies. The development of the system was carried out by ASEAN Member States, with the financial and technical support of the European Union, as well as investment in staff resources and computer equipment by Participating Member States.



INDUSTRY ACTIVITIES

MOTOR

The Future of Motor Insurance Coverage – Peer to Peer (P2P) Car Sharing Platform

Malaysia is progressing further into multimodal transportation innovations, which started with the concept of e-hailing and then moved into the concept of e-bike. Socar Mobility Malaysia Sdn Bhd is the first company permitted to operate P2P under their subsidiary Trevo Malaysia through a Proof of Concept for P2P Car Sharing business vertical, for a trial period of a year effective from 1 August 2020.

P2P is a concept whereby a private car owner can rent out his car through an Operator to an Approved Customer for a fixed period for a fee. The car is advertised on the Operator's platform and all rental details are managed by the Operator. In terms of insurance, the Ministry of Transport's (MOT) mandates that there must be insurance coverage when the car is being used for the P2P business in respect of the driver, the passenger and the third party.

To help provide insurance companies and takaful operators to better understand the concept, PIAM had arranged for a virtual briefing on P2P with members and takaful operators on 2 September 2020. The Association also drafted the non-tariff endorsement template and Certificate of Insurance M.X.23 with input from BNM, MTA, Industry Product Review Board (IPREB) as well as the external legal counsel to address the present P2P requirement. These templates have been circulated via Members' Circular No. 27 of 2021 dated 28 February 2021 as a guide to the industry on minimum P2P cover that should be added to the existing policy in accordance with BNM's policy document on new products.

ACCIDENT ASSIST CALL CENTRE (AACC)

The Accident Assist Call Centre (AACC) is an industry sponsored Customer Social Responsibility programme set up in 2013 as a platform to provide unsolicited assistance to all road users in respect of:

- Breakdowns
- Vehicle towing and/or accident assistance
- Emergency aid
- Contact with own insurer
- Motor vehicle claims related enquiries



The AACC was enlisted to serve the industry on its Covid-19 Test Fund (MyCTF) as a corporate social responsibility initiative which supports the Ministry of Health's (MOH) efforts to conduct more Covid-19 tests for the benefit of qualified recipients. The scheme provided that medical insurance policyholders and takaful certificate holders may apply for a reimbursement on Covid-19 tests subject to a maximum of RM 300 per individual.

AACC receives about 30 calls during the Covid-19 Pandemic Movement Control Order (MCO).

CALL PERFORMANCE SUMMARY (AACC/ICC) 2015 – 2020

| | | 2015 | | 2016 | | 2017 | | 2018 | | 2019 | | 2020 | |
|------------------------|---------------|--------|-------|--------|--------|--------|-------|--------|-------|--------|-------|--------|-------|
| Accident Towing | ICC | 482 | 1,308 | 2,206 | 2,481 | 1,705 | 1,879 | 1,714 | 1,826 | 1,872 | 1,967 | 1,192 | 1,245 |
| | AACC | 826 | | 275 | | 174 | | 112 | | 95 | | 53 | |
| Road Assist | ICC | 2,178 | 6,267 | 12,311 | 13,653 | 8,858 | 9,567 | 8,206 | 8,705 | 6,843 | 7,023 | 6,391 | 6,561 |
| | AACC | 4,089 | | 1,342 | | 709 | | 499 | | 180 | | 170 | |
| General Claim Inquiry | ICC | 1,265 | 2,319 | 1,952 | 2,930 | 1,297 | 2,004 | 821 | 1,206 | 440 | 555 | 252 | 350 |
| | AACC | 1,054 | | 978 | | 707 | | 385 | | 115 | | 98 | |
| Specific Claim Inquiry | ICC | 190 | 447 | 596 | 756 | 303 | 392 | 343 | 456 | 47 | 65 | 49 | 78 |
| | AACC | 257 | | 160 | | 89 | | 113 | | 18 | | 29 | |
| Complaint | ICC | 3 | 8 | 2 | 12 | 1 | 6 | 1 | 3 | 0 | 1 | 1 | 1 |
| | AACC | 3 | | 5 | | 3 | | 2 | | 0 | | 0 | |
| | PARS Workshop | 2 | | 5 | | 2 | | 0 | | 1 | | 0 | |
| Emergency | | 7 | | 4 | | 0 | | 9 | | 36 | | 15 | |
| Others | | 199 | | 12 | | 9 | | 2 | | 6 | | 5 | |
| Unrelated Calls | | 2,387 | | 5,209 | | 6,507 | | 11,158 | | 6,230 | | 10,753 | |
| Overall YTD | | 12,942 | | 25,057 | | 20,364 | | 23,365 | | 15,883 | | 19,008 | |

AACC CALL PERFORMANCE 2015 - 2020

■ 2015 ■ 2016 ■ 2017 ■ 2018 ■ 2019 ■ 2020

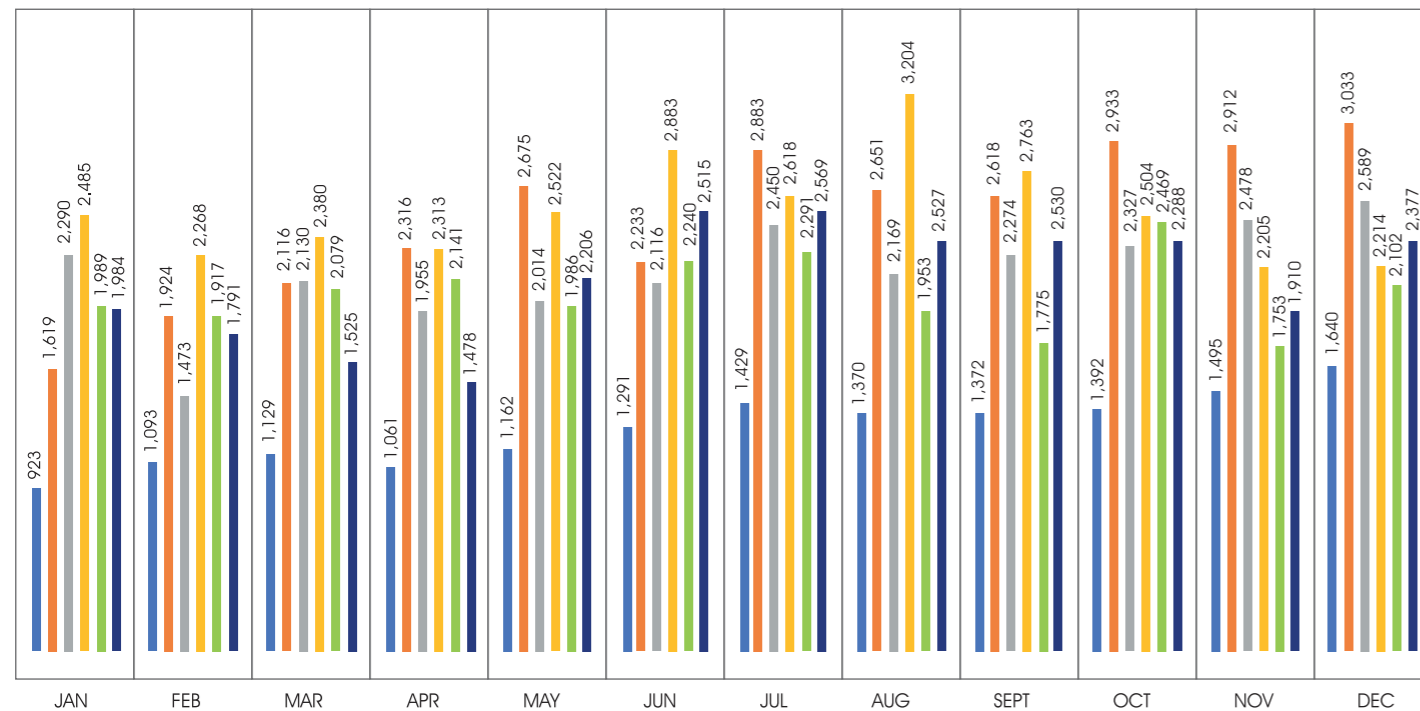


Figure 6: AACC Call Performance

AACC OPERATIONS

1 Operations Meetings

Virtual monthly operations meetings continued to be held throughout 2020 to discuss on operational matters including the Call Centre's activities and performance as well as to resolve topical issues.

The Call Centre was temporarily shut down twice due to building occupant's exposure to Covid-19 infection. This expedited implementation of the Business Continuity Plan (BCP) to relocate instantaneously whenever the need arise in order to ensure continuation of services on a 24/7 basis, nationwide.

2 MyCTF calls (As of Year 2020)

In addition to the usual category of calls services, AACC was required to support the industry's services on MyCTF. Call answering was noted to be professionally handled and functioned well for the year. This service was assumed by our service provider, Telecoms Malaysia temporarily on a complimentary basis and monitoring was manually recorded.



PIAM APPROVED REPAIRERS SCHEME (PARS)

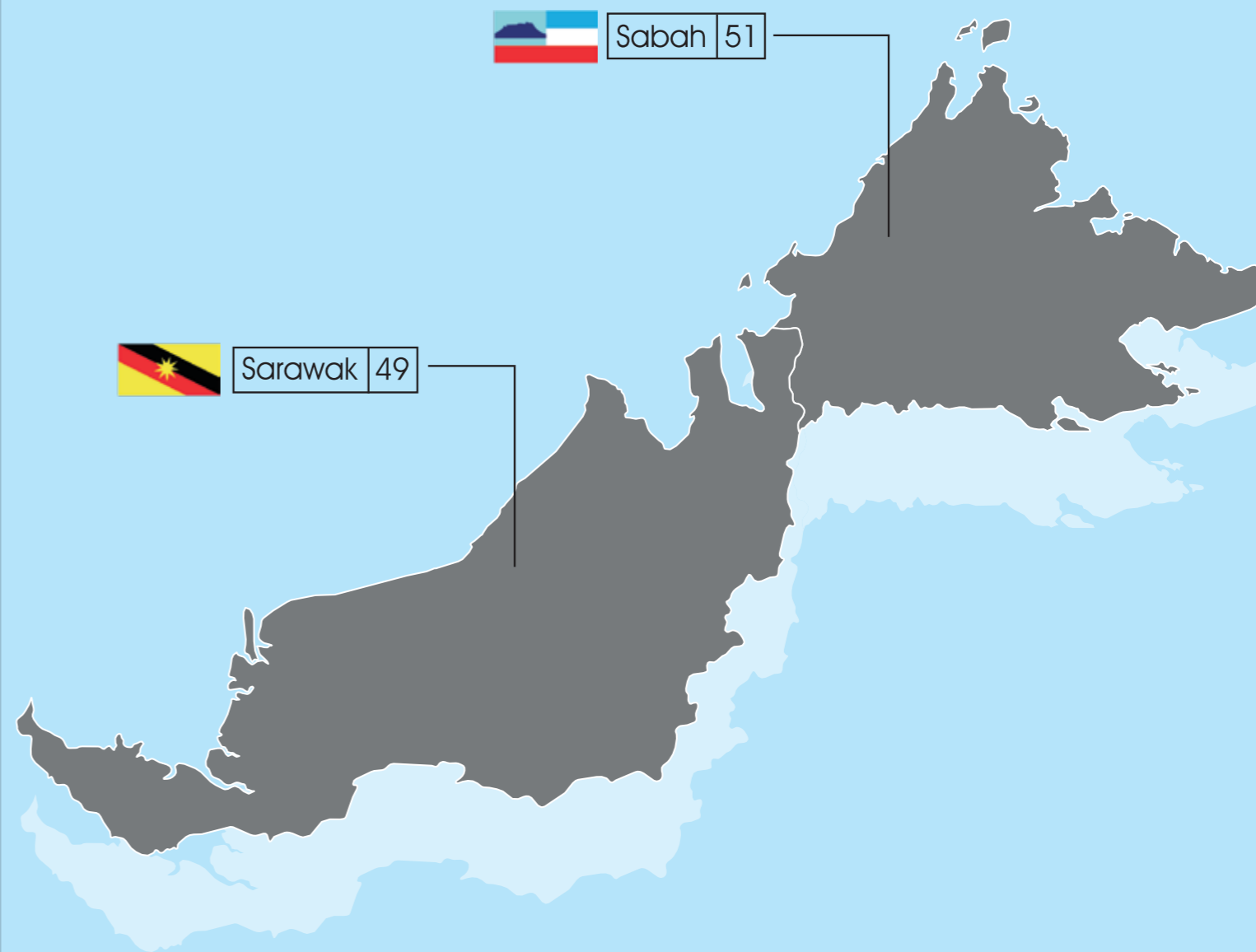
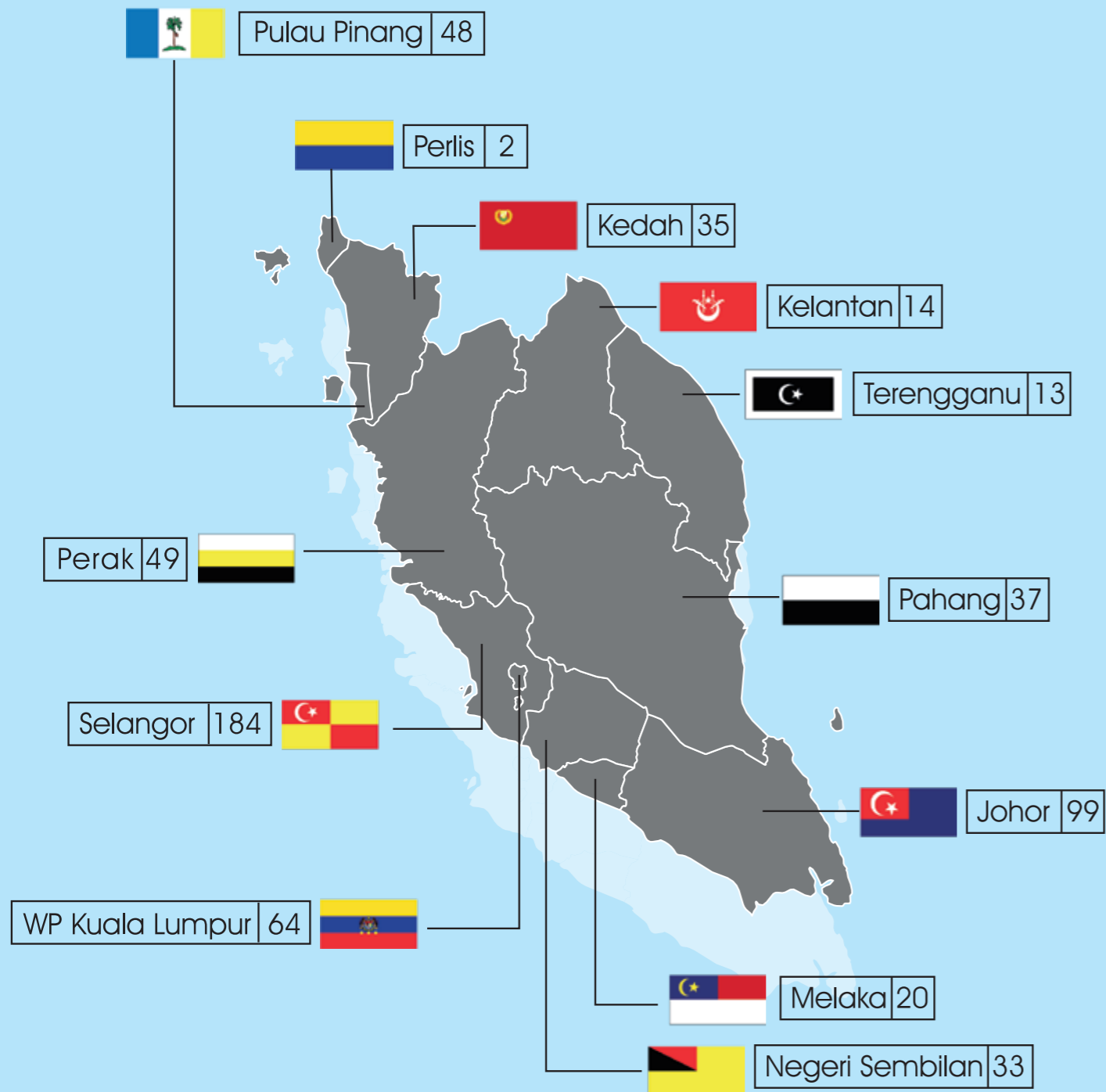
In acknowledging the hardships faced by workshops whose business had been impacted due to the pandemic, PIAM's Board of Directors approved a scheme of relief for all PARS Workshops. A complimentary add-on quarter was granted to all PARS workshop upon the successful renewal of their PARS accreditation commencing from 3Q2020 through 2Q2021.

Workshops renewed in June, September, December 2020 and March 2021 have received the benefit of the extra 3 months free extension.



The list of accredited workshops is available on PIAM's website (<https://www.piam.org.my>).

Below are the results of the renewal exercise until 1Q2021.



Due to the limited travelling and lockdown of interstate travel during the various stages of MCO in respect of pandemic control, Virtual Survey was incorporated for the e-PARS system and this function will be available from Q3 2021.

MALAYSIA

TECHNICAL AND DISTRIBUTION MANAGEMENT

DISTRIBUTION MANAGEMENT

Overview on Registered Agents

The total number of registered general insurance agents was 38,097 as of 31 December 2020 with the following geographical distribution.

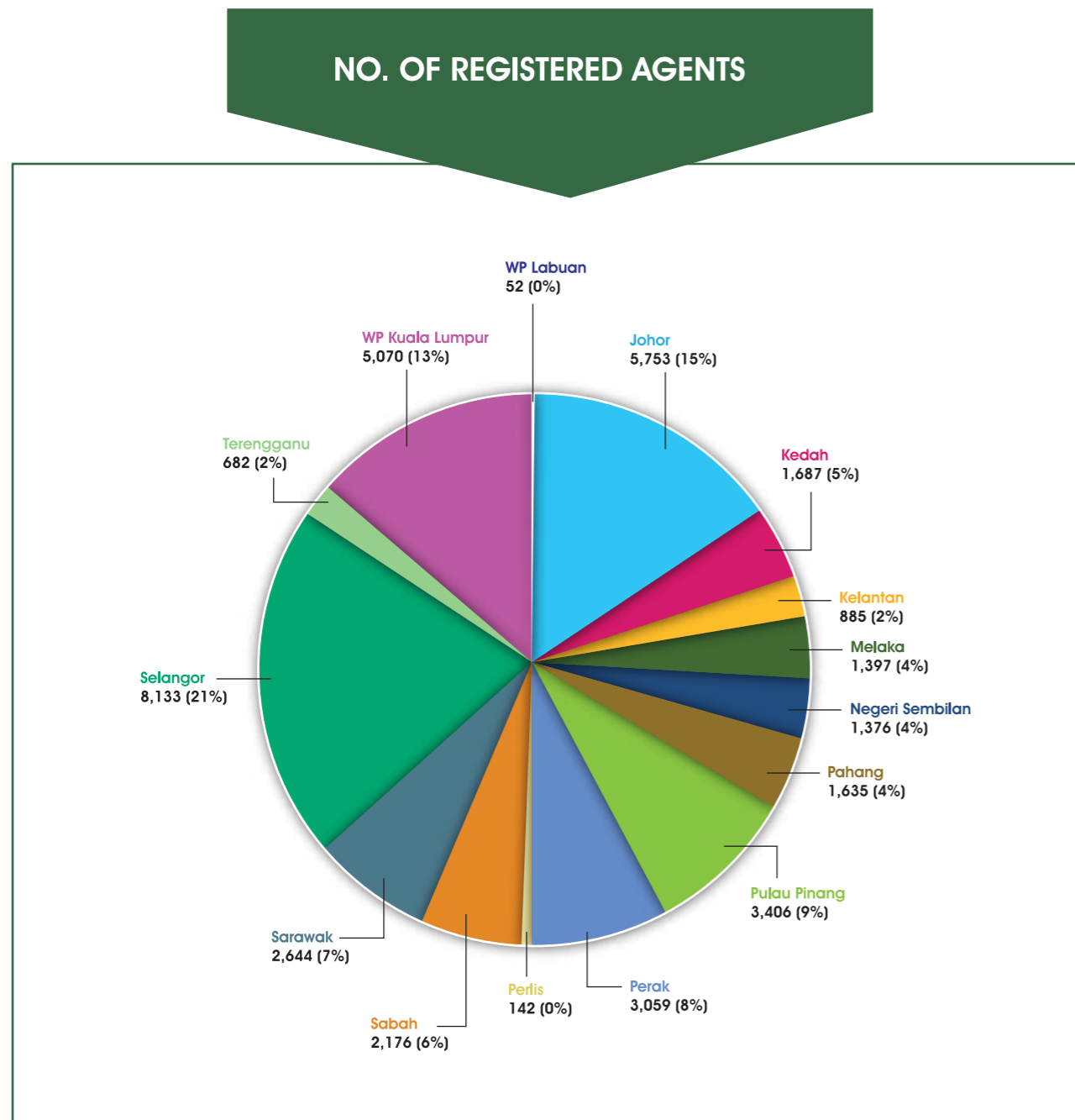


Figure 7: No. of Registered Agents

Selangor has the largest number of agents comprising 8,133 agents (21%) of total agency population followed by Johor at 5,753 (15%). The state with the lowest number of agents in (Peninsular Malaysia) is Perlis 142 (0.4%)

A breakdown of Gross Written Premium (GWP) by distribution channels is appended below:

GROSS WRITTEN PREMIUM (GWP) BY DISTRIBUTION CHANNELS

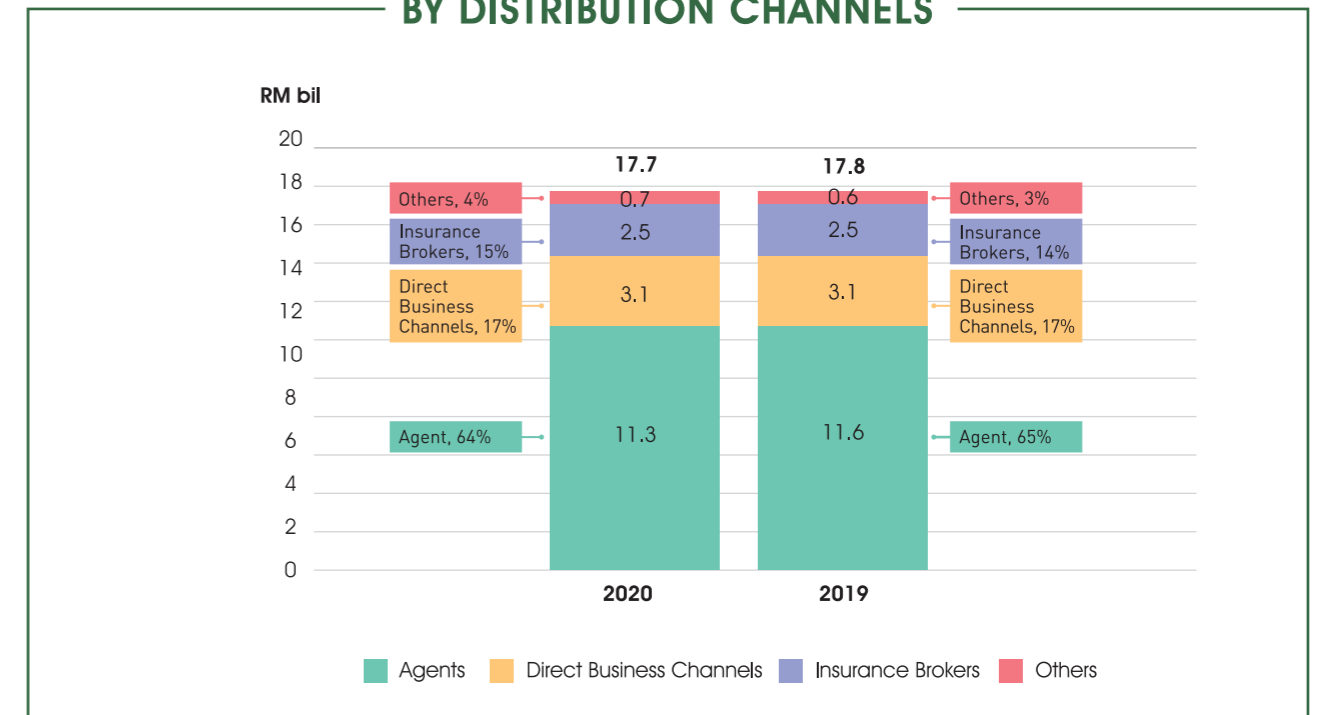


Figure 8: Gross Written Premium (GWP) by Distribution Channels

In 2020, total gross written premium by distribution channels recorded RM17.7 billion. Agents still remain the primary distribution channel for the general insurance industry followed by direct business channels.

FIRE, MARINE AND ENGINEERING

General Insurance Knowledge Seminars

Guideline to Flood Abatement

As part of ongoing efforts to raise professionalism and uplift technical excellence in the industry, PIAM in collaboration with the Institution of Engineers Malaysia (IEM), organised the webinar entitled "Guideline to Flood Abatement" on 13 August 2020.

With flood becoming increasingly common in the country and unabated flooding capable of crippling buildings' operations, devaluing properties, causing immense economic loss, loss of properties and lives the webinar had provided valuable insights in the area of flood loss mitigation and management. The distinguished panel of speakers comprising practicing professional engineers had shared the latest technological advancements and developments in flood loss management with all participants comprising underwriters, risk engineers, marketeers, claims examiners and other interested parties.



CARGO INSURANCE CLAIMS AND LESSONS LEARNT FROM COVID-19

Continuing with the series of seminars to enhance technical excellence in the industry, PIAM in conjunction with the International Malaysian Society of Maritime Law (IMSML) had organised the "Cargo Insurance Claims and Lessons Learnt from Covid-19" webinar on 15 October 2020. The distinguished speakers who were experts in respective fields had shared their valuable knowledge and experience on contract of carriage technical deviations, Hague-Visby and related defences including risks of P&I Club cover breaches. The participants comprising industry practitioners from underwriting, survey, claims, marketing functions for marine lines of business and other interested parties had benefited immensely from the webinar on such a topical issue.

INDUSTRY PRODUCT REVIEW BOARD (IPREB)

The Industry Product Review Board (IPREB) continued to support new product developments through review of new policy wordings to ensure the terminologies adopted are appropriate, consistent and do not cause ambiguity and confusion to policyholders. As of 31 December 2020, the IPREB approved 392 motor and fire submissions out of which 143 products were launched in the market since 1 July 2016.

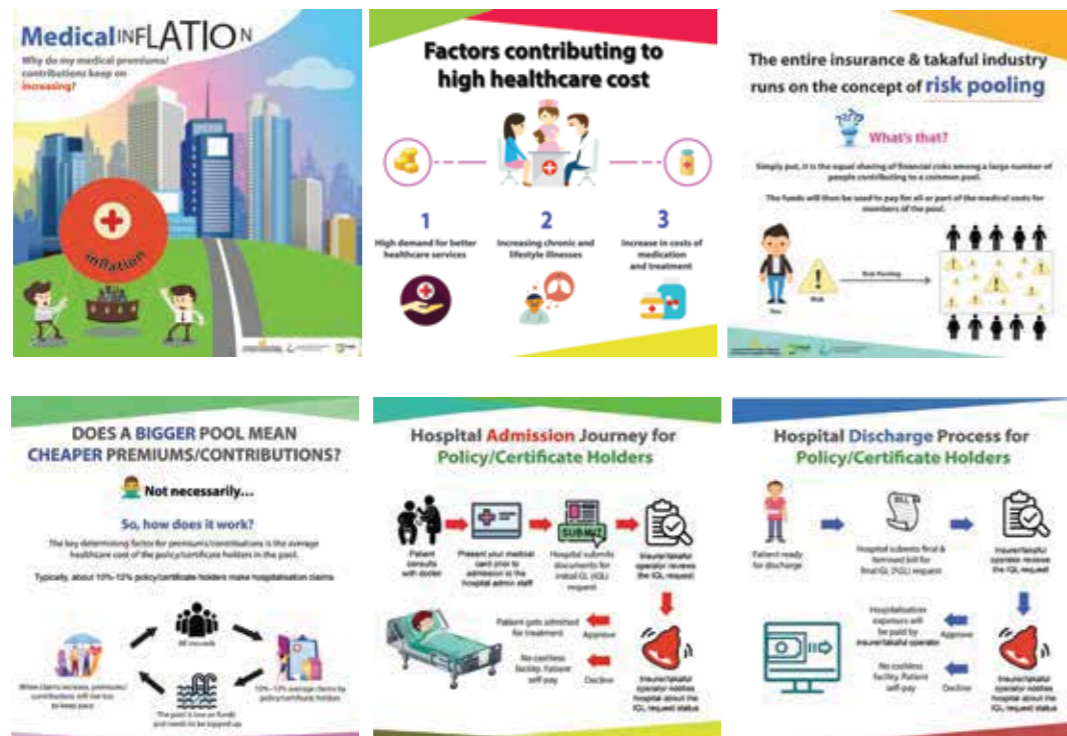
ACCIDENT, HEALTH AND OTHERS

The Medical Cost Containment Task Force (MCCTF) comprising representatives from LIAM, PIAM and MTA was set up following the CEOs' Town Hall session with Bank Negara Malaysia's (BNM) Governor on 28 September 2018. It was primarily tasked to identify the drivers of medical cost inflation and remedial measures to be taken.

The MCCTF had commissioned an independent study on domestic medical cost inflation which consistently ranked among the highest in the region. The appointed consultant, Actuarial Partners Consulting (APC) had completed the study and presented its findings to BNM in June 2020.

Following findings of the study, the consultant had identified several areas of priority for urgent implementations which include the setting up of a common online platform connecting all stakeholders including private hospitals, doctors, third party administrators (TPAs), insurers, takaful operators etc to facilitate seamless transmission of data for better claims management efficiency.

A series of educational infographics on medical cost inflation, medical health insurance pooling system and claims targeting social media users were developed. These complemented print media articles on types of medical insurance cover, medical cost inflation and consumers' roles which were published earlier in major mainstream English, Bahasa Malaysia and Mandarin newspapers.



FINANCE AND ENTERPRISE RISK MANAGEMENT (ERM)

Malaysian Financial Reporting Standards (MFRS) 17

The Association, in an effort to have a structured transition to the MFRS 17, had engaged the services of KPMG to address issues of common interest impacting its member companies. This was to ensure common practices, although not mandatory, may be considered by member companies.

currently being organised with member companies and the first virtual session was held on 9 November 2020 to finalise and adopt the GNs on Level of Aggregation and Allocation of Expenses.

This project was led by the Accounting Standards Working Group (ASWG) and the journey began in 2019 with focused technical training to member companies on the standards. Followed by the development of Guidance Notes (GNs) on Level of Aggregation, Allocation of Expenses, Reinsurance Contracts Held and Premium Allocation Approach (PAA) for long term contracts. These draft GNs were circulated to member companies for input and the feedback received was then deliberated by the ASWG with KPMG to finalise the GNs. Round table dialogues are

Members from the ASWG are also represented on the Malaysian Accounting Standards Board (MASB) International Financial Reporting Standards (IFRS) 17 Implementation Task Force to discuss implementation issues of the Standards which impact general insurance contracts. This first issue discussed by the ASWG with KPMG on Contract Boundary with Unilateral Cancellation Rights of an Insurer in the insurance contracts. It was highlighted that the cancellation clauses in most of the general insurance contracts are in support of the legislations in Malaysia. While it suggests that the insurer has a cancellation right, it is not expected to be executed or rarely enforced by the insurer.

ENTERPRISE RISK MANAGEMENT (ERM)

The Enterprise Risk Management (ERM) Working Group, which was formed under the Finance and ERM Committee, offers two programmes to promote enterprise risk management amongst member companies. The two programmes are: Knowledge Sharing Forums (KSFs) and Risk Officers Networking Group (RING) – By Risk Officers for Risk Officers. The objective of the Working Group is to facilitate the development of ERM in the general insurance industry.

The ERM Working Group has recently reached out to member companies to identify topics that can be considered for these two platforms which will be held virtually until the current pandemic situation improves. The ERM Working Group hopes that with the members' feedback, it is able to share relevant insights and knowledge to assist the industry to respond to new and emerging risks arising from the changing environment and operating landscape.

EDUCATION AND HUMAN RESOURCE DEVELOPMENT (EHRD)

TALENT

General Insurance Leadership Forum

The General Insurance Leadership Forum, which is the flagship project of the Education and Human Resources Development (EHRD) committee of PIAM, has been ongoing for the past six years since 2014.

2020 was an unprecedented year when Covid-19 impacted our daily lives. Many events around the world were cancelled. In playing our part to ensure strict compliance with the necessary safety SOPs and social distancing measures, we have cancelled the forum in 2020.

In this development, the EHRD Committee will be organising a virtual forum for 2021 with the focus on physical and mental wellbeing, transformation/adaptability to continue to thrive and evolve amidst the pandemic, business/employees' productivity and challenges with working remotely and many more.

Staff Training Expenditure (STE) 2020

The Covid-19 pandemic has affected every sector of our economy and drastically changed the operating environment in an unprecedented manner. With the restrictions under the MCO imposed by the Government since 18 March 2020, the industry was unable to organise any classroom and face-to-face staff training courses.

New methods of training, such as e-learning and webinars, were put in place to continue to upskill staff competencies. As the cost of training via e-platforms are significantly lower, Insurance and Takaful Operators (ITOs) were not able to fulfill the 3.5% threshold on training expenses as required under the BNM policy documents.

PIAM together with LIAM and MTA have submitted a joint appeal to Bank Negara Malaysia (BNM) for a waiver of the 2020 STE requirements, which BNM has granted in full.

Financial Sector Blueprint

BNM has reached out to PIAM members to gather better understanding in the gaps of the existing talent ecosystem, as well as PIAM's wish list on talent development for the industry, as the central bank was preparing for the upcoming Financial Sector Blueprint. This came after an engagement session between BNM Assistant Governor En. Adnan Zaylani Mohamad Zahid and industry associations.

The Human Resource personnel of member companies and Young Managers Think Tank (YMTT) have provided their inputs for the Blueprint for BNM's consideration in December 2020.

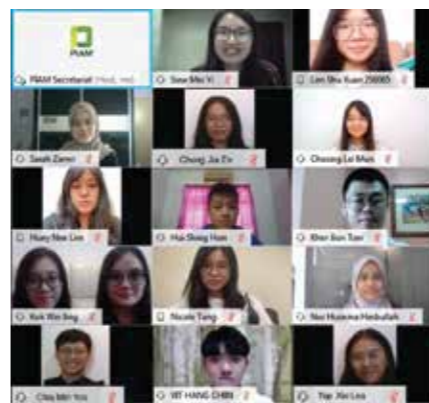
Expansion of the Pembangunan Sumber Manusia Bhd (PSMB) Act 2001 to Financial Services Industry

The new Human Resource Development Fund (HRDF) ruling was gazetted with effect from March 1, 2021 to expand the coverage of the PSMB Act 2001 to include Banks and ITOs, where banks and ITOs will need to pay the mandatory 1% contribution to HRDF from June 2021. Non-profit trade associations like PIAM, LIAM and MTA are also affected by this ruling.

PIAM is working in collaboration with LIAM and MTA to appeal to BNM to consider including HRDF 1% levy in the Staff Training Expenditure requirement, if the implementation proceeds, to minimise impact for members.

General Insurance Internship for Talent (GIIFT)

Internship Program Reimagined



When the General Insurance Internship for Talent (GIIFT) was first launched on 1 July 2015, it was positioned as an awareness enhancing program to reach out and profile the industry to the pool of young talent at institutions of higher learning.

The primary objectives were aimed to raise the awareness and further improve the public perception of insurance industry, especially among the younger generation; to showcase the rich and varied career opportunities in the general insurance by exposing the undergraduates to short internships at the various member companies, and to enable them to gain an insight of general insurance as a global and dynamic industry to work in.

As of December 2020, a total of 451 undergraduate interns from local and foreign institutions of higher learning have participated in GIIFT.

GIIFT had been on-going over the past five years with a measure of success, strong support and endorsement from member companies and Board of PIAM. It has since reached a steady stage and a GIIFT Task Force (TF) comprising members of the EHRD Committee, YMTT and GIIFT participants, was set up in August 2019. The task force, led by former PIAM CEO Mr. Mark Lim, was tasked to brainstorm on the major challenges and issues arising and to make recommendations to enhance the standard and quality of GIIFT's execution.

A revised approach to enhance GIIFT will include the following:

- To attract students from multi-disciplines.
- Increase emphasis on employee onboarding/organisational socialisation to help new hires get started on the right foot and adjust to their new jobs quickly.
- Higher involvement from Mentors to meet and have discussions with interns.
- Revise scope of work to aid interns with a progressive educational experience.
- Structured rotation between various departments or roles to experience and learn about more than one role within a business.
- Strengthen the GIIFT alumni platform.



GIIFT STATISTICS AT A GLANCE

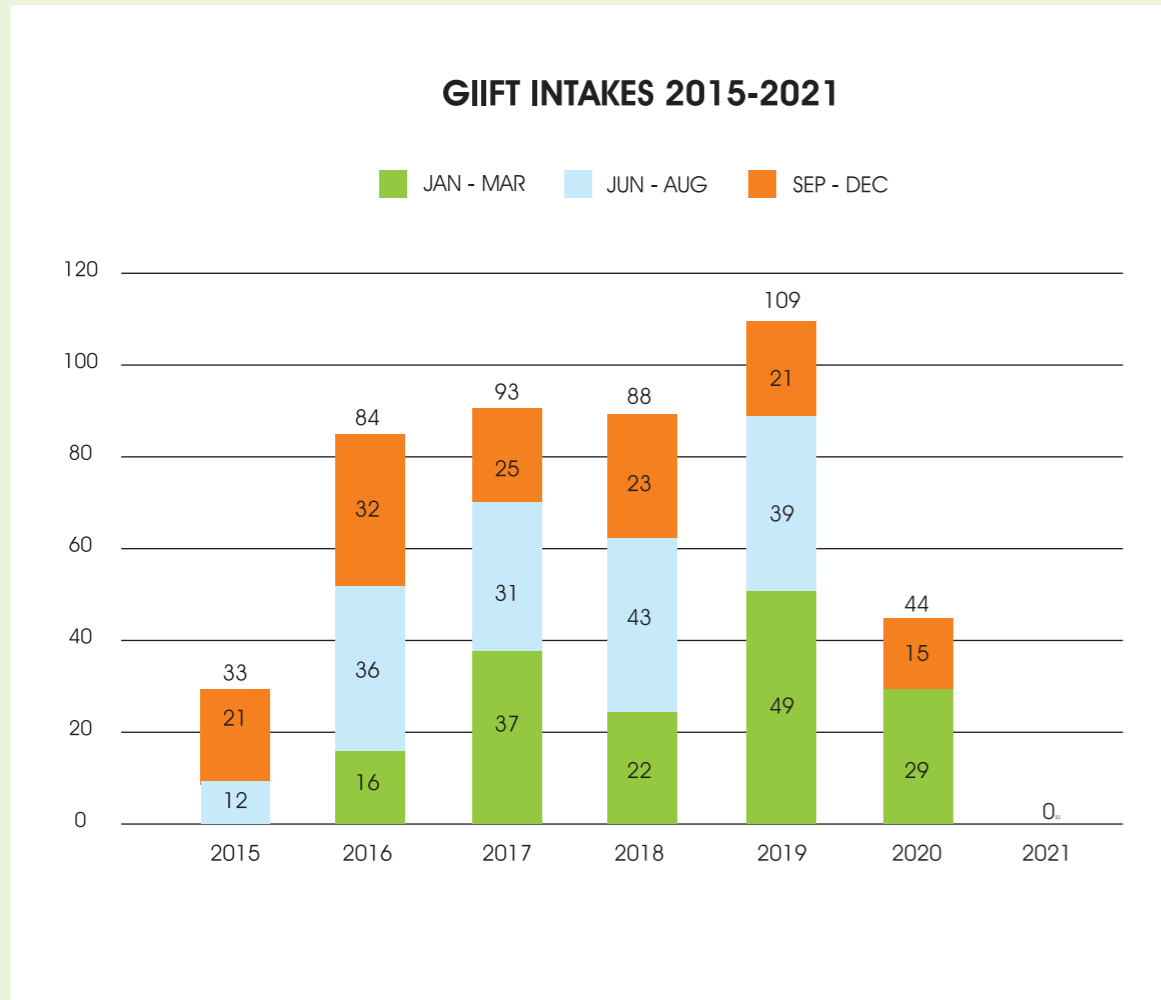


Figure 9 : GIIFT Intakes 2015-2021

As of December 2020, there were a total of 16 intakes with 451 undergraduate interns participating in the GIIFT programme. Out of the 419 graduates who were GIIFT participants, 61 (15%) were recruited by PIAM member companies.

The 17th intake (Jan-Mar 2021) was cancelled as host companies were not able to honour its commitment due to the MCO. All upcoming and future intakes will be subjected to the development of the Covid-19 pandemic situation in the country.

PUBLIC RELATIONS/ CORPORATE SOCIAL RESPONSIBILITY (PR/CSR)

Press Statements





VEHICLE THEFT REDUCTION COUNCIL (VTREC)

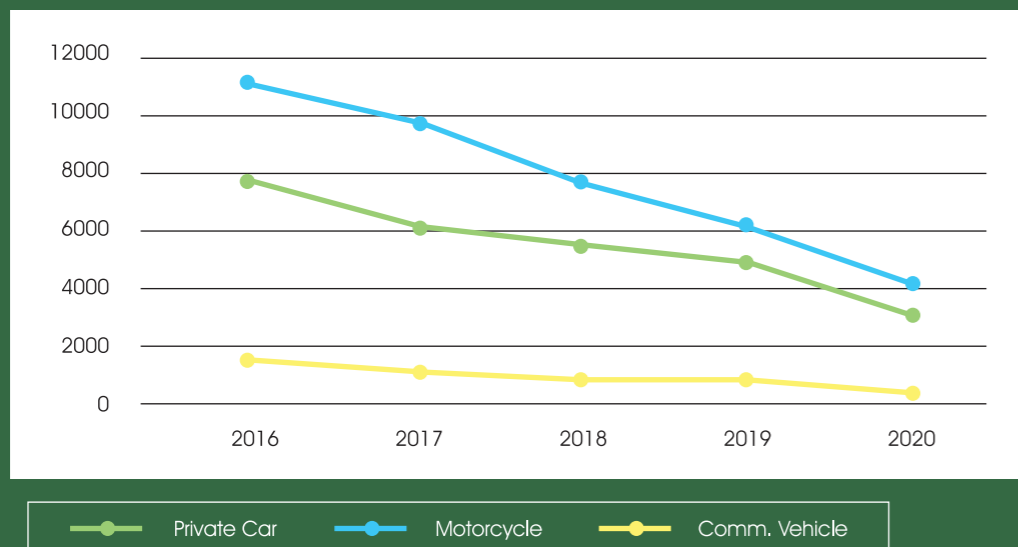
Overall Performance

The Vehicle Theft Reduction Council of Malaysia (VTREC) continued to prioritise resources to monitor progress and development of its Prioritised Initiatives in reducing the rate of vehicle theft. This was done by intensifying the collaborations with various stakeholders from both government agencies and private sectors. The efforts were successful, as it resulted in a significant rate of reduction in vehicle theft crime.

In 2020, there were 7,400 reported claims of vehicle theft or about 142 claims on average per week. In contrast, there were 11,675 claims reported or about 225 claims on average per week in 2019. The results of insurance industry statistics revealed that vehicle theft recorded a significant decrease of -37% or less by 4,275 units in 2020.

Over the last five years, the insurance industry experienced a steady reduction in theft claims for main categories of vehicles namely Private Car, Motorcycle and Commercial vehicle from 20,058 claims in 2016 to 7,400 claims in 2020, which account for more than 63% reduction over the period.

NO. OF VEHICLE THEFT CLAIMS RECORDS BY VEHICLE CLASS 2016 - 2020



Public Awareness and Educational Programmes through Digital Infrastructure

With the rising unemployment rate, which may result in higher criminal activities, VTREC has decided to intensify its awareness and educational programmes during the Covid-19 pandemic, to urge Malaysians not to take their property safety for granted.

The awareness and education programmes, which were largely conducted online, were the results of collaboration with various stakeholders, including Polis Diraja Malaysia (PDRM), Jabatan Siasatan Jenayah (JSJ), Jabatan Pencegahan Jenayah dan Keselamatan Komuniti (JPJJK), Road Transport Department (JPJ), PUSPAKOM Sdn Bhd (PUSPAKOM), Residential Associations, Insurance Industry, Malaysia Medical Association (MAA) and Malaysian Institute of Road Safety Research (MIROS).

COMMUNITY ENGAGEMENT PROGRAMME

The VTREC-PDRM community engagement programme, which involves collaboration with residents associations, was aimed at creating a community-wide awareness of vehicle theft culture. VTREC believes that with the right engagement programme, the community will be able to advocate, intervene and act to ensure the safety of their, their family and their neighbour's vehicles and to improve the community life well-being.



Reduction of vehicle theft demands commitment from residents and the neighbourhood to create awareness of vehicle theft crime mentality and behavioural change among the residents in order to keep safe of their vehicles.

WEBINAR ON VEHICLE THEFT AND STRATEGIC PREVENTION OF ROAD TRAFFIC ACCIDENT

In December 2020, VTREC with PDRM and PIAM embarked on a collaboration for the public in a live webinar entitled "Strategic Prevention of Road Traffic Accident and vehicle Theft". The webinar was hosted by VTREC to engage with the stakeholders in combating the vehicle theft crime in Malaysia.

The webinar featured panellists from different yet important agencies in the field of Vehicle Theft and Road Traffic Accident, who shared their knowledge on various topics related to the strategic prevention of road traffic accidents and vehicle theft. These include road traffic accident offences, the relationship between vehicle theft and road traffic accident, identification of cloned vehicle and cut-and-joined vehicle, the role of insurance in cushioning the impacts, and the reasons on the increase of road traffic accidents.



PIAM'S IN BOX ARTICLES

The Climate Change Emergency: Enhancing Malaysia's Readiness

By Marcel Papp, Head Reinsurance Malaysia Conventional & Retakafu, Swiss Re

Nature has in many respects favoured Malaysia, home to some of the richest and most diverse ecosystems on the planet. But new Swiss Re Institute research highlights the risks nature can pose to emerging Southeast Asian economies like ours. The findings should strengthen our resolve to build the country's capacity to cope with these trends, and contribute to Malaysia's overall resilience.

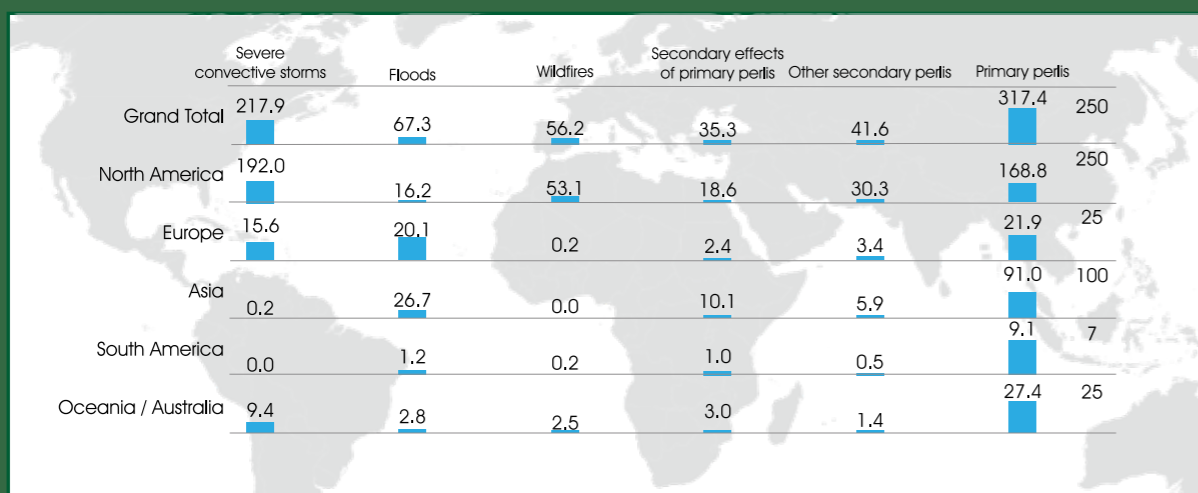
Global economic losses from natural disasters soared to USD 190 billion last year, according to the Swiss Re Institute's latest sigma report. The monetary and human cost to Asia was significant – USD 70 billion, and nearly 5,000 lives.

While large-scale disasters get most of the headlines, the sigma points out that losses from secondary perils - small and mid-sized events - are rising rapidly. In 2020, accumulated losses from secondary perils amounted to USD 57.4 billion, accounting for more than 70% of total insured losses. Given heavy rainfall and widespread flooding in Malaysia earlier this year, it may come as no surprise that in our region, floods have proven the most devastating secondary peril, resulting in almost USD 30 billion of cumulative insured losses over the past decade.



Marcel Papp

Figure 1: Cumulative insured losses in 2011–2020 by secondary peril type, and primary peril totals, in USD billion at 2020 prices



Source: Swiss Re Institute

Swiss Re Institute's new Climate Economics Index ranks 48 economies on the effects of climate change – revealing just how much it could cost Malaysia, and why urgent action is needed.

The research shows the extreme weather risks associated with rising temperatures will be particularly destructive for Malaysia and other countries in Southeast Asia, due to a combination of impacts such as lost labour and agricultural productivity, and a relative lack of adaptive capacity.

In fact, of the 48 economies ranked, Malaysia faces the most severe economic fallout from climate change, with potential losses of 36.3% to GDP by mid-century in the baseline scenario of a 2-to-2.6-degree temperature rise.

CHART 1: TOP AND BOTTOM FIVE CLIMATE ECONOMICS INDEX RANKINGS

| Rank | Country | Physical risk rankings | | | Current adaptive capability rankings** | Climax Economics Index |
|------|-------------|------------------------|-----------------------|-----|--|------------------------|
| | | GDP Input | Extreme weather risk* | | | |
| | | | Dry | Wet | | |
| 1 | Finland | 3 | 8 | 32 | 8 | 11.3 |
| 2 | Switzerland | 4 | 12 | 37 | 2 | 11.5 |
| 3 | Austria | 7 | 15 | 41 | 6 | 15.1 |
| 4 | Portugal | 9 | 21 | 30 | 10 | 15.0 |
| 5 | Canada | 12 | 18 | 20 | 16 | 16.0 |
| ... | | | | | | |
| 44 | Thailand | 45 | 43 | 11 | 39 | 36.0 |
| 45 | India | 42 | 37 | 13 | 46 | 36.4 |
| 46 | Philippines | 46 | 48 | 5 | 43 | 37.3 |
| 47 | Malaysia | 48 | 47 | 23 | 33 | 38.3 |
| 48 | Indonesia | 44 | 45 | 19 | 44 | 39.2 |

Note: Malaysia ranks 48 in GDP impact from climate change and 47 in the overall Climate Economics Index, which considers extreme weather risk and adaptive capability.

*Extreme weather risk is proxied by Swiss Re Institute's climate risk scores that reflect individual country potential exposures to extreme dry and wet weather conditions/events on account of changes to the climate.

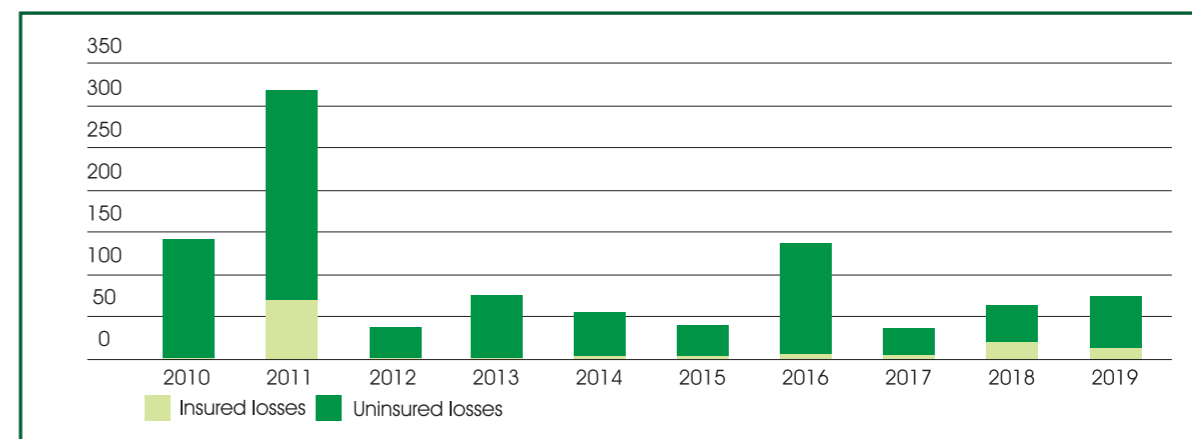
**The adaptive capacity ranking is based on the Climate Change Adaptive Capacity Index from Verisk Maplecroft. Our sample analysis covers 48 countries accounting for 91% of global GDP in 2019.

Source: Verisk Maplecroft, Swiss Re Institute

While alarming, there are many tools at our disposal to ensure the more devastating scenarios do not come to pass. There is still hope for a concerted global response to climate change, and at a national level, to strengthen capabilities such as disaster management and mitigation infrastructure.

There is also much we as re/insurers can do. We should move aggressively to close the region's protection gap - the difference between the overall and insured losses from natural catastrophes. In Asia this gap remains significant and far too many communities and enterprises lack the resources to recover and rebuild when disasters strike.

Figure 2: Natural catastrophes protection gap 2010–2020, in USD billion at 2020 prices (Asia)



Source: Swiss Re Institute

We can help address this shortfall by improving our monitoring and modelling capabilities to ensure risks are better quantified and communicated - particularly the risks associated with secondary perils, which because of our tendency to focus on major disasters, remain relatively less understood.

We can also provide support by enhancing analysis of damages and claims data, to identify trends and raise awareness of the real costs of climate change, and the socio-economic shifts that often accompany or exacerbate it. We should encourage the emerging focus on green and renewable infrastructure in Malaysia and other markets, by developing underwriting and investment strategies that make such projects viable.

Competition will always exist, but as our research shows, the climate challenges facing Malaysia, and indeed the rest of the planet, are of a scale and complexity that require robust, collective solutions. Let us, as an industry, rise to the occasion.

CUSTOMER CENTRICITY: FAIR TREATMENT OF FINANCIAL CONSUMERS A POLICY DOCUMENT BY BANK NEGARA MALAYSIA (BNM)

In raising awareness on the role culture plays in shaping the behaviour of individuals and in influencing the actions and decisions taken by financial service providers (FSP), BNM's policy document entitled, "Fair Treatment of Financial Consumers" (Policy Document) was released in November 2019 to set out expectations for financial firms to prioritise the interests of financial consumers and effectively manage conduct risks.

The Policy Document aims to, among others, foster high standards of responsible and professional conduct among FSPs, promote a culture where the interests of financial consumers are an integral part of an FSP's business strategies and operations, provide financial consumers with the confidence that an FSP exercises due care, skill and diligence, and acts fairly in its dealings with financial consumers.

Essentially the Policy Document shall be an integral part of a FSP's business, strategies and operations, being guided by the following six (6) principles:

| PRINCIPLE i | PRINCIPLE ii | PRINCIPLE iii | PRINCIPLE iv | PRINCIPLE v | PRINCIPLE vi |
|--|--|--|---|--|--|
| Corporate culture | Fair terms | Provision of information | Fair dealing | Advice and recommendation | Redress |
| the board and senior management are to set clear expectations on Fair Treatment of Financial Consumers ('FTFC') and embed these expectations into the FSP's corporate culture and core values; | a FSP must ensure that financial consumers are provided with fair terms in contracts with financial consumers; | a FSP must provide financial consumers with clear, relevant and timely information on financial services and products; | a FSP must ensure its staff, representatives and agents exercise due care, skill and diligence when dealing with financial consumers; | a FSP must take reasonable care to ensure the suitability of advice and recommendations provided to financial consumers; and | a FSP must handle financial consumer complaints and claims promptly, fairly and effectively. |

The objectives of the BNM Policy Document on Fair Treatment to Financial Consumers in protecting the interest of financial consumers are very much lauded and timely, given that consumer protection in the financial market has never been the main objective of financial institutions. Not only FSPs need to be attentive to the needs of financial consumers, but to conduct their businesses in a way that fosters trust and confidence.



Dr Dirk Schmidt Gallas



Jan Weiser

DISTRIBUTION OF THE FUTURE: INSURERS WILL BENEFIT FROM CONNECTING THEIR ONLINE AND OFFLINE SOLUTIONS

By Dr Dirk Schmidt-Gallas, Senior Partner,
Global Head of Insurance and Jan Weiser, Partner,
Head of Insurance Asia, Simon-Kucher & Partners

Insurance is a people business. In-person consulting is and will remain important – but the coronavirus pandemic has shown that being in the same room is not always necessary. This insight creates a great host of opportunities for the insurance industry which are just waiting to be utilised.

Whether it is food deliveries, telephone calls or grocery shopping – digitisation has changed the everyday lives of almost everyone. Consumers order their favourite meals online with just a few clicks, they chat with friends or colleagues via video calls and after work they no longer have to brave the crowded supermarket because their purchases are being delivered straight to their homes. The pandemic has accelerated this trend – and the demand for digital solutions will continue to grow strongly in the future.

But what does this mean for the insurance industry? For a long time, insurance was considered a pure people business and the shift towards digital processes and the expansion of communication to online channels proceeded more slowly than in other industries. Nevertheless, a look at the number of non-life insurance policies taken out in the EU from 2008 to 2018 shows that the share of policies taken out online has increased six-fold, reaching 17% in 2018. This trend is particularly strong

for motor insurance, where digital contracts accounted for almost half (46%) of new business in this time. However, 80% of all new online business comes in via aggregators. These contracts usually have a shorter duration and the distribution channel is significantly more expensive.

In order to change this, insurers have to actively shape the digital transformation themselves. It is vital that each task is optimally fulfilled along the sales value chain and that the individual requirements of each customer segment is met. This can only be achieved by creating an agile sales organisation in which cross-functional teams work together, always using the most suitable channel mix. The most crucial factor for success will be that every touchpoint with the customer is digitally supported.

The aim here is not to replace the advisors, but to improve the quality of their advice by employing digital solutions. After all, personal advice is still essential. In Malaysia, for example, around 83% of new general insurance business is still generated through personal contacts. But here, too, many insurers are not taking advantage of the opportunities. A look at how much data is collected per interaction with a customer shows what a treasure trove of information insurance companies have at their fingertips. Take for example 1,000 advisors who each conduct an average of two counselling sessions per day. With approximately 255 working days per year, their work results in 500,000 conversations. In addition, if we assume that around 100 data points are collected per conversation, that equals around 50 million data points per year. This is an immense potential, illustrating clearly how important the topic of big data is in the insurance industry.

Only by building a solid database, by employing efficient data management and by using data strategically, can insurers offer high-quality comprehensive support to their customers and be a lifelong, reliable partner at their side. This is not about offline versus online, but rather about smartly connecting both worlds – in order to offer customers, the best solutions. After all, insurance is and will remain a people business.

MEMBERS' DIRECTORY

GENERAL INSURANCE BUSINESS

AIA General Bhd ^(924363-W)
Menara AIA
No. 99, Jalan Ampang
50450 Kuala Lumpur

Tel: 603- 2056 1111
Fax: 603-2056 2992
Web: www.aia.com.my

AIG Malaysia Insurance Bhd
^(795492-W)
Level 18, Menara Worldwide
198, Jalan Bukit Bintang
55100 Kuala Lumpur

Tel: 603-2118 0188
Fax: 603-2118 0288
Web: www.aig.my

Allianz General Insurance Company (Malaysia) Bhd ^(735426-V)
Level 29, Menara Allianz Sentral
203, Jalan Tun Sambanthan
Kuala Lumpur Sentral
50470 Kuala Lumpur

Tel: 603-2264 1188
Fax: 603-2264 1199
Web: www.allianz.com.my

AmGeneral Insurance Bhd ^(44191-P)
Menara Shell
No. 211, Jalan Tun Sambanthan
50470 Kuala Lumpur

Tel: 603-2268 3333
Fax: 603-2268 2222
www.amgeneralinsurance.com

AXA Affin General Insurance Bhd
^(23820-W)
Ground Floor, Wisma Boustead
71, Jalan Raja Chulan
50200 Kuala Lumpur

Tel: 603-2170 8282
Fax: 603-2031 7282
Web: www.axa.com.my

Berjaya Sampo Insurance Bhd
^(62605-U)
1-38-1 & 1-38-2, Menara Bangkok Bank
Laman Sentral Berjaya
No. 105, Jalan Ampang
50450 Kuala Lumpur

Tel: 603-2170 7300
Fax: 603-2170 4800
Web: www.berjayasampo.com.my

Chubb Insurance Malaysia Bhd
^(9827-A)
18th Floor, Wisma Chubb
38, Jalan Sultan Ismail
50250 Kuala Lumpur

Tel: 603-2058 3000
Fax: 603-2058 3333
Web: www.chubb.com/my

Etiqa General Insurance Bhd ^(9557T)
Dataran Maybank
No. 1, Jalan Maarof
59000 Kuala Lumpur

Tel: 603-2297 3888
Fax: 603-2297 3800
Web: www.etiqa.com.my

Great Eastern General Insurance (Malaysia) Bhd ^(102249-P)
Level 18, Menara Great Eastern
303, Jalan Ampang
50450 Kuala Lumpur

Tel: 603-4259 8900
Fax: 603-4813 0055
Web: www.greasterngeneral.com

Liberty Insurance Bhd ^(16688-K)
9th Floor, Menara Liberty
1008, Jalan Sultan Ismail
50250 Kuala Lumpur

Tel: 603-2619 9000
Fax: 603-2693 0111
Web: www.libertyinsurance.com.my

Lonpac Insurance Bhd ^(307414-T)
6th Floor, Bangunan Public Bank
6, Jalan Sultan Sulaiman
50000 Kuala Lumpur

Tel: 603- 2262 8688
Fax: 603-2715 1332
Web: www.lonpac.com

MPI Generali Insurans Bhd ^(14730-X)
8th Floor, Menara Multi-Purpose
Capital Square
No. 8, Jalan Munshi Abdullah
50100 Kuala Lumpur

Tel: 603-2034 9888
Fax: 603-2694 5758
Web: www.mpigenerali.com

MSIG Insurance (Malaysia) Bhd ^(46983-W)
Level 15, Menara Hap Seng 2
Plaza Hap Seng
No. 1, Jalan P. Ramlee
50250 Kuala Lumpur

Tel: 603-2050 8228
Fax: 603-2026 8086
Web: www.msig.com.my

Pacific & Orient Insurance Co. Bhd ^(12557-W)
11th Floor, Wisma Bumi Raya
No. 10, Jalan Raja Laut
50350 Kuala Lumpur

Tel: 603-2698 5033
Fax: 603-2693 8145
Web: www.poi2u.com

Progressive Insurance Bhd ^(19002-P)
9th & 10th Floor, Menara Cosway,
Plaza Berjaya
12, Jalan Imbi
55100 Kuala Lumpur

Tel: 603- 2118 8000
Fax: 603-2118 8098
Web: www.progressiveinsurance.com.my

QBE Insurance (Malaysia) Bhd ^(161086-D)
No. 638, Level 6, Block B1
Pusat Dagang Setia Jaya
(Leisure Commerce Square)
No. 9, Jalan PJS 8/9
46150 Petaling Jaya
Selangor Darul Ehsan

Tel: 603-7861 8400
Fax: 603-7873 7430
Web: www.qbe.com.my

RHB Insurance Bhd ^(38000-U)
Level 12, West Wing, The Icon
No. 1, Jalan 1/68F
Jalan Tun Razak
55000 Kuala Lumpur

Tel: 603-2180 3000
Fax: 603-2161 8288
Web: <https://www.rhbgroup.com/overview/insurance/index.html>

The Pacific Insurance Bhd ^(91603-K)
40-01, Q-Sentral
2A, Jalan Stesen Sentral 2
Kuala Lumpur Sentral
50470 Kuala Lumpur

Tel: 603-2633 8999
Fax: 603-2633 8998
Web: www.pacificinsurance.com.my

Tokio Marine Insurans (Malaysia) Bhd ^(149520-U)
Level 20, Menara Hap Seng 3,
Plaza Hap Seng,
No.1, Jalan P Ramlee,
Wilayah Persekutuan
50250 Kuala Lumpur

Tel: 603-2783 8383
Fax: 603-2026 9708
Web: www.tokiomarine.com/my

Tune Insurance Malaysia Bhd ^(30686-K)
Level 8, Wisma Tune
No.19, Lorong Dungun
Damansara Heights
50490 Kuala Lumpur

Tel: 603- 2087 9000 / 1800 88 5753
Fax: 603-2094 1366
Web: www.tuneprotect.com

Zurich General Insurance Malaysia Bhd ^(1249516-V)
Level 23A, Mercu 3
No. 3, Jalan Bangsar
KL Eco City
59200 Kuala Lumpur

Tel: 603-2109 6000
Fax: 603-2109 6888
Web: www.zurich.com.my

REINSURANCE BUSINESS

Hannover Rueck SE Malaysian Branch

(993601-H)
Suite 29-01, Integra Tower
The Intermark
348 Jalan Tun Razak
50450 Kuala Lumpur

Tel : 603-2687 3600
Fax :603-2687 3761
Web: www.hannover-re.com

Malaysian Reinsurance Bhd

(664194-V)
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No. 17, Lorong Dungun
Damansara Heights
50490 Kuala Lumpur

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Fax: 603-2096 7000
Web: www.malaysian-re.com.my

Swiss Re Asia Pte. Ltd., Malaysia Branch

(995717-P)
No. 10, Persiaran KLCC
Level 13A-2, Capital Tower @ Platinum Park
50088 Kuala Lumpur

Tel: 603-2170 3601
Fax: 603-2170 3602
Web: www.swissre.com

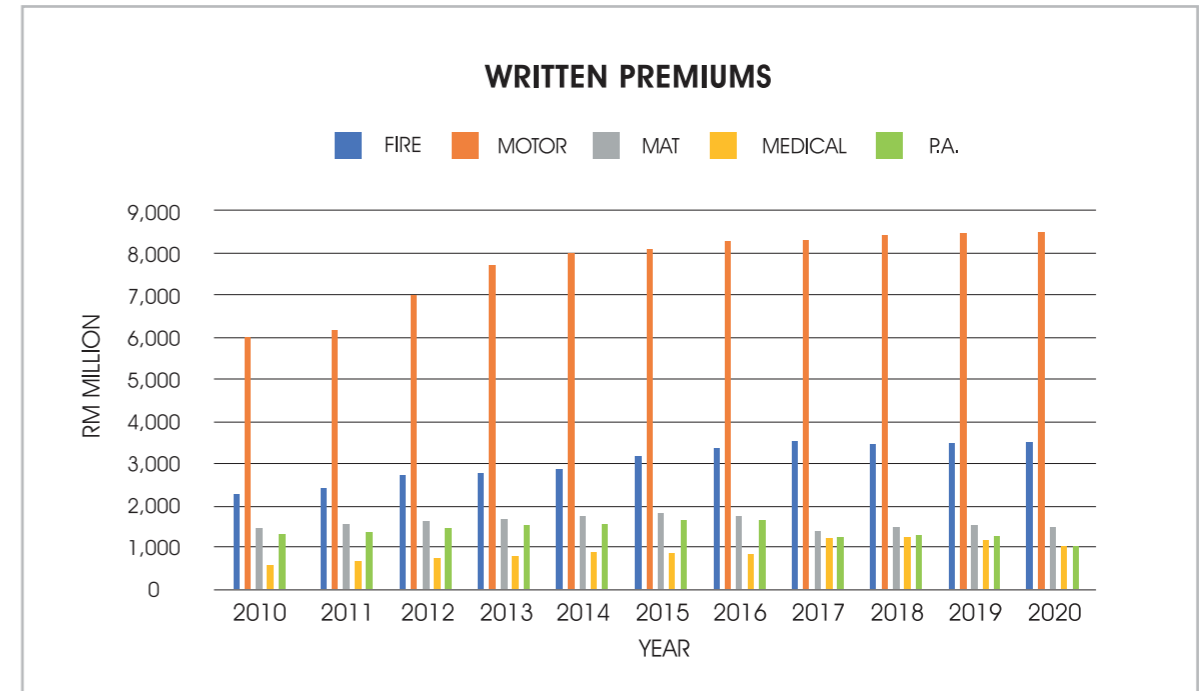
The Toa Reinsurance Company, Limited

(993924-T)
Kuala Lumpur Branch,
28th Floor, UBN Tower
10, Jalan P. Ramlee
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Tel: 603-2732 5911
Fax: 603-2732 5915
Web: www.toare.co.jp



INSURANCE INDICATORS

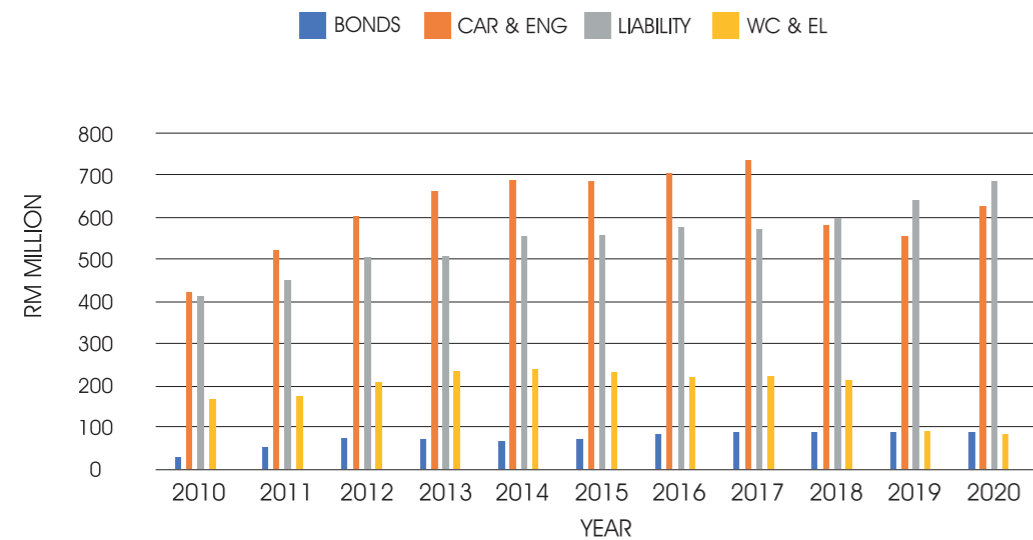


WRITTEN PREMIUMS RM (MILLION)

| YEAR | FIRE | MOTOR | MAT | MEDICAL | P.A. |
|------|---------|---------|---------|---------|---------|
| 2010 | 2,291.8 | 5,968.6 | 1,353.6 | 6423.5 | 1,088.4 |
| 2011 | 2,398.9 | 6,382.4 | 1,489.4 | 822.2 | 1,151.2 |
| 2012 | 2,571.2 | 6,978.3 | 1,565.5 | 875.7 | 1,173.2 |
| 2013 | 2,793.4 | 7,524.2 | 1,519.3 | 920.0 | 1,236.2 |
| 2014 | 2,954.7 | 7,932.8 | 1,651.9 | 1,006.3 | 1,264.6 |
| 2015 | 3,118.6 | 8,098.0 | 1,695.1 | 963.3 | 1,301.3 |
| 2016 | 3,273.7 | 8,165.2 | 1,562.9 | 1,027.0 | 1,298.3 |
| 2017 | 3,411.0 | 8,322.3 | 1,335.3 | 1,100.4 | 1,134.5 |
| 2018 | 3,505.9 | 8,474.9 | 1,330.7 | 1,157.1 | 1,211.3 |
| 2019 | 3,539.6 | 8,435.7 | 1,396.3 | 1,017.2 | 1,193.7 |
| 2020 | 3,611.5 | 8,411.9 | 1,375.4 | 1,000.7 | 994.1 |

Source: ISM

WRITTEN PREMIUMS

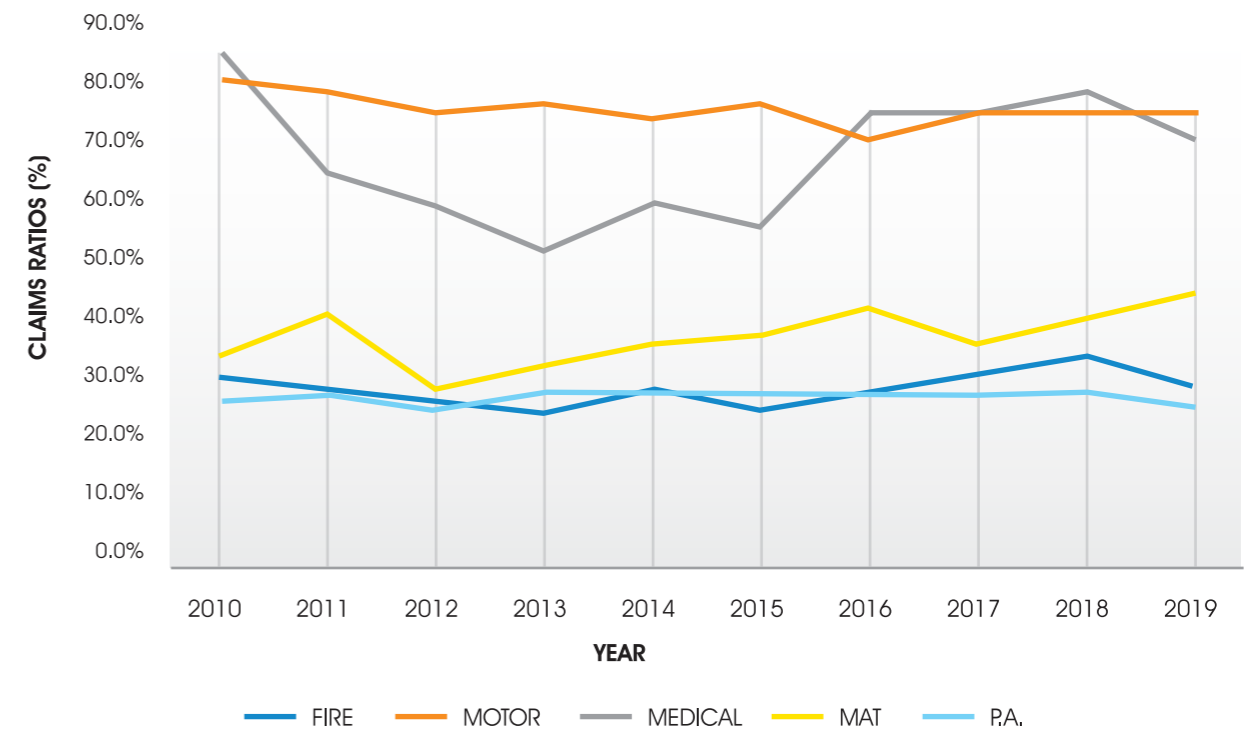


WRITTEN PREMIUMS RM (MILLION)

| YEAR | BONDS | CAR & ENG | LIABILITY | WC & EL |
|------|-------|-----------|-----------|---------|
| 2010 | 38.6 | 423.5 | 415.6 | 159.6 |
| 2011 | 43.3 | 524.3 | 446.4 | 171.3 |
| 2012 | 52.0 | 610.5 | 496.3 | 205.5 |
| 2013 | 53.0 | 6447.7 | 495.8 | 233.2 |
| 2014 | 51.1 | 672.8 | 548.0 | 240.6 |
| 2015 | 60.6 | 670.1 | 560.6 | 232.3 |
| 2016 | 74.2 | 695.7 | 577.1 | 220.2 |
| 2017 | 75.3 | 724.5 | 565.0 | 219.8 |
| 2018 | 64.4 | 586.2 | 605.6 | 209.9 |
| 2019 | 69.7 | 546.9 | 645.6 | 86.4 |
| 2020 | 65.3 | 625.2 | 690.9 | 75.6 |

Source: ISM

CLAIMS RATIOS BY SECTOR

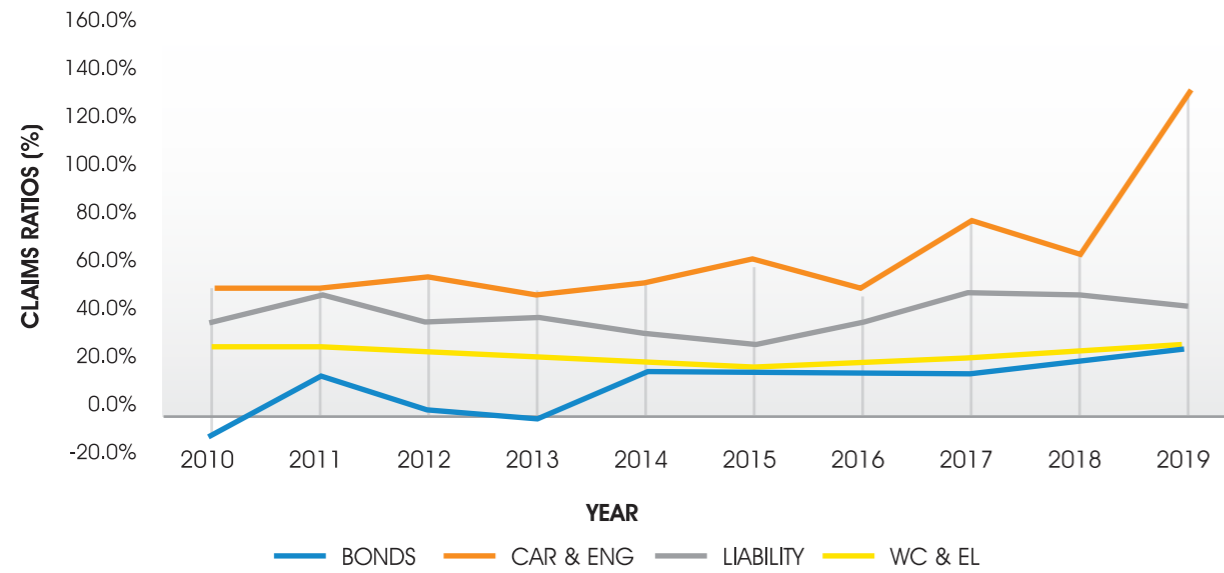


CLAIMS RATIOS BY SECTOR

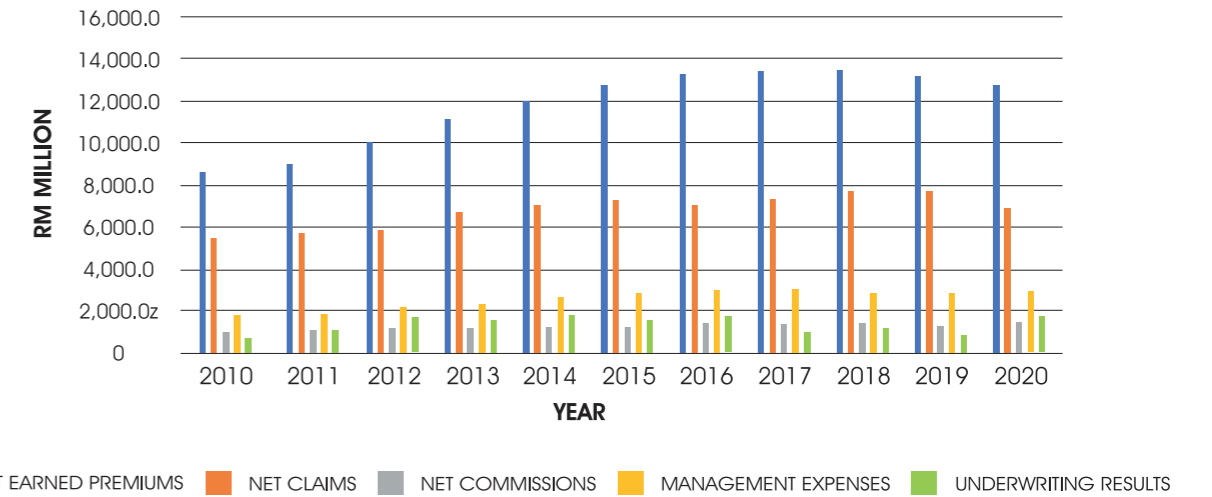
| YEAR | FIRE | MOTOR | MEDICAL | MAT | P.A. |
|------|-------|-------|---------|-------|-------|
| 2010 | 28.7% | 79.5% | 82.7% | 34.5% | 33.0% |
| 2011 | 30.8% | 76.8% | 64.4% | 38.8% | 31.5% |
| 2012 | 27.6% | 72.3% | 56.6% | 29.8% | 28.9% |
| 2013 | 29.4% | 72.7% | 50.6% | 31.1% | 26.5% |
| 2014 | 28.8% | 71.5% | 57.4% | 33.9% | 29.4% |
| 2015 | 28.3% | 72.0% | 54.0% | 34.7% | 25.9% |
| 2016 | 27.7% | 66.9% | 70.5% | 40.3% | 28.8% |
| 2017 | 27.6% | 70.4% | 71.1% | 35.5% | 31.7% |
| 2018 | 28.7% | 70.4% | 73.2% | 39.9% | 35.9% |
| 2019 | 27.6% | 70.1% | 67.1% | 43.9% | 33.3% |
| 2020 | 31.4% | 62.5% | 57.0% | 37.0% | 27.7% |

Source: ISM

CLAIMS RATIOS BY SECTOR



UNDERWRITING EXPERIENCE



CLAIMS RATIOS BY SECTOR

| YEAR | BONDS | CAR & ENG | LIABILITY | WC & EL |
|------|--------|-----------|-----------|---------|
| 2010 | -8.9% | 48.9% | 33.1% | 19.2% |
| 2011 | 10.45% | 45.6% | 41.1% | 16.0% |
| 2012 | 0.6% | 55.0% | 29.8% | 14.4% |
| 2013 | -1.3% | 40.4% | 26.9% | 12.2% |
| 2014 | 9.7% | 44.5% | 20.1% | 9.7% |
| 2015 | 9.4% | 56.7% | 17.4% | 9.4% |
| 2016 | 7.1% | 47.5% | 24.2% | 9.9% |
| 2017 | 5.9% | 77.1% | 37.5% | 10.5% |
| 2018 | 9.0% | 64.3% | 39.9% | 9.9% |
| 2019 | 9.3% | 133.0% | 35.8% | 12.4% |
| 2020 | 24.1% | 92.3% | 42.2% | -0.9% |

Source: ISM

UNDERWRITING EXPERIENCE RM (MILLION)

| YEAR | NET EARNED PREMIUMS | NET CLAIMS | NETT COMMISSIONS | MANAGEMENT EXPENSES | UNDERWRITING RESULTS |
|------|---------------------|------------|------------------|---------------------|----------------------|
| 2010 | 8,741.1 | 5,495.7 | 818.9 | 1,787.5 | 639.0 |
| 2011 | 9,359.7 | 5,683.2 | 901.9 | 1,866.9 | 907.8 |
| 2012 | 10,120.8 | 5,743.9 | 1,000.4 | 2,079.1 | 1,297.4 |
| 2013 | 11,189.0 | 6,340.3 | 1,144.6 | 2,242.5 | 1,481.6 |
| 2014 | 11,979.0 | 6,788.8 | 1,211.6 | 2,480.5 | 1,488.1 |
| 2015 | 12,548.4 | 7,090.4 | 1,245.9 | 2,747.5 | 1,453.5 |
| 2016 | 12,822.9 | 6,991.9 | 1,270.9 | 3,030.6 | 1,529.5 |
| 2017 | 13,038.0 | 7,502.7 | 1,309.7 | 3,174.6 | 1,051.0 |
| 2018 | 13,400.9 | 7,789.6 | 1,327.1 | 3,147.5 | 1,136.7 |
| 2019 | 13,374.2 | 7,778 | 1,330.1 | 3,310.3 | 955.8 |
| 2020 | 13,104.1 | 6,927.6 | 1,303.2 | 3,369.3 | 1,504.1 |

Source: ISM

1979 to 2021

ROLL OF HONOUR

| TERM | CHAIRMAN | DEPUTY CHAIRMAN |
|-----------|---|--|
| 2020-2021 | Mr. Antony Lee Fook Weng (AIG Malaysia Insurance Berhad) | Mr. Ng Kok Kheng (Great Eastern General Insurance (M) Berhad) |
| 2019-2020 | Mr. Antony Lee Fook Weng (AIG Malaysia Insurance Berhad) | Mr. Chua Seck Guan (MSIG Insurance (Malaysia) Bhd) |
| 2016-2019 | Mr. Antony Lee Fook Weng (AIG Malaysia Insurance Berhad) | Mr. Antony Lee Fook Weng (AIG Malaysia Insurance Berhad) |
| 2015-2016 | Mr. Chua Seck Guan (MSIG Insurance (Malaysia) Bhd) | Mr. Kong Shu Yin (RHB Insurance Berhad - from 31 October 2012) |
| 2012-2015 | Mr. Chua Seck Guan (MSIG Insurance (Malaysia) Bhd - from 31 October 2012) | Mr. Chua Seck Guan (MSIG Insurance (Malaysia) Bhd - from 23 April to 30 October 2012) |
| | Mr. Wong Kim Teck (Kurnia Insurans (Malaysia) Berhad - from 23 April to 30 October 2012) | Mr. Wong Kim Teck (Kurnia Insurans (Malaysia) Bhd) |
| 2011-2012 | En. Hashim Harun (Malaysian Reinsurance Bhd) | Mr. Tan Kok Guan (Lonpac Insurance Bhd) |
| 2010-2011 | En. Hashim Harun (Malaysian Reinsurance Bhd) | Mr. Jahanath Muthusamy (AXA Affin General Insurance Bhd) |
| 2009-2010 | En. Hashim Harun (Malaysian Reinsurance Bhd) | En. Mohd Yusof Idris (Oriental Capital Assurance Bhd) |
| 2008-2009 | Mr. Cliff Lee Koon Yew (Tahan Insurance Malaysia Berhad - from 13 March 2008 to 31 March 2009) | Mr. Cliff Lee Koon Yew (Tahan Insurance Malaysia Berhad) |
| 2007-2008 | En. Zainal Abidin Mohd Noor (Etiqa Insurance Berhad - from 20 April 2007 to 29 February 2008) | En. Mohd Yusof Idris (Oriental Capital Assurance Bhd) |
| 2006-2007 | En. Hashim Harun (Uni.Asia General Insurance Bhd) | En. Anuar Mohd Hassan (Malaysian National Reinsurance Bhd) |
| 2005-2006 | En. Hashim Harun (Uni.Asia General Insurance Bhd) | En. Hashim Harun (Uni.Asia General Insurance Bhd) |
| 2002-2005 | En. Anuar Mohd Hassan (Malaysian National Reinsurance Bhd) | En. Anuar Mohd Hassan (Malaysian National Reinsurance Bhd) |
| 2000-2002 | En. Kassim Zakaria (Mayban General Assurance Bhd) | Mr. Ng Kok Kheng (AXA Affin General Insurance Bhd) |
| 1999-2000 | En. Anuar Mohd Hassan (Malaysian National Reinsurance Bhd) | - |

| TERM | CHAIRMAN | DEPUTY CHAIRMAN |
|-------------|--|---|
| 1997-1999 | En. Anuar Mohd Hassan (Malaysian National Reinsurance Bhd) | Mr. Adrian Loh Heong Chow (Kurnia Insurans (M) Bhd) |
| 1994-1997 | Mr. Adrian Loh Heong Chow (Hong Leong Assurance Bhd) | En. Anuar Mohd Hassan (Malaysian National Reinsurance Bhd) |
| 1993-1994 | En. Subri Abdullah (Malaysian Co-operative Insurance Society Ltd) | En. Dzulkifli Mohd Salleh (Malaysian National Reinsurance Bhd) |
| 1990-1993 | En. Dzulkifli Mohd Salleh (Malaysian National Reinsurance Bhd) | En. Subri Abdullah (Malaysian Co-operative Insurance Society Ltd) |
| 1988-1990 | YBhg Datuk Abdul Latiff Hussain (Malaysia British Assurance Bhd) | En. Dzulkifli Mohd Salleh (Malaysian National Reinsurance Bhd) |
| 1985-1988 | En. Dzulkifli Mohd Salleh (Malaysian National Reinsurance Bhd) | Mr. Lau Khuan Siew (Malaysia British Assurance Bhd) |
| 1984-1985 | Tuan Haji Mansor Masikon (Progressive Insurance Sdn Bhd) | En. Abdullah Bin Ishak (Arab Malaysian Insurance Sdn Bhd) |
| 1982 - 1984 | Tuan Hj Shukor Hj Hassan (South East Asia Insurance Bhd) | Mr. Warrick K.C. Lim (East West Insurance Bhd) |
| 1981 - 1982 | Tuan Hj Shukor Hj Hassan (South East Asia Insurance Bhd) | Mr. J.D. Lewis (The London Assurance) |
| 1979 - 1981 | YB Dato' Haji Nik Hassan Bin Haji Wan Abdul Rahman (Malaysia Pacific Insurance Co Bhd) | Mr. J.D. Lewis (The London Assurance) |

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