# PERSONAL PARTICULARS

Name : Fariz Abdul Aziz

NRIC No : 740318-01-6955

Address : 45A Sri Gombak Townvilla

 Jalan SG8/11 Taman Sri Gombak

 68100 Batu Caves

 Selangor

Tel No : 0102660077 / 0162940101

Date of Birth : 18 March 1974

Sex : Male

Marital Status : Married

Nationality : Malaysian

Health : Good

Height & Weight : 1.64 m & 68 kg

Languages Spoken : Bahasa Malaysia & English

Languages Written : Bahasa Malaysia & English

### EDUCATIONAL BACKGROUND

1996-1997 : Bachelor in Business Administration (Hons) (Insurance)

 UiTM Shah Alam

1993-1995 : Diploma in Business Studies (Insurance)

 UiTM Shah Alam

1990-1992 : Sijil Pelajaran Malaysia – Grade II

 Sekolah Menengah Teknik Melaka

1987-1989 : Sijil Rendah Pelajaran

 Sekolah Menengah Tengku Aris Bendahara Kluang

### WORKING EXPERIENCE

April 2013 – Current : Etiqa

 Underwriter – EB Dept

Oct 2011 – April 2013 : ING Public Takaful Ehsan Bhd

 Section Head NB Group Operations

Oct 2005 – May 2010 : Hong Leong Assurance Berhad

 Assistant Manager (Underwriter) – New Business-Life/Group

May 2003 - September 2005 : AmAssurance Berhad

 Senior Officer – Group Corporate Business ,Life Operations

November 1999 - May 2003 : Shapadu Corporation Sdn Bhd

 Group Insurance / Admin Executive

### EXTRA CURRICULAR ACTIVITIES

Primary School : School Prefect

 Boy Scout

Secondary School : School Prefect

 President Agric Club

 Hostel Committee Member

 School Librarian

 PBSM Committee Member

 Peers Counselor

Institute : College Committee Member (EXCO)

 Vice Secretary College Committee Member

 Vice President Badan Peer Kaunselor

 Treasurer DBS (Insurance) Society

Notice : 1 month

Expected Salary : To negotiate

### ADDITIONAL INFORMATION

Computer Literacy : Microsoft Office

Hobbies : Fishing, Reading, Playing Bowling, Tennis & Traveling

Membership : The Malaysian Insurance Institute

REFEREES

Noor Jaznifa Mohd Noor

Senior Manager

Syarikat Takaful Malaysia

Kuala Lumpur

Jaznifa.nor@takaful-malaysia.com.my

Tel : 0122055844

Haznira Daud

Manager

AIA Public Takaful Ehsan Bhd

Kuala Lumpur

Haznira.Daud@aiapublic.com.my

Tel : 0123214776

# WORKING EXPERIENCE

###### April 2013 - Current

### Etiqa

Position Title: Underwriter – Employee Benefit & Medical Group

Key Accountability:-

Underwrites and approves all non-medical and medical applications up to the conferred authority for takaful & conventional. Exercises responsible on risk selection and completes process within agreed service benchmarks. Underwriting and processing of Policy document for group business (corporate client) such as Group Term Life & Group Hospital & Surgical including new business, renewals and endorsements.

Duty & Responsibilities:-

1. Asses risks in accordance with approval underwriting rating guides, tariff requirements and acceptance authority limits.
2. Attend daily mails, correspondence, ensure premium is in order for submission
3. Underwrite proposal form for all classes of insurance. Drafting of endorsements where required and computation of premium
4. Attend to enquiries and quotations from agents, brokers, direct & marketing letter writing and replying to faxes.
5. Supervise / delegate work to the staff and to ensure smooth running and flow of work in the department.
6. Review renewal notices on monthly basis
7. Check policies, invoices, endorsement and sign documents within authority limit (including claims files)
8. Prepare Management Report, Quarterly Report to Bank Negara. Liaise with Accounts Department, Actuarial Department, and Marketing Department in preparing the report.
9. Any others duties assigned by immediate Superior or Management from time to time.

# WORKING EXPERIENCE

## Oct 2011 – April 2013

### ING Public Takaful Ehsan Bhd

Position Title : Section Head NB – Group Operations

Key Accountability

Pioneer in Group Operations set up for Group Term Takaful & Group Hospital & Surgical, Medical Card, Outpatient, and System Set up and set up Standard Level Agreement (SLA)

Involve in the Group Asia Life Core Project in Data Verification in the new system; perform the Function Test of outputs, User Acceptance Test of Group Term Takaful, Group Hospital & Surgical, Medical Card, Outpatient System, GP System and subsequent Project Change Requests and System Service Request which has been delivered

Underwrites and approves all non-medical and medical applications up to the conferred authority. Exercises responsible on risk selection and completes process within agreed service benchmarks. Underwriting and processing of Policy document for group business (corporate client) such as Group Term Life, Group Hospital & Surgical, including new business, renewals and endorsements.

Duty & Responsibilities:-

1. Follows up with vendor of Group Asia Life Core Project on outstanding requirements, on system enhancement , sub system needed
2. Involve in project of design medical card with vendor and liaise with ING, Third party Administrator to ensure that the design of medical card is high quality and met the standard requirement.
3. Design form for New Business requirement such as Proposal Form, Medical Check Up Form, Authorisation Slip Form, Paramedic Service Form, New Business Advise Form, Check List Form and others form that relevant.
4. Prepare Underwriting Guideline, Standard Operation Procedure (SOP), Claims Guidelines, Authority Limit Guidelines and Organisation Chart for Group Operations.
5. Assist General Manager with operational issues and involve in meeting with ING to ensure that product launch on track.
6. Perform system underwriting up to the authorized approval limit of
7. Signs letters of Offer, Acceptance, Declinature or deferment or requests for underwriting requirements
8. Reviews pending cases, suspense, approve refunds of premiums up to authority limit conferred for declined or not taken up cases. Approves endorsements and authorizes policy cancellations
9. Trains staff in operating of systems, including Helpdesk
10. Any others duties assigned by management from time to time.
11. Assists in problems and complaints resolution. Ensures complaints are resolved or responded within service benchmarks.
12. Assigns duties for subordinates, trains and coaches them, provide counseling when necessary. Conducts staff appraisal.

# WORKING EXPERIENCE

## October 2005 – May 2010

### Hong Leong Assurance Berhad

Position Title : Assistant Manager @ Senior Underwriter – Life, New Business Department, Shared Services

Key Accountability

Underwrites and approves all non-medical and medical applications up to the conferred authority. Exercises responsible on risk selection and completes process within agreed service benchmarks. Underwriting and processing of Policy document for group business (corporate client) such as Group Term Life, Group Level Term & Group Hospital & Surgical & Personal Loan & Overdraft & Credit Shield including new business, renewals and endorsements.

Underwrites and approves all non-medical and medical applications up to the conferred authority for Hong Leong Tokio Marine Takaful (HLTMT) such as MRTT, Family Takaful, Education plan, Single Contribution

Duty & Responsibilities:-

1. Perform system underwriting up to the authorized approval limit of RM800K (in excess of FCL)
2. Signs letters of Offer, Acceptance, Declinature or deferment or requests for underwriting requirements
3. Reviews pending cases, suspense, approve refunds of premiums up to authority limit conferred for declined or not taken up cases. Approves endorsements and authorizes policy cancellations
4. Trains staff in operating of systems, including Helpdesk
5. Involve in the New Life Core Project in Data Verification of Data Conversion, Data Cleansing of data in the previous system, perform the Function Test of outputs, User Acceptance Test of Penta G Life and subsequent Project Change Requests and System Service Request which has been delivered
6. Assist Manager with operational issues for New Business Dept when required.
7. Assists in problems and complaints resolution. Ensures complaints are resolved or responded within service benchmarks.
8. Assigns duties for subordinates, trains and coaches them, provide counseling when necessary. Conducts staff appraisal.
9. Follows up with Branch/Bancassurance Department on outstanding requirements, advises Branch/Bancassurance Department on the underwriting decision, rationale and company’s stand on the issue. Liaise with Reinsurer on reference cases (medical & financial)
10. Participates in quality improvement projects, if required.
11. Keep track on outstanding underwriting requirements and send reminders
12. Any other duties assigned by immediate Superior or Management from time to time.

# WORKING EXPERIENCE

###### May 2003 – September 2005

### AmAssurance Berhad

Position Title: Senior Officer (Life Operations) – EB/ Group Corporate Business – Life Operations

Key Accountability:-

Underwriting and processing of Policy document for group business (corporate client) such as Group Term Life, Group Level Term, Group Hospital & Surgical, Personal Loan, Overdraft, Credit Shield including new business, renewals and endorsements

Duty & Responsibilities:-

1. Asses risks in accordance with approval underwriting rating guides, tariff requirements and acceptance authority limits.
2. Attend daily mails, correspondence, ensure premium is in order for submission
3. Underwrite proposal form for all classes of insurance. Drafting of endorsements where required and computation of premium
4. Attend to enquiries and quotations from agents, brokers, direct & marketing letter writing and replying to faxes.
5. Supervise / delegate work to the staff and to ensure smooth running and flow of work in the department.
6. Review renewal notices on monthly basis
7. Check policies, invoices, endorsement and sign documents within authority limit (including claims files)
8. Prepare Management Report, Quarterly Report to Bank Negara. Liaise with Accounts Department, Actuarial Department, and Marketing Department in preparing the report.
9. Any others duties assigned by immediate Superior or Management from time to time.

# WORKING EXPERIENCE

###### November 1999 – May 2003

### SHAPADU CORPORATION SDN BHD

Position Title : Group Insurance / Administrative Executive

Key Accountability:-

To manage range of risk and insurance matters of Shapadu Group Of Companies, providing insurance information to management for decision making and effective implementations, Shapadu Group of Companies includes Shapadu Corporation Sdn Bhd, Shapadu Energy & Engineering Sdn Bhd (SEEN), Lebuhraya Shapadu Sdn Bhd (LSSB), Shapadu Security Sdn Bhd (SSSB), Shapadu Trading Sdn Bhd, Shapadu Transport & Logistic Sdn Bhd, Shapadu Properties Sdn Bhd

Responsible for the Group Insurance plan(s) and all insurance related matters for Shapadu Group of Companies, comprising all classes & types of policies, relevant to Group’s occupational trades, projects or group general insurance plans such as Comprehensive General Liability, Workmen’s Compensation, Contractor All Risk, Money Insurance (MIT / MIP), Burglary Insurance, Marine Cargo, etc and group insurance / benefits schemes such as Group Term Life (GTLA), Group Hospital & Surgical (GHS), Group Personal Accident (GPA) and administrative work.

Duty & Responsibilities:-

1. Responsible for the company and the group’s motor insurances for all company registered motor vehicles.
2. Responsible for the handling of all insurance claims filed from time of notification until settlement. This includes claims documentation, on site visits, servicing & maintenance, correspondences and in relation to policies under group insurances.
3. Responsibility shall include beside ‘inhouse’ working etc, liaison with Brokers, Insurer, timely renewal, ascertainment of values & scopes, rates, policies maintenance & servicing, provision of necessary information and being alert to current situation and requirement.
4. Responsible for the issuance of Insurance scheme’s Guarantee Letter for hospitalised employees (Group Hospital & Surgical Insurance) subject to policy term & conditions. This embodies monitoring & controlling and ensuring its availability at all times.
5. Administer coverage and resolve claims for all insurance policies such as fire & perils insurance - priority coverage, third party liability, vehicle insurance- comprehensive & third party coverage and workmen’s compensation insurance
6. Evaluation of competitive bids (premium rates, terms and conditions) and vetting the reinsurance security offered by the bidders
7. Incident reporting of property & liability insurance: coordination with various internal division and duty officers for the incident reports of the accidents
8. Intimating insurance companies about the incident and submission of all reports and documents required for the lodgment of the claim of damage/loss and assisting the insurance surveyors to carry out the survey on time to time
9. Co-ordination with the insurance companies for processing the claims and providing information for the justification of the lodged claims. Acceptance or rejection of the settlement of claims negotiations, dispute resolution proceedings etc.
10. Monitor vehicle insurance: coordination with the motor transport section for the vehicles coverage and claims of the vehicles involved in the accidents and coverage period of insurance renewal
11. Preparing recommendation reports to the head of contracts
12. Discharge such other duties and responsibilities that may be directed by the Group Corporate Services Manager or Corporate Department’s requisites.
13. To assist in preparing and compiling the Administration Policy & Procedures.
14. Monitoring of and maintain records of company assets. e.g office furniture, office equipment and company vehicles.
15. Obtain relevant quotations and negotiate with suppliers for all purchases of office supplies and fixed assets.
16. Supervise overall housekeeping of the office.
17. Update, undertake service contracts for maintenance of office equipment etc.
18. Undertake relevant arrangement and request pertaining to staff welfare.
19. Assist in coordinating and organising company functions.
20. Undertake projects and assignments as and when necessary.