

# FILBERT LEE CHIN GUAN

## PERSONAL PARTICULARS

Address : B908, Perdana View Condominium, No.21, Jalan PJU 8/1, Damansara Perdana, 47820, Petaling Jaya, Selangor, Malaysia  
Mobile No. : +6017-4801886  
Email : filbert\_lee@yahoo.com

## EMPLOYMENT

Company Name : **MSIG Insurance (M) Bhd**  
Position Title : Risk Surveyor  
Position Level : Senior Risk Surveyor  
Specialization : Risk Management/Thermography  
Industry : Insurance  
Duration : September 2012 - Present

### Work Description:

- Undertaking commercial and burglary surveys
- Collating and assessing risk information on site
- Preparing detailed reports and presentations for underwriters
- Making recommendations to underwriters about required improvements
- Advising clients on-site and discussing opportunities and requirements to reduce the risk of future insurance claims
- Liaising with other professionals, e.g. underwriters, brokers, client representatives, inspectors of health and safety and fire officers
- Keeping up to date with technical aspects affecting risks, e.g. trade processes, legislation, hazardous materials
- Developing the business and maintaining the professional reputation of the company with brokers and clients

### Cases Handled (Notable Mentions)

- Semi-Conductor Manufacturing Plant (Large Specialized Risk – LSR): Sum Insured RM380,000,000.00
- Paper Mill (LSR – Previous suffered flood loss of RM300,000.00): Sum Insured RM400,000,000.00
- Oleochemical plant – Silicon rubber manufacturer (LSR – New Business): Sum Insured RM380,000,000.00
- Handphone Battery Manufacturer (LSR – Review): Sum Insured RM300,000,000.00
- Tyre Manufacturer (LSR – New Business): Sum Insured RM400,000,000.00
- Steel Manufacturing Plant (LSR – New Business): Sum Insured RM330,000,000.00
- Power Plant Assessment (Biomass generation): Safety hazards and potential threat

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Company Name : **Crawford & Company Adjusters (M) Sdn Bhd**  
Position Title : Loss Adjuster  
Position Level : Executive  
Specialization : Claims Assessor  
Industry : Insurance  
Duration : January 2010 - September 2012

**Work Description:**

- Liaise with policyholders, report investigation, findings as well as recommendation to the insurance company
- Portfolio includes claims within the Contractors' All Risk Policy/Erection All Risk Policy, Fire Policy, Houseowner/Householder Policy, Industrial All Risk, Public Liability Policy, Burglary etc.
- Interview claimants/employees/security staff for evidence about possible causes
- Conduct investigation (liaising with third party forensic and government entities) on the possible causes leading to the loss
- Clarifying Policy clauses/warranties to policyholders to ensure there are no misunderstanding within Policy Liability
- Ensure implementation of risk mitigation measures once findings are conclusive
  
- Assisting claimant to compile documents as well as physically conducting on-site listing in order to expedite claim process
- Managed claims within categories of small losses (Reserve: RM10,000.00) to large losses (Reserve: RM300,000.00 – RM500,000.00)
- Adhering towards strict compliance given by the Insurers:-
  - Immediate Advices are to be sent out within 24 hours period upon conducting the survey
  - Preparing Preliminary Report within 14 days from the date of case assignment
  - Preparing the Final Report within 14 days after receiving complete documentation of the claims

**Cases Handled (Notable Mentions)**

- Contractors' All Risk Policy
  - Theft to armored cables within the site (Quantum: RM300,000.00)
  - Theft to scaffoldings (Quantum: RM100,000.00)
- Construction All Risk Policy
  - Damage to underground existing cables and piping (Quantum: RM250,000.00)
- Public Liability under CAR Policy
  - Damage to nearby properties (Quantum: RM100,000.00)
- Fire Policy
  - Total loss (One block) of Oleochemical Plant (Quantum: RM300,000.00)
- Goods In Transit
  - Loss of cash held in transit to Bank (Quantum: RM50,000.00)
- Marine Policy
  - Damage to goods while in transit by freight (Quantum : RM150,000.00)
- Flood Assignments
  - Thailand catastrophe incident in 2011

**PROFESSIONAL CERTIFICATE**

- Basic Certificate Course in Insurance Loss Adjusting (BCCILA) since 2010
- Thermography Level 1 Certificate since 2014

## HIGHEST QUALIFICATION

Qualification : Bachelor's Degree  
Major : Psychology (Hons)  
Institute/University : HELP University College  
HGPA : Second Class Lower  
Completion Date : December 2010

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Qualification : Associateship  
Major : Associateship of The Malaysian Insurance Institute (AMII)  
Institute/University : Malaysian Insurance Institute  
Completion Date : 2016 (Estimated)

## AWARDS & CONTRIBUTIONS

### Awards

2015 MSIG Generation-Star Program (High performance employee)  
2014 AMII Scholarship Award, Malaysian Insurance Institute  
2008 CEO Scholarship Award, HELP University

### Contributions

- Master of Ceremony for MSIG Insurance (M) Bhd – Annual Dinner 2013
- Master of Ceremony for MSIG Insurance (M) Bhd – Underwriting Conference 2015
- Conducted training (Risk Assessment/Technical Aspect) for Marketing Units around Malaysia (2013 – Present)
- Re-assess and re-design Department workflow (Titled: E-RSD, Platform Without Borders)
- Written and published the Underwriting Conference 2014 newsletter within company's news portal

## FUNCTIONAL AND TECHNICAL SKILLS

- Public Speaking/Presentation
- Communication and Negotiation
- Coaching Technical Know-How (Electrical & Mechanical Hazards)
- Research
- Computer Literacy (Microsoft Excel & Microsoft Power Point)
- Thermography (assessment of electrical components)
- Fire Fighting & Rescue (trained by the Malaysian Fire Department)

## LANGUAGES

(Proficiency : 0 = Poor 10 = Excellent)

<u>LANGUAGES</u>	<u>SPOKEN</u>	<u>WRITTEN</u>
English	9	9
Bahasa Melayu	9	7
Mandarin	2	0
Hokkien	8	NA

<b>ADDITIONAL INFORMATION</b>
Availability : 1 month notice
<b>REFEREES</b>
(1) MSIG Insurance (M) Berhad Naventhran a/l Sevalingam Manager naventhran_sevalingam@my.msig-asia.com +603 - 2050 8228
(2) Crawford & Company Adjuster Sdn Bhd Alvin Loh Manager +6013 - 421 5347

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