

DATE	10 January 2023
MEMO NO.	FWD/AD/C/03/23

TO	ALL FWD TAKAFUL AGENCY FORCE
FROM	VISHWANATH PASUPATHY, DEPUTY CHIEF EXECUTIVE OFFICER
CC	DIRECTOR AGENCY DISTRIBUTION BUSINESS DEVELOPMENT OFFICER ASSISTANT BUSINESS DEVELOPMENT OFFICER
SUBJECT	UPDATE ON AGENT ONBOARDING PROCESS EFFECTIVE 16 JANUARY 2023

Dear FWD Takaful Agency Force,

Happy New Year and Welcome to 2023!

The new year brings along new opportunities, experiences as well as new processes for the betterment of our day-to-day business practices. As such, we are taking this opportunity to announce a few updates pertaining to agent onboarding and registration.

**1. 100% eRecruitment for Agent Onboarding**

Effective 16<sup>th</sup> January 2023, all onboarding applications must be made via eRecruitment. We will not accept any submission via email. Kindly take note to submit clear and full documents via eRecruitment to avoid any delay in the onboarding process.

*Please refer to Appendix 1: required documents for onboarding of agents.*

**2. “Remote Signature” for far residing applicants**

Great News! We have enhanced the eRecruitment. You can recruit anytime and anywhere in Malaysia without travelling to other states. Let’s say, the recruiter is based in Kuala Lumpur and his/her potential recruit is residing in Sabah, you can just click on the “Remote Signature” and send the link to the applicant to e-sign.

Nevertheless, the proper recruitment processes must be adhered to all the time to ensure fairness and compliance in identifying, selecting and onboarding the right candidate who could support to take your business to the next level.

**3. Revision of form and agreements**

We have revised the following form and agreements:

**3.1 Agent Application form**

We have made some changes at the qualification field and added full or part time agent declaration.

**3.2 Agency Agreement, Agency ALC Agreement and Agency Leader Agreement** has been revised to cater for the new “Anti-Bribery Clause”.

You may download the latest versions of agreements as below listed from elris NOW!

- a. Agent Application Version V4@03 Oct 2022 has been embedded in the eRecruitment
- b. Agency Agreement Version V4@03 Oct 2022
- c. Agency ALC Agreement Version V4@03 Oct 2022

Effective **16 January 2023**, we will not be accepting the older version of the form and agreements.

Should you need any clarification pertaining to the form and agreements, kindly contact your DAD/ABDO/BDO or email your enquiries to FWD Agency Registration at [agentregistration.my@fwd.com](mailto:agentregistration.my@fwd.com).

#### **4. Applicant's unhealthy financial standing - unsettled debts (CTOS)**

CTOS check is one of the mandatory requirements to be performed on all new applicants to ensure applicants have healthy financial status. Applicants with unhealthy financial standing with total outstanding debt of RM10,001 and above will require to furnish the following for our approval.

- a. 3 months payment proof for each different outstanding amount OR
- b. AKPK arrangement on settlement of the outstanding OR
- c. Proof of payment arrangements with respective financial institution/vendor OR
- d. Proof of full settlement OR
- e. Any further documents that supports the applicant's case.

Documents received will be reviewed accordingly and the final approval of the CTOS is subject to the company's discretion.

#### **5. Categories of Referred Agents**

Applicants who are placed under MTA's referred category 1 are strictly NOT allowed to be contracted as an FWD Agent.

For applicants who fall under category 2, appointment is subject to FWD's company discretion to accept or reject the application.

*Please refer to Appendix 2: Referred Category 2 clauses under Company consideration of acceptance or rejection.*

Applicants who fall under category 3, can only be appointed AFTER the referred status in MTA is uplifted.

#### **6. Refund of the Agent Application Fee**

An agent's application will be rejected if the applicant is found to be a bankrupt or have bankruptcy proceedings and not meet the regulatory guidelines or FWD's onboarding requirements. A refund of Registration fee will be executed for such failed applications which have been rejected by FWD or withdrawn by the applicant. The refund will be made to the recruiter's account unless there is a request in written to refund directly to the applicant's account. The recruiter may redirect the refund to the applicant.

Happy Recruiting! Recruit the **RIGHT** candidate to meet your GOAL for 2023!



Vishwanath Pasupathy  
Deputy Chief Executive Officer

## **Appendix 1:**

### **Documents for onboarding of agents.**

#### **Mandatory Documents**

1. Copy of Malaysian Identity Card (NRIC - both sides)
2. Copy / Screenshot of Bank Account Details with Bank name, Bank account number and Account holder name)
3. Copy of Sijil Pelajaran Malaysia (SPM) with at least 5 passes including Bahasa Malaysia or latest Academic Qualification
4. Agency Agreement/ Agency ALC Agreement signed by applicant and witness

#### **Additional Documents (not mandatory)**

5. Copy of Takaful Basic Examination (TBE) Certificate/Result
6. Recent passport size photo, formal picture (blue/white background)
7. For applicants who have been contracted with other Takaful Operators, resignation/termination letter issued by the previous Takaful Operator.

## Appendix 2:

### List of Referred Category 2 clauses under company consideration of acceptance or rejection.

No	Category 2	Approve / Reject
1.	Breach of MTA Code of Ethics	Company Discretion to accept or reject*
2.	Violating MTA Rules and Regulations/ Resolutions	Company Discretion to accept or reject*
3.	Defraud or attempt to defraud Takaful Operator	Reject upfront
4.	Poor service (complaints from certificate holders)	Company Discretion to accept or reject*
5.	Late dispatch of certificates (with earlier caution/warning given)	Company Discretion to accept or reject*
6.	Misrepresentation of facts	Company Discretion to accept or reject*
7.	Causing conflict within agency force which is detrimental to the company's business or agency morale	Company Discretion to accept or reject*
8.	Delay remittance of contributions to Takaful Operator subject to the principal practice	Reject upfront
9.	Repeated Offence	Reject upfront

*\* Applicant/Recruiter/DAD/BDO/ABDO must provide justification and/or all necessary supporting document(s) for the Company to evaluate the case.*