



Thursday

14 October 2021

10.00 AM – 1.00 PM

WEBINAR:

Sharing Session with

Ombudsman for Financial Services (OFS)

****COMPLIMENTARY – Unlimited Registration***

PARTICIPANTS

This session should attract all technical professionals engaged in the Malaysian insurance/takaful market eg. Claims personnel, Special Investigation Unit, Legal & Compliance dept, Risk Surveyors and Underwriters. It will also be informative for Head of Operation, Products and Marketeers.

OBJECTIVES

- To share OFS' latest performance and sectoral assessment, our observations and suggestions based on the disputes handled.
- To share OFS' case studies and our approach in resolving disputes.
- To provide opportunity for the members to share their feedback and seek clarifications with OFS.

REGISTRATION

The Registration Form is attached herewith.

Kindly complete and email to:

- [<neethya.kalyani@my.gt.com>](mailto:neethya.kalyani@my.gt.com)
- [<nancy.malar@my.gt.com>](mailto:nancy.malar@my.gt.com)

Please submit the completed registration Form by Wednesday, 06 October 2021.

SPEAKER	TOPIC OUTLINES
<p>Ombudsman for Financial Services (OFS)</p>	<ul style="list-style-type: none"> ➤ Insurance and Takaful Sector Performance (as of 31 Aug 2021) ➤ Statistics on type of claims, issues relating to the claims, the trend and insights based on the disputes handled and the manner of resolution (as of 31 Aug 2021): <ul style="list-style-type: none"> • Life/Family Takaful • General Medical • General Non-Motor • General Motor • Motor TPPD ➤ Case studies by product types ➤ Key takeaways and factors considered when resolving disputes. ➤ Q & A session

We look forward to your early registration.

SPEAKER'S PROFILE

<p>Mr Kalyana Kumar Ombudsman, Insurance/Takaful Sector</p>	<p>Mr Kumar was appointed as the Ombudsman in October 2016. He graduated with LLB (Hons) degree from the University Of East Anglia, Norwich, UK. He successfully obtained the Certificate in Legal Practice (CLP) and he was called to the Malaysian Bar in 1990.</p> <p>Mr Kumar served in the Malaysian Judicial and Legal Services for 18 years during which he held appointments as a Magistrate, Senior Assistant Registrar of the High Court (Bankruptcy Division), Deputy Registrar of the High Court (Commercial Division) and Deputy Registrar of the Supreme Court (Federal Court). He was also an examiner and setter for the CLP examination conducted by the Legal Profession Qualifying Board, Malaysia (1997- 2007).</p> <p>He is the author of the book, 'Halsbury's Laws of Malaysia on Bankruptcy Law'. He has also written an article on Insurance law which was published by the Malayan Law Journal. Prior to his appointment as an Ombudsman, he was a Mediator with FMB since July 2009.</p>
<p>Ms Malini Silvaraju Case Manager, Insurance & Takaful Sector</p>	<p>Ms Malini comes from the claims industry and has vast experience in Insurance & Takaful sector. She is an accredited mediator certified by Malaysian Mediation Centre (MMC). She has been handling Life and Medical cases for the past 12 years.</p>
<p>Pn Masni Sulaiman Case Manager, Insurance & Takaful Sector</p>	<p>Pn Masni joined OFS in January 2011. She graduated from Staffordshire University, United Kingdom with a Bachelor of Laws (Hons) and upon graduation, worked in the insurance industry.</p> <p>She has more than 10 years' experience in General insurance managing Bodily Injury claims. Pn Masni currently handles insurance disputes and complaints related to Life and Medical claims. She is an accredited Mediator.</p>

<p>Mr V.G. Nehrman Case Manager, Insurance & Takaful Sector</p>	<p>Mr V.G. Nehrman has a BSc. Banking & Finance Degree from University of London (External) and has also completed his AMII with the Malaysian Insurance Institute.</p> <p>Prior to Joining OFS, he served in various capacities in the Insurance Industry since 2003 to 2010 which included 7 years as a Loss Adjuster and another 3 years as a Senior Claims Executive with a leading Insurer.</p> <p>He joined FMB (Predecessor of OFS) as an Assistant Mediator in 2011 and handles complaints related to General Non Motor, Non-Medical classes of Insurance. He is an accredited Mediator.</p>
<p>Pn Nor Aziah Binti Isa Case Manager, Insurance & Takaful Sector</p>	<p>Pn Aziah Isa joined OFS in July 2019. She has 15 years' experience in motor-related claims prior to joining OFS. Pn Aziah currently handles insurance disputes and complaints related to Motor Insurance/Takaful Motor claims. She is an accredited Mediator.</p>
<p>Ms Charmayne Lam Chia Myn Case Manager, Insurance & Takaful Sector</p>	<p>Ms Charmayne holds a Bachelor of Laws (LLB. Hons) degree from the University of Hull, United Kingdom. She was also trained in the principles of Alternative Dispute Resolution, under the Professional Diploma in Arbitration which is a collaboration course between the Malaysian Institute of Arbitrators (MIarb) and Brickfields Asia College (BAC).</p> <p>She has subsequently been a Case Manager at OFS since December 2019. She is an accredited Mediator.</p>

We look forward to your early registration.