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Dear Sir / Madam,

**INFORMATIVE SESSION WITH** **FINANCIAL MEDIATION BUREAU**

We are pleased to inform that we will be organizing half-a-day session by Mr Ganesan Somasundram from the Financial Mediation Bureau as below:

DATE & TIME

**Tuesday, 15 September 2015:  9.00am – 2.00pm**

VENUE

***Dataran Maybank, Multi Purpose Hall, Kuala Lumpur***

**PARTICIPANTS**

This session should attract Managers, Senior Executives and Executives from the Claims and Underwriting departments in both Life and General companies in the Conventional insurance and Takaful fraternity.

**OBJECTIVE**

To provide awareness to participants to better understand the roles and jurisdictions of the Financial Mediation Bureau in complaint handling.

**SPEAKER’S PROFILE**



Ganesan Somasundram was appointed as a Mediator in July 2009

He holds an Honours Degree in Laws (LL.B) from the University of London and a Master’s degree in Comparative Laws (MCL) from the International Islamic University, Malaysia. Ganesan also holds a Certificate of Legal Practice from University of Malaya. He was admitted to the Malaysian Bar as an Advocate & Solicitor of the High Court of Malaya in 1997.

Ganesan served as an Administrative Officer in the Malaysian Civil Service before being transferred to the Judicial and Legal Service. His judicial appointments included serving as Magistrate, Senior Magistrate and Senior Assistant Registrar of the High Court. He subsequently served as a Deputy Public Prosecutor in the Attorney General’s Chambers before opting for early retirement. He then joined the Legal Department of Bank Negara Malaysia (BNM) and served as BNM’s Prosecutor for 9 years before being appointed as a Mediator in the Financial Mediation Bureau.

Ganesan currently heads a team of Assistant Mediators handling all disputes related to General Insurance, Takaful and Third-Party Property Damages that are within the jurisdiction of FMB.

**WORKSHOP CONTENTS**

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| SPEAKER | TOPIC |
| **MR GANESAN SOMASUNDRAM**FINANCIAL MEDIATION BUREAU | * Role & Jurisdiction of Financial Mediation Bureau
* Transformation of Financial Mediation Bureau to Ombudsman Financial Service
* Summary of selected cases for discussion
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**PARTICIPANT FEE - COMPLIMENTARY**

We are pleased to inform that our Society has allocated **2 COMPLIMENTARY SEATS** for your esteemed company to attend the said session.

**REGISTRATION**

The Registration Form is attached herewith.

Appreciate your response nor later than **Thursday, 03 September 2015** by completing the Registration Form and email to nancy.malar@my.gt.com / neethya.kalyani@my.gt.com

**FURTHER INFORMATION**

If you require any further information or clarification, please do not hesitate to contact Ms Thya or Ms Nancy at 03-2692 4022 or email at *<**neethya.kalyani@my.gt.com**> / <**nancy.malar@my.gt.com**>.*

**We look forward to your early registration.**