

Industrial Training Presentation

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Ng Hui Ru (Crystal)



Agenda

Topics Covered

- Company Information
 - Internship tasks
 - What I Learned
- 



Company Information

Etiqua

- Insurance and takaful brand under the Maybank Group.
- One of the largest insurance and takaful companies in ASEAN.
- Established a strong presence in Malaysia, Singapore, Philippines, Indonesia, and Cambodia.
- Introduced independent Bancassurance strategy in 2003.
- Over 10,000 agents, 44 offices, 17 branches, and over 490 bancassurance networks.

Internship Tasks

SeFEA: Search Engine – Fast Easy Answer



SeFEA: Search Engine – Fast Easy Answer

- Extensive FAQ search engine for keyword search and retrieval of accurate FAQs.
- Enables users to download files and provide feedbacks on FAQs.

Key Features:

- User-friendly keyword search for quick access to information.
- Allows file downloads directly from the platform.
- Supports feedback submission to improve FAQ quality.

Roles:

- SeFEA Announcer
- SeFEA Super Admin
- SeFEA Editor
- SeFEA Reviewer

SeFEA's Landing Page



seFEA

FAST & EASY ANSWERS

KNOWLEDGE BASE SEARCH ENGINE

d|

To which email address do we email the ROP/ ROC letter?

Does TripCare 360 policy/certificate covers Artic/Antartica area?

My Honda CRV car was insured with Zurich Insurance with period of cover from 20/7/2023 to 19/7/2024, NCD 0%. On 1/8/2023, I've transferred my 25% NCD from another car to this Honda CRV. Upon renewal on 20/7/2024, I decided to renew the car with Etiqa General Insurance Bhd (EGIB). What is the NCD entitlement for this car ?

Announcement

search by announcement

CREATE NEW

SR submission:

eftb_bpm_servicerequest@etiqa.com.my is to be used for EFTB only from 25/11/2024

Testing yam · 3 days ago

J-Prime Protection Programme launched on 20/12/2024. Channel: General Agency - Franchise (Insurance & Takaful).

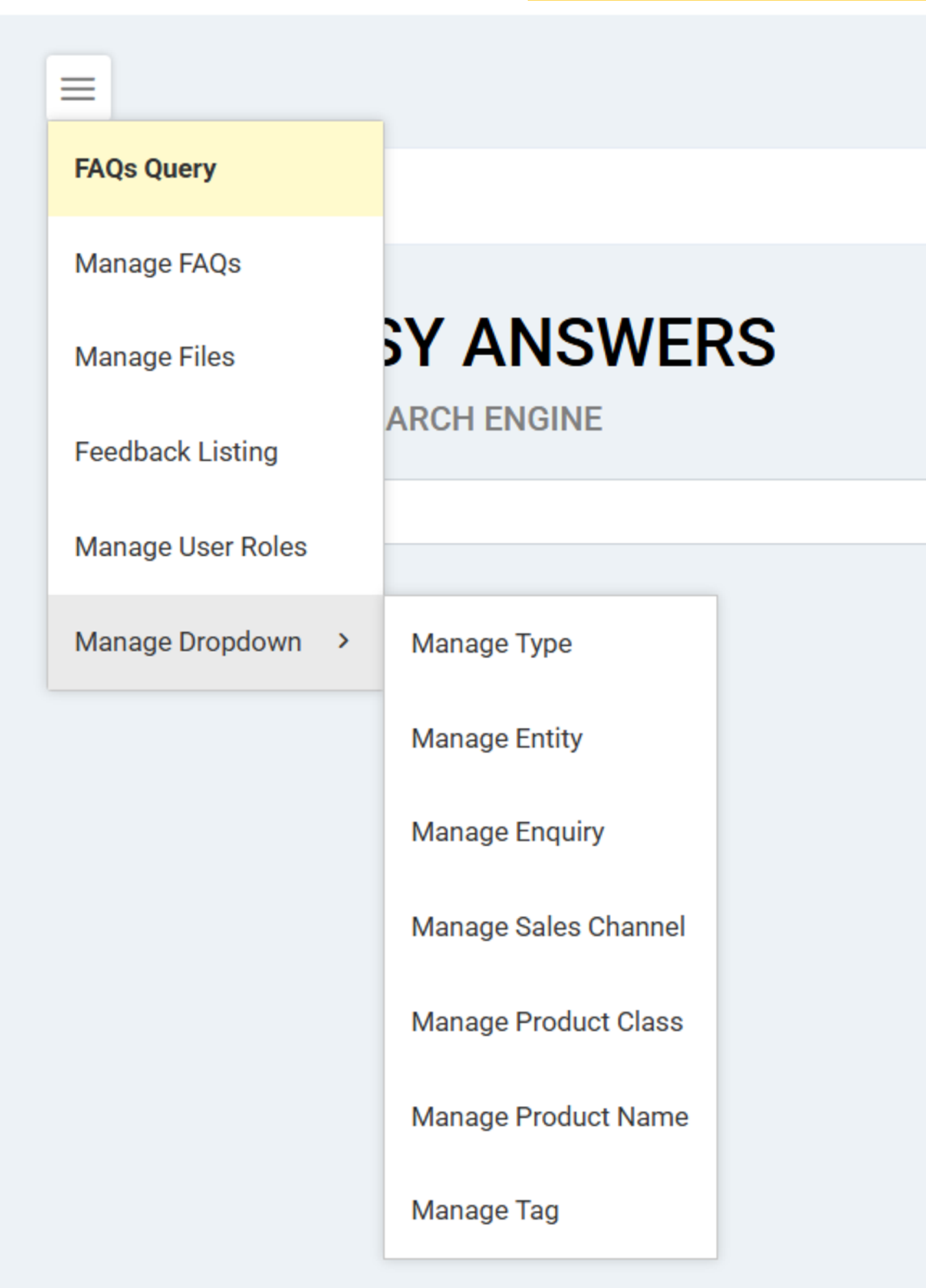
Halijah Binti Rasdi · 13 days ago

As of 10 December 2024, the current version of Etiqa+ is 6.1.6.

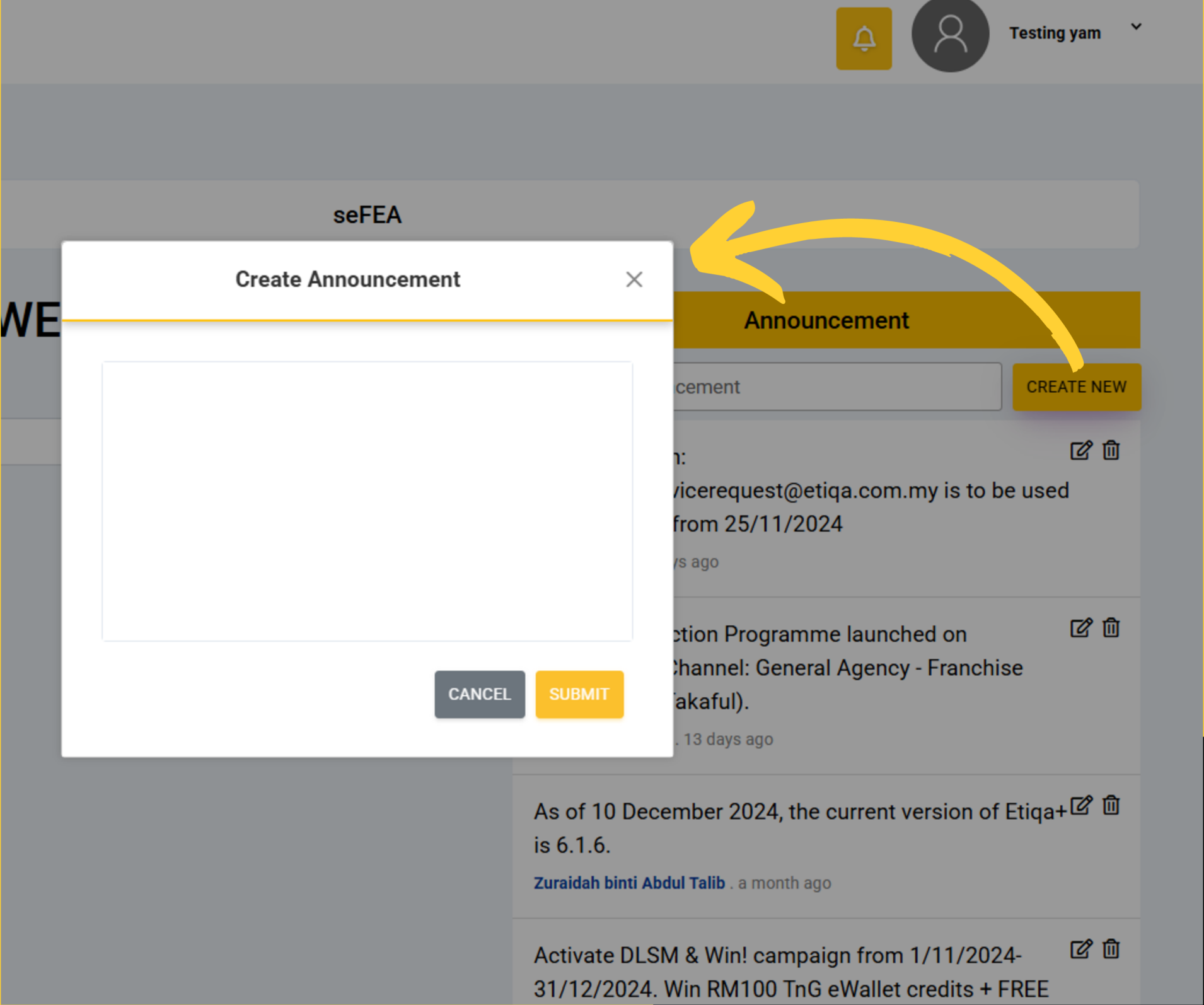
Zuraidah binti Abdul Talib · a month ago

Activate DLSP & Win! campaign from 1/11/2024-31/12/2024. Win RM100 TnG eWallet credits + FREE

Dropdown



Announcement Management



FAQ Listing Page

seFEA

search by faq and file

Frequently Asked Questions

What is Medical and Health Insurance / Takaful (MHIT) ?

Medical and Health Insurance / Takaful (MHIT) Policy / Takaful Certificate

Refers to a policy/takaful certificate that provides illness benefits or medical, surgical or hospital expense benefits to a policy owner/takaful participant as a result of diseases, sickness or infirmity. Benefits may take the form of the reimbursement of medical expenses incurred by the policy owner/takaful participant, a lump sum payment of the sum insured/participated, or payment of an allowance or income stream at regular intervals for the specified period during which the insured/person covered is incapacitated and/or hospitalized;

Medical and Health Insurance / Takaful (MHIT) Products

Refer to insurance or takaful products which may be offered on a standalone basis or as a rider that fall within the definition of MHIT policy/takaful certificate, including, but not limited to the following:

- (a) Medical reimbursement insurance/takaful product;
- (b) Critical illness or dread disease insurance/takaful product;
- (c) Long-term care insurance/takaful product;
- (d) Hospital income insurance/takaful product; and
- (e) Dental insurance/takaful product;

Files

Smart Income -ICP Calculation details

Process Product

Submission of Loss of Use claims for accident occurring on or after 1st July 2024 (ODKFK claim with respect to Excess and CART)

Process

Anticipated Endowment (Holiday Planner) Policy Spec

Product

T&C and FAQ: Activate DLSP & Win! TnG eWallet

FAQ Listing Feedback Form

seFEA

Give your Feedback

Give your Feedback

☐ Inaccurate answer

☐ I don't understand/I need further explanation

☐ Irrelevant to my query

Comment and Suggestion

Enter the comment

CANCEL

SUBMIT

Feedback Listing Page

FEEDBACK LISTING

search by person name, pf number, and faq question

Select Status

Person Name	PF Number	Feedback Sent Date	Status	Attended By	
Testing yam	80011728	a minute ago	Attended	Testing yam	a few s
Testing yam	80011728	a minute ago	Not started		
Testing yam	80011728	a minute ago	Started	Testing yam	a few seconds ago
Testing yam	80011728	a minute ago	Not started		
Testing yam	80011728	a minute ago	Not started		
Testing yam	80011728	2 minutes ago	Attended	Testing yam	a few seconds ago
Testing yam	80011728	2 days ago	Started	Testing yam	2 days ago

<< < 1 > >>

10

FAQ Listing Comment Form

Feedback

TE Testing yam 80011728

3 minutes ago

START

Question

Can ECC members escalate a return call request from customer to Etiqa Branch staff?

Query

None

Feedback

Irrelevant to my query

Comment

testing

2 days ago

Started

Testing yam

User Management Page

USER MANAGEMENT						
search by name or pf number		Select Role	ALL DEPARTMENT	Available Users	ADD USER	
PF Number	Name	Email Address	Department	Roles	Last Logged In	Action
76196	Adnan Bin Mohamed Salehuddin	adnan.mss@etiqa.com.my		SEFEA Editor, SEFEA Reviewer, SEFEA Super Admin	2 years ago	
75698	Adnan Bin Sulaiman	adnan.s@etiqa.com.my	Operations Strategy & Services	SEFEA Announcer, SEFEA Supe...	2 years ago	
74277	Adrian Salleh Bin Hashim	adrian.h@etiqa.com.my	Operations Strategy & Services	SEFEA Announcer SEFEA Super Admin SEFEA Editor SEFEA Reviewer	2 years ago	
133126	Adrisyawalia Binti Che Din	adrisyawalia.ch@etiqa.com.my	Operations Strategy & Services		2 years ago	
76201	Afahrul Irwan Bin Abdul Rahman	irwan.ar@etiqa.com.my	Regional Distribution	SEFEA Announcer, SEFEA Editor, SEFEA Super Admin	2 years ago	
76012	Affandi Bin Abdul Ghani	affendi.ag@etiqa.com.my		SEFEA Editor, SEFEA Super Admin	2 years ago	
84583	Afiq Luthfullah Bin	afioluthfullah.ib@etiqa.com.my	Operations Strategy &	SEFEA Announcer	2 years	

User Management Add Form

Add User

search by name or pf number

Select Users

☐	PF Number	Name	Email Address	Department	Select Roles
☐	77484	Ahmad Shaifuldin bin Mahamad Sharudi	shaifuldin.ms@etiqa.com.my		
☒	78250	Ahmad Shazree Bin Rosli	shazree.r@etiqa.com.my		SEFEA Announcer, SEFEA Editor
☐	93361	Aimiliana Binti Wahab	aimiliana.w@etiqa.com.my	Regional Distribution	☒ SEFEA Announcer SEFEA Super Admin ☒ SEFEA Editor SEFEA Reviewer
☒	131581	Ain Shalfida Binti Shahril	ainshalfida.sh@etiqa.com.my	Regional Distribution	
☐	90145	Aina Mursheeda Binti Abas	aina.mursheeda@etiqa.com.my	Operations Strategy & Services	
☐	128819	Aina Syafiqqa Binti Abdul Razak	ainasyafiqqa.ab@etiqa.com.my	Human Capital	
☐	131795	Ainatul Amaniena Afiqah	ainatul.af@etiqa.com.my		
☐	46386	Aini Yusnita Binti Abdul Wahab	aini.aw@etiqa.com.my	Academy	

84583

Ainul Luthfullah Bin

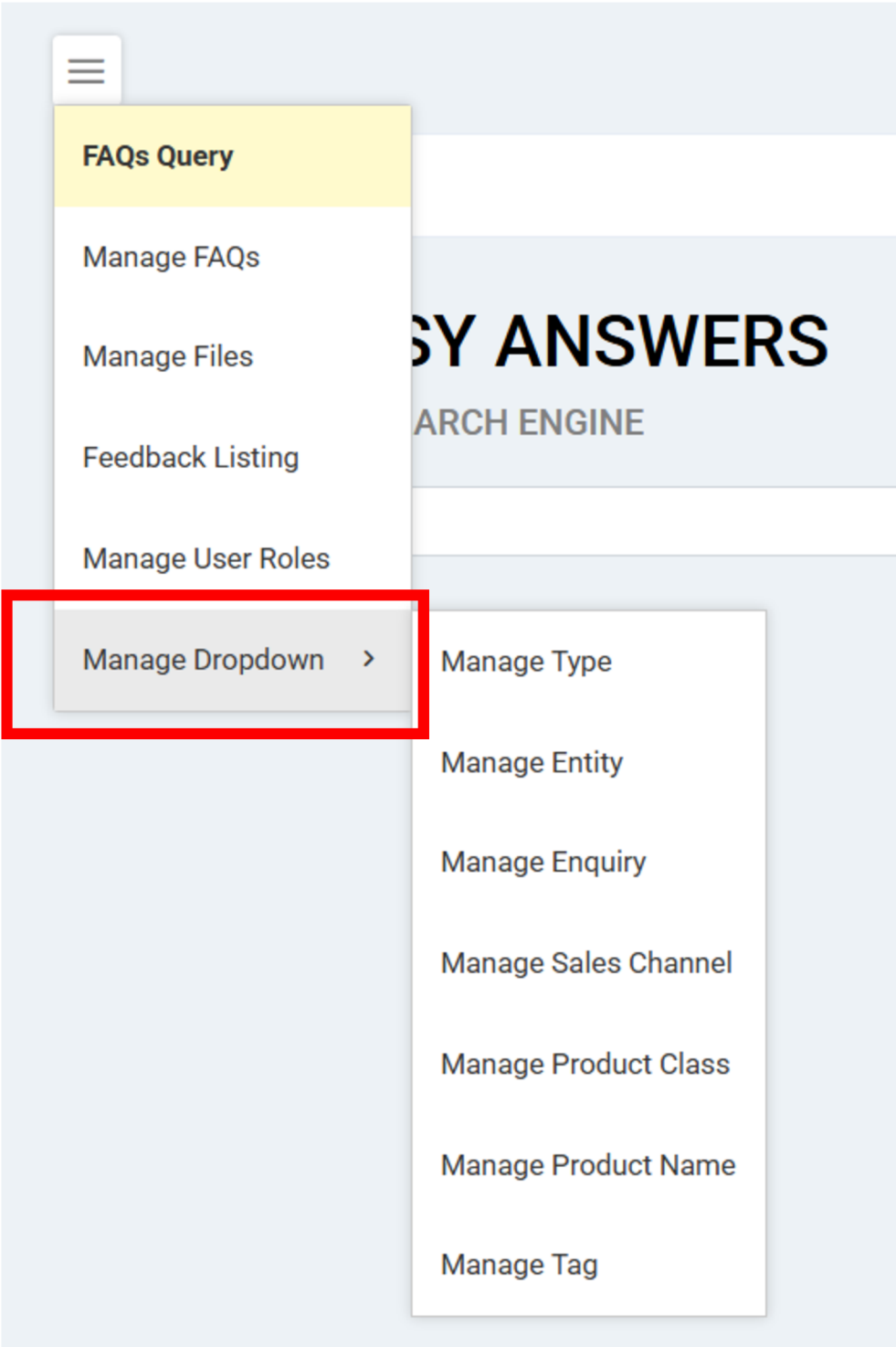
afiquluthfullah.ib@etiqa.com.my

Operations Strategy &

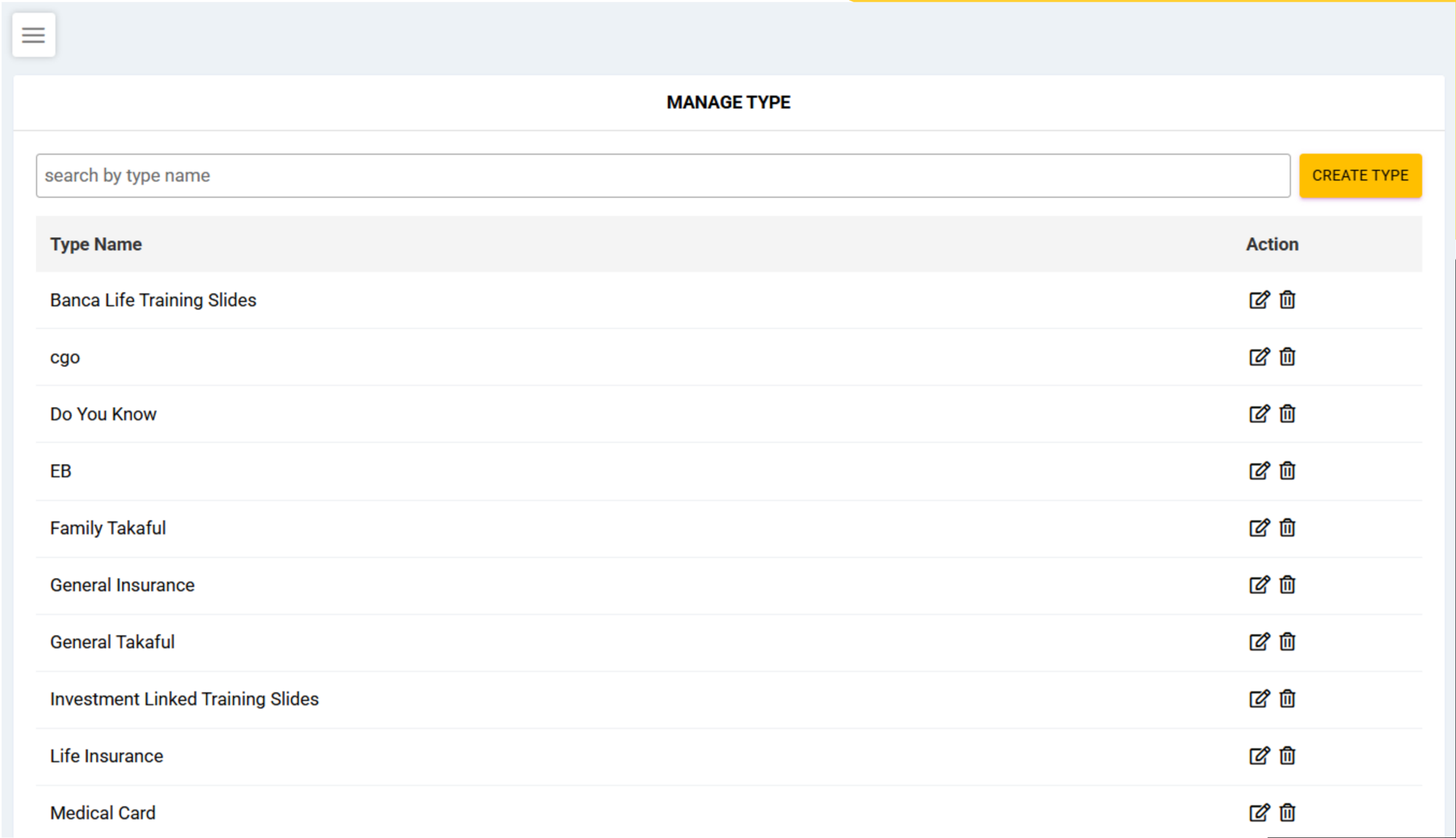
SEFEA Announcer

2 years ago

Manage Dropdown



Type Management Page



Type Management Form

MANAGE TYPE

CREATE TYPE

Type Name	Action
Banca Life Training Slides	
cgo	
Do You Know	
EB	
Family Takaful	
General Insurance	
General Takaful	
Investment Linked Training Slides	
Life Insurance	
Medical Card	

Create Type

Type Name

CANCEL

SAVE

FAQ Management Page

FAQs Management

search by title

CREATE FAQ

Published FAQs

What is the reason that replacement cheque or stop payment can only be done after 6 months from the original PV date?

UNPUBLISH

The finance team has recently faced several instances where customers, despite submitting the necessary declarations, still cashed the original cheque. This situation has led to double payments by the entity, resulting in significant operational challenges in recovering the funds. In some cases, this issue has even escalated to legal action. Therefore, these strict implementations need to be carried out.

Published 6 hours ago by Zuraidah binti Abdul Talib

What is the current procedure for replacement cheque effective 29/11/24?

UNPUBLISH

Effective 29/11/24, requests for replacement cheques or stop payments can only be made 6 months after the original payment voucher date. For example, if the original payment voucher date is 1/6/24, the replacement cheque request can only be made from 1/12/24 onwards.

From: Rohayu Binti Mat Saad <rohayu.ms@etiqa.com.my>

Sent: Thursday, 28 November, 2024 04:28 PM

Dear All,

As you are aware, the current arrangement for replacement cheques dated less than six months (before becoming stale) requires obtaining a written declaration from the customer. This declaration confirms that if the originally reported lost cheque is received, the

Published FAQs1597

Unpublished FAQs133

Archived FAQs49

Type

☐ EB

☐ Family Takaful

☐ General Insurance

☐ General Takaful

☐ hi

☐ Investment Linked Training Slides

☐ Life Insurance

Entity

+

Enquiry

+

Reviewer

Published FAQs

Unpublished FAQs

Archived FAQs

PUBLISH

ARCHIVE

r Exclusive Offer!).

Published FAQs

Unpublished FAQs

Archived FAQs

UNARCHIVE

DELETE

Editor

Published FAQs

Unpublished FAQs

Archived FAQs

CREATE FAQ

Published FAQs1597

Unpublished FAQs133

EDIT

FAQ Management Form

Contents insurance?

PUBLISH

ARCHIVE

Edit FAQ

Type*

cgo

Entity*

EFTB

Enquiry*

Academic Reward

Sales Channel*

All Business Channels

Product Class*

Commercial

Product Name*

All Medical Products, Aafiah Care

Question*

Does traveling to Antarctica covered under the TripCare 360 policy/certificate?

Answer*

Normal Sans Serif B I U S A

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≡ 🔗 📎 ⌨ ↩ ↶ ↷

Yes, but only with valid and strong justifications from the customer.

Source*

any

Tags*

#autodebit

Upload Image

+ Choose

Comment

Enter the comment

CANCEL

SAVE WITHOUT PUBLISH

SAVE AND PUBLISH

File Management Page

File Management

search by title

CREATE FILE

Published Files

Smart Income -ICP Calculation details

Published 6 hours ago by Zuraidah binti Abdul Talib

UNPUBLISH

Submission of Loss of Use claims for accident occurring on or after 1st July 2024 (ODKFK claim with respect to Excess and CART)

Published 6 hours ago by Halijah Binti Rasdi

UNPUBLISH

Anticipated Endowment (Holiday Planner) Policy Spec

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UNPUBLISH

T&C and FAQ: Activate DLSP & Win! TnG eWallet credits + FREE Vehicle Inspection campaign - from 1/11/2024-31/12/2024.

Published 6 hours ago by Halijah Binti Rasdi

UNPUBLISH

Campaign Info: Activate DLSP & Win! TnG eWallet credits + FREE Vehicle Inspection campaign - from 1/11/2024-31/12/2024.

Published 6 hours ago by Halijah Binti Rasdi

UNPUBLISH

DYK- Stop Payment / Replacement Cheque Related Matters 29/11/24

Published 6 hours ago by Zuraidah binti Abdul Talib

UNPUBLISH

Published Files

372

Unpublished Files

25

Archived Files

8

Type

☐ Banca Life Training Slides

☐ cgo

☐ Do You Know

☐ EB

☐ Family Takaful

☐ General Insurance

☐ General Takaful

Entity

+

Enquiry

+

Reviewer

Published Files

PUBLISH

ARCHIVE

Unpublished Files

Archived Files

Published Files

UNARCHIVE

DELETE

Unpublished Files

Archived Files

Published Files

EDIT

Unpublished Files

Editor

File Management Form

Edit File

Type

System

Entity

EGIB

Enquiry

Endorsement

Sales Channel

All Business Channels

Product Class

Motor

Product Name

All Family Takaful products, Private Car

Title

Motor Endorsement v.9

Uploaded Files

20240517022116-motor_endt_v.9.pdf

Selected

ARCHIVE

638729315099111337_seFEAUserGuideV1.0.pdf

Archived

638729315374543401_EtiqaGPTManual.pdf

Archived

Upload New File *

+ Choose

Tags*

#BEV, #campaign

Comment

Enter the comment

CANCEL

SAVE WITHOUT PUBLISH

SAVE AND PUBLISH

What I Learned

Soft Skills and Hard Skills

- **Web Development with Angular and .NET**
- **Database Management and SQL**
- **Version Control with Git and GitHub
Following Team Standard**
- **Problem-Solving and Debugging**
- **Communication and Collaboration**
- **Data Patching**



Thank you!