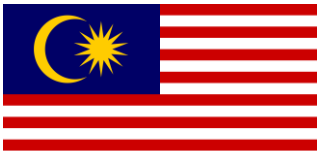




Etiqua's Media Clippings of September 2024

(1 - 30 September 2024)



Etiqua introduces first-in-Malaysia independent EV panel repairers

KUALA LUMPUR: As part of its sustainability commitment, Etiqua has enhanced its service offering to owners of Electric Vehicles (EV) by expanding its workshop partnerships for EVs.

By introducing the first-in-Malaysia independent panel repairers for EVs, Etiqua aims to establish a leading network of EV repair hubs in the region.

The four appointed independent panel repairers, Hoong Wai Auto Repairs, Poh Kin Motor Works, Rawang Yee Motor and Shiun Motor, will be offering crucial support to customers whose warranty from manufacturers has expired and those with grey-import EV models, in the area of EV collision and repair services. The launch was held at the Etiqua Repairer Convention 2024 at the Melawati Convention Centre.

The appointed independent panel repairers have demonstrated exceptional service, extensive coverage, and a strong commitment to customer satisfaction.

Their skilled technicians and

engineers are equipped with cutting-edge diagnostic tools and specialised knowledge essential for the intricate workings of electric vehicles.

In addition, the repairers offer a range of services from routine maintenance to complex repairs, ensuring a seamless and worry-free driving experience for EV owners.

The repairers also incorporate green technologies, including energy-efficient lighting and heating systems, as well as advanced recycling processes for repair materials, minimizing the environmental impact of their operations.

Etiqua Insurance & Takaful group chief executive officer Kamaludin Ahmad said, "As the leading insurance and takaful operator that champions sustainability, Etiqua is dedicated to being a leader and innovator in the Electric Vehicle sector.

"Thus, we are thrilled to announce the expansion of Etiqua's workshop partnership for Electric Vehicles (EV), with the

appointment of four independent panel repairers targeting a segment of EV owners whose warranty from manufacturers have expired, or those with grey-import vehicles.

"Etiqua is also the largest EV insurance and takaful provider in the country, and we take pride in our commitment to offering unparalleled insurance and takaful coverage, as well as support for EV owners, that is aligned with Etiqua's vision of Making the World a Better Place.

"With the launch of these EV-focused repair workshops, Etiqua is now able to ensure that our customers are able to receive EV repair services that are tailored to their unique needs."

Etiqua's head of Claims Care Muhammad Azlan Noor Che Mat said, "Given the increasing demand for electric vehicles, Etiqua's goal is aimed at enhancing customer support and satisfaction.

"The introduction of independent panel repairers for EVs is not meant to compete with

franchise repairers, instead, these independent panel repairers will be able to provide an alternative solution for our customers.

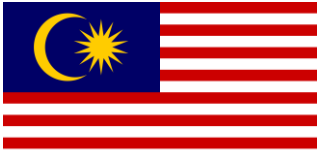
"In addition, the facilities at these workshops offer cutting-edge service and support tailored specifically for EV technology.

"These workshops integrate advanced diagnostics, specialised training, and eco-friendly practices, setting a new standard in EV maintenance that is in line with Etiqua's commitment to innovation, environmental stewardship."

Etiqua's focus on EVs aligns with its commitment to ESG principles.

In 2023, Etiqua was the first insurance and takaful company in Malaysia to become a signatory of the United Nations' Principle for Sustainable Insurance (UN PSI) under the United Nations Environment Programme

Finance Initiative (UNEP FI), and it was the first in the market to launch EV home wall charger coverage and provide portable cable charger coverage.



Etiqa Perkenal Panel Baik Pulih Bebas EV Pertama Malaysia!

September 26, 2024 By Syafie — Leave a Comment



ETIQA secara rasmi memperkenalkan rangkaian panel baik pulih bebas pertama di Malaysia, terutama untuk kenderaan elektrik (EV), sekali gus mensasarkan menjadi peneraju pembekal insurans EV dalam negara.

Setiap panel akan menawarkan perkhidmatan membaik pulih EV yang tamat tempoh waranti pengilang dan EV direkondisi (*reconditioned EV*). Berikut empat panel baik pulih bebas dilantik:

- Hoong Wai Auto Repairs
- Poh Kin Motor Works
- Rawang Yee Motor
- Shiun Motor

Semua panel berkenaan dipilih kerana mempunyai perkhidmatan cemerlang, liputan meluas, dan komitmen terhadap kepuasan pelanggan.

Malah, juruteknik dan jurutera dimiliki juga **berkemahiran tinggi** dan mempunyai **pengetahuan khas** untuk operasi rumit EV, serta dilengkapi **alat diagnostik canggih**.

Ketua Bahagian Tuntutan Etiqa, Muhammad Azlan Noor Che Mat berkata;

“

Melihat permintaan kenderaan elektrik yang semakin meningkat, matlamat Etiqa adalah meningkatkan sokongan dan kepuasan pelanggan.

“Pengenalan panel baik pulih bebas untuk EV ini bukan bertujuan bersaing dengan baik pulih francais, sebaliknya panel baik pulih bebas ini akan dapat menyediakan penyelesaian alternatif kepada pelanggan kami.”

“Selain itu, kemudahan di bengkel ini menawarkan perkhidmatan dan sokongan canggit yang direka khas untuk teknologi EV.

“Bengkel-bengkel ini menggabungkan diagnostik canggit, latihan khusus, dan amalan mesra alam, menetapkan standard baharu dalam penyelenggaraan EV yang sejajar komitmen Etiqa terhadap inovasi dan penjagaan alam sekitar.”



Sebagai pemilik Kenderaan Elektrik (EV), anda pasti memahami kepentingan pengecas EV anda. Tambailah perlindungan untuk pengecas rumah EV anda apabila anda mendaftar untuk pelan komprehensif Takaful Motor Etiqa dan lindungi pengecas rumah EV anda dari serendah RM15.00 setahun.

Kompenn untuk Kenderaan Elektrik (EV) berkuatkuat 1 tahun. Tertakut pada terma dan syarat.

Takaful
Bukan sahaja Takaful,
Etiqa Takaful

etiqa
Takaful Ase

Pada 2023, Etiqa menjadi syarikat insurans pertama Malaysia menandatangani Prinsip Insurans Lestari (UN PSI) di bawah Inisiatif Kewangan Program Alam Sekitar Pertubuhan Bangsa-Bangsa Bersatu (UNEP FI), dan juga pertama di pasaran yang melancarkan perlindungan pengecas dinding (*wallbox*) rumah EV serta menyediakan perlindungan pengecas kabel mudah alih.

Ini menunjukkan fokus Etiqa terhadap EV yang selari komitmen terhadap prinsip ESG.

Maklumat lanjut mengenai bengkel panel EV Etiqa boleh layari www.etiqa.com.my atau muat turun aplikasi Etiqa dan Etiqa+.



Daily Express

Your local voice since 1963

Etiqa unveils Malaysia's first independent EV repair network

KUALA LUMPUR: Malayan Banking Bhd's (Maybank) insurance and takaful arm, Etiqa, has expanded its services for electric vehicle (EV) owners by partnering with additional workshops specialising in EV repairs.

In a statement, Maybank Ageas Holdings Bhd announced that Etiqa is launching Malaysia's first independent panel of EV repairers, to create a leading network of EV repair hubs in the region.

The four appointed independent panel repairers are Hoong Wai Auto Repairs, Poh Kin Motor Works, Rawang Yee Motor and Shiun Motor.

"These workshops will provide essential support to customers whose manufacturer warranties have expired, as well as those

with grey-import EV models, particularly for collision repairs and other services.

"They will also offer a range of services, from routine maintenance to complex repairs, ensuring a seamless and worry-free driving experience for EV owners," it said.

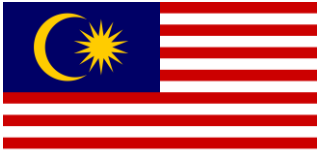
Etiqa Insurance and Takaful Group chief executive officer Kamaludin Ahmad said that as the leading insurance and takaful operator championing sustainability, Etiqa is committed to driving innovation in the EV sector.

"As the largest EV insurance and takaful provider in the country, we are dedicated to offering comprehensive coverage and support for EV owners, aligned with our vision of 'Making the World a Better Place'.

—Bernama

23 September 2024, Business Today

Etiqa introduces First-in-Malaysia Independent EV Panel Repairers



Home > News > New Era For EV Care At Etiqa

News

New Era For EV Care At Etiqa

By Shahrizal - September 23, 2024



Kamaludin Ahmad, CEO Etiqa Insurance n Takaful (centre) at the event to announce First-in-Malaysia Independent EV Panel Repairers

In a move to strengthen its sustainability commitment, Etiqa has enhanced its service offerings for electric vehicle (EV) owners by expanding its workshop partnerships. Etiqa has introduced Malaysia's first-ever independent panel repairers for EVs, positioning itself as a leader in establishing a regional network of EV repair hubs. This strategic development was announced at the Etiqa Repairer Convention 2024, held at the Melawati Convention Centre.

The four newly appointed independent panel repairers—Hoong Wai Auto Repairs, Poh Kin Motor Works, Rawang Yee Motor, and Shiun Motor—will cater to EV owners whose warranties have expired or who own grey-import EV models. These repairers specialise in EV collision and repair services, filling a critical gap in the market for post-warranty and grey-import EV support.

Kamaludin Ahmad, Group Chief Executive Officer of Etiqa Insurance & Takaful, emphasised the company's leadership role in the EV sector, stating: "As the leading insurance and takaful operator that champions sustainability, Etiqa is dedicated to being a leader and innovator in the Electric Vehicle sector. Thus, we are thrilled to announce the expansion of Etiqa's workshop partnership for Electric Vehicles (EV), with the appointment of four independent panel repairers targeting a segment of EV owners whose warranty from manufacturers has expired, or those with grey-import vehicles."

He further added: "Etiqa is also the largest EV insurance and takaful provider in the country, and we take pride in our commitment to offering unparalleled insurance and takaful coverage, as well as support for EV owners, that is aligned with Etiqa's vision of Making the World a Better Place. With the launch of these EV-focused repair workshops, Etiqa is now able to ensure that our customers receive EV repair services tailored to their unique needs."

The appointed panel repairers have demonstrated exemplary service, vast coverage, and a dedication to customer satisfaction. Their technicians are trained in advanced diagnostics and specialised in EV technologies. The workshops offer a range of services from routine maintenance to complex repairs, all while incorporating eco-friendly practices such as energy-efficient lighting and advanced recycling processes, aligning with Etiqa's commitment to sustainability.

Muhammad Azlan Noor Bin Che Mat, Head of Claims Care at Etiqa, highlighted the growing demand for electric vehicles, saying: "Given the increasing demand for electric vehicles, Etiqa's goal is aimed at enhancing customer support and satisfaction. The introduction of independent panel repairers for EVs is not meant to compete with franchise repairers, instead, these independent panel repairers will be able to provide an alternative solution for our customers."

He also noted that these workshops set a new standard in EV maintenance, offering state-of-the-art service facilities equipped with cutting-edge diagnostics, specialist training, and sustainable operations.

Etiqa's efforts to expand EV services align with its environmental, social, and governance (ESG) principles. In 2023, Etiqa became the first Malaysian insurance and takaful provider to sign the United Nations' Principles for Sustainable Insurance (UN PSI) under the United Nations Environment Programme Finance Initiative (UNEP FI). Additionally, Etiqa was the first in the market to offer EV home wall charger coverage and portable cable charger coverage, further demonstrating its commitment to sustainable innovation.

This expansion signifies Etiqa's ongoing dedication to supporting the growing EV market in Malaysia, ensuring EV owners receive top-tier service and support long after their warranties expire.

23 September 2024, BERNAMA

PERKESO Contributors Have Access to Etiqa's New Family Takaful Plan, e-Takaful Hayat Through the SEHATi Mobile Application



PERKESO CONTRIBUTORS HAVE ACCESS TO ETIQA'S NEW FAMILY TAKAFUL PLAN, E-TAKAFUL HAYAT THROUGH THE SEHATI APP

Monday 23/09/2024

KUALA LUMPUR, Sept 23 (Bernama) -- Etiqa Family Takaful Berhad introduced its latest takaful offering, e-Takaful Hayat, which has been accessible via the PERKESO's SEHATi app since 17th August 2024. This offering will be accessible to the 9 million PERKESO's contributors, who will have early access to the plan. The initiative showcases an innovative digital partnership between Bumi Healthtech (the tech solution provider for SEHATi), AQM Technologies (a Malaysia-based insurtech partner), PERKESO, and Etiqa Family Takaful Berhad, aimed at expanding takaful coverage through digital channels.

According to **Zafri Ab Halim, CEO of Etiqa Family Takaful Berhad** said "At Etiqa, we are honoured to offer the e-Takaful Hayat plan to PERKESO's members. By providing essential takaful coverage to millions of PERKESO contributors, we are delivering peace of mind and financial security to Malaysians, hence fulfilling our corporate vision which is to 'Make the World a Better Place'. Takaful coverage is vital in ensuring that families are protected during difficult times, and by offering this exclusive plan, we are adding significant value to the welfare of PERKESO contributors while rewarding their positive health behaviours."

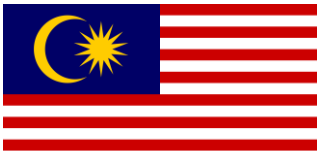
Revolutionise Health Management with SEHATi

The SEHATi app is now accessible to all PERKESO contributors where they can access free health screenings and purchase premium health screenings easily. The app allows contributors to choose their preferred time slot and nearest clinic from over 3,500 panel clinics nationwide. The app is also renowned for the ability to assign a SEHATi health score to each contributor who has completed his/her screening.

The proprietary development of a health score algorithm using only blood test results and anthropometric measurements, aims to assist with better health management. The health score ranges from 0 to 100, with 100 referring to the lowest possible risk of developing a chronic disease in the future. Using individual's health screening results, the assigned health score provides an actionable and objective assessment of health status, and helps users make informed decision-making and proactive health management.

Incentivising Healthy PERKESO Contributors

The introduction of e-Takaful Hayat, underwritten by Etiqa Family Takaful Berhad, provides a unique opportunity for PERKESO contributors. Those with above-average health scores can access the takaful protection plan at a 10% reduced contribution rate. This approach rewards PERKESO contributors who maintain good health with more competitive rates, encouraging positive health behaviors. The innovative offering is the result of a collaboration between Bumi Healthtech and AQM Technologies.



Daily Express
Your local voice since 1963

Air bersih untuk 500 penduduk Ranau

Clarence Dol

RANAU: Penantian 500 penduduk Kg Singgaron Baru untuk bekalan air bersih berakhir apabila Projek Bekalan Air Bersih Etiqa dilaksanakan sepenuhnya dan dilancarkan pada Sabtu.

Projek komuniti di bawah Program Tanggungjawab Sosial Korporat Etiqa ini bertujuan membantu meringankan beban penduduk setempat dalam mendapatkan bekalan air bersih yang berterusan sepanjang tahun.

Ia dilaksanakan dengan kerjasama Islamic Aid Malaysia (IAM).

Selama lebih 30 tahun, penduduk di sini bergantung kepada air graviti dari sungai kecil di hutan simpan berhampiran.

Mereka menghadapi masalah kekurangan air sejak kebelakangan ini berikutan pertambahan rumah dan penduduk.

Selain itu, paip lama yang diperbuat daripada Polivinil Klorida (PVC) dan Polipropilena (PP) sering bocor, menjadi lebih teruk semasa musim kemarau apabila tekanan air terlalu rendah.

Oleh itu, sumber dan sistem air sedia ada hanya mencukupi untuk membekalkan air kepada sebahagian penduduk menyebabkan ramai yang mengalami paip kering.

Bagi meningkatkan kualiti hidup penduduk kampung, Etiqa telah membiayai kos menaik taraf pemetang sedia ada untuk menyimpan air dari sungai berhampiran.

Selain itu, Etiqa membiayai kos penambahbaikan sistem penyambungan paip sepanjang 6km dari sumber air ke rumah penduduk untuk kualiti air yang lebih baik, dan membina rumah pam yang dilengkapi dua tangki simpanan dengan jumlah kapasiti 2,000 gelen yang dilengkapi dengan Sistem Penapis Air Membran.

Penambahbaikan ini bertujuan memastikan air yang dibekalkan ke kediaman penduduk dirawat, bersih sepenuhnya dan tidak tercemar.

Selain rumah penduduk, air terawat ini juga boleh digunakan untuk dewan komuniti, balai raya, tadika, perpustakaan



MAJID, Zafri, Zawahir dan Aldo bergambar di hadapan rumah pam yang dilengkapi dua tangki simpanan di Kg Singgaron Baru Ranau.

awam, rumah ibadat dan juga untuk aktiviti pertanian.

Kaedah yang dibangunkan melalui projek ini sebenarnya menjimatkan kos kerana tidak menggunakan tenaga elektrik untuk mengepam air ke tangki simpanan.

Perlaksanaan projek ini juga berjaya hasil penyertaan bersungguh-sungguh penduduk kampung dan sukarelawan IAM yang bekerjasama.

Majlis perasmian projek itu disempurnakan oleh Pengerusi Etiqa Family Takaful Berhad dan Etiqa General Takaful Berhad, Dato' Majid Mohamad, dan disaksikan oleh Ketua Pegawai Eksekutif Etiqa Family Takaful Berhad, Zafri Ab Halim, Presiden Islamic Aid Malaysia, Zawahir Abdullah, serta Pengarah Etiqa Insurance dan Takaful Wilayah Sabah, Aldo Kok.

Zafri dalam ucapannya berkata: "Kami amat berbesar hati kerana dapat merealisasikan usaha murni ini dengan kerjasama IAM.

"Melalui projek ini, penduduk kampung bukan sahaja dapat menikmati bekalan air terawat, malah memudahkan aktiviti harian mereka diteruskan dengan bekalan air yang berterusan.

"Semoga penduduk kampung dapat memanfaatkan kemudahan yang diselenggara dengan baik," katanya.

Menurut Zawahir, "Sebagai sebuah NGO, IAM berperanan sebagai orang tengah antara individu dan kumpulan korporat yang ingin menjalankan usaha kemanusiaan membantu mereka yang memerlukan.

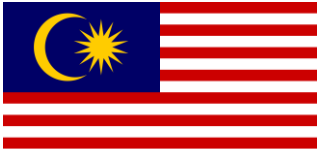
"Kami berbesar hati kerana berpeluang bekerjasama dengan Etiqa bagi melaksanakan projek yang sangat bermakna dan berguna kepada penduduk di sini.

"Projek ini merupakan satu lagi bukti keprihatinan Etiqa dalam meningkatkan taraf hidup masyarakat luar bandar. Melalui program ini juga turut diadakan kempen berkaitan air bersih untuk masyarakat setempat.

"Saya yakin usaha yang dilakukan oleh Etiqa ini memberi kesan yang sangat positif dan bermakna kepada penduduk kampung ini apatah lagi mereka akan menikmati sumber air bersih.

"Projek Air Bersih Etiqa untuk komuniti ini telah bermula sejak Julai lalu dan siap sepenuhnya hari ini."

Sejak 2017, Projek Air Bersih Etiqa telah membantu lebih 19,000 individu dari 20 lokasi mendapatkan bekalan air bersih, selaras dengan visi Etiqa untuk menjadikan dunia tempat yang lebih baik.



Air bersih untuk 500 penduduk Ranau

Published on: Monday, September 23, 2024

By: Clarence Dol

Text Size: + - Dark Mode: Off



MAJID, Zafri, Zawahir dan Aldo bergambar di hadapan rumah pam yang dilengkapi dua tangki simpanan di Kg Singgaron Baru Ranau.

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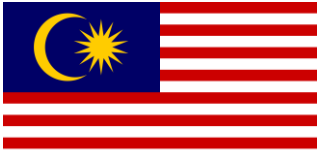
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lokasi mendapatkan lebih baik.

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Etiqua banking on competitive regional markets

Etiqua banking on competitive regional markets

■ BY JOHN GILBERT
sunbiz@thesundaily.com

KUALA LUMPUR: Etiqua, the insurance and takaful arm of Malayan Banking Bhd (Maybank), sees Indonesia as a highly competitive market and will focus on maintaining a high-quality business in the country.

"In some cases, we may pass on certain opportunities if we believe the risks are too high or the profit potential is uncertain.

"The priority here is profitability, ensuring that it is maintained and grown over time, even if that means growth in size might take longer," Etiqua group CEO Kamaludin Ahmad (pic) told SunBiz.

Maybank Group owns a 79.87% stake in PT Asuransi Etiqua Internasional Indonesia, which runs the general insurance business.

He said the challenge, especially in Indonesia, which has a population of 270 million to 280 million, is accessibility.



"Less than 5% of the population currently uses banking services, making outreach a significant hurdle.

"Additionally, a large portion of the population remains unbanked, though that number is gradually improving," Kamaludin said.

He said that in Indonesia, Etiqua only provides general insurance at the moment.

"Our focus is on strengthening that area before expanding further," he said.

Etiqua also sees Cambodia as a market poised for rapid development.

However, Kamaludin said Cambodia currently is still a small market and it will only contribute up to 1% of total revenue for another five years.

Maybank Group owns Etiqua General Insurance (Cambodia) Plc and Etiqua Life Insurance (Cambodia) Plc.

"In the Philippines, we have historically been a strong provider of group medical insurance, which remains a key strength for us," Kamaludin said.

Maybank Group owns 95.24% of Etiqua Life and General Assurance Philippines Inc, which manages general and life insurance businesses.

Malaysia is currently the largest contributor to premium revenue to Etiqua, at about 80%.

At the same time, Singapore, where Etiqua only began its life insurance business in 2014, has grown to contribute almost 20% of Etiqua's total revenue.

"Within the entire Etiqua group, although we operate in five countries, the Malaysian operations remain dominant," Kamaludin said.

He said Etiqua generated around RM800 million from its operations in the Philippines, Indonesia, and Cambodia.

The Philippines contributed around RM500 million, Indonesia just over RM200 million, and Cambodia, where Etiqua only recently established a presence, contributed around RM20 million.

Malaysia and Singapore contributed nearly RM10.7 billion to Etiqua's total revenue last year.

"Our goal is to grow these smaller markets more rapidly, though it will take time for them to become significant contributors.

"Meanwhile, our Malaysian operations continue to multiply as well."

Maybank Group's annual report to Bursa Malaysia stated that Etiqua, the top corporate insurer in Malaysia with an estimated 30% market share, is well-positioned to capitalise on the country's renewed optimism.

Etiqua will also leverage its leadership in motor takaful to provide the protection needs of Tesla and Pronet vehicles as they roll out their electric vehicles.

Further, it noted that the consolidation of the insurance industry in Malaysia may increase competition for market share in the short term.

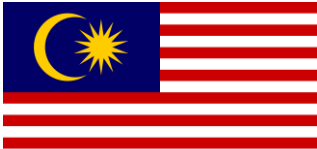
Digital insurance and takaful operators may enter the Malaysian insurance space in the medium term by 2026.

Etiqua said it will strengthen its digital offerings in preparation for new competition.

"Meanwhile, over the longer run, we are stepping up efforts to standardise our digital platform across to ensure the ability to offer the best products and services across the region," it said.

11 September 2024, Business Today

Etiqua launches Malaysia’s First Critical Illness Insurance Plans with No Limitation on Illnesses



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News

Etiqua Launches First Insurance Plan With No illness Limitation

By ainul ainul • September 11, 2024



Etiqua has introduced IL Infinite Care and IL Infinite Care Plus, the first critical illness plans in Malaysia that provide coverage for 10 key body systems, organ impairments, and surgeries without limiting the number of illnesses.

These plans are designed to protect customers against early, moderate, and critical-stage conditions, including both known and yet-to-be-discovered illnesses, with coverage extending up to age 100.

As medical diagnostics continue to evolve, new diseases may be identified that current critical illness plans might not cover, as they often rely on a pre-defined list of illnesses.

To address this gap, Etiqua has developed IL Infinite Care and IL Infinite Care Plus, offering comprehensive protection without such limitations.

“IL Infinite Care and IL Infinite Care Plus are innovative solutions designed to keep pace with advancements in medical diagnostics. Many Malaysians find themselves needing additional plans as the number of diagnosable diseases increases beyond what is listed in their current policies. These new plans address that gap by covering conditions that may not yet be recognized,” said Leong Su Yern, General Manager of Etiqua Life Insurance Berhad.

The new plans are structured to be user-friendly, simplifying the complex medical jargon often associated with insurance coverage. “We aim to safeguard our customers against the financial burden of medical expenses and potential loss of income.

Whether it involves major surgery or organ failure, we ensure financial support is available when it’s needed most, allowing our customers to focus on recovery,” added Leong.

Key features of IL Infinite Care and IL Infinite Care Plus include:

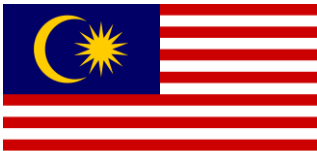
- Coverage for impairments and surgeries of 10 key body systems and organs without illness limitations
- Multiple claims of up to 300% of coverage
- Severe mental illness coverage
- Diabetes complication coverage
- Hospitalization benefits

These riders can be paired with the new SecurePro base plan, which offers 15 unique riders for comprehensive coverage starting at just RM100 per month.

This launch continues Etiqua’s commitment to providing innovative insurance products, building on previous milestones such as Malaysia’s first mental illness insurance in 2019 and the introduction of electric vehicle protection packages.

September 2024

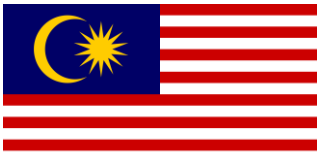
Etiqa Mentions – Malaysia



Date	Headline	Media Outlet	URL Link
23-Sep-2024 03:39PM	Air bersih untuk 500 penduduk Ranau	Daily Express	https://www.dailyexpress.com.my/news/242474/air-bersih-untuk-500-penduduk-ranau/
23-Sep-2024 03:21PM	Air bersih untuk 500 penduduk Ranau	Newswav	https://newswav.com/article/air-bersih-untuk-500-penduduk-ranau-A2409_4PIrlw
22-Sep-2024 04:57PM	Clean water for 500 Ranau folks	Daily Express	https://www.dailyexpress.com.my/news/242429/clean-water-for-500-ranau-folks/
22-Sep-2024 04:32PM	Clean water for 500 Ranau folks	Newswav	https://newswav.com/article/clean-water-for-500-ranau-folks-A2409_le5Mvc
11-Sep-2024 11:33AM	Etiqa Launches First Insurance Plan Wth No illness Limitation	Business Today	https://www.businesstoday.com.my/2024/09/11/etiqa-launches-first-insurance-plan-wth-no-illness-limitation/
26-Sep-2024 03:38PM	Etiqa Perkenal Panel Pembaiki Bebas EV Pertama di Malaysia	PanduLaju.com.my	https://pandulaju.com.my/etiqa-perkenal-panel-pembaiki-bebas-ev-pertama-di-malaysia/
23-Sep-2024 07:47PM	Etiqa Perkenal Panel Pembaiki Bebas Kenderaan Elektrik Pertama Di Malaysia	BERNAMA	https://www.bernama.com/bm/ekonomi/news.php?id=2343532
23-Sep-2024 06:33PM	Etiqa Unveils Malaysia's First Independent EV Repair Network	BERNAMA	https://www.bernama.com/en/business/news.php?id=2343488
23-Sep-2024 05:19PM	New Era For EV Care At Etiqa	Business Today	https://www.businesstoday.com.my/2024/09/23/new-era-for-ev-care-at-etiqa/
27-Sep-2024 08:12AM	Overseas Chinese Daily - KKtiqa Advisory 免費遺囑撰寫服務KKtiqa Advisory Free Will Writing Service	Overseas Chinese Daily	https://ops.allasianews.com:8443/imageRepo/AAN_Library/Print/202409/20240927/new-s-946943-20240927-2325-1727394145126.pdf
08-Sep-2024 08:20AM	See Hua-Sabah - 29日提供遺囑撰写服务 Providing will writing services on the 29th	Etiqa Malaysia Print News	https://ops.allasianews.com:8443/imageRepo/AAN_Library/Print/202409/20240908/new-s-930846-20240908-2325-1725753733154.pdf
25-Sep-2024 05:06PM	PERKESO Contributors Have Access to Etiqa's New Family Takaful Plan, e-Takaful Hayat Through the SEHATi App	Malaysian Business	http://www.malaysian-business.com/index.php/wordpress/item/9825-perkeso-contributors-have-access-to-etiqa-s-new-family-takaful-plan-e-takaful-hayat-through-the-sehati-app
23-Sep-2024 12:39PM	PERKESO Contributors Have Access to Etiqa's New Family Takaful Plan, e-Takaful Hayat Through the SEHATi App	Nam News Network	http://www.namnewsnetwork.org/?p=277623
23-Sep-2024 11:20AM	Firm Offers Takaful Family Plan To All Socso Members	Business Today	https://www.businesstoday.com.my/2024/09/23/firm-offers-takaful-family-plan-to-all-socso-members/
19-Sep-2024 10:34AM	Etiqa announces easier claims process for vehicles affected by flood, waiving the need for a police report	Paul Tan Automotive News	https://paultan.org/2024/09/19/etiqa-announces-easier-claims-process-for-vehicles-affected-by-flood-waiving-the-need-for-police-report/
18-Sep-2024 08:30AM	Maybank Group Global CR Day 2024 Empowers Over 18,000 Lives Worldwide	BizVantage 360	https://www.bizvantage360.com/maybank-group-global-cr-day-2024-empowers-over-18000-lives-worldwide/

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Date	Headline	Media Outlet	URL Link
11-Sep-2024 10:38PM	Maybank Group Global CR Day 2024 Empowers Over 18,000 Lives Worldwide	Malaysian Business	http://www.malaysian-business.com/index.php/wordpress/item/9756-maybank-group-global-cr-day-2024-empowers-over-18-000-lives-worldwide
10-Sep-2024 11:02PM	Maybank Group Global CR Day 2024 Empowers Over 18,000 Lives Worldwide	TRP Tech	https://techtrp.com/press-releases/2024/09/10/maybank-group-global-cr-day-2024-empowers-over-18000-lives-worldwide/
17-Sep-2024 04:50PM	Maybank insurance and takaful arm Etiqa banking on competitive regional markets	Newswav	https://newswav.com/article/maybank-insurance-and-takaful-arm-etiqua-banking-on-competitive-regional-mar-A2409_QXrGoj
17-Sep-2024 12:03PM	TOP 10 winners for the Experts' Choice Awards Merdeka TVC 2024	Marketing Magazine	https://marketingmagazine.com.my/top-10-winners-for-the-experts-choice-awards-merdeka-tvc-2024/
02-Sep-2024 10:54AM	Inspiring patriotic reels	theSun	https://thesun.my/style-life/inspiring-patriotic-reels-DO12948957
01-Sep-2024 08:23AM	Sin Chew Daily - 国庆广告 余韻綿长 National Day advertisement lingers	Etiqa Malaysia Print News	https://ops.allasianews.com:8443/imageRepository/AAN_Library/Print/202409/20240901/news-923513-20240901-2325-1725147749759.pdf
01-Sep-2024 07:30AM	依然直击人心 国庆广告 余韵绵长 - 国内 - 我们	Sin Chew Daily - Happy Sunday / 星洲日报 快乐星期天	https://www.sinchew.com.my/?p=5884888
11-Sep-2024 04:12PM	REZEKI PENUNTUT UNIMEL	Melaka Hari Ini	https://www.melakahariini.my/rezeki-penuntut-unimel/
06-Sep-2024 05:05AM	Love, money, and manners: Decoding Gen Z's new life priorities	Malaysians Must Know the TRUTH	https://malaysiansmustknowthetruth.blogspot.com/2024/09/love-money-and-manners-decoding-gen-zs.html
05-Sep-2024 06:00AM	Property Investment is so low down the investment list?	kopiandproperty.com	https://kopiandproperty.com/property-investment-is-so-low-down-the-investment-list/
04-Sep-2024 09:06PM	Love, money, and manners: Decoding Gen Z's new life priorities	Focus Malaysia	https://focusmalaysia.my/love-money-and-manners-decoding-gen-zs-new-life-priorities/
04-Sep-2024 08:36PM	Love, money, and manners	Asia News Today	https://asianewstoday.com/love-money-and-manners/
03-Sep-2024 09:00PM	Love, money, and manners: Decoding Gen Z's new life priorities — Elinda Esa	Malay Mail	https://www.malaymail.com/news/what-you-think/2024/09/03/love-money-and-manners-decoding-gen-zs-new-life-priorities-elinda-esa/149120
03-Sep-2024 09:00PM	Love, money, and manners: Decoding Gen Z's new life priorities — Elinda Esa	Malay News	https://www.malay.news/love-money-and-manners-decoding-gen-zs-new-life-priorities-elinda-esa/
03-Sep-2024 09:06AM	Love, money, and manners	Life News Agency	https://my.lifeneewsagency.com/2024/09/03/love-money-and-manners/



THE BUSINESS TIMES

Wealth transfer discussions are changing in an age of growing financial literacy

A retirement sentiment survey in Singapore finds three in four respondents have started planning for retirement

Joan Ng
Published Fri, Sep 27, 2024 - 05:00 AM

Insurance

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Millennials, who have typically grown up in smaller families, stand to inherit a larger sum of wealth from their parents. PHOTO: TAN NAI LUN, BT

THIRTEEN years ago, Ken Wong and his wife bought a two-storey property to house their growing family. The purchase required borrowing close to their maximum loan amount from a bank, but the Wongs also factored in a likely inheritance from his parents.

"After some calculations, as well as consultations with my parents, we decided we could comfortably afford it," said Wong, who is an only child.

Once upon a time, someone like Wong probably wouldn't have dared broach such a topic with his parents. Attitudes towards wealth transfers and inheritance are changing, though.

A retirement sentiment survey conducted in Singapore found three in four respondents have started planning for retirement.

The study, conducted by market research group Kantar on behalf of *The Business Times* and Etika Insurance Singapore, surveyed more than 1,000 individuals.

Of those who have started planning for retirement, 12 per cent said that plan included the expected inheritance of legacy assets.

Among those who had not started planning for retirement, 15 per cent said they were intending to rely on other sources of income – including their inheritance.

Millennials were most likely to expect an inheritance. Raymond Ong, chief executive of Etika Insurance Singapore, said this could be due to changing family dynamics.

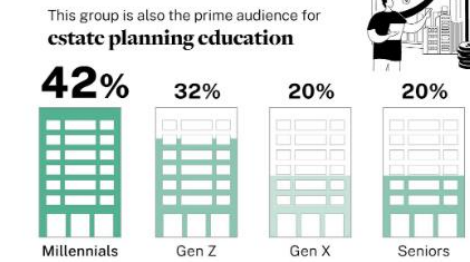
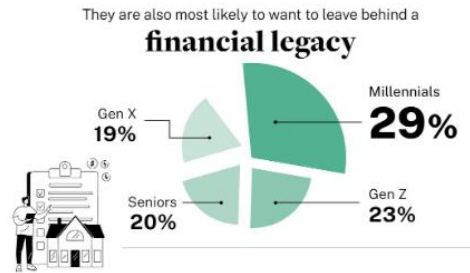
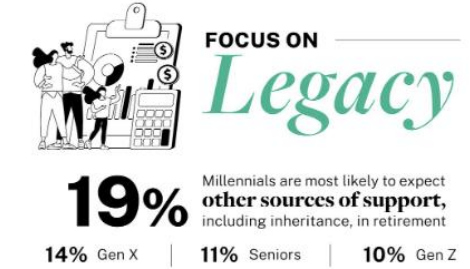
"Millennials have typically grown up in smaller families, and may stand to inherit a larger sum of wealth from their baby boomer parents."

Thanks to this demographic phenomenon, often referred to as the "great wealth transfer", millennials will become the richest generation in history, he added.

Knowing that they stand to inherit something has not, however, stopped most millennials from planning for the future. In fact, this cohort is also the most likely to want to leave behind a financial legacy.

According to the survey, 29 per cent of millennials list this as one of the things they want to achieve upon retirement – a significantly higher proportion than for other generations.

When asked to rate their top priorities in retirement planning, 78 per cent of millennials were likely to select legacy and wealth transfer as one of their top two – also higher than the percentage for other generations.





THE BUSINESS TIMES

Savvy investors and planners

This strong desire among millennials to leave behind a financial legacy may be partly attributable to their present life stage.

"This generation is delaying life milestones such as getting married or starting a family, which may affect their priorities and timeline on financial and legacy planning," said Ong.

Those in the Gen Z cohort, on the other hand, might be more focused on their immediate financial needs, Ong noted. Gen X and senior cohorts, meanwhile, may have begun planning for their retirement years during earlier stages of life, and their current focus might have shifted.

Indeed, the sentiment survey also found 81 per cent of those in Gen X were confident about their retirement plans, compared to 74 per cent in Gen Y and 64 per cent in Gen Z. The survey also found that 77 per cent of Gen X respondents said they plan to use more than 40 per cent of their savings for retirement, compared to 64 per cent for Gen Y and 54 per cent for Gen Z.

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At the same time, he noted that millennials are more attuned towards financial planning savings and investments.

"With the advent of technology, millennials have financial information and tools. This opens door opportunities, enhances overall financial literacy and makes them to make informed investment decisions."

In the survey, millennials also reported the high handling certain financial tasks. For instance, 74 per cent confident with investing and 82 per cent said they budgeting. In comparison, the average confidence was 64 per cent for investing and 77 per cent for budgeting.

"Millennials are expected to put a greater focus on their wealth to pass this on to future generation good financial planning, uptake of life policies, and such as investment-linked policies," said Ong.

Among the 27 per cent of respondents who said they plan to use more than 40 per cent of their savings for retirement, most were millennials. This group was also the most likely to use investment-linked products for retirement, most likely legacy planning, and to ensure their loved ones

"It is also important for individuals to regularly review their financial situations. Everyone goes through different life milestones and changes, and circumstances may change quickly, hence it is essential to adapt one's legacy plan to align with one's latest financial situation," he added.

Another common mistake is the "failure to protect one's savings by taking into consideration accidents and long-term medical care expenses", which could force families or individuals to use money that was meant to be passed on.

Beyond taking care of the finances, Ong said it is also important to plan for permanent incapacity and to mentally prepare loved ones for the prospect of inheriting wealth.

"Putting together advanced medical directives, a lasting power of attorney or an advanced care plan can help manage difficult decisions in the event of severe illness," he said.

Those who plan to pass on their wealth, meanwhile, should provide support and knowledge to their beneficiaries.

"Inheritance can come with significant tax implications, so consulting a tax adviser can help one understand and plan for any potential liabilities," Ong said.

Beneficiaries should also understand the specifics of their inheritance, including stipulations and clauses that might come with it.

"This includes understanding any specific conditions, restrictions or obligations outlined in the will or trust. These conditions might affect how and when the inheritance can be accessed, used or invested."

Ong added that it is important for beneficiaries to view an inheritance as an opportunity to strategically plan for their own futures, rather than as a means of immediate gratification.

"For instance, beneficiaries should consider using inheritance as a springboard for smart investments and long-term growth, and can speak to a financial adviser who can help to provide strategic plans regarding their financial future."

Legacy planning for all

Although the number of individuals who express interest in legacy planning is high, Ong hopes to encourage more people to think about it and act on such thoughts.

"A common misconception is that legacy planning is only necessary for the wealthy, and individuals with fewer assets don't need to plan. However, this is not true."

Legacy planning, Ong said, involves evaluating and organising all aspects of one's financials: from bank accounts and investments, to insurance policies, Central Provident Fund balances, property, businesses and debts.

Legacy planning, Ong said, involves evaluating and organising all aspects of one's financials: from bank accounts and investments, to insurance policies, Central Provident Fund balances, property, businesses and debts.

"Opportunities to diversify and build their investment portfolios across different asset classes, risk levels and markets, based on their investment goals and time horizon will also help," he added.

"Investment-linked insurance policies, for example, can be a simple way that one can grow wealth while staying protected over the years, while still accumulating wealth for themselves and the next generation."

"Having a diversified investment portfolio can help to mitigate risks and potentially generate higher returns. It can also provide flexibility in meeting different financial needs."

The good news is that millennials are keen learners. When asked which retirement topics they were most interested in, millennials were the most likely group to choose estate planning and inheritance.

Ong said this bodes well for future generations. "Not only will (the millennial generation) be able to benefit from the great wealth transfer, they will also move towards creating generational wealth for the next generation."



With the advent of technology, millennials have gained increased access to financial information and tools, says Raymond Ong, chief executive of Etika Insurance Singapore. PHOTO: ETIKA

Plan early, review regularly

A qualified actuary with more than 27 years of experience in the financial services and insurance industry, Ong has witnessed some of the pitfalls of failing to plan adequately for one's financial legacy.

"Without a well-structured legacy plan, family members and loved ones may find themselves spending significant time and resources trying to sort out the distribution of inheritance," he said.

He added that many often postpone their legacy planning as they view it as a "distant concern". Unfortunately, this means families may find themselves financially unprepared to navigate sudden changes such as financial setbacks or sudden deaths.



FEATURED

Thu, 26 September 2024 at 3:00 pm SGT
Joel Balbin

Younger Singaporeans aim for early retirement



While many young Singaporeans express early retirement ambitions, starting their financial planning late could jeopardise their goals. (Photo: Getty Images)

A recent [survey by Etiqua Insurance](#) highlights that most younger Singaporeans aspire to retire early, ideally before the age of 60.

According to the survey, 81 per cent of Singaporeans plan to retire between 50 and 70, with a significant number aiming for 60.

Most millennials (75 per cent) and Gen Z (69 per cent) feel confident about achieving their retirement goals, expecting to live on less than S\$6,000 a month.

However, many start planning for retirement only in their 30s, which may jeopardise their long-term financial security.

While younger Singaporeans are proactive about retirement, many underestimate the time and funds necessary to maintain their desired lifestyle.

Etiqua Insurance CEO Raymond Ong warns of a potential retirement gap if this trend continues.

Despite a general optimism, factors like rising living costs and inflation prompt the need for serious financial planning, starting earlier and investing wisely.

The survey also reveals that younger generations prefer conservative financial instruments for retirement savings, such as savings accounts and CPF contributions.

This cautious approach has helped them capitalise on recent high-interest rates, but experts urge a reevaluation of strategies to achieve better growth in uncertain economic times.

Notably, the survey indicates that a substantial portion of Singaporeans, particularly 25 per cent, have yet to begin planning for retirement.

Common barriers include focusing on immediate financial needs and feeling overwhelmed by the complexities of financial planning.

The report also stresses the importance of healthcare and insurance coverage in retirement planning.

With many younger Singaporeans prioritising wealth transfer for future generations, there is a risk that they might neglect their own financial security, exacerbating the retirement gap.

Read on how [underestimating financial needs may jeopardise younger Singaporeans' early retirement aspirations](#) here.

September 2024

Etiqa Mentions – Singapore



Date	Headline	Media Outlet	URL Link
25-Sep-2024 12:44PM	Younger Singaporeans plan to retire in their 50s but begin preparing in their 30s	HR Asia	https://hr.asia/asean/younger-singaporeans-plan-to-retire-in-their-50s-but-begin-preparing-in-their-30s/
25-Sep-2024 09:11AM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	Life News Agency	https://my.lifenewsagency.com/2024/09/25/younger-singaporeans-aim-for-early-retirement-projecting-monthly-expenses-below-s6000/
24-Sep-2024 06:54PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	theSun	https://thesun.my/business-news/media-outreach/younger-singaporeans-aim-for-early-retirement-projecting-monthly-expenses-below-s-6000-GB13036303
24-Sep-2024 02:31PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	Dagang News	https://www.dagangnews.com/index.php/article/media-outreach-newswire/younger-singaporeans-aim-early-retirement-projecting-monthly-expenses-below-s6000-42480
24-Sep-2024 02:24PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	Woah! MY Media Network	https://www.woah.my/media-outreach/?release_id=328477
24-Sep-2024 02:17PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	Focus Malaysia	https://focusmalaysia.my/media-outreach/?release_id=328477
24-Sep-2024 02:00PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	Malay Mail	https://www.malaymail.com/news/money/mediaoutreach/2024/09/24/younger-singaporeans-aim-for-early-retirement-projecting-monthly-expenses-below-s6000/328477
24-Sep-2024 02:00PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000 - Media OutReach Newswire	Sin Chew Daily - Happy Sunday / 星洲日报 快乐星期天	https://www.sinchew.com.my/news/20240924/mysin Chew/5943943
24-Sep-2024 02:00PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	SME & Entrepreneurship Magazine	https://sme.asia/younger-singaporeans-aim-for-early-retirement-projecting-monthly-expenses-below-s6000/
24-Sep-2024 02:00PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	HR Asia	https://hr.asia/media-outreach/younger-singaporeans-aim-for-early-retirement-projecting-monthly-expenses-below-s6000/
26-Sep-2024 02:31PM	Gawat, 25% Orang Singapura Belum Mulai Merencanakan Pensiun, Ini Alasannya!	Media Asuransi News	https://mediaasuransinews.co.id/asuransi/gawat-25-orang-singapura-belum-mulai-merencanakan-pensiun-ini-alasannya/
25-Sep-2024 01:15PM	Kaum Muda Singapura Bertekad untuk Pensiun Dini, Memproyeksikan Pengeluaran Bulanan di Bawah SGD6000	Penjurupos	https://penjurupos.com/kaum-muda-singapura-bertekad-untuk-pensiun-dini-memproyeksikan-pengeluaran-bulanan-di-bawah-sgd6000/
25-Sep-2024 12:16PM	Kaum Muda Singapura Bertekad untuk Pensiun Dini, Memproyeksikan Pengeluaran Bulanan di Bawah SGD6000	Bulir	https://bulir.id/kaum-muda-singapura-bertekad-untuk-pensiun-dini-memproyeksikan-pengeluaran-bulanan-di-bawah-sgd6000/

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Etiqa Mentions – Singapore



Date	Headline	Media Outlet	URL Link
25-Sep-2024 11:43AM	Kaum Muda Singapura Bertekad untuk Pensiun Dini, Memproyeksikan Pengeluaran Bulanan di Bawah SGD6000	RiauGreen.com	https://riaugreen.com/view/Bisnis/96364/Kaum-Muda-Singapura-Bertekad-untuk-Pensiun-Dini--Memproyeksikan-Pengeluaran-Bulanan-di-Bawah-SGD6000.html
25-Sep-2024 09:21AM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	RiauGreen.com	https://riaugreen.com/view/MediaOutReach/96344/Younger-Singaporeans-Aim-for-Early-Retirement--Projecting-Monthly-Expenses-Below-S-6000.html
24-Sep-2024 04:15PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	Penjurupos	https://penjurupos.com/younger-singaporeans-aim-for-early-retirement-projecting-monthly-expenses-below-s6000/
24-Sep-2024 04:02PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	Bulir	https://bulir.id/younger-singaporeans-aim-for-early-retirement-projecting-monthly-expenses-below-s6000/
24-Sep-2024 02:27PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	The Manila Times	https://www.manilatimes.net/2024/09/24/tmt-newswire/media-outreach-newswire/younger-singaporeans-aim-for-early-retirement-projecting-monthly-expenses-below-s6000/1973698
24-Sep-2024 02:20PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	Karimuntoday	https://karimuntoday.com/mediaoutreach/?release_id=328477
24-Sep-2024 02:19PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000 Majority of millennials and Gen Z anticipate retiring in their 50s but only start planning in their 30s	indonews.id	https://indonews.id/media-outreach.php?release_id=328477
24-Sep-2024 02:16PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	Journal Online	https://journal.com.ph/specials/media-outreach/?release_id=328477
30-Sep-2024 12:06AM	新加坡年轻人逾七成向往在60岁前退休也更早为退休做准备	狮城新闻	https://www.shicheng.news/v/ngkaY#news
27-Sep-2024 08:16PM	新加坡年轻人逾七成向往在60岁前退休也更早为退休做准备	红蚂蚁	https://www.redants.sg/good-reads/story20240927-8535
26-Sep-2024 10:00AM	Quarter of Singaporeans yet to begin retirement planning	The Independent Singapore	https://theindependent.sg/quarter-of-singaporeans-yet-to-begin-retirement-planning/
25-Sep-2024 04:05PM	A quarter of Singaporeans yet to start planning for retirement	Insurance Asia	https://insuranceasia.com/insurance/news/quarter-singaporeans-yet-start-planning-retirement
25-Sep-2024 03:19PM	A quarter of Singaporeans yet to start planning for retirement	Singapore Business Review	https://sbr.com.sg/insurance/news/quarter-singaporeans-yet-start-planning-retirement
24-Sep-2024 08:02PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	AsiaOne	https://www.asiaone.com/business/younger-singaporeans-aim-early-retirement-projecting-monthly-expenses-below-s6000

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Etiqa Mentions – Singapore



Date	Headline	Media Outlet	URL Link
24-Sep-2024 06:30PM	Daily Debrief: What Happened Today (Sep 24)	The Business Times	https://www.businesstimes.com.sg/singapore/economy-policy/daily-debrief-what-happened-today-sep-24
24-Sep-2024 06:02PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	superadrianme.com	https://www.superadrianme.com/media-outreach/younger-singaporeans-aim-for-early-retirement-projecting-monthly-expenses-below-s6000/
24-Sep-2024 05:50PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	南洋视界·新加坡	http://sg.nanyangpost.com/p/mediaoutreach.html?release_id=328477
24-Sep-2024 04:08PM	Most Gen Zs and millennials aim to retire early: survey	The Business Times	https://www.businesstimes.com.sg/companies-markets/most-gen-zs-and-millennials-aim-retire-early-survey
24-Sep-2024 04:08PM	Most Gen Zs and millennials aim to retire early: survey	The Business Times	https://www.businesstimes.com.sg/companies-markets/most-gen-zs-and-millennials-aim-retire-early-survey
24-Sep-2024 02:29PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	Weekender	https://weekender.com.sg/mediaoutreach/?release_id=328477
24-Sep-2024 02:29PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	MONEY FM 89.3	https://www.moneyfm893.sg/media-outreach/younger-singaporeans-aim-for-early-retirement-projecting-monthly-expenses-below-s6000-16378/
24-Sep-2024 02:13PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	Vulcan Post	https://vulcanpost.com/media-outreach/?release_id=328477
24-Sep-2024 02:02PM	Younger Singaporeans Aim for Early Retirement, Projecting Monthly Expenses Below S\$6000	南洋视界	http://news.nanyangpost.com/p/mediaoutreach.html?release_id=328477
16-Sep-2024 10:51AM	Rising cost of vet medicine in Singapore: How much do you need to have a pet?	The Star Online	https://www.thestar.com.my/aseanplus/aseanplus-news/2024/09/16/rising-cost-of-vet-medicine-in-singapore-how-much-do-you-need-to-have-a-pet
16-Sep-2024 05:00AM	Rising cost of vet medicine in S'pore: How much do you need to have a pet?	The Straits Times	https://www.straitstimes.com/singapore/rising-cost-of-vet-medicine-how-much-do-you-need-to-have-a-pet
27-Sep-2024 12:11PM	7 Best Home Insurance Singapore: For water damage, and theft	Home & Decor Singapore	https://www.homeanddecor.com.sg/property/best-home-insurance-singapore?ref=contentblockc
12-Sep-2024 11:03AM	Platform workers law: Drivers, riders welcome work injury insurance, but mixed on CPF contributions	Singapore Law Watch	https://www.singaporelawwatch.sg/Headlines/platform-workers-law-drivers-riders-welcome-work-injury-insurance-but-mixed-on-cpf-contributions
12-Sep-2024 05:00AM	Platform workers law: Drivers, riders welcome work injury insurance, but mixed on CPF contributions	The Straits Times	https://www.straitstimes.com/singapore/platform-workers-law-drivers-riders-welcome-work-injury-insurance-but-mixed-on-cpf-contributions
02-Sep-2024 11:21AM	6 best travel insurance plans in Singapore (August 2024)	AsiaOne	https://www.asiaone.com/money/6-best-travel-insurance-plans-singapore-august-2024



Asuransi

Tak Mau Ketinggalan Zaman? Perusahaan Asuransi Wajib Go Digital!



BY MUH. FAJRUL FALAH KAMIS, 12 SEPTEMBER 2024 13:01 WIB



Ilustrasi / Foto: Freepik

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Media Asuransi, GLOBAL – Perusahaan asuransi saat ini semakin bergerak menuju digitalisasi. Hal tersebut adalah upaya peningkatan pengalaman pelanggan dengan mengadopsi layanan daring dan opsi layanan mandiri.

Kepala E-Channel Etiqa Noel Tordesillas mengatakan langkah digital ini memungkinkan pelanggan mengelola polis asuransi mereka dengan lebih mudah, sehingga meningkatkan kualitas layanan secara keseluruhan.

“Saat ini kita melihat peralihan menuju digitalisasi dan layanan daring termasuk peningkatan penggunaan saluran daring bagi pelanggan untuk meneliti, membeli, dan mengelola polis asuransi mereka,” kata Tordesillas, dikutip dari *Insurance Asia*, Kamis, 12 September 2024.

IBaca juga: [Asuransi Cakrawala Proteksi Indonesia Jalin Kerja Sama dengan MNC Bank](#)

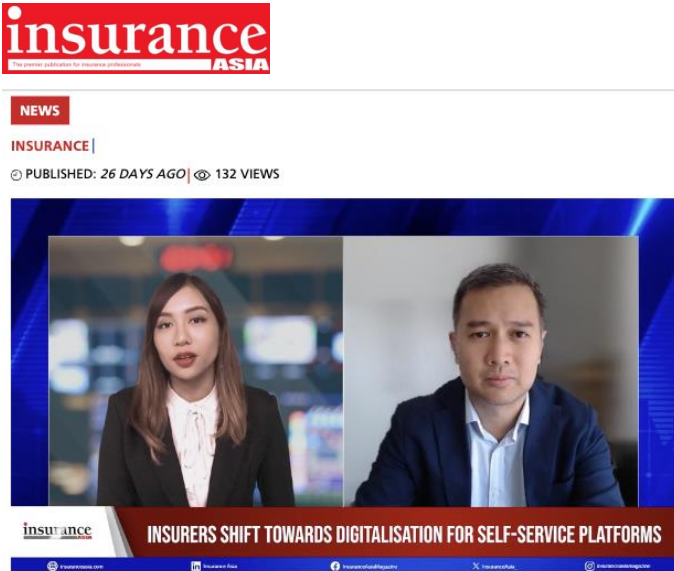
Menjelang 2025, Tordesillas memperkirakan 90 persen dari semua transaksi asuransi bisa sepenuhnya digital, memperbaiki proses klaim dan pengalaman pelanggan. “Pengalaman klaim akan meningkat karena pelanggan dapat mengajukan dan menyerahkan dokumen mereka secara daring serta menerima pembaruan status secara real-time,” ucapnya.

Selain itu, alat AI dan chatbot semakin banyak digunakan untuk memberikan respons cepat terhadap pertanyaan pelanggan. Namun, Tordesillas menyoroti banyak perusahaan asuransi masih kesulitan memberikan pengalaman pelanggan yang modern, terutama jika dibandingkan dengan layanan daring global seperti Netflix atau Amazon.

“Perusahaan asuransi tidak bisa memberikan tingkat layanan tersebut karena mereka masih terikat dengan sistem manual yang sudah ketinggalan zaman dan biasanya telah mereka gunakan selama puluhan tahun,” kata Tordesillas.

Dia menambahkan persyaratan regulasi yang ketat memperlambat upaya modernisasi, karena perusahaan asuransi harus mematuhi aturan yang kompleks sebelum menerapkan perubahan. Masalah lain yang menjadi perhatian adalah kurangnya mekanisme umpan balik pelanggan, yang menghambat pemahaman penuh perusahaan asuransi mengenai kepuasan pelanggan.

“Ketika mereka tidak memiliki akses ke suara pelanggan, mereka kehilangan jalur komunikasi daring terbuka di mana pelanggan bisa dengan mudah menghubungi untuk mendapatkan bantuan,” pungkas Tordesillas.



Insurers face pressure to modernise with self-service tools.

Insurers face pressure to modernise with self-service tools.

Insurance companies are increasingly shifting toward digitalisation, enhancing customer experiences by adopting online services and self-service options. Noel Tordesillas, Head of E-Channel, Business Channels at Etiqa, said that this digital move allows customers to manage their insurance policies more conveniently, improving overall service quality.

“What we’re seeing now is actually a move towards digitalisation and online services, including an increase in using online channels for customers to research, purchase and manage their insurance policies,” said Tordesillas.

By 2025, Tordesillas noted that 90% of all insurance transactions could be fully digital, improving both the claims process and overall customer experience. “The claims experience will improve as customers are able to file and submit their documents online, as well as receive their real-time status updates,” he said. Additionally, AI tools and chatbots are increasingly being utilised to provide immediate responses to customer inquiries.

However, Tordesillas highlighted that many insurers struggle to deliver a modern customer experience, especially when compared to global online services like Netflix or Amazon.

“Insurance companies can’t provide that level of service because they’re tied to outdated and manual systems that they’ve usually been using for probably decades,”

Tordesillas said. He added that strict regulatory requirements also slow down modernisation efforts, as insurers must navigate complex rules before implementing changes.

Another key issue is the lack of customer feedback mechanisms, which prevents insurers from fully understanding customer satisfaction levels and areas for improvement. Tordesillas pointed out, “When they don’t have access to the voice of the customer, they don’t have any open line of online communication where customers can easily reach out for assistance.”

To enhance customer satisfaction, insurers should focus on key metrics across three areas: customer feedback, quantitative data, and digital experience metrics. By prioritising these metrics and accelerating digital transformation, Tordesillas believes insurers can meet rising customer expectations and deliver more personalised products.

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FINANSIAL

Emiten Pakan Ikan (GWAA) IPO, Inilah Bank dan Asuransi yang Terkait

Golden Westindo Artajaya menempatkan Etiqa Indonesia sebagai penjamin risiko perseroan baik untuk bangunan dan mesin hingga kendaraan.



Bisnis.com, JAKARTA -- PT Golden Westindo Artajaya Tbk. (GWAA) memulai tahapan pencatatan saham perdana (IPO) di Bursa Efek Indonesia. Dalam rancangan awal, GWAA akan melaksanakan seremoni IPO pada 3 Oktober 2024, meski demikian kepastian pencatatan akan bergantung dari persetujuan Otoritas Jasa Keuangan (OJK).

GWAA yang menjalankan usaha perdagangan pakan pembenihan udang dan ikan, pakan ikan hias, peralatan akuarium hingga pakan beku ikan hias bersiap melepas 685,71 juta lembar dengan harga Rp100-Rp120 per lembar. Dengan rancangan ini, maka sebanyak 2,7 persen dari modalnya akan berasal dari dana publik.

Penjamin emisi efek menjamin dengan kesanggupan menawarkan umum perdana saham perseroan,"

literbitkan di *Bisnis Indonesia*, Selasa (10/9/2024).

negang saham akan menempatkan 40,5% untuk mbangan Artemia. Selanjutnya 44,2% digunakan tagangan, bahan baku artemia dan biaya i berupa penyertaan modal bagi anak usaha.

"Penjamin pelaksana emisi efek dan p penuh (*full commitment*) terhadap pe tertulis dalam prospektus awal yang c

Dari perolehan dana dalam IPO ini, per pembelian lahan dan peralatan penge untuk modal kerja pembelian barang c operasional. Sedangkan sekitar 15,3%

Prospektus perusahaan juga memastikan tidak terdapat pembatasan (*negative covenant*) dari bank yang selama ini bekerja sama dengan perseroan.

Diungkap, bank yang memberikan dukungan pembiayaan bagi GWAA adalah Bank UOB dan Bank CIMB. Rinciannya, per 31 Maret 2024 perseroan memiliki utang jangka pendek Rp45.884 kepada PT Bank CIMB Niaga Tbk. (BNGA). Selanjutnya dari PT Bank UOB Indonesia sebesar Rp140.929.427.

Rinciannya, utang di CIMB Niaga merupakan fasilitas kredit PRK dengan plafon Rp10,9 miliar untuk modal kerja dengan jangka waku 12 bulan serta suku bunga 9% per tahun. Pada 2022, CIMB Niaga juga memberi fasilitas kredit baru berupa *Letter of Credit* (L/C) sebesar US\$1,5 juta (sekitar Rp23,2 miliar).

Sementara itu fasilitas kredit di UOB Indonesia berupa L/C dengan maksimum kredit sebesar Rp18 miliar dengan jangka waktu 12 bulan serta bunga 1% per tahun.

Perseroan juga menyebutkan memiliki sejumlah asuransi yakni produk asuransi kebakaran dan gempa bumi dari PT Sampo Insurance Indonesia senilai Rp650 juta. Selanjutnya untuk gudang perseroan di Kawasan Industri Millenium dilindungi oleh PT Asuransi Etiqa Internasional dengan perlindungan kebakaran yang diperluas dengan huru hara hingga gempa bumi. Nilai pertanggungan yang diberikan yakni bangunan senilai US\$1,5 juta, mesin US\$229.000, dan barang dagangan US\$2 juta. Perusahaan juga membeli asuransi dari Etiqa untuk aset di Puri Indah Financial Tower.

Fasilitas asuransi lain yang dimiliki adalah asuransi kendaraan bermotor yang juga disediakan oleh Etiqa untuk sepeda motor, mobil penumpang, dan mobil barang yang dimiliki oleh Golden Westindo Artajaya (GWAA).