

REINSTATEMENT COMPLIANCE MODULE



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Anti-Money Laundering & Counter-Financing of Terrorism



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Contents – AMLA & CFT



- Introduction
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Introduction



What is...

Money Laundering

- Money laundering is any activity or procedure intended to **change** the identity of illegally obtained money so that it appears to have **originated** from **legitimate** source.



Introduction



What is...

Financing of Terrorism

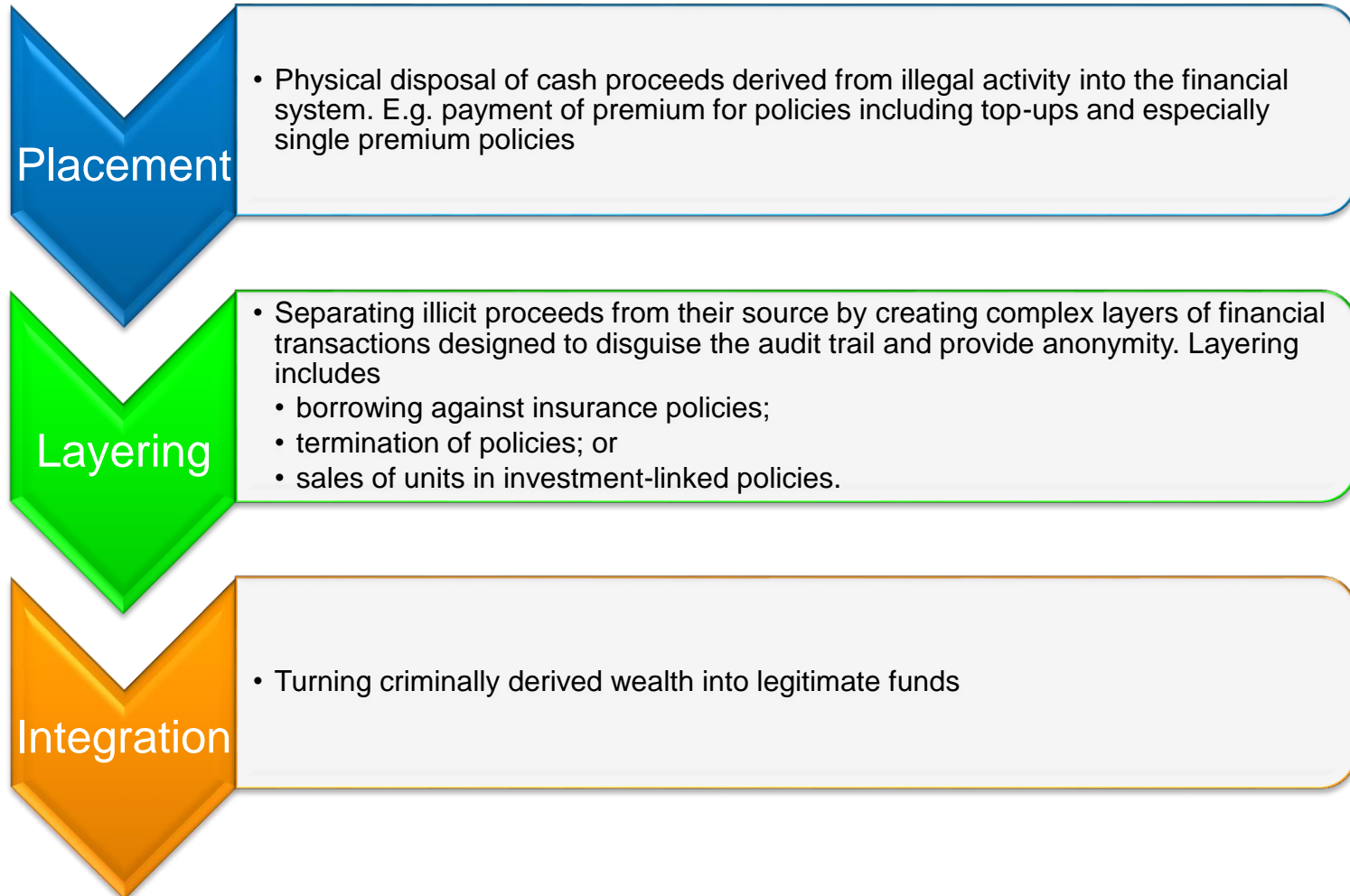
- Carrying out transactions involving funds that **may** or **may not** be owned by terrorists, or that have been, or are intended to be used to **assist** in the commission of terrorism.



Introduction



How does money laundering occur?



Anti-Money Laundering & The Life Planner



A Life Planner is responsible...

- ❖ To conduct the necessary due diligence on customers as part of the “Know Your Customer” policy
- ❖ To provide all information and documents required by the Company
- ❖ To report any suspicious transactions to Management

Know Your Customer



What does a life planner need to verify?

The life planner is required to verify customer's details such as

- ❖ Name;
- ❖ Address;
- ❖ Reason for purchase;
- ❖ Occupation; and/or
- ❖ Nature of business

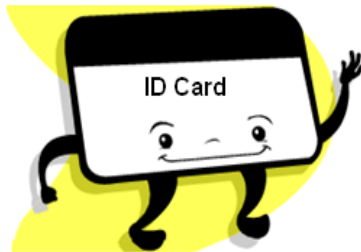
For corporate entities such as companies, clubs, societies, associations or other similar institutions, verification of additional details include...

- ❖ Date of registration
- ❖ Address and contact number (fixed line) of the entity

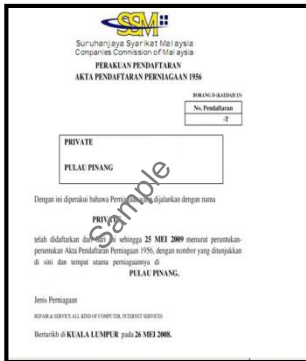
Know Your Customer



How can a life planner verify these details?



Submit me for all Life policy



Documents for verification of identity must be submitted with an application for **all policies** regardless of amount. Examples include:

- ❖ Individual – Identity card for local customers & Passport for foreign customers
- ❖ Corporate – Certificate of incorporation/business registration & Details of directors and major shareholders (Form 24 & 49)

The address can be verified through a customer's telephone or utilities bill.



Know Your Customer



When stating the customer's occupation...



Generic occupations such as “businessman” or “sole proprietor” should not be allowed



Instead, the customer should state a specific occupation e.g. Retailer of Household Electrical Product

Know Your Customer



When should the life planner perform the verification?

- ❖ Establishing or conducting business relations e.g. accepting the application for a new policy;
- ❖ Entering into any transaction which is performed by the customer on behalf of a 3rd party; and/or
- ❖ Performing any cash transaction of a suspicious nature.

Know Your Customer



Why does verification need to be performed?

- ❖ To ensure the company does not authorize the acceptance of an anonymous policyholder or a policyholder with a fictitious / false / incorrect name

Know Your Customer



High risk applications will be subjected to enhanced due diligence. These include:

- ❖ Individuals from high risk countries such as North Korea and Iran;
- ❖ Purchase of large policy with single premium or annualized premium of RM250,000 and above;
- ❖ Unusually high premium to income ratio
- ❖ High risk persons e.g. Politically Exposed Persons



Know Your Customer



As part of the enhanced due diligence, additional documents may be requested.

For example:

Type of Applicant	Additional documents required
Business Owner	Business Registration
Director	Company Returns
Individuals with high premium to income ratio	Source of income documents e.g. Letter of employment, EA Form, etc.



Know Your Customer



Who is a Politically Exposed Person?

A local or foreign individual entrusted with a **prominent public function** such as

- ❖ Cabinet ministers including their deputies;
- ❖ Members of the State Executive Committee;
- ❖ Senior Management of Government-Linked Companies e.g. Chief Executive Officer, Chief Operating Officer, Chief Financial Officer, etc.; and
- ❖ High Ranking Military Officials

Senior Management approval is required for applications involving Politically Exposed Persons

Know Your Customer



Who is a Politically Exposed Person? (Cont'd)

Other key points to note for Politically Exposed Person are



It includes immediate family and close associates



It excludes junior & middle ranking officers/officials

Suspicious Transaction Reporting



**You are responsible to report any
suspicious transaction to your
Director of Agency or Branch Manager
immediately**



Suspicious Transaction Reporting



Examples of suspicious transactions include:

- ❖ An unusual or disadvantageous early redemption of an insurance policy
- ❖ Payment via 3rd party cheques where the customer has his own current account.
- ❖ The customer attempts to purchase a policy that is beyond his income, and the source of fund is unclear or suspicious
- ❖ The customer is not interested in the benefits of the policy but the amount of refund and whether it can be refunded to a 3rd party.
- ❖ Purchasing large premium policies or top-ups for investment-linked policies with cash.

Offences under the Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001



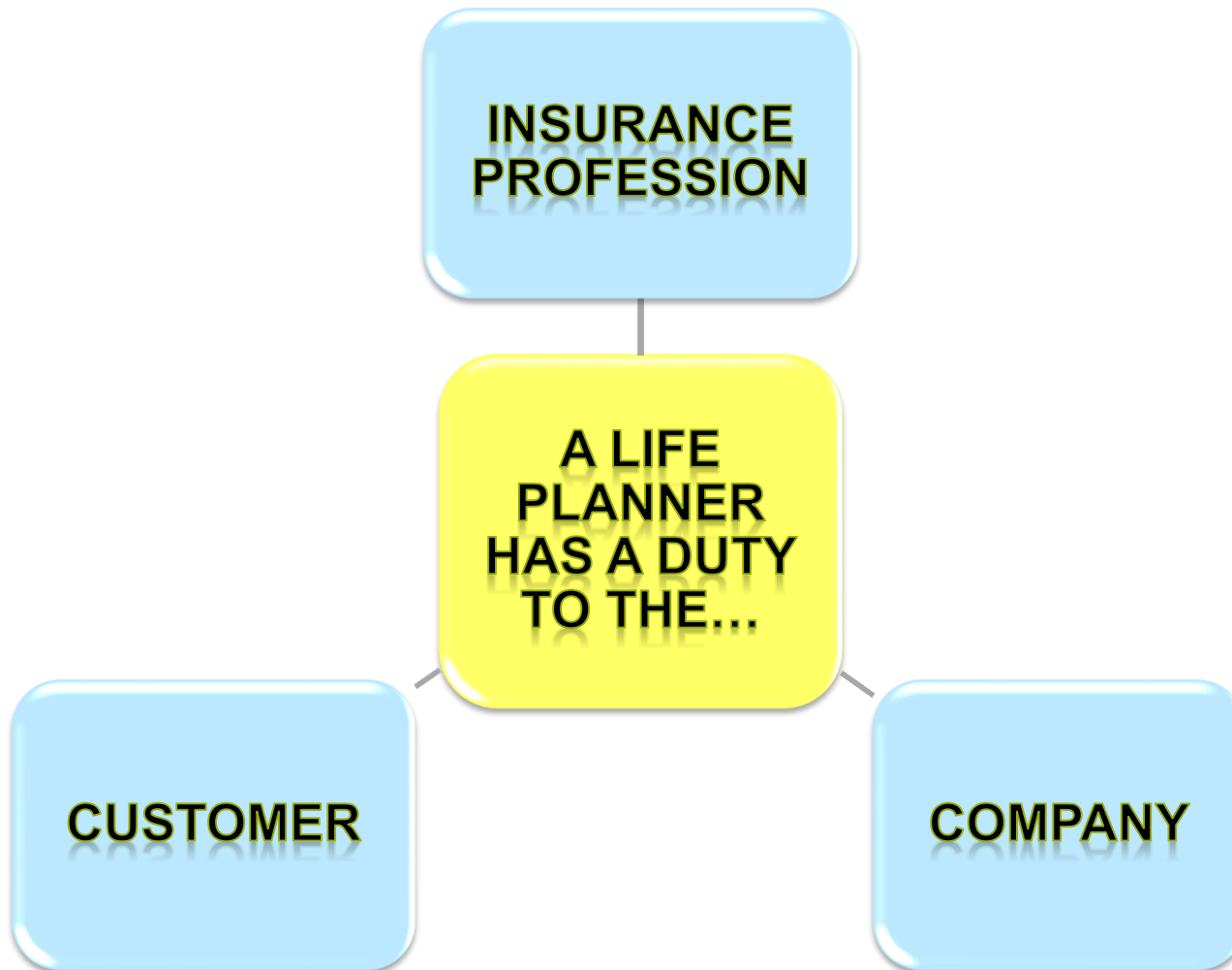


Code of Conduct and Ethics



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Introduction



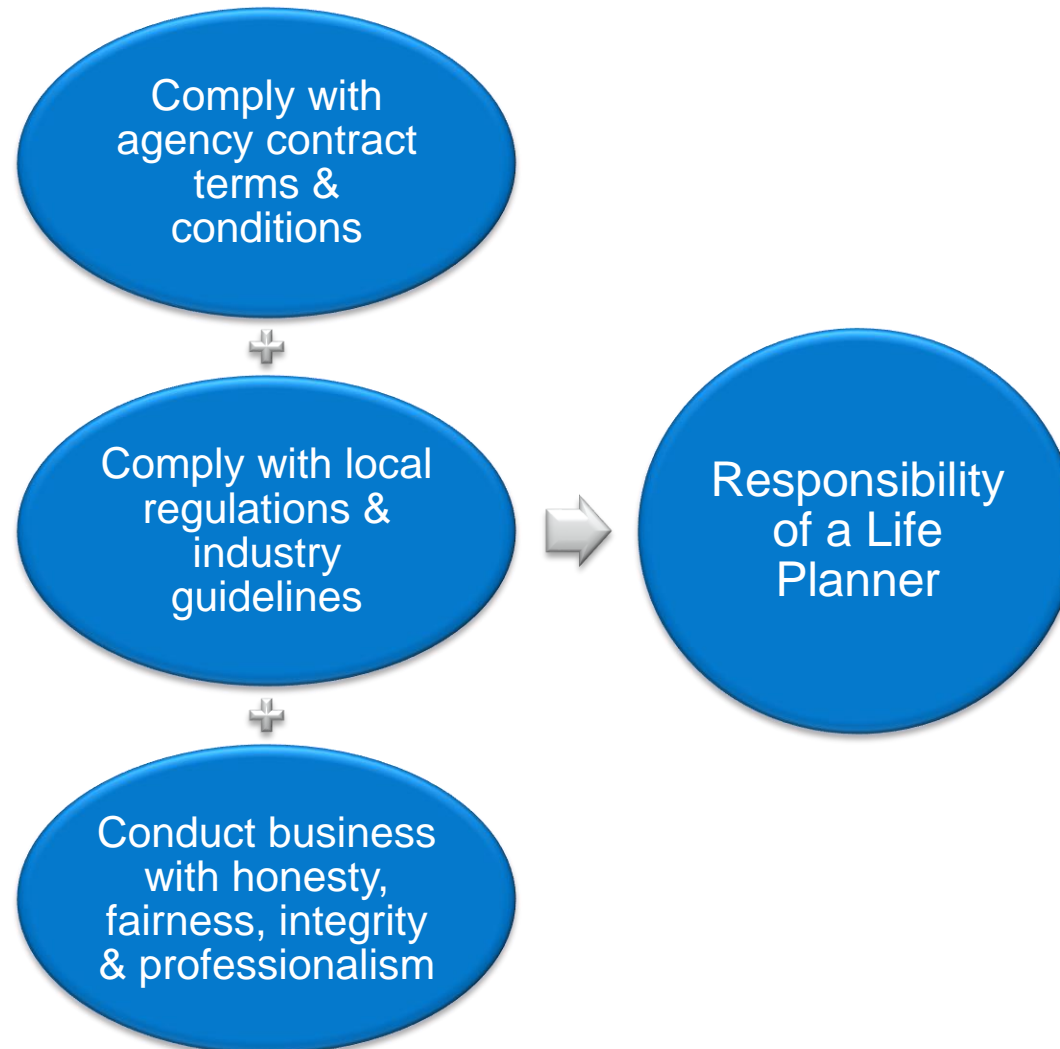
Duty to the Insurance Profession



AIA is committed to maintaining the highest standards of professional and ethical conduct amongst its agency force. Our general principles include:

- ❖ Responsibility and accountability for our actions;
- ❖ Continuing improvement in the quality and service orientation of all our activities; and
- ❖ Upholding and maintaining the Company core values.

Duty to the Insurance Profession





What is Improper Conduct?

Criminal behaviour
while performing duties of an insurance life planner

Contravention of regulatory requirements
set by the Regulatory authorities including Company rules and regulations

Making statements that are misleading,
in fact or by implication, with respect to the Company

Duty to Customers



The Life Planner shall as far as possible:

- ❖ give proper advice to the prospective policy owner with regard to the suitability of the policy proposed;
- ❖ render continuous service to the policy owner; and
- ❖ give advice on those matters in which he or she is competent to deal with.

Duty to Customers



Introduction Make known that he/she is a life planner of AIA and produce his/her registration card for identification

Suitability Ensure that the proposed plan is suitable to the needs & affordability of customer

Advice Explain all the provisions, restrictions, long term nature of the policy and the consequences of early discontinuance/surrender in plain language.
For participating policies, life planner shall distinguish between guaranteed and non-guaranteed benefits and all assumptions should be stated clearly.

Disclosure Ensure customer discloses all pertinent information accurately and the consequences of non-disclosure are pointed out

Premiums All monies received by life planners for an insurance policy should be forwarded to the company without delay

Servicing Provide continuous service to the policyholder as and when required

Duty to Customers



Duty to Customers



Category	Definition	Incident based example
Misappropriation of customers' funds	Monies entrusted to life planners by customers are inappropriately used for own purposes or fraudulently misapplied for another purpose.	Life Planner collected cash or cheque payments from policyholders and diverted proceeds to pay for third party policies or cash collected was not remitted or not remitted in a timely manner.
Forgery	Knowingly making a false document with intent that: (i) it should in any way be used or acted upon as genuine, to the prejudice of a person; (ii) some person should be induced, by the belief that it is genuine, to do or to refrain from doing anything such that it results in loss to the client.	Life Planner forged customer signature on the application form or documents or creation of a false written documents / alteration of a genuine document such as life insurance premium statement etc for the purpose of defrauding their customer
Twisting	Persuading a policyholder to cancel a policy solely for the purpose of selling another policy without regard to possible disadvantages to the policyholder	Life Planner induced the purchase of new life policy by making misleading statements with regards to the client's existing policy and encouraging the client to terminate the existing policy.
Churning	Abusing a client's confidence for personal gain by initiating transactions that are excessive and detrimental to the client's interests.	Asking customer to purchase single premium investment-linked insurance and shortly after asking customer to surrender and subsequently get customer to purchase a new policy and earning commission on the new policy.

Duty to Customers



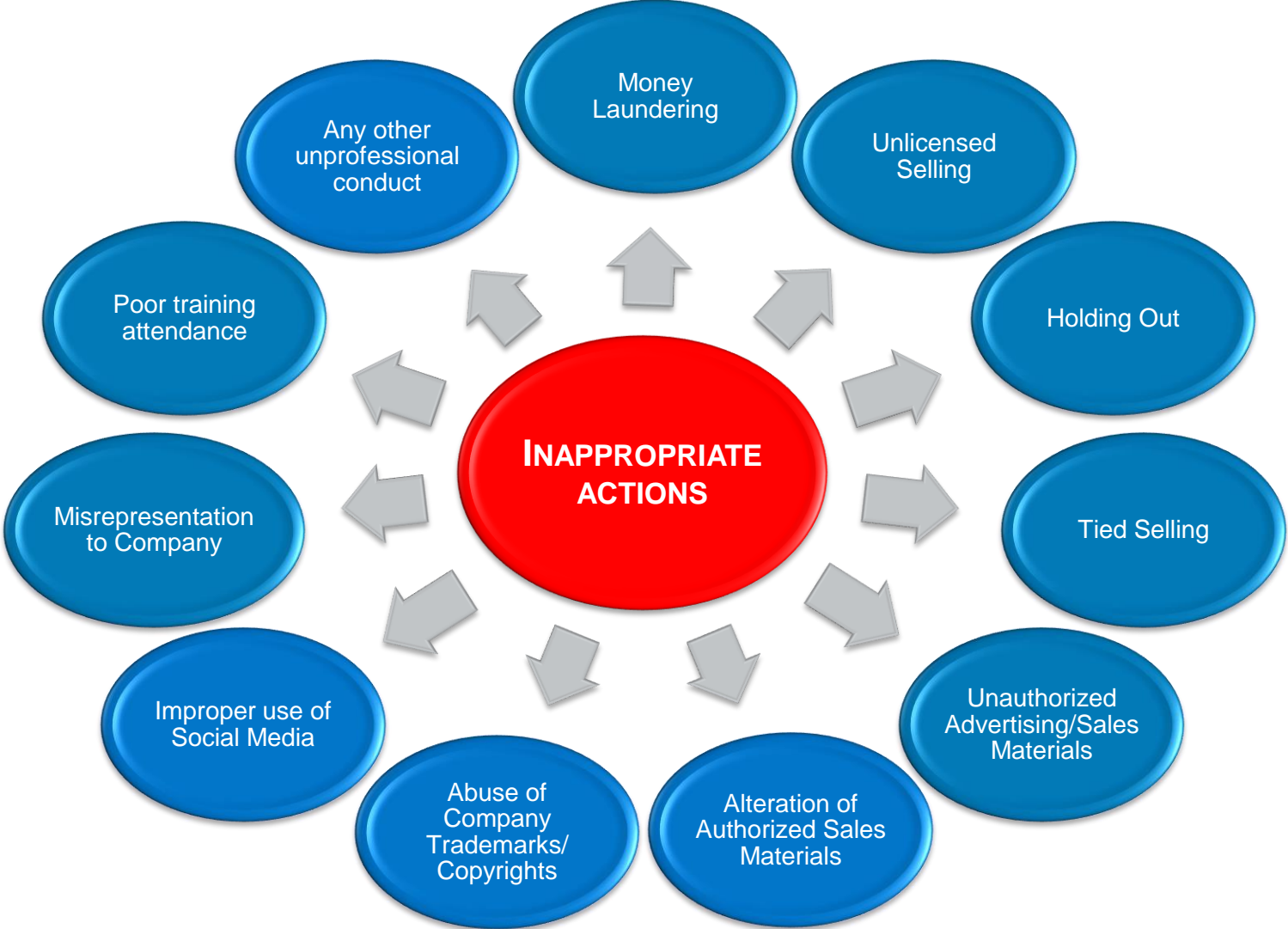
Category	Definition	Incident based example
Misrepresentations such as misleading statements, omissions or incomplete comparisons	<p>Information which is material to the customer's decision-making process shall be free of omissions and fully and accurately disclosed</p> <ul style="list-style-type: none"> (i) to potential customer prior to purchase being made; and (ii) to the Company in the application form or at the time the application form is submitted to the Company for processing. 	<p>Life Planner induced the purchase of new life policy by making misleading statements with regards to the policy payment period etc or make derogatory remarks about the competitor policy or provide inaccurate comparisons between our life plan and the competitor life plan</p>
Coercion / Undue Influence	<p>Taking advantage of a customer if the life planner knows or ought to know that the customer is unable to understand the character, nature, language or effect of the transaction or proposed transaction.</p>	<p>Influencing the customer to carry out transactions which the customer does not understand that gives advantage to the life planner. E.g. ask customer to purchase insurance plans that bring high commission to the life planner but may not meet the customer's needs.</p>
Rebating	<p>Offering a premium rebate or inducement in whatever form to garner sales i.e. by using part of the life planner's commission.</p>	<p>Life Planner gives a premium discount from the commission in order to get the sale.</p>

Duty to Company



- ❖ The Life Planner shall, when he or she makes contact with the prospective owner, make it known that he or she is a life planner of the company.
- ❖ The Life Planner must not be influenced by friendship or association in carrying out his/her life insurance dealings.
- ❖ All preferential transactions with insiders or related interest should be avoided. If transacted, such dealings should be on a normal business criteria basis, fully documented and duly authorized by the Company's management.

Duty to Company



Duty to Company



Category	Definition	Incident based example
Use of Trademarks & Copyrights and Unlicensed software	Life Planners misuse trademarks or any copyright material belonging to AIA entity without the prior permission of the AIA Corporate Communications Department or install any unlicensed software in their personal computer to conduct their insurance business.	Life Planners use AIA trademark without the approval from Management to solicit life business/other business or recruit new life planners or life planner produce unauthorized simplified SIS bearing AIA logo to solicit for new life business
Holding out	Intentionally misleading the customer through business cards or stationery regarding credentials or designations or ability to provide advice or service.	Life Planners intentionally misrepresent their professional credentials or designations to solicit life business or to recruit new life planners for life selling by giving them the wrong impression of the life selling functions
Tied Selling	Life Planners are prohibited from representing to or imposing undue pressure on or coercing or influencing the customer that they can only purchase Product A on the condition that Product B is purchased.	Life Planner informs the customer to purchase a medical plan, they have to purchase the basic investment-linked plan, when customer can purchase the standalone medical plan.



Market Conduct

AIA Premier Academy (APAc)
Updated as at Rev04 January 1, 2019



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AIA Group Anti-Fraud Policy



Rationale for this Policy

AIA Group is committed to conducting all of its business with the highest level of ethics and integrity. To uphold this commitment and in particular, a zero-tolerance approach to fraud, the Group requires adherence to this Anti-Fraud Policy. The policy is intended to reinforce management procedures designed to aid in the prevention, detection and investigation of fraud, thereby safeguarding the Group's assets and providing protection from the legal and reputational consequences of fraudulent activities.

Fraud



What is Fraud?

- An act of intentional deceit to secure (by the act or omission of another person) an unfair or unlawful gain for oneself or another or a loss to another.

Examples of Fraud:

- False accounting, including deliberate misstatement of financial information for personal and/or financial gain
- Theft including trade secrets, intellectual property, equipment, etc;
- Using false payment instructions, invoices or cheques in order to receive a payment to ones' own account;
- Falsification of payroll records, unsubstantiated expense claims, accepting or providing bribes or kickbacks in exchange for business whether or not for AIA's benefit;
- Forgery, misappropriation, fraudulent statement and embezzlement or theft of company or policy benefits and premiums of clients.

What You Should or Should Not Do



- Stay alert to the signs of fraud and report suspicion of fraud immediately to your manager, Group Internal Audit, Group Compliance, or anonymously via the AIA Ethics & Compliance Hotline at www.aiaethicsline.com.;
- If your agent reports any suspected fraud then you should, in turn, report the matter to Group Internal Audit or a Compliance Officer
- Do not alert the suspected individual or other unauthorised persons in an effort to determine facts or suspicion.
- Read the Code of Conduct, the Anti-Fraud policy and attend the relevant training programs provided by the AIA Group to understand your obligations:
 1. Anti-Money Laundering & Counter Financing of Terrorism (AMLA/CFT)
 2. Code of Conduct and Ethics
 3. Data Privacy
 4. Business Quality
 5. Replacement of Policies (R.O.P)
 6. Use of Social Media
- Cooperate in investigations and do not wilfully or knowingly state anything which you believe is false or you do not believe to be true. Failure to comply may result in disciplinary action.

Red Flags of Frauds



Some Examples of Red Flags:

- Reluctance to take leave, missing invoices/contracts, Vendor selection without following procurement policy, fake vouchers, fake employment documents etc.
- Intermediary frauds - trend of loans, surrendered or lapsed policies in the portfolio, suspicious customer signatures including requests to change existing information, constant excuses for delay in submitting customer premium, withdrawal of complaints by customers etc.

Introduction to Market Conduct Guidelines



Rationale for the Market Conduct Guidelines (“the Guidelines”)

- AIA Group (“the Company”) is committed to ensure compliance of its duties and obligations as a responsible insurer and that the business of insurance is conducted fairly and responsibly by its agency force.
- The Guidelines were drawn up based on applicable rules and regulations issued by the various regulatory authorities such as Bank Negara Malaysia (BNM), Life Insurance Association of Malaysia (LIAM) and General Insurance Association of Malaysia (PIAM) as well as the expected behaviour of intermediaries from the Company’s own governance model and Code of Conduct.
- The Guidelines shall be applicable to all Agents and Agency Leaders and they are expected to abide by the contents and spirit of these Guidelines in the conduct of their insurance business. The Guidelines are in line with the Company’s Zero-tolerance approach to fraud. All suspected cases of fraud/misconduct will be investigated and disciplinary procedures enforced, including prosecution and termination.

Duty to the Insurance Profession



Examples of unsuitable behaviour by Agent include:

- Conduct prejudicial to the interests of the Company
- Non-disclosure to customers of full information enabling them to make an informed choice.
- Threatening prospects/customers, members of the public, AIA staff, AIA agents or AIA Agency Leaders.
- Defaming the Company, AIA Agents or AIA Products.
- Defaming the insurance industry, other insurers, their staff, agents or products.
- “Over-selling” a product just in order to get a sale.

**** The above are only examples and are not meant to be an exhaustive list**

Duty to Customers



Forgery/Signing and Submission of Life Applications

The agent shall at all times:

- Ensure that the customer is asked to review, complete and properly execute those key life insurance documents.
- Ensure that customers properly complete the application forms.
- Ensure that customers countersign any amendments made on completed application forms or documents.
- Not sign on behalf of the customer on any document whatsoever.
- Not sign as witness on documents if he or she does not personally witness the actual signing by policyholders, assignees or trustees (as applicable).
- Not assist nor encourage the policyholder to commit fraud or forgery against the Company.

Duty to Customers



Use of Terms and References

A selection of words and phrases that should be avoided in connection with the sales process to minimize disputes and decrease misunderstanding arising from agents and prospects/customers.

- Suggesting the Company sells something other than insurance
- Suggesting Non-Guaranteed Items are Guaranteed
- Suggesting premium requirements “Disappear”
- Suggesting policies are guaranteed issue, where issue is not guaranteed
- Suggesting customers/prospects can get something for nothing
- Referring to a policy as a unique or special offer, when it is not
- Claims of Government Endorsement

**** The above are only examples and are not meant to be an exhaustive list.**

Duty to Customers



Know Your Prospect/Customer

- Agent must make recommendations on a reasonable basis taking into account prospect/customer's financial objectives, financial situation and particular needs derived from the fact-finding process and/or that documented in the Confidential Personal Financial Review (CPFR)

Required Contract Provision Disclosure

The Agent shall at all times:

- Explain all essential provisions of the policy contract that is being recommended to ensure the prospective customer understands what is being purchased
- Draw attention to any restrictions including any exclusions which apply to the the policy
- Draw attention to the long term nature of the policy (where applicable) and to the consequent effects of early discontinuance and surrender, and
- Draw attention as to whether the policy qualifies for tax relief or otherwise.

Duty to Company



Field Underwriting

1. Medical Questionnaire
 - Agents are to ask each prospect or client and to record their response to every medical question contained in an application form

Agent's Confidential Report

2. The duty of each Agent is to ensure to the best of their knowledge that:

- a. Accurate and complete information is provided on the application form and other required forms (e.g. Financial Questionnaires)
- b. Any and all factors, which, if known to the Company, may result in an applicant receiving rated or no coverage at all, be made known to the Company
- c. Any additional information required by the Company in order to determine any particular application is provided on a timely basis
- d. All children who are being insured by their parents are physically sighted

Duty to Company



Recruitment and Selection Criteria

1. Recruitment: Criteria for selecting an agent/applicant:

- Attained the legal age of 18 and must not be agent or staff member of another insurance company
- Must pass the Pre-contract Examination administered by the Malaysian Institute of Insurance (MII) and must be registered with LIAM
- Must pass the Certificate Examination in Investment-Linked Life (IL) Insurance (CEILLI) administered by MII if the agent is transacting IL business
- Must not be an undischarged bankrupt
- Must not be involved in criminal acts and/or any acts of dishonesty in the past. He/she should confirm these facts prior to appointment as an agent of AIA Bhd (AIA)

Duty to Company



Recruitment and Selection Criteria

2. Appointment of Agency Leader

- The Company may appoint an agency leader, who was working in an equivalent position with another insurer subject to meeting minimum performance criteria for maintenance of contract with the previous insurer prior to appointment

Duty to Company



Agency Compliance Training

- The Agency force will receive training in compliance with the Company's policies, rules and procedures, LIAM Code of Ethics and Conduct governing life insurance selling and other applicable laws and regulations
- Post-course evaluation will be conducted by the Company to assess the relevance of course contents and quality of trainers

Duty to Company



Agency Compliance Training

- The training curriculum offered by the Company will cover topics such as:
 - Anti-Money Laundering & Counter Financing of Terrorism
 - Product Transparency & Disclosure
 - Agents' Code of Ethics and Conduct
 - Replacement of Policies
 - Data Privacy
 - Use of Social Media
 - Business Quality
- Continuing Professional Development (CPD) requirements will be documented and communicated to all agents

Duty to Public



1. Code of Ethics and Conduct for Agency Force

- The life insurance industry via LIAM and BNM has provided guidelines to insurance agents to promote and maintain uniform ethical standards, and to uphold the trust and welfare of policyowners at all times
- Through various statutes, Laws, Directives and Guidelines must account for the way in which our agency force discharge their duties as insurance agents and to meet the expectation that they will conduct their selling practice in accordance with accepted principles including honesty, impartiality and fairness in dealing with customers.

Duty to Public



2. Premium Collection

The Agent shall at all times:

- Acknowledge receipt and maintain a proper account of all monies received.
- Hold all monies received by him or her on trust for the Company and act as 'fiduciary' with regards to monies collected from customers.
- Remit within three working days, all monies collected or received in respect of life insurance business, directly to the Company's official collection centres during office hours or via self-serviced terminals or e-banking facilities during non-office hours.
- Avoid using personal or own company cheques to remit premiums collected or received from customers/policyholders to the Company (except for remittance for Agent's spouse and children).
- Furnish a detailed account of all monies in his possession belonging to the Company upon request of the Company, at anytime.

Reprimand Action Guidelines for Agents' Misconduct



- Administrative Reprimand is a tool made available to the Company to reprove and correct Agents' misconduct.
- The reprimand is administered in writing to correct the identified deficiency. The following slides include the course of action for more common situations but is not an exhaustive list and is subject to amendments by the Company.

Reprimand Action Guidelines for Agents' Misconduct



1. Fraud

Definition

Intentional dishonest acts and/or an omission committed to secure an unfair or unlawful gain for oneself or another or a loss to another.

Recommended actions to be imposed

Outright termination of agency contract and placement under LIAM's Referred Listing.

Reprimand Action Guidelines for Agents' Misconduct



2. Misappropriation of Customer's Funds

Definition

Monies entrusted to agents by customers are inappropriately used for own purposes or fraudulently misapplied for another purpose.

Recommended actions to be imposed

Outright termination of agency contract and placement under LIAM's Referred Listing.

Reprimand Action Guidelines for Agents' Misconduct



3. Forgery

Definition

Knowingly making a false document with intent that:

- (i) it should in any way be used or acted upon as genuine, to the prejudice of a person;
- (ii) some person should be induced, by the belief that it is genuine, to do or to refrain from doing anything such that it results in loss to the client.

Recommended actions to be imposed

Outright termination of agency contract and placement under LIAM's Referred Listing. However if the client has not been put to a loss as in 3(ii), suspension of agency contract ranging from 3 to 12 months or issuance of a strict warning letter.

Reprimand Action Guidelines for Agents' Misconduct



4. Money Laundering

Definition

The process of transferring sales proceeds with intent to conceal the true origin and ownership of such property and knowing that all or part of that property was obtained or derived directly or indirectly as a result of a criminal activity.

Recommended actions to be imposed

Outright termination of agency contract and placement under LIAM's Referred Listing.

Reprimand Action Guidelines for Agents' Misconduct



Other Categories of Agents' Misconduct as follows:

- Misrepresentations such as misleading statements, omissions or incomplete comparisons
- Coercion and undue influence
- Rebating
- Unsuitable actions
- Late delivery of policy contract

Reprimand Action Guidelines for Agents' Misconduct



Other Categories of Agents' Misconduct as follows (cont'd):

- Tied Selling
- Holding Out
- Replacement of Policy
 - (i) Undisclosed or systematic internal policy replacements
 - (ii) Twisting
 - (iii) Churning
- Use of Trademarks & Copyrights and Unlicensed software

FATCA

Entity Classification

Entity Classification



- All entity (Corporate) applicant need to complete the Entity Classification Form for all FATCA in-scope products.
- As of March 2014, there are 2 CSD products evaluated as in-scope. However, none of them classified as entity in FATCA definition.
- 3 Board Categories
 - - Foreign Financial Institutions [FFI] (Non U.S FI)
 - - Exempt Beneficial Owners (Government)
 - - Non Financial Foreign Entities [NFFE] (Non U.S Private Sector)
- The form is valid for 3 years (plus) if classification is [NFFE]. All expiry is as at 31 Dec. Example: Form submitted 1st May 2014, form will expire on 31 Dec 2017.
- Upon expiry, a new form to be submitted, if no reply within 3 months, the entity will be classified as 'Non Participating FFI'
- Impact: Reporting to Group Compliance & the policy is subject to 30% withholding on cash value.

Entity Classification Form - Explained



Please tick one of the 3 boxes

The Entity's status under the Foreign Account Tax Compliance Act will be identified by completing a W-8BEN-E form and/or where the Entity has been registered with the Internal Revenue Service its GIIN is _____ [insert GIIN if available]. [Please provide form W-8BEN-E with GIIN]

Status Entiti di bawah Foreign Account Tax Compliance Act akan dikenalpasti dengan melengkapkan borang W-8BEN-E dan/atau dimana Entiti telah didaftarkan dengan Internal Revenue Service, GIIN-nya adalah _____ [nyatakan GIIN, jika ada]. [Sila berikan borang W-8BEN-E dengan GIIN]

If this box ticked, **W-8 BEN-E** form to be used

OR / **ATAU**

I certify that / *Saya mengesahkan bahawa:*

The Entity is in active business or trade and is not a financial institution [Please see box below]

Entiti adalah dalam perniagaan aktif atau perdagangan dan bukan institusi kewangan [Sila lihat kotak di bawah]

Most Entity will be ticking this box – Customer will be classified as **Active NFFE**

OR / **ATAU**

The Entity does not have any beneficial owner(s) with a 10% or more direct or indirect interest in the Entity who is a US citizen, resident or US Entity.

Entiti tidak mempunyai pemilik berfaedah dengan 10% kepentingan langsung atau tidak langsung dalam Entiti yang merupakan seorang warganegara Amerika Syarikat, bermastautin atau Entiti Amerika Syarikat.

Further classification by Operations & Compliance. May result in delay of processing



FATCA DOCUMENT TRAINING

WHAT DO THE DOCUMENTS LOOK LIKE AND WHAT INFORMATION DO I NEED?

This training supplement includes copies of the current drafts of the U.S. tax forms: W-8BEN; and W-9 and shows the parts of the form which intermediaries may wish to note. Proper completion of forms will be essential to ensure smooth processing.

Appendix A



Form **W-8BEN** Certificate of Foreign Status of Beneficial Owner for United States Tax Withholding

Do not use this form for:

- A U.S. citizen
- A person claiming the status of a resident alien
- A foreign person claiming the status of a resident alien

Note: These forms are for use by a person who is not a U.S. citizen or resident alien.

Note: See instructions for exceptions.

We need the name and the type of owner

The **W-8BEN** is for non-US Persons only. If customer is a US Person then use a **W-9** instead.
DO NOT GIVE TAX ADVICE

We need the address. If the permanent address is in the U.S. then **SERIOUS ALERT**. We need to see the customer's tax advice to explain how this is possible.

If the mailing address is in U.S. then **ALERT**. We need customer's explanation... There is an AIA checklist which can be used for this explanation.

The W-8BEN does not need to be dated but when it is received by AIA it will be dated by us.

Part I Identification of Beneficial Owner (See instructions.)

1 Name of individual or organization that is the beneficial owner

2 Country of incorporation, organization, or residence

3 Type of beneficial owner:

Individual Corporation Disregarded entity Partnership

Grantor trust Complex trust Government International organization

Central bank of issue Tax-exempt organization Private foundation

4 Permanent residence address (street, apt. or suite no., or rural route). **Do not use a P.O. box or in-care-of address.**

City or town, state or province. Include postal code where appropriate.

Country

5 Mailing address (if different from above)

City or town, state or province. Include postal code where appropriate.

Country

6 U.S. taxpayer identification number, if required (see instructions)

SSN or ITIN EIN

7 Foreign tax identifying number, if any (optional)

8 Reference number(s) (see instructions)

Part II Claim of Tax Treaty Benefits (if applicable)

9 I certify that (check all that apply):

a The beneficial owner is a resident of _____ within the meaning of the income tax treaty between the United States and _____.

b If required, the U.S. taxpayer identification number is stated on line 6 (see instructions).

c The beneficial owner is not an individual, derives the item (or items) of income for which the treaty benefits are applicable, meets the requirements of the treaty provision dealing with limitation on benefits (see instructions).

d The beneficial owner is not an individual, is claiming treaty benefits for dividends received from a foreign corporation, U.S. trade or business of a foreign corporation, and meets qualified resident status (see instructions).

e The beneficial owner is related to the person obligated to pay the income within the meaning of section 267(b) of the Internal Revenue Code, and the amount subject to withholding received during a calendar year exceeds, in the aggregate, \$5,000.

10 Special rates and conditions (if applicable—see instructions): The beneficial owner is claiming the provisions of Article _____ of the income tax treaty between the United States and _____.

The beneficial owner is claiming a _____ % rate of withholding on (specify type of income): _____.

The beneficial owner meets the terms of the treaty article: _____.

Part III Notational Principal Contracts

I am the beneficial owner (or am authorized to sign for the beneficial owner) of all the income to which this form relates, and I provide a statement that identifies those notational principal contracts from which the income is derived. I agree to update this statement as required.

Part IV Certification

Under penalties of perjury, I declare that I have examined the information on this form and to the best of my knowledge and belief it is true and correct. I am the beneficial owner (or am authorized to sign for the beneficial owner) of all the income to which this form relates.

1 I am the beneficial owner (or am authorized to sign for the beneficial owner) of all the income to which this form relates.

2 The beneficial owner is not a U.S. person.

3 The income to which this form relates is (a) not effectively connected with the conduct of a trade or business in the United States, (b) effectively connected with the conduct of a trade or business in the United States, (c) the partner's share of a partnership's effectively connected income, and (d) not subject to tax under an income tax treaty, or (e) the partner's share of a partnership's effectively connected income, and (f) not subject to tax under an income tax treaty.

4 For broker transactions or barter exchanges, the beneficial owner is an exempt foreign person as defined in the instructions.

Furthermore, I authorize this form to be provided to any withholding agent that has control, receipt, or custody of the income of which I am the beneficial owner.

Sign Here Signature of beneficial owner (or individual authorized to sign for beneficial owner) Date (MM-DD-YYYY)

The W-8BEN must be signed

Appendix A



W-9 Request for Taxpayer Identification Number and Certification

Form W-9 (Rev. August 2013)
Department of the Treasury
Internal Revenue Service

Name (as shown on your income tax return)

Business name/disregarded name

Check appropriate box for federal tax classification:

- Individual/sole proprietor or single-member limited liability company
- Partnership
- Trust/estate
- Limited liability company, not a partnership
- Other (see instructions)

Address (number, street, and city, state, and ZIP+4 code)

List account number(s) here (do not include the word "account")

Part I Taxpayer Identification

Enter your TIN in the appropriate box to avoid backup withholding. For resident alien, sole proprietor, or other individuals, it is your employer identification number (EIN) on page 3.

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (SSN). However, for a partnership, see How to get a TIN on page 3. For other numbers, see How to get a TIN on page 3.
- I am not subject to backup withholding because: (a) I am a U.S. citizen or other U.S. person (defined below), and (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding because I no longer have a correct taxpayer identification number, and (c) the IRS has notified me that I am exempt from backup withholding, or (d) I am a U.S. exempt payee.
- I am a U.S. citizen or other U.S. person (defined below).
- The FATCA code(s) entered on this form (if any) indicate that I am a U.S. person.

Sign Here Signature of U.S. person

General Instructions

withholding tax on foreign partners' share of partnership income.

4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct.

Note. If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

The **W-9** is for US Persons only. If the customer is **NOT** a US Person then use a **W-8BEN** or **W-8BEN-E** (for companies/trusts/partnerships) instead. **DO NOT GIVE TAX ADVICE**

The W-9 must have a name otherwise reject it

This is nice to get but not essential

These parts should be filled out otherwise the application will be delayed while assessment is made at underwriting/onboarding

There **MUST BE** a number on one of these lines **OR** it can say "Applied For" – otherwise reject it.

The W-9 **must be dated** otherwise reject it

The W-9 **must be signed** otherwise reject it

Appendix B: TALKING POINTS/FAQ FOR AGENTS



- 1. What is FATCA?** FATCA is a set of rules from the U.S. government to identify U.S. taxpayers.
- 2. What do the rules say?** Financial Institutions like AIA need to identify U.S. taxpayers among our customers - and in some cases report on their accounts. Customers or applicants with clues (called “U.S. indicia”) that they might be U.S. taxpayers may be asked for further information.

What do insurance agents/brokers need to do? NEVER advise or help a customer or applicant to hide their tax status or U.S. indicia as this may/will result in disciplinary action. Help customers understand that if AIA finds U.S. indicia, we will ask for further information or documents. In a few very rare cases, it may be hard for us to continue to do business with customers who refuse to cooperate.

Appendix B: TALKING POINTS/FAQ FOR AGENTS



3. **What are the clues to look out for?** U.S. indicia are signs of being a U.S. taxpayer. They are: U.S. citizenship or nationality, a U.S. place of birth, a U.S. address, a U.S. telephone number but no other telephone number, a standing instruction to pay money to a U.S. bank account. **What about speaking with a U.S. accent or other clues?** No. Speaking with an accent is not U.S. indicia. Nor is working for a U.S. company in their local office. Nor is banking with a U.S. bank. Nor is going on a holiday to America.
4. **What happens if we find U.S. indicia?** Administrative steps (like underwriting a policy or processing account changes) might be delayed slightly while the correct documents are collected. **[Refer to the chart in the training slides]**
5. **Shouldn't I just stop doing business if the customer has anything to do with the U.S.?** No, this is not our approach.
6. **Do these rules apply to all products?** No – but it does apply to many products with cash value/surrender value. If you need help identifying the products then please connect with your usual contact point at AIA to find out more.
7. **Do these rules apply to the insured as well?** No, the check on U.S. indicia applies to policyholders, assignees (if there is an assignment) and beneficiaries (when a claim is made).

Appendix B: TALKING POINTS/FAQ FOR AGENTS



8. **Do the changes to your forms and terms mean AIA can terminate a policy whenever it wants?** No. This would only happen if a customer refuses to talk to us about their circumstances or let us report their U.S. accounts.
9. **What are other insurers doing?** The FATCA rules apply very broadly. So all insurers who offer comparable products are expected to be taking more or less the same steps.
10. **What can I do to make sure the process runs smoothly?** Make sure all applicants have filled in and signed the U.S. declaration on the application form and the data waiver. If there are U.S. indicia in the information then you could gather the additional documents in advance if you prefer.
11. **What documents do you need if there are U.S. indicia?** If the applicant is a U.S. Person, then we collect a **W-9** form. If the applicant is not a U.S. Person then we collect a **W-8BEN** form and if the U.S. indicia is a U.S. place of birth, we will also need a **Certificate of Loss of Nationality**. There are other documents which may be needed in rare circumstances. Samples of the W-8 and W-9 are attached.
What if the customer is a company or a trust? Then we may need to process a different form – called the **W-8BEN-E**. This form is available from your usual contact point at AIA.

Appendix B: TALKING POINTS/FAQ FOR AGENTS



- 12. What are you doing with these forms?** The forms are used internally. They are not filed with the IRS or other tax authority. In some cases, we may need to use some of the information on the forms to report on U.S. taxpayers. To do this, we need customer consent.

- 13. This doesn't answer all my questions!** If there is anything that you don't understand or if you have any questions please connect with your usual point of contact at AIA.



Service Guide



**HEALTHIER, LONGER,
BETTER LIVES**

Service Guide – What is It?



- ❖ To further professionalize the insurance industry, Bank Negara Malaysia (BNM) requires the Service Guide to be posted in the insurer's website for customers with effect from August 2016.
- ❖ This is to ensure customers are aware of what service to expect when agents approach them.

- ❖ The Service Guide outlines to customers what they can expect agents to do:
 - Before You Buy an Insurance Policy/Participate in a Takaful Plan
 - When You Decide to Buy an Insurance Policy/Participate in a Takaful Plan
 - During the Term of an Insurance Policy/Takaful Plan
 - The customer can refer to the Insurer's Customer Portal and Contact Numbers if customers have enquiries.

Service Guide – Services Expected of An Agent



1. Before You Buy an Insurance Policy/Participate in a Takaful Plan

- Deal only with Registered Life Planners
- You can check the status of agents via Life Insurance Association of Malaysia's (LIAM) website or via Short Message Service (SMS). Visit: <http://www.liam.org.my/index.php/customer-zone/know-your-agent> for details.
- You can check the status of Takaful agents via the Malaysian Takaful Association (MTA) website. Visit: <http://www.malaysiatakaful.com.my/Customer-Zone/Public-Enquiry-on-Agent-Status.aspx> for more details.



Service Guide – Services Expected of An Agent



1. Before You Buy an Insurance Policy/Participate in a Takaful Plan (cont'd)

- **Assist You in Choosing the Right Insurance/Takaful Plan:**
 - Go through with You the Customer Fact Finding (CFF) form to understand your insurance/Takaful needs, financial goals and risk appetite.
 - Recommend the suitable insurance/Takaful plan based on facts furnished in the CFF form after assessing your needs.
 - Explain the product features, benefits payable, exclusions, premiums/contributions and charges.
 - Provide Product Disclosure Sheet to assist you in making informed decisions and to facilitate product comparison.



Service Guide – Services Expected of An Agent



2. When You Decide to Buy an Insurance Policy/Takaful Plan

- **Assist You with the Policy/Takaful Application:**
 - Explain the importance of answering questions in the proposal form fully and accurately.
 - Submit your application for underwriting after you have signed the proposal form.
 - Arrange medical examination with one of our panel clinics, if required.
 - Provide information on making nomination and/or hibah to ensure policy moneys/certificate benefits payable are received by your nominee or beneficiaries in event of death.
 - Explain Policy/Certificate Conditions – Your policy document/Takaful certificate will be delivered to you (by hand or via post) within 14 days from the application approval date.
 - Go through the policy/certificate terms and conditions with you to ensure that this is the right insurance/Takaful plan that you have purchased/participated in.

Service Guide – Services Expected of An Agent



3. During the Term of an Insurance Policy/Participate in a Takaful Plan

- **Continuous Policy/Certificate Servicing:**
 - Assist in renewal process of the policy/certificate.
 - Provide continuous service e.g. policy/certificate modifications, change of address and frequency of premium/contributions payment. If agent has left the company, a new life planner will be appointed for you.
 - **Assist You in Making a Claim** – guide you through the standard procedures on how to file an insurance/Takaful claim.



Service Guide – Summary



1. Introduce Self to Customer

- Show agent's Authorization Card
- Use Customer Fact Find form to identify customer's needs
- Recommend suitable plans
- Explain product features, benefits, exclusions and premium/contribution charges
- Provide Product Disclosure Sheet

2. Customer Buys Insurance/Takaful Plan

- Assist customer to complete Application
- Submit signed application to Underwriting
- Medical examination – arrange medical examination for customer
- Nomination - provide information to customer on nomination/hibah to ensure policy money/certificate benefits payable are received by nominee or beneficiaries in the event of death.
- Policy Delivery – Inform customer policy/certificate will be delivered within 14 days from application approval date.
- Explain policy/certificate terms/conditions

3. During Policy Term

- Assist in renewal process of the policy/certificate
- Provide after-sales service e.g. assist in policy changes, change of address, mode of payment,
- Claims – guide customer on how to file a claim.





Common Reporting Standard (CRS)



HEALTHIER, LONGER,
BETTER LIVES

WHAT IS CRS?



similar to



- is looking for **taxpayers in country(ies) other than Malaysia or United States i.e. all other CRS participating countries.**

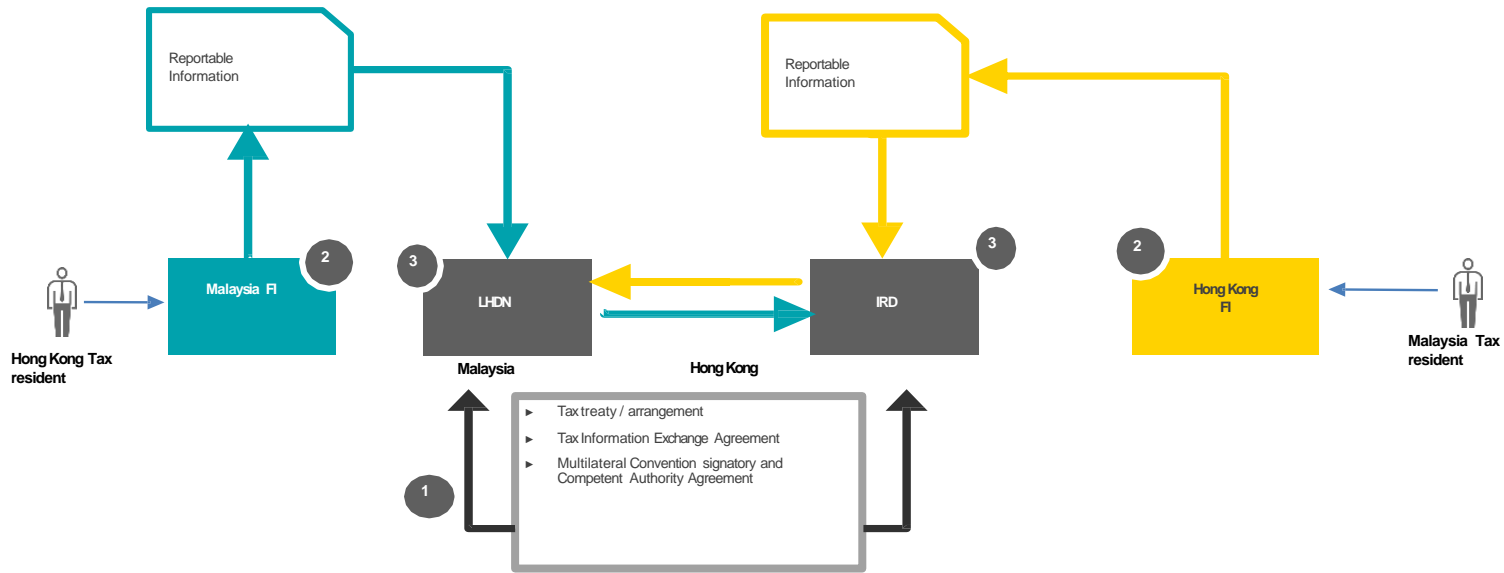
- is looking for **taxpayers in United States only.**

WHAT IS CRS?



- **CRS = rules gazetted by Malaysia Federal Government under Income Tax (Automatic Exchange of Financial Account Information) Rules 2016, for the purposes of the automatic exchange of information in tax matters between the participating countries in order to fight against tax evasion and protect the integrity of tax systems.**
- **All financial institutions, that include insurers, takaful operators, banks, custodial institutions and investment entities, in the CRS participating countries are required to comply with CRS rules.**
- **AIA Malaysia has implemented CRS from **18 May 2017**.**
- **New application form, change of contact details form, absolute/conditional assignment form, request to change form and claim form are introduced. Old forms are not acceptable.**

WHAT IS CRS?



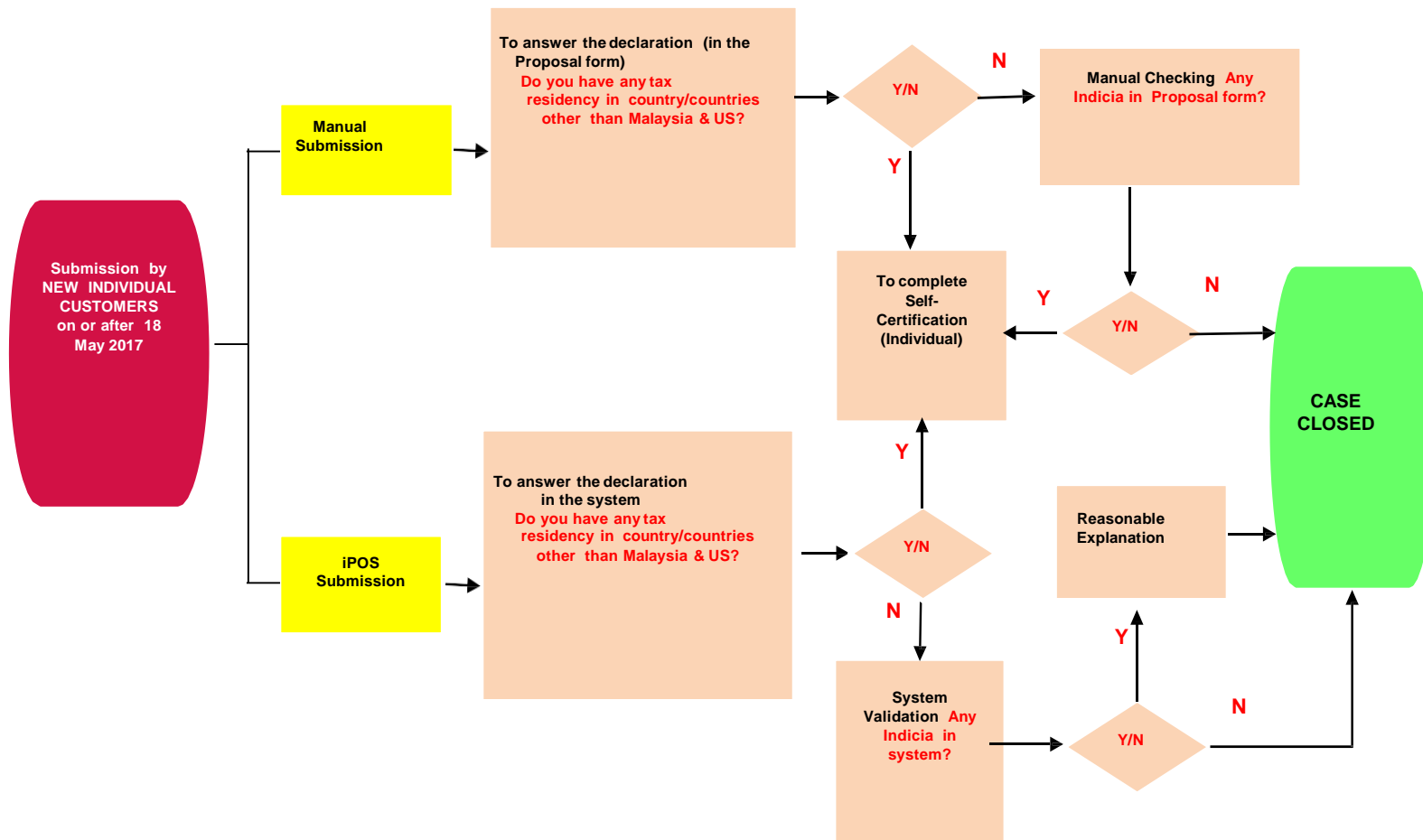
Reportable information	Name	Address	Taxpayer identification number	Date of birth (individuals)
	Account number & balance	Tax residency	Gross amounts paid to account in year	Total gross proceeds paid or credited to the account



CRS

ON-BOARDING – INDIVIDUAL POLICYHOLDER

ON-BOARDING (INDIVIDUAL)



CRS DECLARATION



Are you **WORKING** or
PAYING TAX in countries
other than Malaysia/US?

Step 1

COUNTRY OF TAX RESIDENCE AND TAXPAYER IDENTIFICATION NUMBER (TIN)

Do you have any tax residency in country(ies) other than Malaysia or U.S.?

YES

NO

CRS DECLARATION



CRS INDICIA:

- ❖ **Foreign Nationality**
- ❖ **Foreign Address**
- ❖ **Foreign Telephone No.**

CRS DECLARATION



IF...	THEN...
Step 1 = Yes	Provide TIN country & TIN No. No supporting documents are required.
Step 1 = Yes	Provide TIN country & select Reason A/B/C (No TIN No.). No supporting documents are required.
Step 1 = No + No CRS indicia	Acknowledge & no further actions required.
Step 1 = No + CRS indicia	Provide reasonable explanation & supporting documents.

CRS DECLARATION



Provide TIN country & select Reason A/B/C (No TIN No.)

ii. You are required to immediately inform the Company of any changes in your tax residency status. / Anda dikehendaki untuk melaporkan kepada Syarikat sebaik sahaja terdapat sebarang perubahan pada status cukai pemastautin anda.

iii. You are required to complete this Self-Certification in full (unless stated otherwise). / Anda dikehendaki untuk melengkapkan Perakuan Diri ini sepenuhnya (melainkan dinyatakan sebaliknya).

iv. Please refer to the Self-Certification or your tax residency status, please refer to your tax adviser or the Frequently Asked Questions (FAQs) for Common Reporting Standard available in AIA Portal at <https://www.aia.com.my>. / Jika anda mempunyai sebarang pertanyaan mengenai Perakuan Diri atau status cukai pemastautin kepada penasihat cukai anda atau soalan-soalan lazim (FAQs) untuk Standard Pelaporan Bersama yang boleh didapati pada AIA portal <https://www.aia.com.my>.

(a1) Do you have any tax residency in country(ies) other than Malaysia and U.S.? / Adakah anda mempunyai cukai pemastautin di negara(-negara) lain selain daripada Malaysia dan U.S.? Yes (please complete a2 and a3) / Ya (sila lengkapkan bahagian a2 dan a3) No (please complete a3) / Tidak (sila lengkapkan bahagian a3) / Ya (sila lengkapkan bahagian a2 dan a3) No (please complete a3) / Tidak (sila lengkapkan bahagian a3)

(a2) Please complete the following table by providing ALL current country of tax residence and your Taxpayer Identification Number for each country indicated. / Sila lengkapkan jadual berikut dengan menyediakan semua negara cukai pemastautin semasa anda dan nombor pengenal cukai pemastautin anda untuk setiap negara yang ditunjukkan. / Sila nyatakan perincian mengenai negara pemastautin anda dan pilih Sebab B jika tiada nombor TIN.

If the TIN is unavailable, please provide Reason A, B or C. / Jika nombor pengenal cukai pemastautin tidak tersedia, sila pilih satu (1) sebab A, B atau C.

Reason A / - The country is a free-tax country. / Sebab A / - Negara tersebut adalah negara bebas cukai.
Reason B / - I am not a tax resident in the country. / Sebab B / - Saya bukan penduduk cukai di negara tersebut.
Reason C / - TIN is not available. / Sebab C / - Nombor pengenal cukai pemastautin tidak tersedia.

Country of Tax Residence Negara Cukai Pemastautin	TIN TIN	If no TIN is available enter Reason A, B or C Jika tiada nombor TIN, nyatakan Sebab A, B atau C	Please provide details of Reason B if applicable. Sila nyatakan perincian mengenai Sebab B jika berkenaan.
1. Example 1: Bermuda	NIL	Reason A	N/A
2. Example 2: Singapore	NIL	Reason B	No Income tax no. yet as just started work ≤ 183 days
3. Example 3: Thailand	NIL	Reason B	Low income and income tax is not required
4. Example 4: Australia	NIL	Reason C	N/A

(a3) I acknowledge and agree that (a) the information contained in this Self-Certification is collected and may be kept by the Company for the purpose of automatic exchange of financial account information, and (b) the information and any information on reportable account(s) may be reported by the Company to any government authorities or regulatory bodies and exchanged with the tax authorities of another country(ies) in which I may be a tax resident. / Saya mengaku dan bersetuju bahawa (a) maklumat yang terkandung di dalam Perakuan Diri ini dikumpul dan boleh disimpan oleh Syarikat bagi tujuan pertukaran automatik maklumat kewangan, dan (b) maklumat ini dan maklumat mengenai akaun yang dilaporkan mungkin dilaporkan oleh Syarikat kepada pihak berkuasa kerajaan atau badan pengawal selia dan bertukar dengan pihak berkuasa cukai di negara(-negara) lain yang saya mungkin adalah penduduk cukai.

Step 1

Step 2

Step 3

Other countries under Reason A:

- Cayman Island
- Montserrat
- Turks and Caicos Island

Other examples for Reason B:

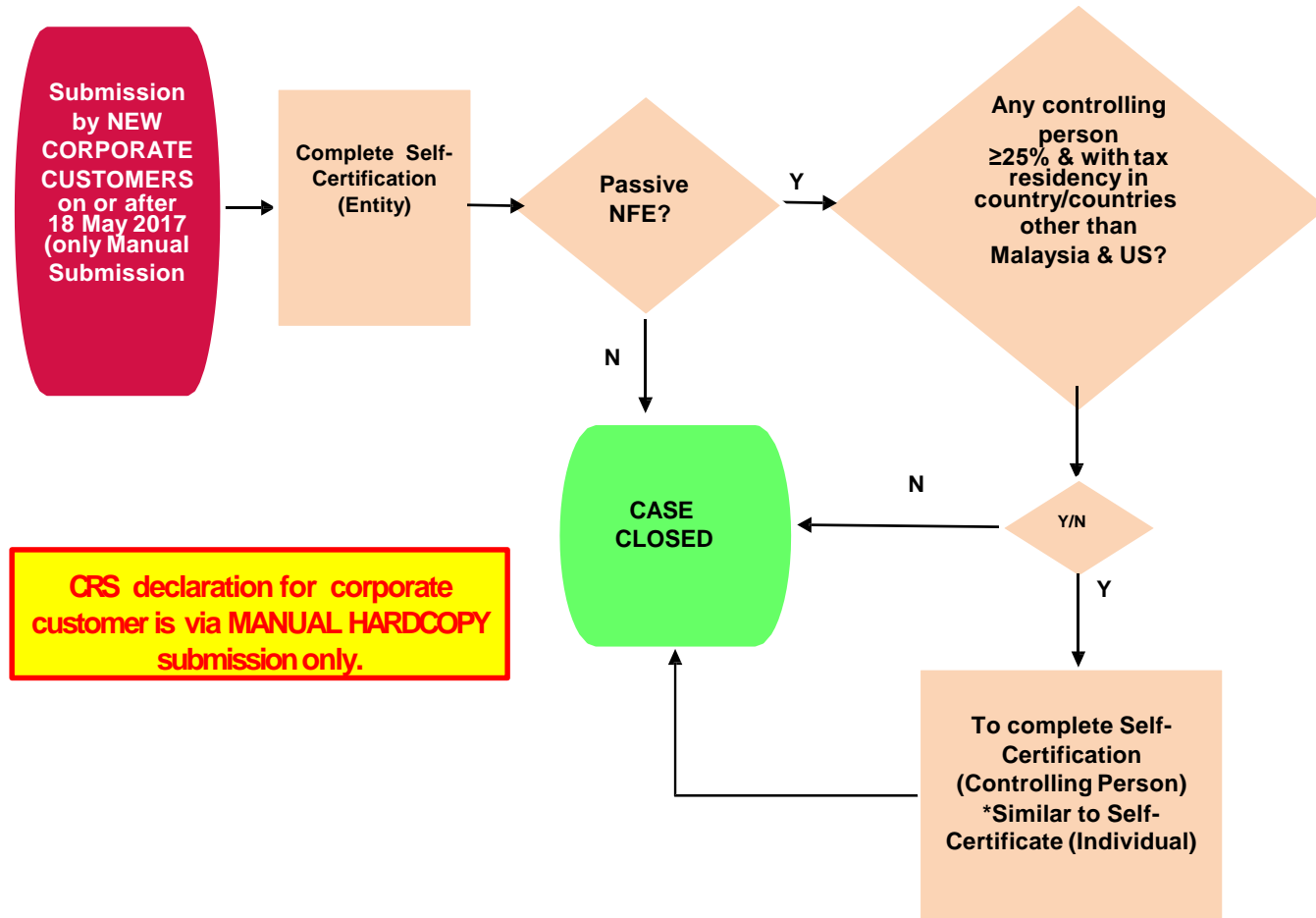
- Free-tax country
- Working with the government in a country which is not subject to tax.

Guidance Notes for CRS Certification INDIVIDUAL POLICY HOLDER

(New On-Boarding)

Scenario		Action Required	
		iPoS Application	Manual Application
1.	Individual Policyholder is <ul style="list-style-type: none"> • a Malaysian; and • working/pay tax in Malaysia; and • NO foreign details 	Refer to attachment: Scenario 1: iPoS Application	Refer to attachment: Scenario 1: Manual Application
2.	Individual Policyholder is <ul style="list-style-type: none"> • a Malaysian; and • working/pay tax in Malaysia; and • with foreign details (e.g. office address in Singapore or office contact number in Brunei/address in Thailand due to temporary job assignment/training to Thailand). 	Refer to attachment: Scenario 2: iPoS Application	Refer to attachment: Scenario 2: Manual Application
		+ Required to provide employment letter/latest BEform/latest payslip/ any relevant supporting documents	
3.	Individual Policyholder is <ul style="list-style-type: none"> • a Malaysian/Foreigner; and • working/pay tax in country other than Malaysia/US (e.g. Singapore/Brunei/Thailand/Indonesia); and • with foreign details (e.g. address in Singapore or contact number in Brunei); and • with foreign taxpayer number 	Refer to attachment: Scenario 3: iPoS Application	Refer to attachment: Scenario 3: Manual Application
4.	Individual Policyholder is <ul style="list-style-type: none"> • a Malaysian/Foreigner; and • working/pay tax in country other than Malaysia/US (e.g. Singapore/Brunei); and • with foreign details (e.g. address in Singapore or contact number in Brunei); and • without foreign taxpayer number 	Refer to attachment: Scenario 4: iPoS Application	Refer to attachment: Scenario 4: Manual Application
5.	Individual Policyholder is <ul style="list-style-type: none"> • a Foreigner; and • working/pay tax in Malaysia 	Refer to attachment: Scenario 5: iPoS Application	Refer to attachment: Scenario 5: Manual Application
		+ Required to provide working permit in Malaysia	
6.	Individual Policyholder is <ul style="list-style-type: none"> • a Foreigner married to Malaysian; and • not working OR • a Foreigner; and • not working (e.g. retiree) OR • a Malaysian; and • not working (e.g. retiree); and • with foreign details (e.g. address in Australia) 	Refer to attachment: Scenario 6: iPoS Application	Refer to attachment: Scenario 6: Manual Application
		+ Required to provide supporting documents i.e. marriage certificate/MM2H/utility bill/ any relevant supporting documents.	

ON-BOARDING (COMPANY/CORPORATE POLICYHOLDER)



**Guidance Notes for CRS Self-Certification CORPORATE POLICYHOLDER
(New On-Boarding)**

Scenario		Action Required	
		Manual Application	CRS Entity Form
7.	Corporate Policyholder is <ul style="list-style-type: none"> a bank/insurer/takaful operator/any financial institution in Malaysia;and pay tax in Malaysia. 	Refer to attachment: Scenario 7: Manual Application	Refer to attachment: Scenario 7: Common Reporting Standards Self-Certification Form (Entity)
8.	Corporate Policyholder is <ul style="list-style-type: none"> a normal company with active operation in Malaysia (most corporate customers are fall within this category);and pay tax in Malaysia. 	Same as above	Refer to attachment: Scenario 8: Common Reporting Standards Self-Certification Form (Entity)
9.	Corporate Policyholder is <ul style="list-style-type: none"> An investment entity (e.g. Public Mutual, Kenanga Investment) in Malaysia;and pay tax in Malaysia; and No shareholders ≥25% shareholding. 	Same as above	Refer to attachment: Scenario 9: Common Reporting Standards Self-Certification Form (Entity)
10.	Corporate Policyholder is <ul style="list-style-type: none"> Any of the above companies(FI/Active NFE/PassiveNFE); and pay tax in Malaysia/US; and With shareholders ≥25% shareholding (only for PassiveNFE). 	Same as above	Refer to attachment: Scenario 10: Common Reporting Standards Self-Certification Form (Entity)
		+ Required to get the shareholdersto provide CRS Controlling PersonForms.	
11.	Corporate Policyholder is <ul style="list-style-type: none"> Any of the above companies(FI/Active NFE/PassiveNFE); and pay tax in countries other than Malaysia/US; and and WITH foreign taxpayer number. 	Refer to attachment: Scenario 11: Manual Application	Refer to attachment: Scenario 11: Common Reporting Standards Self- Certification Form (Entity)

Please sign and return the **Reinstatement Compliance Module Declaration Form** (next page) together with your Reinstatement Form to Agency Compensation, Registration & Movement Team

Failure to complete the stated module will result in delay in reinstatement, as the reinstatement process will only be executed upon the submission of the completed and signed module together with the reinstatement form.



REINSTATEMENT COMPLIANCE MODULE DECLARATION FORM

I, _____, NRIC No: _____
(insert full name) (insert full NRIC No.)

Declare that I have read and understood the Reinstatement Compliance Module as follows:

- a. Anti-Money Laundering & Counter Financing of Terrorism (AML & CFT)
- b. Code of Conduct and Ethics
- c. Market Conduct
- d. Foreign Account Tax Compliance (FATCA)
- e. Service Guide
- f. Common Reporting Standard (CRS)

in conducting my business as a representative of AIA Berhad / AIA Public Takaful Berhad.

Yours sincerely,

(Signature)

(Date)



A word cloud of "thank you" in various languages and scripts. The central and largest text is "thank you" in red. Other prominent words include "danke" (blue), "gracias" (green), and "merci" (orange). Smaller words include "спасибо", "dziękuję", "obrigado", "sukriya", "kop khun krap", "arigato", "terima kasih", "ngiyabonga", "teşekkür ederim", "moichhakkeram", "go raibh maith agat", "dank je", "tapadh leat", "sagolun", "hyala", "maunum", "grazie", "takk", "dakujem", and "merci".