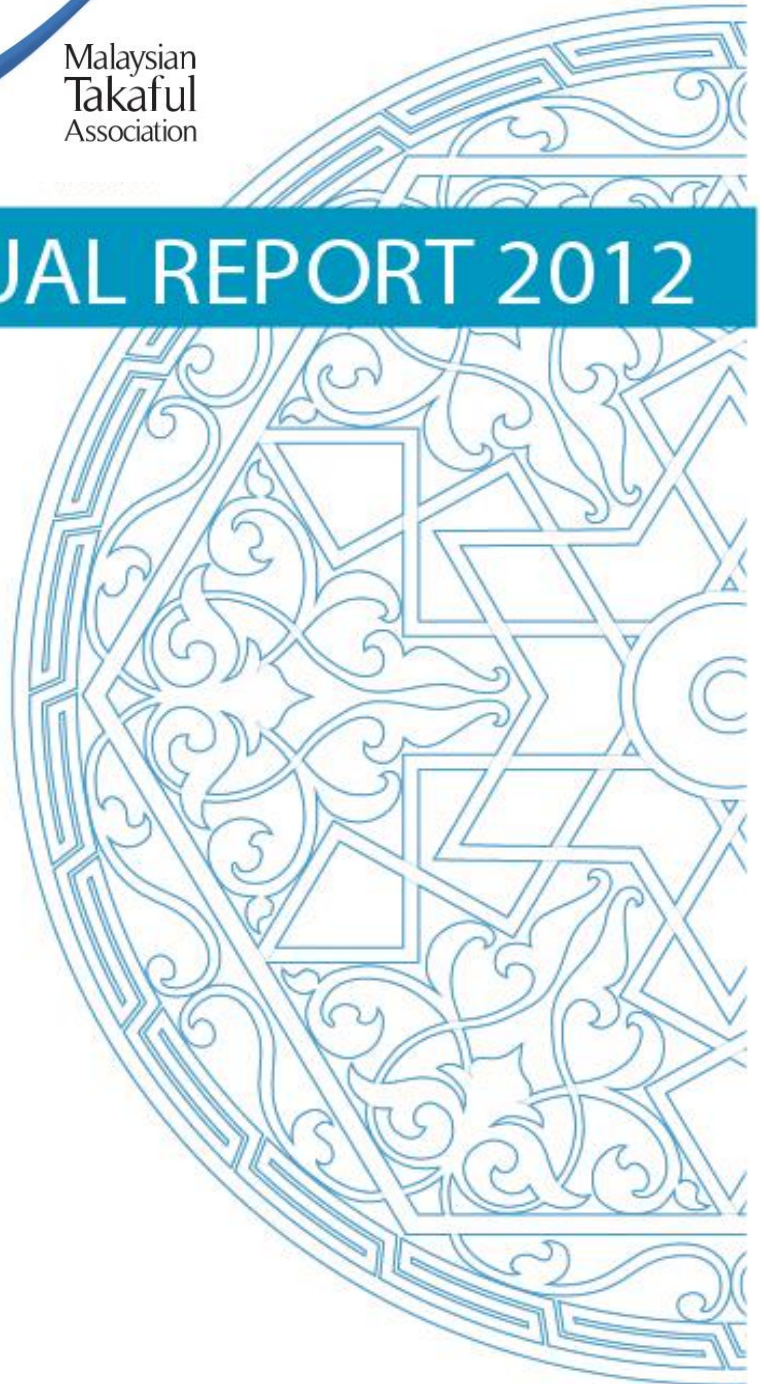




Malaysian
Takaful
Association

ANNUAL REPORT 2012



Malaysian Takaful Association (MTA)

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Logo Rationale:

The Arabic letters of "Mim" and "Ta" are telling the audience the background of the core industry that MTA leads. As the way they are pronounced, the letter 'Mim' represents Malaysia or Malaysians and the letter 'Ta' represents Takaful. The connection of strokes between two letters justifies the bonding between Islamic values and Malaysians in particular. It also shows Takaful, is definitely the first choice in choosing coverage. The value of dynamic can be seen on the strokes. Dynamic symbolizes the development of Takaful from time to time to remain in line with the market trend. The end strokes are going upward justify its continuous development and its long run successes.

In addition, the logo has the solid look to visualize MTA as a corporate non-profit body. The tone colours of gradient ocean blue represents the holistic values carried by MTA in leading a Shariah compliant value proposition not just for Muslim in general, but also for non—Muslim. The style of type design used is to show the class of MTA in managing its organization. It creates the elements of professionalism and firm. It also brings an idea of respect which proves that they are the umbrella for all Takaful operators in Malaysia.

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Chairman's Message



On behalf of the Management Committee, I am pleased to present the Annual Report of the Malaysian Takaful Association (MTA) for year 2012.

TAKAFUL MARKET PERFORMANCE 2012

The Malaysian Takaful industry has been vibrant as always. For the period of January to December 2012, Family Takaful registered RM 3,501.2 million gross contributions for New Business, an increase of 29.9% compared to the same period in 2011 [RM 2,695.2 million]. Group Ordinary Family business registered an increment of 40.4% to RM 1,420.9 million [Q4-2011: RM 1,012.2 million], while Individual Ordinary Family business registered an increment of 29.9% to RM 1,523.0 million [Q4-2011: RM 1,172.1 million]. For Ordinary Family Takaful plan, Temporary plan dominates the market share with contributions of RM 2,347.4 million [79.7% of Ordinary Family Takaful Contribution].

General Takaful business has recorded a gross contribution of RM1.746 million, an increase of 9.2% over the same period in 2011. Motor business was the main contributors for 54.6% of total gross contribution of General Takaful Business. In addition, the ratio of total net claims incurred showed a decrease from 66.1% in 2011 to 57.4% in 2012.

FINANCIAL SECTOR BLUEPRINT (FSB) 2011-2020

In tandem with the aspirations of the FSB, a retreat was held in March with the participation of MTA member companies to assimilate feedbacks and ideas from member companies to develop an outline of key strategic initiatives to accomplish the recommendations put forth in the FSB. Draft strategic document of MTA has been drafted and will continuing to feedback from members on the matter.

NEW BNM REGULATIONS AND GUIDELINES

In the year 2012, two new guidelines have come into effect, namely, the Takaful operational framework (TOF), the Shariah Governance Framework (SGF). Then, BNM also has unveiled the date of implementation of the Risk Based Capital Framework for Takaful (RBCT). Moving forward, it is interesting to see how MTA member companies financially perform under these new requirements in quite competitive business environment.

OTHER NEW REGULATIONS

As part from that, two Acts were came into effect in 2012, namely, Personal Data Protection Act 2010 (PDPA) and Competition Act 2010.

The Competition Act has come into force on 1 January 2012 and will have significant impact on the matter MTA conducts its operations and formulate the industry's guidelines. MTA will continue to engage with the Malaysia Competition Commission (MyCC) for a possible MTA's application for a block exemption. In the meantime, MTA has written to MyCC for a decision on the legislative requirement which is the key element in introducing industry guidelines to the member companies.

As for the PDPA, it is supposedly come into force on 1 January 2012. However, there is no exact date of the enforcement of the Act. Nevertheless, MTA will continue to hold series of engagement with the Jabatan Perlindungan Data Peribadi to voice and share the industry's concerns. Under the umbrella of JITC, PIAM and LIAM have come onboard to address the issues faced by the industry to the Jabatan Perlindungan Data Peribadi. It is hoped that that with the combined voices, industry is able to have clarity in implementing the necessary measures in adherence to the PDPA.

JOINT INSURANCE-TAKAFUL COUNCIL (JITC)

To ensure harmony in terms of business practices between conventional insurers and Takaful operators, JITC was established in September 2011 with an inter-association agreement signed between MTA, the Persatuan Insurans Am Malaysia (PIAM), the Life Insurance Association of Malaysia (LIAM). The formation of the Council marked a milestone for the development of the insurance and Takaful sectors in Malaysia. The objective of setting up the JITC is to enhance harmonization between the three sectors as the JITC will foster a higher level of self-regulation in the industry. The JITC would promote consistency in the rules, regulations and guidelines in the life insurance, Takaful and general insurance sectors. The JITC would also be used as a mechanism for resolution of any inter-sector disputes or complaints.

In conjunction with the formation of JITC, MTA will continue to introduce new guidelines which are adopted from best practices of LIAM and PIAM.

NEW TAKAFUL BASIC EXAMINATION (TBE) WITH IBFIM

Effective from April 2012, an enhanced syllabus and a computerized based examination (CBE) were introduced for TBE. The operation of this new TBE is administered by IBFIM. The new operations of TBE encompass on-line registration, payment, immediate examination results, reporting and textbook. TBE is now available at more than 20 OUM examination centers nationwide. One of the aims for the CBE mode is to reduce the turnaround time for the recruitment for the intermediaries without comprising the minimum level of the required knowledge. A comprehensive introductory knowledge of the necessary technical and other aspects of Takaful including the appropriate skills of Takaful marketing and investment-linked section have been incorporated in the revised syllabus with the aim of providing adequate foundation for a sense of social and professional responsibility to the Takaful intermediaries.

NEW MOTOR COVER FRAMEWORK

With the formation of a Joint Working Committee (JWC) to oversee the implementation of NWCF, it is hoped that both insurance and Takaful industry will have effective implementation of efficiency enhancement measures. Several enhancement measures already implemented have resulted in enhanced efficiency of the claims settlement process, with faster turnaround time for claims on personal injury, especially for cases that were settled via court mediation. Other measures are includes:

- enhance efficiency include the referrals to the Compendium of Personal Injury Awards by judges in awarding compensation for personal injury as well as the enforcement of timelines for obtaining police and medical reports.
- the introduction of a motor insurance claims kit to expedite notification of an accident and claims
- the establishment of a nationwide 24-hour call centre to provide immediate roadside assistance to accident victims in the first quarter of 2013.

As part of the NMCF, the gradual revision in the Motor Tariff premium rates has been implemented since 2012. This will pave the way for detariffing of the motor insurance premiums in 2016.

SIGNING OF MEMORANDUM OF UNDERSTANDING WITH UNIVERSITI SAINS MALAYSIA (USIM) AND UNIVERSITI SULTAN ZAINAL ABIDIN (UniSZA)

In the effort to address talent requirement of the industry, two MOUs were signed with USIM and Unisza. The main objective the MOU signing was to have graduate internship placement from these universities. Apart from that, the collaboration with the two universities will also include the following:

- Acceptance of USIM's Industrial Training students to undergo practical trainings;
- Exchange of staffs;
- Exchange of scholarly and pedagogical materials;
- Joint research;
- Technical assistance and/or training;
- Any other co-operation that mutually agreed upon by the Parties.

ISLAMIC FINANCIAL SERVICES ACT 2012 (IFSA)

As anticipated, the new IFSA come into enforce in 2013. The new legal framework will not only streamline the legal requirements across sectors, but will also ensure that the law is reflective of the nature and features of Shariah contracts and that the degree of regulation will commensurate with the level of risks that Islamic financial institutions, markets and products pose to the overall financial system.

One of the key significant features of the new Act is that the strict enforcement of the management of Shariah-non-compliance risk and requires Islamic financial institutions to ensure at all times that their business objectives, operations, business affairs and activities are in compliance with Shariah. With this features, without doubt, the new Act will be a landmark law, perhaps, not only in Malaysia but also for the world. The Act will lay the foundation for a comprehensive regime to promote a robust and resilient Islamic financial system in Malaysia.

ACKNOWLEDGEMENT

In closing, I wish to record my sincere appreciation to Y Bhg Dato' Hj Syed Moheeb Syed Kamarulzaman for his service, commitment and dedication in leading MTA his tenure as MTA Chairman from August 2009 until September 2012. It is indeed an honour for me to take over the chairmanship from him and I would like to thank the Members of the Management Committee for the support and trust to lead MTA.

I also would like to express my deepest and sincere appreciation to the Members of the Sub-Committees for their support and commitment to MTA's initiatives and activities. With your continued determination and participation, MTA will continue to move forward and continuing our policy for various constructive engagements with the regulatory bodies, industry partners and public at large. With proper planning, I hope that the association will move more actively in the future which will provide benefits to member companies.

Lastly, I wish to thank my appreciation to the Secretariat team for their hard work and dedication for carrying duties in ensuring smooth operations and activities of the Association.

Zainudin Ishak

Chairman

Management Committee 2012-2013



Chairman

Encik Zainudin Ishak
HSBC Amanah Takaful (M)
Sdn Bhd.
(w.e.f 5 September 2012)



Chairman

**Y Bhg Dato' Hj Syed
Moheeb Syed
Kamarulzaman**
Takaful Ikhlas Sdn Bhd.
(Until 5 September 2012)



Deputy Chairman

**Encik Wan Azman Wan
Mamat**
AIA AFG Takaful Bhd
(w.e.f 5 September 2012)



Treasurer

**Encik Muhammad Fikri
Mohamad Rawi**
CIMB Aviva Takaful Berhad



**Encik Ab Latiff Abu
Bakar**
Takaful Ikhlas Sdn Bhd



**Encik Ahmad Rizlan
Azman**
Etiqua Takaful Berhad
(w.e.f 7 January 2013)



Encik Azim K. Mithani
Prudential BSN Takaful Berhad



Encik Mohd Fauzi Yaakub
Hong Leong Takaful MSIG
Berhad
(Until 22 February 2013)



**Encik Mohd Sahimy
Man**
MNRB Retakaful Berhad



Encik Salim Majid Zain
MAA Takaful Berhad



Mr. Tobias Frenz
Munich Re Retakaful
(Munchener
Ruckversicherungs-
Gesellschaft)



Encik Azli Munani
CEO/Executive Secretary

Management Committee Report

The Management Committee is pleased to present the highlights of the activities and key issues dealt by MTA in the year 2012.

MTA RETREAT 2013

A retreat session was held from 9 March to 11 March 2012 at Pullman Hotel and Resort, Putrajaya. The retreat was attended by the Chief Executive Officers and/or Senior Management personnel of MTA member companies. Encik Wan Nazri, BNM Director of Jabatan Perbankan Islam dan Takaful was the Guests of Honour invited to address participants.

In conjunction with the launched of FSB 2011-2020, it was obvious that there was a need for MTA to review its strategic roadmap to support the recommendations of the FSB. Those key strategic areas need to be reviewed in light of changes affecting the industry that have presented themselves and some of the changed are imminent.

JOINT INSURANCE-TAKAFUL COUNCIL

MTA, the Persatuan Insurans Am Malaysia (PIAM) and the Life Insurance Association of Malaysia (LIAM) inked the agreement on the establishment of JITC on 20 September 2011. The JITC was formed in consultation with Bank Negara Malaysia (BNM) to promote consistency in rules, regulations and guidelines as well as to harmonise market practices across the three sectors. The JITC will also preside over inter-sector disputes and complaints and seek to resolve the complaints or disputes amicably.

At the moment, the JITC is discussing on the following areas:

1. **The Agency and Ethics**

Basically, this is about sharing of data for delinquent agents across the industry. A taskforce was developed for this purpose and they have frequent engagement with the Jabatan Perlindungan Data Peribadi (JPDP) to come out the suitable solution to materialise the sharing mechanism.

2. **Operating Cost Control (OCC) for General Insurance and Takaful**

PIAM has proposed its Regulation Relating to the Management Expenses (RRME) for General insurers and General Takaful operators. MTA has sent its counter proposal for the proposed guidelines. The matter will be further deliberated by the taskforce under JITC.

3. **Replacement of Certificates (ROC)**

MTA ROC guidelines has been adopted in December 2012 and the next step under the JITC Taskforce is to have inter-industry i.e. insurance and Takaful to address the issue.

4. **Staff pinching**

The JITC Taskforce is still scrutinising whether or not to have the inter-associations staff pinching code. They have not decided whether to proceed with the matter.

TAX ISSUES OF THE TAKAFUL INDUSTRY

MTA will continue to engage in dialogues with regulators and the Ministry of Finance in getting clarification on tax treatment. There are eight taxation issues and the discussions are still continuing. It was important for the MOF to understand the different Takaful model and changes of regulations in which requiring changes of the tax treatment for Takaful. MTA will continue to forward industry's position and get clarification from the MOF

THE ESTABLISHMENT OF THE SHARIAH MALAYSIAN MOTOR POOL (MMP)

Due to the public complaint of the difficulties in obtaining the motor cover, all general insurers and Takaful operators are required to provide adequate accessibility and provide motor cover to all motorists including those "displaced vehicles" which mainly comprises of private vehicles exceeding 10 years old and motorcycles which currently underwritten by the Malaysian Motor Insurance Pool (MMIP). The motor cover may either be underwritten by the individual insurer or provide motor cover on behalf of MMIP.

Arising from the announcement, MTA has led the initiative to establish a new shariah compliant pool so that all Takaful operators can partake in handling the issue of difficulties for getting the motor cover. A pro tem council was established by MTA and PIAM to look after the establishment of the new pool.

NEW TAKAFUL BASIC EXAMINATION (TBE) WITH IBFIM

Effective from April 2012, MTA, together with the Islamic Banking and Finance Institute of Malaysia (IBFIM), has introduced a computer based examination (CBE) for TBE. The introduction came together With made a major review on the existing TBE to enhance the syllabus with the aim to increase the technical knowledge at the entry level of Takaful agents and executives in the financial services industry.

With the implementation of CBE for TBE, it is also aim at reducing the turnaround time for agent registration without compromising the quality of knowledge and professionalism of Takaful agents and marketing representatives. The new syllabus introduced extended and comprehensive changes to the content of the textbook to cater to the segregation of Family and General Takaful. This is in line with the practice of the conventional insurance.

Upon completion of the TBE, candidates are expected to be conversant in or imbued with:

- The nature of takaful and its differences from conventional insurance
- The knowledge of Shariah principles, concepts and underlying contracts applied in takaful business
- Family and general takaful operations, products and services
- A comprehensive introductory knowledge of the technical and other aspects of takaful including the appropriate skills of takaful marketing
- A sense of social and professional responsibility as takaful agents

The new textbook corresponds with the new exam mode which the prospect agent will have to pass before being allowing promoting Takaful. For Family Takaful section, investment linked syllabus is included in the examination as majority of MTA member companies are currently promoting investment linked.

INTRODUCTION OF ON-LINE KNOCK-FOR-KNOCK (KfK) SYSTEM

MTA is part of PIAM's Working Group to review the KfK Agreement. The main objective of the working group is implement fully automated the KfK procedures which will expedite settlement of KfK claims between handling and claimant insurers / Takaful operators. The usage of the e-KfK system was effective from 1 November 2011. The KfK Working Group is finalizing the 2nd Phase of the project to further enhance the KfK Workflow System by introducing the own damage KfK (online KfK notification and reply), the Third Party uninsured losses – online KfK enquiry and confirmation (documents submission). The target date 2nd Phase implementation is 1st March 2013.

SIGNING OF MEMORANDUM OF UNDERSTANDING WITH UNIVERSITI SAINS MALAYSIA (USIM) AND UNIVERSITI SULTAN ZAINAL ABIDIN (UnisZA)

In 2012, MTA has signed two MOUs with USIM and Unisza for graduate internship placement. The collaboration with the two universities will include:

- Acceptance of USIM's Industrial Training students to undergo practical trainings;
- Exchange of staffs;
- Exchange of scholarly and pedagogical materials;
- Joint research;
- Technical assistance and/or training;
- Any other co-operation that mutually agreed upon by the Parties.

The necessary procedures have been established and the intake of these graduates for industry practical training will start in 2013.

MTA NEW GUIDELINES

MINIMUM QUANTITATIVE CRITERIA (MQC) FOR FAMILY TAKAFUL AGENCY

In line with MTA's objective to promote self-regulations for the common interest among members, the MQC for Family Takaful Agency Force has been came into effect since June 2012. The intent of the guidelines is to establish minimum industry standards on recruitment and movement of agent between Takaful operators, training requirements, production requirements promotion criteria and persistency ratio. The guideline is to enhance the quality of the agency force by having minimum requirement for all Takaful operators.

GUIDELINES ON CONTINUING PROFESSIONAL DEVELOPMENT (CPD) HOURS

In line with the aspirations to ensure high level of professionalism among the Takaful agents, MTA has reviewed the current CPD guidelines. It is aimed to ensure agents continuously upgrade their knowledge and skills and raise the standard of competency and professionalism of all registered Takaful agents. MTA has successfully implemented the guidelines effective from June 2012 and the first report on CPD will be done in the first quarter of 2013.

GUIDELINES ON REPLACEMENT OF FAMILY TAKAFUL CERTIFICATES (ROC) – INTER TAKAFUL OPERATOR PROCEDURES

The ROC Guidelines - Inter Takaful Operators Procedures was introduced in late 2012 with the objective to develop a common understanding and establish a decisive procedure in dealing with external ROC. The unwarranted external ROC may tarnish the best practices of Takaful operators so that the operators can maintain the trust of participants place on Takaful operators knowing that TOS will conduct their businesses ethically and with integrity. Under this set of guidelines, a member

company may lodge a complaint on ROC when any transaction involving the participation of Family Takaful certificate if within 12 months before or after a new certificate is effected, an existing Family Takaful certificate has been has lapsed and surrendered.

GUIDELINES IN PIPELINES

MTA is currently working on several guidelines such as the Rules on the Registration of Takaful Intermediaries and rules of pinching of agents. The guidelines have undergone member companies' consultation and soon will be introduced as industry guidelines.

COMPETITION ACT 2010

The Competition Act, which came into force on 1 January 2012, will have a major impact on the conduct of Takaful businesses. To ensure that the operation of Takaful complies with the provision of the Act, MTA have sought feedback from member companies to look into areas of concerns and submitted the concerns to Malaysia Competition Commission (MyCC). MTA has written to MyCC for a decision on the legislative requirement.

PERSONAL DATA PROTECTION ACT 2010 (PDPA)

Another major development that will affect the conduct of businesses is the Personal Data Protection Act which is supposedly came into force on 1 January 2012. The Act certainly has direct relevance on the way the industry operates especially on the sharing of participants' and agents' critical information between Member Companies and the associated parties. Series of meeting with the relevant government agency have been conducted to raise the industry's concerns and obtain feedback on the implementation of the Act.

MTA NEW ONLINE TAKAFUL AGENCY REGISTRATION SYSTEM (OTARS)

In views of the lack of functionalities and validation rules in MTA's current Takaful registration system, effective from January 2013, the new OTARS was rolled out to replace e-form registration system. The main benefit of the new system is the ability to have real-time registration of agent at MTA. Other than registration, member companies will be enjoying online features of the system such as bulk registration, enquiry, termination, online renewal process, updating as well as other reporting such as CPD and MQC.

MTA NEW WEBSITE DEVELOPMENT

In line with the re-branding of MTA logo, MTA is in the midst revamping its website with the aim to have more current and engaging for the public. The new website will have enhanced features such as new visual appearance, information and document retrieval functionalities. The target date to go-live with the new website is in March 2013.

BNM'S INITIATIVES

MTA has been actively involved in the following BNM's initiatives:

- **Joint Working Committee (JWC) on the New Motor Cover Framework**

JWC was formed comprising representatives from key Government agencies, insurance and takaful sectors, consumer and transport groups as well as the Malaysian Bar Council and chaired by BNM. The stakeholders are PIAM, MTA, the Federation of Malaysian Consumers Associations (FOMCA), the Malaysian Royal Police, the Malaysian Bar Council, the Ministry of Finance, the Ministry of Health, Attorney General's Chamber, Judiciary Department, Johor Lorry Operators Association, Pan Malaysia Lorry Owners Association, Persatuan Pengusaha Teksi LKKL and Pan Malaysia Bus Operators. Each sector, in principle, had given their commitment and undertaking to enhance their respective areas when dealing with consumers on insurance matters.

Several enhancement measures already implemented have resulted in enhanced efficiency of the claims settlement process, with faster turnaround time for claims on personal injury, especially for cases that were settled via court mediation. Further measures to enhance efficiency include:

- the referrals to the Compendium of Personal Injury Awards by judges in awarding compensation for personal injury
- the enforcement of timelines for obtaining police and medical reports
- the introduction of a motor insurance claims kit to expedite notification of an accident and claims
- the establishment of a nationwide 24-hour call centre to provide immediate roadside assistance to accident victims in the first quarter of 2012.

As part of the Framework, the gradual revision in the Motor Tariff premium rates will be implemented effective from 2012 and it will be the first to be undertaken after non-revision for more than 30 years. The adjustment in the Motor Tariff premium rates will be reviewed periodically to ensure that the adjusted premium rates continue to be reflective of the claims experience and NMCF will pave the way for detariffing of the motor insurance premiums in 2016

- **E-Payment Implementation**

BNM is driving the adoption of electronic payment in the financial services sector. MTA Member Companies were working to fully migrate to e-payment for payments to agents and staff and are working towards e-payment modes for payments to statutory bodies, utility companies and panel hospitals. Options will also be given to claimants to receive their benefits via e-payment. E-payments, which offer a more efficient, secure and cost effective means of transferring funds over paper-based payments is one of the strategic tools earmarked under the Financial Sector Blueprint to support greater economic efficiency and productivity.

CONFERENCES/ SEMINARS / TALKS

TAKAFUL STARNITE 2012

22 March 2012

Under the new brand of "Takaful StarNite 2012", the event was successfully held at the Grand Ballroom, Grand Royal Ballroom, Palace of Golden Horses with the Royal Guest of Honour DYTMM Raja Muda Perak, Raja Dr. Nazrin and DYTMM Raja Puan Besar Perak, Tuanku Zara Salim. More than 1,000 guests attended the event and the guests were varied from the Takaful top executives and representatives drawn from the Takaful Industry, regulators, business partners and professional communities. As part from the re-branding the dinner as the Takaful StarNite, the event has helped in establishing the branding for the industry's main yearly event. At the event, MTA celebrated its 10th Anniversary and the new logo was unveiled which was officially by the Royal Guest of Honour DYTMM Raja Muda Perak, Raja Dr. Nazrin.

The dinner incorporated an award segment where top achievers in the various segments of the Takaful business and industry were recognized. The night was a platform for the industry to recognize industry excellence and celebrate the achievement of the Takaful industry. In addition, this event was held to honour business partners that have helped and contributed to the advancement of this industry. The event has injected spirit to the people of the Takaful industry to continue to strive harder to enhance the contributions and achievements in the industry.

2nd TAKAFUL AGENT CONVENTION (TAC) 2012

19 May 2012

The 2nd TAC 2012 was successfully held at Dewan Tun Dr Ismail, PWTC, Kuala Lumpur with participation of 441 agents. It was jointly organized by the Malaysian Insurance Institute (MII) and IBFIM. This year's convention was carrying the theme of "Integriti Dan Amalan Saksama Pemacu Kejayaan". The event was officiated by Yg Bhg Datuk Nik Mustapha bin Nik Hassan, Director General of Institut Kefahaman Islam Malaysia (IKIM). The one day convention consisted of sessions with the topic of "Integriti dan Amalan Saksama Pemacu Kejayaan", "Membentuk Budaya Pemasaran", Shariah Forum and motivational session to all agents with the topic of "Kejujuran Dalam Perniagaan".

About 440 participants attended the convention and in overall, the TAC 2012 received positive feedbacks from the participants. Mostly likely, there will a subsequent event for the year 2013 with more new and relevant topics

ISRA AND MTA THEMATIC WORKSHOP - TAKAFUL SHARIAH AUDIT PROGRAMME

12 July 2012

ISRA and MTA have organized a Takaful thematic workshop at Syarikat Takaful Malaysia Berhad, Kuala Lumpur. The event is hosted and sponsored by Syarikat Takaful Malaysia Berhad (STMB). The workshop aims to provide an overview of Takaful Shariah audit programme and to create a working committee for Takaful Shariah audit programme. In total, 50 participants attended the workshop comprising the Internal Auditors, Shariah Committees, Shariah Department from Takaful and Retakaful Operators and also representatives from The Central Bank of Malaysia. The welcoming remarks were delivered by Assoc. Prof. Dr. Mohamad Akram Laldin, Executive Director, ISRA.

Many beneficial comments and feedbacks were received from the panelists as well as participants during the session. The workshop ended with the mandates from the Takaful industries on the importance and needs of the Takaful Shariah audit programme and setting up the working committee for this project.

THE TAKAFUL RENDEZVOUS (TTR) 2012

20 September 2012

The Takaful Rendezvous 2012 was successfully held on 8 September 2013 at Sasana Kijang, Bank Negara Malaysia (BNM). TTR 2013 was part of the Global Islamic Finance Forum (GIFF), which was organised by IBFIM. The event was not well attended, with about 30 participants comprising Takaful practitioners, Shariah advisors, regulatory bodies, as well as academicians. At the event, there was signing ceremony of a memorandum of understanding with University Sains Islam Malaysia (USIM) for the industry internship placement.

ISRA AND MTA THEMATIC WORKSHOP - APPLICATION OF THE WADI'AH CONCEPT IN TRADITIONAL FAMILY TAKAFUL PRODUCTS

23 October 2012

Subsequent on the feedback from MTA members companies on ISRA research paper titled "Application of the Wadi'ah Concept in Traditional Family Takaful Products", ISRA and MTA had jointly organize takaful thematic workshop to discuss the matter. The workshop was held at Lanai Kijang, Bank Negara Malaysia Kuala Lumpur and was attended by 60 participants including speakers and participants from various institutions.

The paper explores shariah, operational and commercial issues in structuring traditional family takaful products and analyzes the concept of guaranteed survival benefit in takaful benefits outside the risk/tabarru' fund. The research suggests that the wadi'ah fund can be treated as a platform to provide guaranteed survival benefits that are similar to what is practiced in conventional traditional life insurance product. Number of issues has been addressed before such a product could be viably introduced into the market, such as shariah and operational matters. It is hoped that this new, innovative structure would serve the needs of the takaful industry, particularly family takaful, in offering products and services demanded by various clientele.

26TH EAST ASIAN INSURANCE CONGRESS (EAIC)

29 October to 2 November 2012.

As one of the co-organiser, EAIC was a success story for the insurance and Takaful industry. More than 1,000 delegates attended the event and MTA is privileged to host the event together with LIAM, PIAM, MTA and Labuan International Insurance Association (LIIA) especially the event was also in conjunction with 50th Anniversary of the gathering. Themed 'Transforming the East Asian Insurers', the congress has presented a line-up of learned and well-known speakers to share their thoughts and views with the participants and it was a first time in the history of the congress that Takaful was one of the subject being put forward for discussion.

INSURANCE AND TAKAFUL INDUSTRY ANNUAL COCKTAIL (ITIAC) 2012

7 December 2012

MTA was the host for 2012 ITIAC. Malaysian Takaful Association (MTA) together with the Life Insurance Association of Malaysia (LIAM) Persatuan Insurans Am Malaysia (PIAM), Malaysian Insurance and Takaful Brokers Association (MITBA), Association of Malaysian Loss Adjusters (AMLA) and The Malaysian Insurance Institute (MII) have successfully organised the Insurance and Takaful Industry Annual Cocktail (ITIAC) 2012 at Prince Hotel & Residence Kuala Lumpur.

This year, a number of 300 people have gathered at Grand Prince Ballroom, Prince Hotel and Residence, Kuala Lumpur for the cocktail. Though the weather put a bit of a damper on the attendance, the guest greatly enjoyed the evening and found the occasion a welcome distraction from year end's hectic schedule. This annual cocktail has encouraged all guests to meet and greet as well as

have a networking session among fellow industry professionals.

Amongst the guests who attended the Cocktail were the Guest of Honour Encik Bakarudin Ishak, Assistant Governor of Bank Negara Malaysia, Chairman of Associations plus various CEOs, deputy CEOs, and senior personnel of the insurance and takaful industry.

In overall, the cocktail received great support and response from the industry including the various categories of sponsorships.

COURTESY VISITS AND TALKS

Visit by Delegates of High-Ranking Officers of Taiwan Government

9 February 2012

Delegates were 38 senior civil servants from different Chinese Taipei Government agencies and the purpose was to have a further understanding about the nature of Takaful and how a non-Islamic country such as Chinese Taipei can develop or even venture into the Takaful industry in Muslim world. The visit was arranged by the Second Secretary of Taipei Economic and Cultural Office in Malaysia

University of Pennsylvania – Law School

6 March 2012

The delegates were 14 undergraduate and postgraduates' students of Law and Business from the University of Pennsylvania and accompanied by two faculty members of the university. The visit was arranged by INCEIF.

Kenya Reinsurance Corporations Ltd

6 March 2012

Mrs. Nelius Karluki, the Chairman of Kenya Re has visited MTA to know more on Takaful business. The visit was arranged by MNRB Retakaful Berhad.

Presentation to Afghanistan Insurance Authority (AIA)

26 December 2012

The delegates were staff from the Afghanistan Insurance Authority (AIA) attending training in Kuala Lumpur, which was organized by The Malaysian Insurance Institute (MII).

FOSTERING RELATIONSHIP ACTIVITIES

In an effort to foster relationship among the member companies, MTA has organized several sports activities. It is also aimed to promote healthy and balanced lifestyle between works and recreation. These events were well participated by member companies.

The sport and recreational activities are as follows:

Inter-Takaful Operators Futsal Tournament 2012

Date : 20 May 2012

Co-organiser : MNRB Retakaful Berhad

Venue : Ferro Futsal , Subang Jaya, Selangor



Inter-Takaful Operators Badminton Tournament 2012

Date : 8 July 2012

Co-organiser : Great Eastern Takaful Sdn Bhd

Venue : Sport Affairs, Cheras



Inter-Takaful Operators Bowling Tournament 2012

Date : 24 November 2012

Co-organiser : Etiqa Takaful Berhad

Venue : KL Megalane, Endah Parade, Sri Petaling, Kuala Lumpur

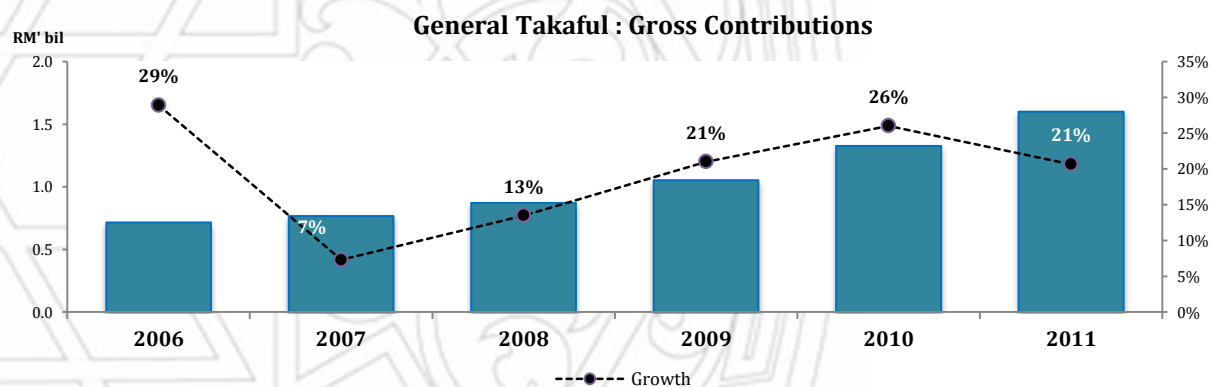
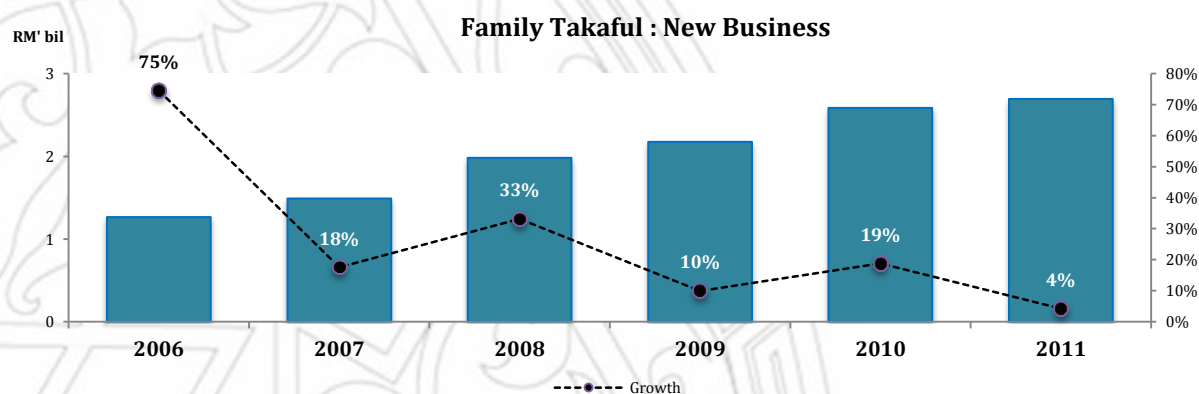
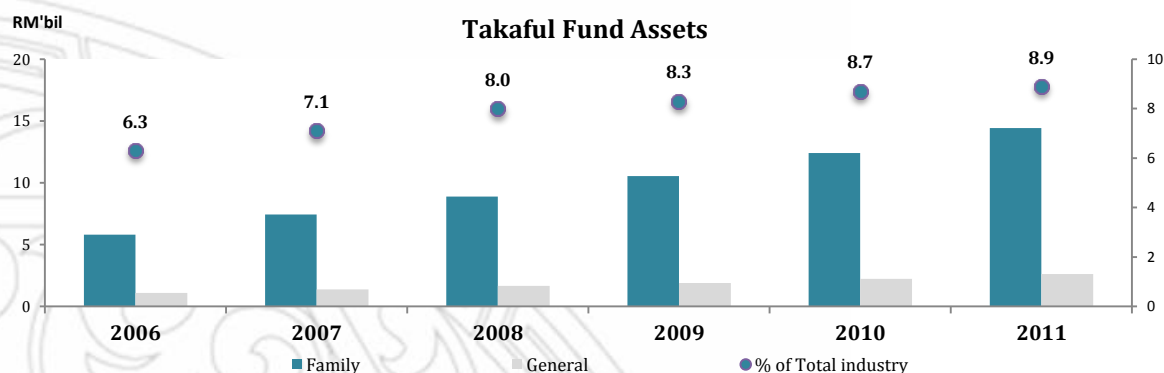
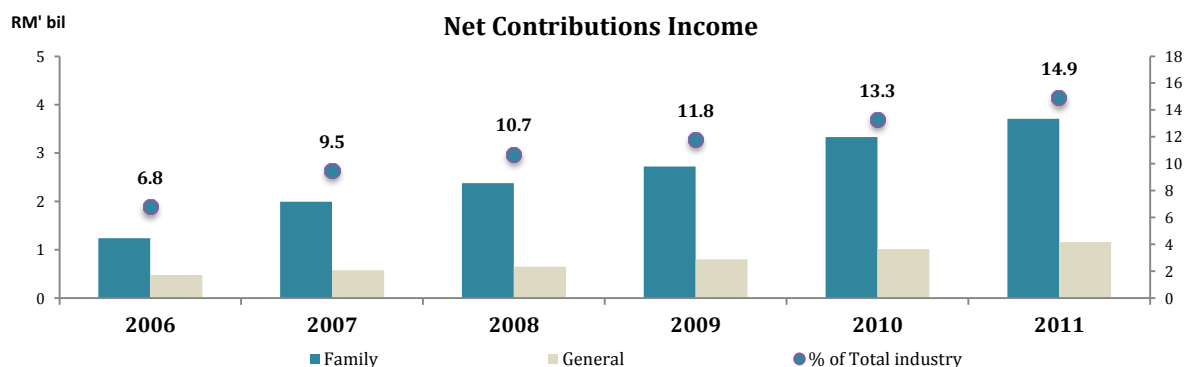


CONCLUSION

The Management Committee would like to record its appreciation to all MTA member companies for the support and cooperation rendered to the Association. The accomplishments we have achieved would not have been possible without the unity and commitment from all the members. MTA looks forward to the continuous support and participation from the industry as it takes on greater challenges to further promote the industry.

Selected Takaful Statistics

Source : Financial Stability and Payment Systems Report 2011

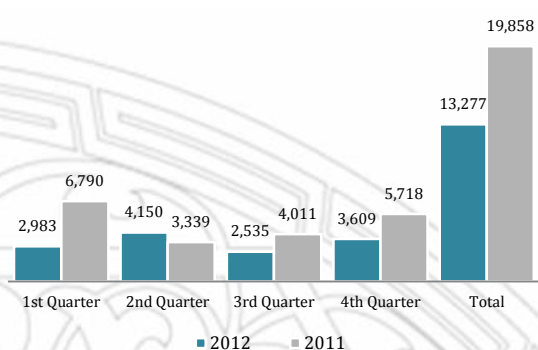


Takaful Agent Registration Report 2012

New Registration of Individual Agents 2012

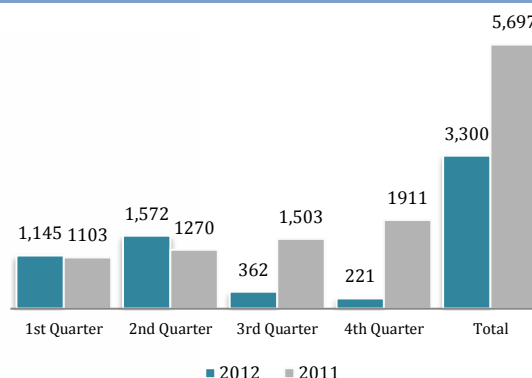
Family Takaful

Period	2012	2011
1 st Quarter (Jan-Mar)	2,986	6,790
2 nd Quarter (Apr-Jun)	4,153	3,339
3 rd Quarter (July-Sept)	2,538	4,011
4 th Quarter (Oct-Dec)	3,609	5,718
Total	13,286	19,858



General Takaful

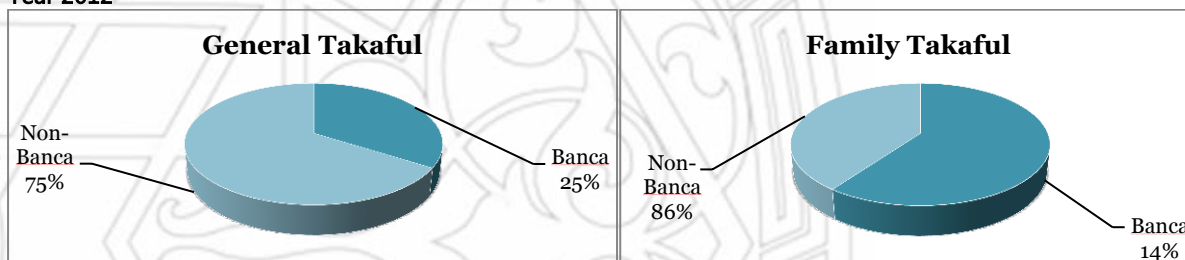
Period	2012	2011
1 st Quarter (Jan-Mar)	1,145	1,013
2 nd Quarter (Apr-Jun)	1,572	1,270
3 rd Quarter (July-Sept)	362	1,503
4 th Quarter (Oct-Dec)	221	1,911
Total	3,300	5,697



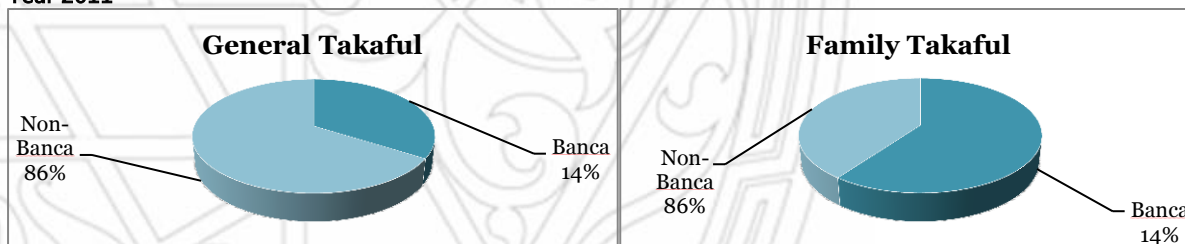
Comparison between Registration of New Individual Takaful Agent for the year 2011 and 2012

Category	Family Takaful		Variance	General Takaful		Variance	Total		Variance
	2012	2011		2012	2011		2012	2011	
Banca	3,324	2,730	594	464	943	-479	3,788	3,673	115
Non-Banca	9,962	17,128	-7,166	2,836	4,754	-1,918	12,798	21,882	-9,084
Total	13,286	19,858	-6,572	3,300	5,697	-2,397	16,586	25,555	-8,699

Year 2012

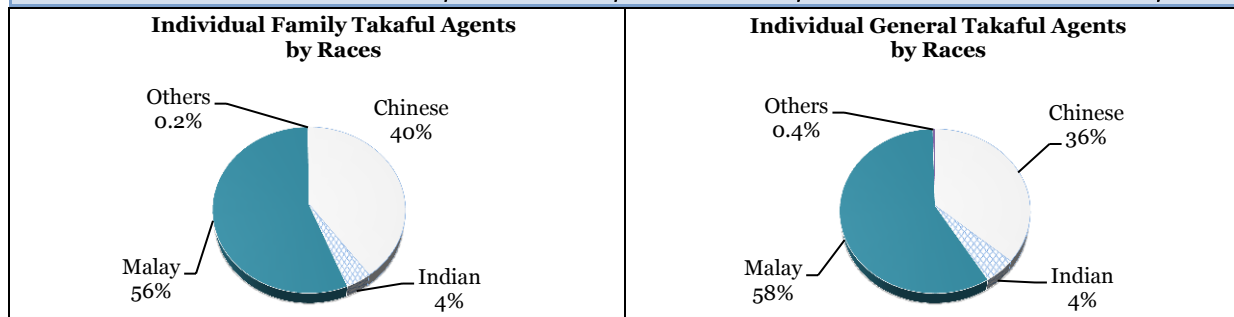


Year 2011



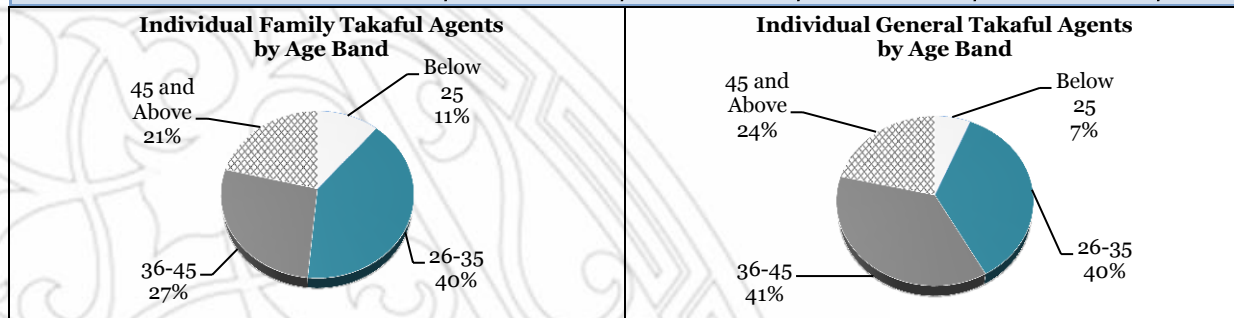
Registered Individual Agents – Breakdown by Races

As at 31 December 2012	Chinese	Indian	Malay	Others	Total
Family Takaful	24,595	3,010	38,633	407	66,645
General Takaful	12,207	1,814	20,887	157	35,065
Total	36,802	4,824	59,520	564	101,710



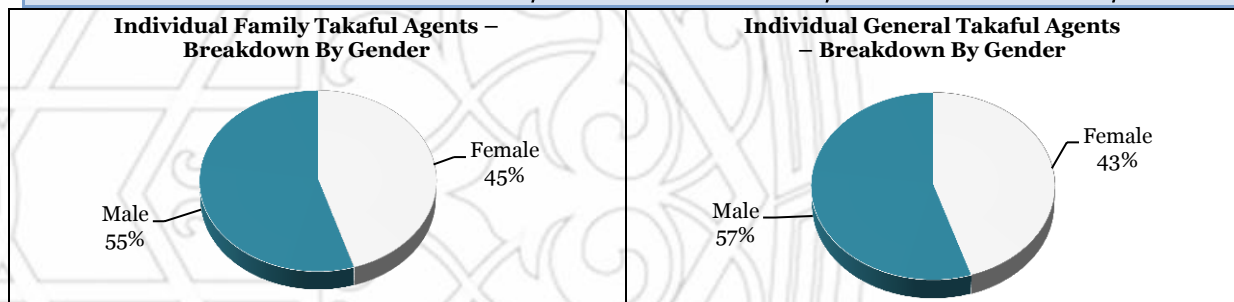
Registered Individual Agents – Breakdown by Age Band

As at 31 December 2012	below 25	26-35	36-45	46 & above	Total
Family Takaful	8,017	26,919	17,896	13,813	66,645
General Takaful	4,011	13,422	9,726	7,906	35,065
Total	12,028	40,341	27,622	21,719	101,710



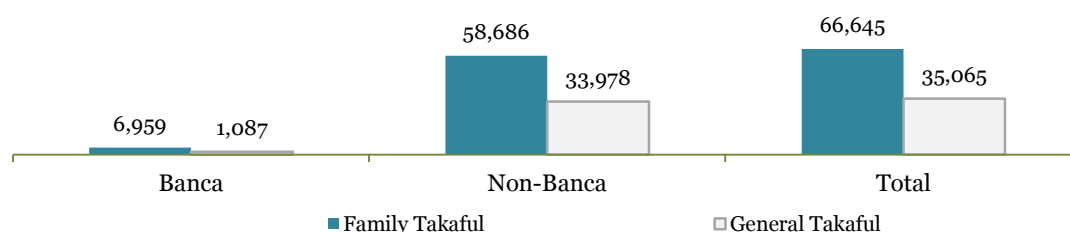
Registered Individual Agents – Breakdown by Gender

As at 31 December 2012	Female	Male	Total
Family Takaful	29,751	36,904	66,645
General Takaful	14,721	20,344	35,065
TOTAL	44,472	55,961	101,710



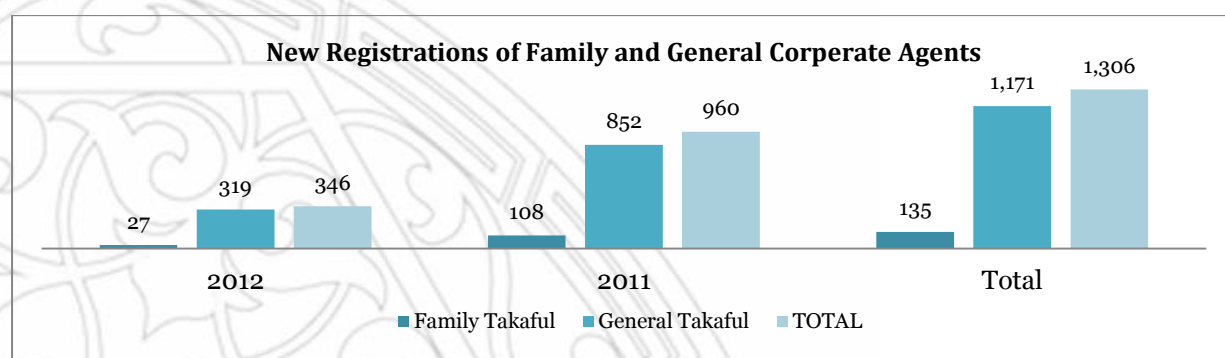
Total Registered Individual Agents – Breakdown by Category

As at 31 December 2012	Banca	Non-Banca	Total
Family Takaful	6,959	58,686	65,645
General Takaful	1,087	33,978	35,065
TOTAL	8,046	92,644	101,710

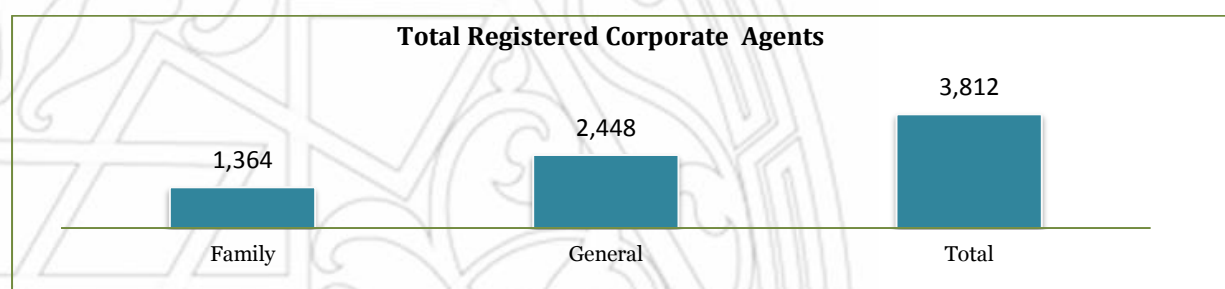


New Registrations of Corporate Agents for the year 2011 and 2012

Category	2012	2011	Total
Family Takaful	27	108	135
General Takaful	319	852	1,171
TOTAL	346	960	1,306

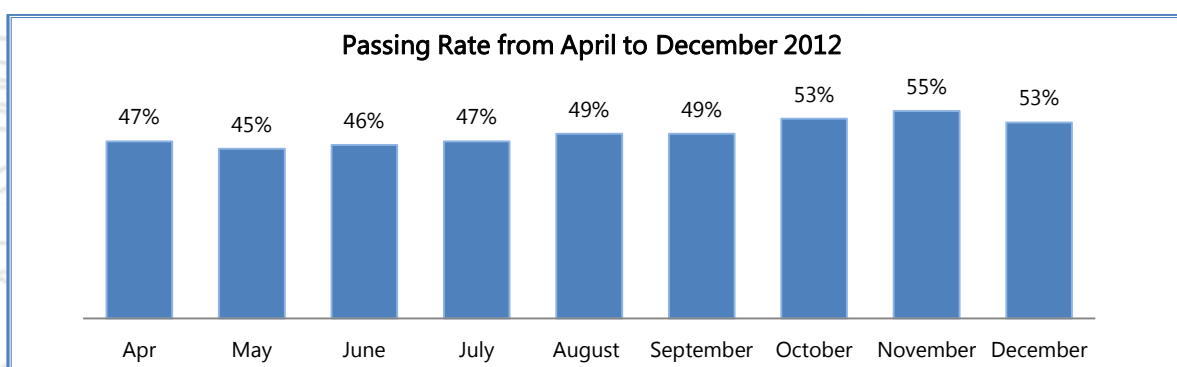


Total Registered of Corporate Takaful Agents as at 31 December 2012

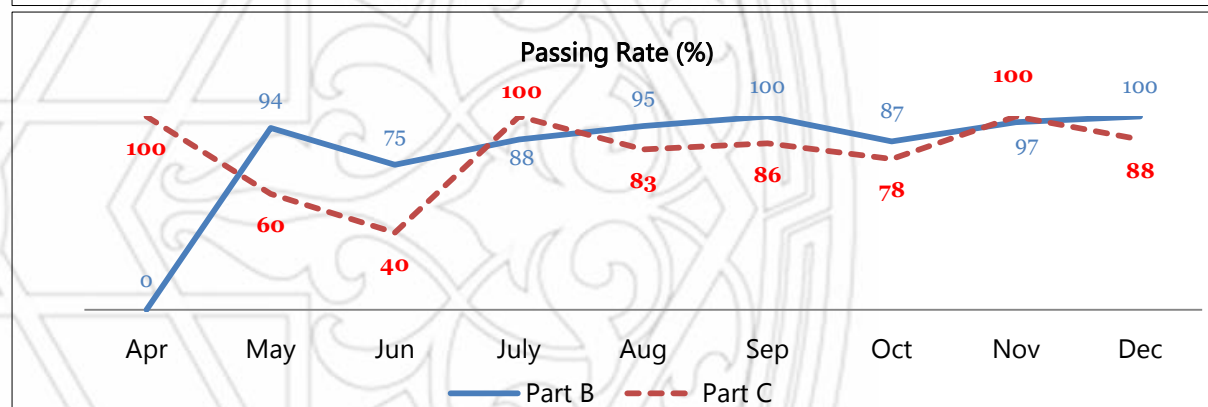
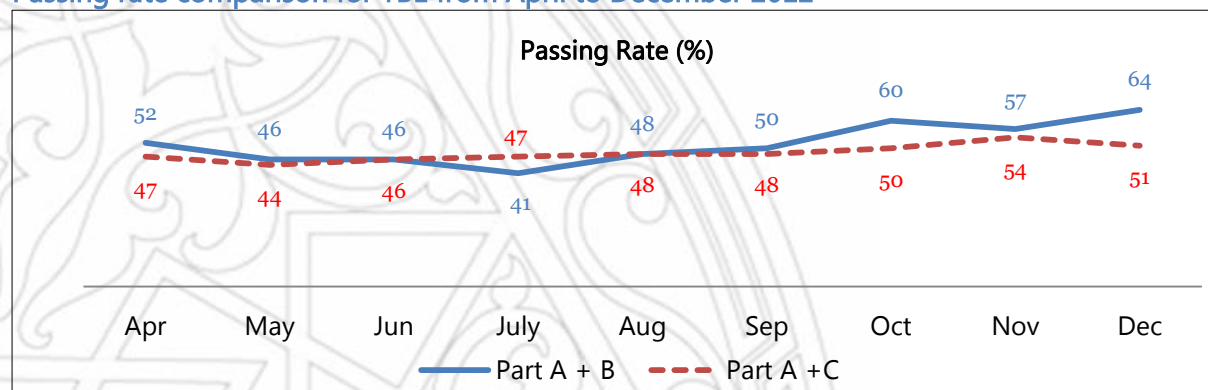


Takaful Basic Examination Statistics 2012

Exam Structure	Registered	Absent		Sat	Passed	
		No	%		No	%
Part A and B	1,495	210	14	1,285	663	52
Part A and C	16,266	2,802	17	13,464	6,577	49
Part B	252	42	17	210	190	90
Part C	77	12	16	65	54	83
Total	18,090	3,066	17	15,024	7,484	50

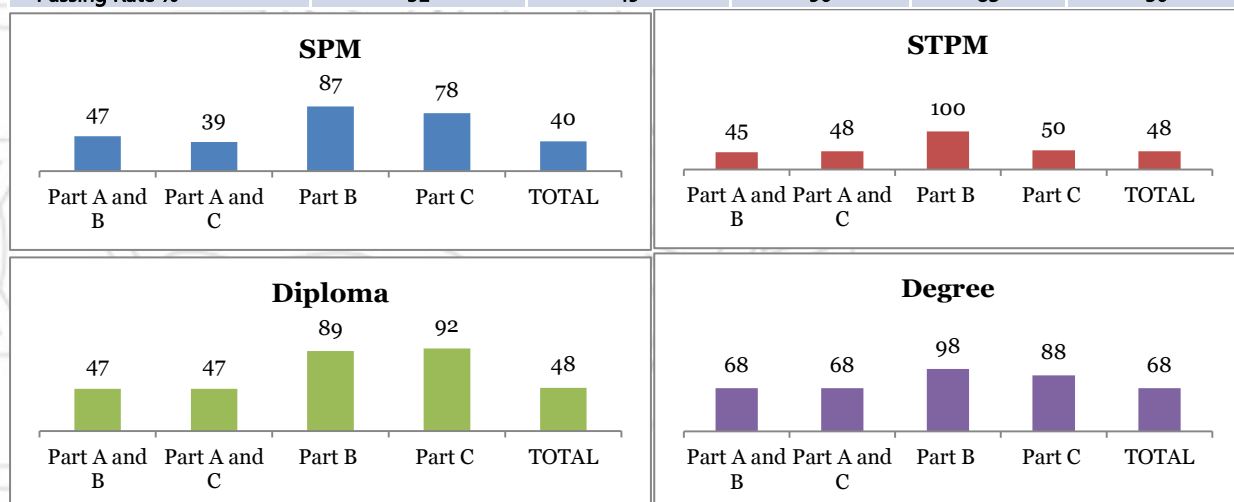


Passing rate comparison for TBE from April to December 2012



Passing rate comparison by qualifications from April to December 2012

	Qualifications				
	SPM				
	Part A and B	Part A and C	Part B	Part C	TOTAL
Registered	824	7,153	143	41	8,241
Absent	106	1,387	25	9	1,527
Sat	718	5,766	118	32	6,714
Passed	334	2,235	103	25	2,697
- Passing Rate %	47	39	87	78	40
	STPM				
Registered	56	391	2	2	451
Absent	5	53	-	-	58
Sat	51	338	2	2	393
Passed	23	162	2	1	188
- Passing Rate %	45	48	100	50	48
	Diploma				
Registered	285	4,339	52	15	4,691
Absent	47	736	14	3	800
Sat	244	3,603	38	12	3,891
Passed	115	1,702	34	11	1,862
- Passing Rate %	47	47	89	92	48
	Degree				
Registered	291	3,794	45	16	4,146
Absent	43	554	2	-	599
Sat	248	3,240	43	16	3,547
Passed	169	2,203	42	14	2,428
- Passing Rate %	68	68	98	88	68
	Others				
Registered	39	509	10	3	561
Absent	9	72	1	-	82
Sat	30	437	9	3	479
Passed	22	275	9	3	309
- Passing Rate %	73	63	100	100	65
	GRAND TOTAL				
Registered	1,495	16,186	252	77	18,090
Absent	210	2,802	42	12	3,066
Sat	1,291	13,384	210	65	15,024
Passed	663	6,577	190	54	7,484
- Passing Rate %	51	49	90	83	50



MTA Subcommittee 2012-2013

	No	TOs	Members
Learning & Development		MTA MC	Encik Wan Azman Wan Mamat
	1	AIA AFG Takaful Bhd.	Encik Fauzul Nizam Mohamed Zain
	2	CIMB Aviva Takaful Berhad	Puan Razana Abdul Rahim
	3	Etiqa Takaful Berhad	Encik Mohd Jafni Abdul Jalil
	4	Hong Leong MSIG Takaful Berhad	Encik Aznal Ali
	5	HSBC Amanah Takaful (M) Sdn Bhd	Mr Patrick Kandilis (TBA)
	6	MAA Takaful Berhad	Encik Sivaperumal a/l Seerangan
	7	Prudential BSN Takaful Berhad	Encik Khairudin Affendi Mohamad
	8	Takaful Ikhlas Sdn Bhd	Tuan Hj Ismail Basar
	10	AmFamily Takaful Berhad	Puan Nurul Hidayah Ngah
	11	Great Eastern Takaful Sdn Bhd	Encik Mohd Hafiz Johari
	13	ING PUBLIC Takaful Ehsan Sdn Bhd	Encik Ahmad Nazri Ngah Said
	12	Syarikat Takaful Malaysia Berhad	Puan Rafidah Hassan
Family Takaful		MTA MC	Encik Salim Majid Zain
	1	Syarikat Takaful Malaysia Berhad	Mr Leem Why Chong
	2	CIMB Aviva Takaful Berhad	Mr Ricky Lim Soon Joo
	3	Etiqa Takaful Berhad	Encik Nik Rahmat Nik Mohamad
	6	Hong Leong MSIG Takaful Berhad	Mr Teng Swee Hin
	5	HSBC Amanah Takaful (M) Sdn Bhd	Encik Yahya Adnan Ahmad
	6	MAA Takaful Berhad	Puan Sharifah Zarina
	7	MNRB Re Retakaful Berhad	Encik Huszaidey Thamby Hussain
	8	Prudential BSN Takaful Berhad	Encik Nor Azman Zainal
	9	Takaful Ikhlas Sdn Bhd	Tuan Haji Rozhan Yusof
	10	AIA AFG Takaful Bhd.	Puan Rashida Mior Ahmad Darwish
	11	Munich Re Retakaful	Ms Charlene Lee
	12	ING PUBLIC Takaful Ehsan Sdn Bhd	Encik Mohd Hakem Nordin
	13	AmFamily Takaful Berhad	Puan Zarinah Mohd Ghani
	14	Great Eastern Takaful Sdn Bhd	Encik Shizal Fisham Ramli
Distribution Channel		MTA MC	Encik Zainuddin Ishak
	1	AIA AFG Takaful Bhd.	Encik Elmie Aman Najas
	2	CIMB Aviva Takaful Berhad	Mr Alvis Wee Kiam Fui
	3	Etiqa Takaful Berhad	Encik Rudy Che Lamin
	4	Hong Leong MSIG Takaful Berhad	Puan Norlela Saidak
	5	Hong Leong MSIG Takaful Berhad	Encik Mahathir Johari
	6	Prudential BSN Takaful Berhad	Puan Norhasima Baharudin
	7	Takaful Ikhlas Sdn Bhd	Tuan Hj Wan Rosli Shaharuddin Wan Yaacob
	8	ING PUBLIC Takaful Ehsan Sdn Bhd	Encik Ahmad Surani Zainal Abidin
	9	AM Family Takaful Berhad	Puan Azlin Mohamad Nor
	10	Munich Re Retakaful	Dr Mohamed Rafick Khan
	11	Syarikat Takaful Malaysia Berhad	Mr Leem Why Chong
	12	MAA Takaful Berhad	Mr Philip Wong Yiik Ting

	No	TOs	Members
Governance and Compliance		MTA MC	Encik Azim Mithani
	1	AIA AFG Takaful Bhd.	Puan Alia @ Aliyah Ayub
	2	CIMB Aviva Takaful Berhad	Puan Salmizawati Pahmi
	3	Etiqa Takaful Berhad	Encik Redzuan Abu
	4	Hong Leong MSIG Takaful Berhad	Puan Khuzama Ab Rahaman
	5	HSBC Amanah Takaful (M) Sdn Bhd	Mr Matthew Lim Tiong Jin
	6	MAA Takaful Berhad	Encik Mohamed Ashghar Mohamed Ashraff
	7	Prudential BSN Takaful Berhad	Puan Roslina Mohd Ramza
	8	Takaful Ikhlas Sdn Bhd	Puan Rozanna Abdullah
	9	Munich Re Retakaful	Puan Charlene Lee
General Takaful		MTA MC	Vacant
	1	CIMB Aviva Takaful Berhad	Encik Nazri Mohamad
	2	Etiqa Takaful Berhad	Puan Noorizam Md Nooruddin
	3	Hong Leong MSIG Takaful Berhad	Mr Michael Koh Kok Ying
	4	ACR ReTakaful Berhad	Encik Delil Khairat
	5	HSBC Amanah Takaful (M) Sdn Bhd	Mr Tung Chee Lim
	8	MAA Takaful Berhad	Encik Hazruddin Hassan
	9	MNRB Retakaful Berhad	Encik Abd Aziz Hasan
	10	Prudential BSN Takaful Berhad	Encik Mohd Azizi Mohd Amin
	11	Syarikat Takaful Malaysia Berhad	Encik Nazrul Hisham Abdul Hamid
	12	Takaful Ikhlas Sdn Bhd	Encik Ahmad Nasaruddin Bin Ishaudin
	13	Munich Re Retakaful	Puan Sakinah Salleh
Shariah Compliance		MTA MC	Encik Ab Latiff Abu Bakar
	1	AIA AFG Takaful Bhd.	Encik Mohd Asri Omar
	2	CIMB Aviva Takaful Berhad	Ustaz Mohamad Saifudin Gahnehman
	3	Etiqa Takaful Berhad	Ustaz Ahmad Zaiem Ismail
	4	Hong Leong MSIG Takaful Berhad	Puan Khuzama Ab Rahaman
	5	HSBC Amanah Takaful (M) Sdn Bhd	Ustaz Khairul Anuar Hassan
	6	MAA Takaful Berhad	Encik Mohamed Ashghar Mohamed Ashraff
	7	MNRB Retakaful Berhad	Tuan Haji Zaharan Abdul Aziz
	8	Prudential BSN Takaful Berhad	Puan Yusaini Yusof
	9	Great Eastern Takaful Sdn Bhd	Ustaz Mohd Hafizal Elias
	10	Syarikat Takaful Malaysia Berhad	Ustaz Muhammad Faisal Muchtar
	11	ACR Retakaful Berhad	Encik Abdul Razak Noordin
	12	Swiss Re Retakaful	Encik Fidrus Sukor
	13	Takaful Ikhlas Sdn Bhd	Ustaz Wan Jemizan Wan Deraman
	14	AmFamily Takaful Berhad	Ustaz Abdul Hakim Osman
	15	Munich Re Retakaful	Encik Mohd Hafiz Mohd Husni

	No	TOs	Members
Finance		MTA MC	Encik Muhammad Fikri Mohamad Rawi
	1	AIA AFG Takaful Bhd.	Mr Loke Chang Yueh
	2	Etika Takaful Berhad	Puan Nur'Aini Sum Abdullah
	3	Takaful Ikhlas Sdn Bhd	Puan Fauziah Md Hassan
	4	CIMB Aviva Takaful Berhad	Mr Tony Yong
	5	Prudential BSN Takaful Berhad	Mr New Kheng Chee
	6	HSBC Amanah Takaful (M) Sdn Bhd	Ms Tan Chiew Lim
	7	Hong Leong MSIG Takaful Berhad	Mrs Maggie Chong Sook Yin
	8	MAA Takaful Berhad	Mr Suppiah A/L Poongavanam
	9	MNRB Retakaful Berhad	Encik Mohd Hanif Mohd Yusof
	10	Munich Re Retakaful	Puan Wei Nee Pang
Corporate Communication		MTA MC	Encik Ahmad Rizlan azman
	1	AIA AFG Takaful Bhd.	Encik Mohd Rosli Mohd Aziz
	2	Etika Takaful Berhad	Encik Norkamarulzaman Nordin
	3	Takaful Ikhlas Sdn Bhd	Encik Mohd Ramli Ab. Rashid
	4	CIMB Aviva Takaful Berhad	Ms Wong Shuk Mei
	5	Prudential BSN Takaful Berhad	Puan Tengku Sheila Tengku Azib
	6	HSBC Amanah Takaful (M) Sdn Bhd	Puan Irza Salwani Mirzal
	7	MAA Takaful Berhad	Puan Ng Lay Peng
	8	Great Eastern Takaful Sdn Bhd	Puan Zarina Idris
Takaful Agency Rules and Regulations Board		Chairman	Tuan Haji Wan Mohd Fadzlullah Wan Abdullah
	1	AIA AFG Takaful Bhd.	Encik Mas Fazulah Bohairi Borhan
	2	CIMB Aviva Takaful Berhad	Ms Stephanie Lim Li Ling
	3	Etika Takaful Berhad	Encik Ghulam Hussain Mahmud Khan
	4	Great Eastern Takaful Sdn Bhd	Encik Ariff Azhan Abd Ghani
	5	Hong Leong MSIG Takaful Berhad	Ms Janice Wong Siew Kheng
	6	HSBC Amanah Takaful (M) Sdn Bhd	Encik Azam Mohd Yusof
	7	ING PUBLIC Takaful Ehsan Sdn Bhd	Encik Ahmad Shazli Abd Halim
	8	MAA Takaful Berhad	Encik Saiful Nizam Esahak
	9	Prudential BSN Takaful Berhad	Encik Wan Mohd Zamzuri Mohd Zain
	10	Syarikat Takaful Malaysia Berhad	Puan Siti Nor Azeanti Mohd Aris
	12	AmFamily Takaful Berhad	Puan Foziah Yassin

Member Companies of MTA

COMPOSITE TAKAFUL OPERATORS (FAMILY AND GENERAL TAKAFUL)



CIMB Aviva Takaful Berhad



Etiqa Takaful Berhad



Hong Leong MSIG Takaful Berhad



HSBC Amanah Takaful (Malaysia) Sdn Bhd



MAA Takaful Berhad



Prudential BSN Takaful Berhad



Syarikat Takaful Malaysia Bhd



Takaful Ikhlas Sdn. Bhd.

FAMILY TAKAFUL OPERATORS



AIA AFG Takaful Bhd.



Great Eastern Takaful Sdn Bhd



ING PUBLIC Takaful Ehsan Berhad



AmFamily Takaful Berhad

RETAKAFUL OPERATORS



ACR Retakaful Berhad



MNRB Retakaful Berhad



Munich Re Retakaful (Munchener Ruckversicherungs-Gesellschaft)



Swiss Re Retakaful (Swiss Reinsurance Company Ltd)

Photo Gallery of MTA Activities in 2012

Visit from Delegates of High-Ranking Officers of Taiwan Government

9 February 2012



Visit from University of Pennsylvania - Law School

6 March 2012



MTA Retreat 2012 - Offsite Discussion on FSB and MTA Strategic Review 9 - 11 March 2012



Visit From Kenya Reinsurance Corporation Ltd. 20 April 2012



Introduction to Takaful			
Comparison between Insurance and Takaful			
	Conventional Insurance (Proprietary)	Conventional Insurance (Mutual)	Takaful
Contract	• A form of an exchange contract (sale & purchase) between the policyholder and insurer.	• A form of a risk sharing contract between the individual policyholder and the pool of risk provider as represented by the cooperative insurer.	• A fiduciary contract (donation) contract between the individual Participants and the pool of Participants as represented by the Takaful fund.
Contribution of the policyholder/participants	• Policyholders pay premiums to the insurer.	• Policyholders pay premiums to the pool managed by the cooperative insurer.	• Participants make contributions to the scheme.
Underwriting of the policy	• Any underwriting surplus belongs to the policyholders, who can also lose for any deficit.	• Any underwriting surplus belongs to the pool managed by the cooperative insurer.	• Any underwriting surplus belongs to the policyholders, who are also liable for any deficit. Practices regarding disposition of annual underwriting surpluses or deficits vary.
Ability of the insurer/underwriter	• Insurer is liable to pay claims according to the policy using the underwriting fund and, if necessary, shareholders' funds.	• Pool is liable to pay claims according to the policy using the underwriting fund.	• TO acts as the administrator of the scheme and pays the takaful benefits from the Takaful (underwriting) fund.
Right to capital	• Access to share capital and debt with possible use of subordinated debt.	• No access to share capital, but access to debt with possible use of subordinated debt.	• In the event of deficiency in the Takaful fund, TO is expected to provide an interest-free loan to the Takaful fund to cover the deficiency.
Distribution of Fund	• There is no distribution apart from those retained by the insurer.	• There is no distribution apart from those retained by the pool.	• TO acts to share capital by Takaful operator but not to debt, except for underwriting fund.

Takaful StarNite 2012

22 March 2012



2nd Takaful Agent Convention 2012

19 May 2012



Inter – Takaful Operator Futsal Tournament 2012

20 May 2012



Insurance and Takaful Day 2012

5 July 2012



Inter Takaful Operators Badminton Tournament 2012

8 July 2012



Farewell Golf For Tuan Hj Ismail Mahbob

11 July 2012



ISRA and MTA Thematic Workshop - Takaful Shariah Audit Programme

12 July 2012



Technical Seminar for GTG Member 2012

In conjunction with the Global Islamic Finance Forum (GIFF) 2012

19 September 2012



The Takaful Rendezvous 2012

20 September 2012



Signing of MOU with USIM 2012

20 September 2012



Signing of MOU with UNISZA 2012

14 October 2012



ISRA and MTA Thematic Workshop - Application of the Wadi'ah Concept in Traditional Family Takaful Products

23 October 2012



26th East Asian Insurance Congress (EAIC)

29 October - 2 November 2012



Inter-Takaful Operators Bowling Tournament 2012

24 November 2012



Presentation to Afghanistan Insurance Authority (AIA)

26 December 2012





Contact Us

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