



Persatuan Broker-Broker Insurans Dan Takaful Malaysia Malaysian Insurance And Takaful Brokers Association

MITBA MEMBERS' CLIENT'S CHARTER ON CODE OF GOOD BUSINESS PRACTICE

- 1) WE, the Members of the **MALAYSIAN INSURANCE AND TAKAFUL BROKERS ASSOCIATION (MITBA)**, undertake to follow, uphold and abide by the laws, rules and regulations as contained in the following:
 - a) *Financial Services Act 2013 / Islamic Financial Services Act 2013 and its amendments;*
 - b) *Constitution of MITBA, its Code Of Ethics And Conduct and its amendments*
 - c) *All circulars, directives and guidelines issued by Bank Negara Malaysia; and*
 - d) *All market agreements agreed upon and signed between MITBA, Persatuan Insuran Am Malaysia (PIAM) and the Life Insurance Association Of Malaysia (LIAM) and other trade associations and regulatory bodies.*

- 2) WE shall maintain full transparency in all our transactions and provide services with confidence based on trust, security, efficiency, effectiveness and courtesy for the benefit of our clients.

- 3) WE shall provide our clients with services in accordance with the terms of reference of our appointment, which may include but not limited to the following:
 - a) *To design and implement an insurance programme specifically tailored to the clients' requirements, with their approval;*
 - b) *To place and maintain agreed insurance programme with licensed and/or approved underwriters/reinsurers/insurance companies/takaful & retakaful operators with strong financial standing;*
 - c) *To provide efficient claims handling/reporting/settlement services, ensuring timely collection of all admissible claims; and*
 - d) *To give advice on changes and developments pertaining to the insurance industry and its effects on clients' insurance requirements.*
 - e) *To respond to our clients' calls / enquiries within two (2) working days.*
 - f) *To arrange timely issuance of policies and endorsements in line with our Best Practice Agreement with Persatuan Insurans Am Malaysia (PIAM)*

- 4) In so doing and conforming to all the above, WE shall uphold the highest levels of:
 - a) *Professionalism;*
 - b) *Credibility;*
 - c) *Integrity; and*
 - d) *Trust.*

- 5) WE welcome your feedback and suggestions to serve you better by contacting MITBA at:

*The Malaysian Insurance And Takaful Brokers Association (MITBA)
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