

A Message from Kevin Rajaratnam

Looking back at 2016, coupled with my first 4 months as Chief Agency Officer, the year has definitely marked a challenging yet memorable period for us all. 2016 will go down as one of the most trying times in the history of the General Insurance industry for Malaysia – the overall industry posted growth of only 3% for the first half of the year and is projected to be flat against prior year at best. After years of being accustomed to healthy growth rates, 2016 will be remembered as the year the industry as a whole faced Top Line growth challenges. For AIG Malaysia and in particular, our Agency Distribution Channel, 2016 registered good growth for A&H and Commercial Lines, in line with our De-Tariff strategy to develop and grow the non-Auto portfolio. Challenges in the Auto Insurance market meant we fell short of the overall growth target for Agency and remediating this is my No. 1 priority for 2017. This along with the overall professionalism of our Agency Force, which will form the crux of our future plans.

In this issue, you will learn about many exciting initiatives that we launched for the first time this year – from the Agent365 mobile app to unique marketing events / activities that captured the imagination of our Agency Force. For the last couple of months, I've had the opportunity to visit our branches and meet up with many of you. You have voiced your excitement, concerns, issues and ideas in a spirit that continues to inspire us all in the Agency Team – for that, I am sincerely thankful. Collectively, my team and I are confident that we have the right blend of activities (and fun!) scheduled for roll out in 2017 – to retain, attract and engage all of you, young and old, and in making your careers meaningful and successful as we collaborate to navigate through market liberalization.

2017 is all about the evolution of our 2,900+ strong team of Agents. How successfully we evolve will largely be driven by how effectively we transform to stay ahead. A key component of this involves up-skilling our Agency force to become insurance professionals that meet customers' expectations. With the revised Minimum Maintenance Criteria (MMC) requirements set by PIAM and BNM, where the direction has been set to enhance Agent professionalism as part of the Phased Liberalization Document, Agents will only thrive in the industry with increased professionalism and productivity moving forward. Thus, we are required to be more focused in developing our valued Agents, per industry-mandated changes and expectations.

We have been getting ready for anticipated changes all along – this year alone, our Agency Development and Training unit has been expanded to assist with this transformation process, to develop a comprehensive Agency Development Plan, not only to enrich you with the knowledge and skills, but also properly map out your career paths and integrate digitalized solutions in the way you do business. It is no surprise to say, given the pace of change we have seen thus far, that what has worked in the past 30 years will not always hold true for the future. The key is to ensure that you, as an Agent, evolve and integrate your business model with the changing landscape. One thing is certain for 2017: the Auto Insurance market which makes up close to 50% of the overall General Insurance market is ripe for disruption and we have many new things to look forward to – from urban ride-sharing apps to self-driving cars! The industry is embracing unprecedented transformation. We ask you to embrace every challenge this brings, as well as adopt the innovation we are allowed to introduce per BNM and PIAM guidelines. As a company with a strong Agency base, AIG must ensure that our valued Agents continuously evolve according to the changes in the market place. Remember: AIG has a proven track record of success in liberalized and free markets – in Malaysia, the opportunity has come for us to demonstrate our competitive capabilities. I hope you enjoy reading about the latest news and updates in our digital newsletter as much as my team and I look forward to meeting many of you, and kicking off 2017 in higher spirits than ever. Cheers!



Chief Agency Officer

Product developments

- [Premier Client Solutions](#)
- [Foreign Workers Scheme](#)

Sales tools and rewards

- [Agent365 Launched](#)
- [SME Collaterals to Help You Pitch](#)
- [Citibank Easy Payment Plan](#)
- [Why AIG?](#)
- [Top Selling PCS Agent](#)
- [Premier & Leaders Conference](#)

Training and development

- [Audition for The Insuresmith NOW!](#)
- [SME on the Road](#)
- [Agent365 Roadshow](#)
- [AIG Selling System](#)
- [AIG Travel: We Jaga You](#)
- [Fun in the Classroom!](#)

Investing in the future

- [AIG & Dimension Data Partnership](#)
- [iMoney Survey Results on De-tariff](#)
- [Agent365 Future Enhancement](#)

Things you should know

- [Antony Lee: Transformational CEO](#)
- [AIG on Harvard Business Review](#)
- [Agency Carnival: Picnic under the Stars](#)
- [Sponsor of Andy Warhol Event](#)
- [10 Tips to Mitigate Cyber Risk](#)
- [What's inside D&O?](#)
- [Agency Leadership Announcement](#)
- [2017 Kick Off Meetings](#)

JOIN QUIZ!

1. What does the Home Insurance product, PCS, stand for?
2. Agent365 is available for download on iOS but not on Android. True/False?
3. Citibank Easy Payment Plan allows Citibank cardholders to enjoy 6-month 0% installment for AIG personal insurance purchase through our network of Agents. True/False?

Registered Agents who submit 3 correct answers will stand a chance to win exclusive AIG merchandise. Simply click on "Join Quiz" to submit your answers by 2nd January 2017 and state your full name & mailing address.

Like what you read? Want to see more? Write to us by clicking on this button:

FEEDBACK

View our [Privacy Policy](#).

Copyright 2015 American International Group, Inc. All rights reserved.



Know someone who needs Home Insurance?

New Product Launch

Look no further as there is an exceptional new product from AIG called **Premier Client Solutions** (PCS)!

PCS protects your lifestyle in the event you experience a loss – covering homes, belongings & valuables too.



How is PCS different?

Compared to standard Home Insurance, AIG customers enjoy the following:

- All-risks cover with unlimited sum insured for home contents,
- Coverage for home contents & valuables in most situations and not just during incidents of accidental damage and theft,
- Worldwide coverage for personal effects & valuables,
- Coverage for damage / repairs caused by leaking,
- Protection from losses on landscape and tree removal expenses.

Who is it for?

PCS is perfect for those who are seeking the most comprehensive householder / homeowner coverage in Malaysia.

Tell your customers about the best protection for their valuable possessions, or start safeguarding properties today with broader coverage and fewer restrictions.

Terms & conditions apply.

[Back](#)



Did you know?

Almost 7% of Malaysia's population is comprised of legal foreign workers. That's roughly the size of Kedah! Total premiums to be written for legally registered workers alone is approximately **RM524m**, nationwide.



What does this mean for you?

By law, employers are required to take care of workers and **plan for business disruptions** impacted by workers falling ill or by accidental events.

The **Foreign Workers Scheme** (FWS) is a product to help employers, across various industries, meet governmental requirements to employ foreigners.

AIG's FWS has 3 components – **FWIG, FWCS and FWHS**:

A Foreign Workers Insurance Guarantee (FWIG)	B Foreign Workers Compensation Scheme (FWCS)	C Foreign Workers Hospitalization and Surgical Insurance Scheme (FWHS)
Foreign Workers Insurance Guarantee ("FWIG") is a guarantee made compulsory by the Immigration Department of Malaysia in the event a foreign worker breaches his/her working permit terms and conditions.	Foreign Workers Compensation Scheme is a mandatory insurance plan that covers foreign workers against accidents at the work place as provided under the Workmen's Compensation Act 1952.	Foreign Workers Hospitalization and Surgical Insurance Scheme is a mandatory insurance plan that covers foreign workers in the event of an admission due to accident or illness into a Non-Corporatized Malaysian Government Hospital.

Find out more

It's really as simple as A, B, C. Additional protection is also provided by AIG in terms of coverage for common law liability under FWCS. Learn more about each plan [here](#).

[Back](#)

Agent365 Mobile App

Quote, Bind & Pay in 1 Minute
since June 2016



Save time on
Motor
transactions



Impress a
customer with
your speed



Transact from
anywhere 365
days a year



Even a couch
potato can
quote, bind &
pay now

Every Minute Counts in Business.

Download Agent365
on Apple or Android.

Be A Winning Auto Agent. TODAY.

[Back](#)



Insurance for Small & Medium Enterprise (SME)

97% of businesses in Malaysia are SMEs. Responsible for nearly 36% of the country's GDP, 65% of the country's employment, and 18% of Malaysia's exports, SME is a sector with growing insurance needs as it increasingly contributes to the nation's GDP.

SME Packages

AIG offers simple insurance products for many small businesses, and bespoke solutions for the more complex insurance needs.

As you must know, in a de-tariffed market, Agents equipped with the best tools and knowledge stand to gain a competitive advantage over others. With that we are pleased to have introduced an array of information, made available to our valued agents, to drive SME insurance.

We believe the **SME sales kit and customized collaterals** will enable you to close deals with anyone **from Retailers to Hospitality operators and many more**. Leverage these tools for superior results as you face off with prospects, new or existing. Your sales pitch will be as simple as A, B, C.

Furthermore, let's not forget that SME Package sales are powered through our cutting edge platform – Transact!

Let's Grow Together

Have confidence that you will reap more rewards from SME sales with the extensive, client-friendly, and easy-to-use sales kits available [here](#). Check them out today and showcase our capabilities to your clients!

[Back](#)



Helping our insured pay for insurance is another way we add value, protect families and customer lifestyles.

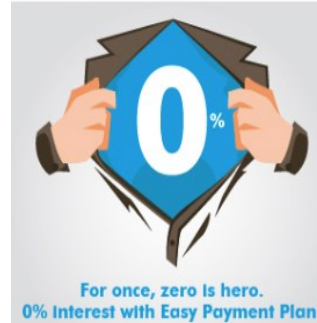
We have announced the arrival of **Easy Payment Plan** (EPP) on 21 July 2016, with details available on www.aig.my, as well as Citibank's [website](#) (under 'Merchants' > 'Services').

How does the EPP work?

Citibank cardholders can enjoy **6 months 0% installments** for purchase of AIG Personal Insurance policies worth **RM500 and above**.

Eligible customers may opt for EPP **via 2 options** only:

-purchase **from an Agent** (by completing a DDA), OR
-**walk in to a branch** (where cards can be swiped at front counters).



This means YOU, our valued agent, will start receiving more business prospects! Make sure the phones are fully charged in anticipation of callers who want to transact – after all, only YOU have the ability to make every customer interaction a meaningful success.

Citibank has up to 1,000,000 Customers!

What are you waiting for? Tap into this huge customer base today. By now, you should be familiar with the **EPP FAQs** but if you are not, simply ask your Sales Manager on how EPP can work to your advantage.

[Back](#)

HELPING YOU ON THE ROAD TO SUCCESS
WHY AIG

Balance sheet
quality and strength
 as demonstrated by over
\$89 billion in shareholders' equity and AIG parent liquidity of
\$13.7 billion

WHO WE ARE



More than 95 years
 Insuring some of the world's most complex risks

65,000
 talented employees worldwide ready to serve you

We pay out about
\$130 million
 each work day in claims, from very small to very large

Over the past **20 years**
 we have introduced first-of-its-kind coverages and enhancements to help organizations stay ahead of emerging board-level risks

A global network that spans
200 countries and jurisdictions
 Includes AIG affiliate insurers and third-party Network Partner Insurers

Our globally connected team of over
600+ risk engineers focus on your risk, locally

Striving to be our clients'
most valued insurer



HOW WE HELP YOU SUCCEED

WE INCREASED OUR COMMERCIAL PROPERTY
 per risk capacity to \$2.5 billion on a worldwide basis following substantial investments in technology and engineering.

USING DRONES
 to help manage risk and help assess claims faster, safer, and more accurately.

WE HEAR YOU.
 Listening to client issues (strategic, financial and regulatory) to anticipate needs/concerns and effectively collaborating across AIG to provide creative solutions.

100+
 Client Navigators servicing over 400 corporate accounts in the U.S. and Canada.

CLIENT AND BROKER COUNCILS:
 Holding formal meetings with clients and brokers to solicit feedback and share information about industry trends, business priorities, and strategic direction, fueling collaboration that strengthens our ability to provide risk solutions of value to clients.

World's Largest Commercial Insurer
 Insurer to 99.6% of Fortune 500 (U.S. companies)
 Insurer to 90% of Fortune Global 500

NON-TRADITIONAL SOLUTIONS TO ADDRESS UNUSUAL RISKS:
 Helping clients mitigate their challenging risks by providing customized, innovative programs that address complex or unusual risks that are difficult to insure, or risks that clients wish to retain.

MAKING GLOBAL BECOME LOCAL MATTERS:
 A world-leading multinational insurer, we have local market expertise and on-the-ground resources that span an expansive network. Our investment in people, processes and technology ensure customers today benefit from our multinational expertise and service — delivered seamlessly around the globe like never before.

WHERE WE ARE HEADING

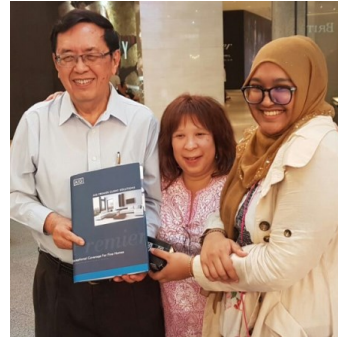
Helping clients better prepare for tomorrow. While you're busy dealing with challenges today, we're focused on your tomorrow — and thinking about how we'll get you from here to there, safely.



Home Insurance Hot Seller!

Congratulations to **Mr. Low Seng Wie**, of S W Low Agency, who is the top producer* for **Premier Client Solutions** (PCS) based on number of policies sold.

Since the launch of PCS, Mr. Low has been successful in raking in over RM10,000 GPW worth of entirely new PCS policies!



Why Do Customers Like Him?

Mr. Low has been dedicated to selling PCS and is now aiming for higher sales by the end of November 2016. Those working with him have spoken about Mr. Low's **commitment and enthusiasm** – he has no qualms about **asking questions or seeking help** when he requires it.

He has mentioned that he is able to achieve his targets thanks to the support he gets from parties all around him. Mr. Low has been instrumental in marketing PCS as **the ideal Home Insurance for Malaysians** – we trust our readers will be inspired to do the same!

"It's a good product," Mr. Low has stated, "and I like it a lot. I want to sell more of it!"

Did You Know?

- PCS provides you with an **'all-risks' cover**: never fear for your valuables ever again, because you'll be covered not only against natural disasters, but also accidental damage and all circumstances of theft.
- Customers are covered for items taken out of the home – your platinum watch, your diamond ring, your trusty iPad – **you carry it, we cover it!**
- PCS is **affordable**, too – this insurance product is a market leader in premium Home Insurance and achieves this with a combination of good rates and comprehensive cover.
- Let's not forget PCS **covers daily problems**, too: food spoilage in your refrigerator, your air conditioner leaking, alternative accommodation expenses, and loads more.

What are you waiting for? PCS offers comprehensive coverage for contents and high-priced personal items, as well as 25% sales commission. If you have questions regarding coverage, submission, system, or claims, please get your answers from our PCS-dedicated mailbox: PCSMY-Enquiries@aig.com

**As at 20 November 2016*

[Back](#)

INVITATION



LEADER'S CONFERENCE & PREMIER CONFERENCE

★
THANK YOU
★

★
QUALIFIERS
★



March 2017

See YOU Soon



May 2017

[Back](#)



AIG's latest Agent accelerator experience is here!

We are pleased to announce **The Insuresmith Program**, a **2-year structured learning program** to groom a select group of high potential Agents to be future top producers. This program creates a 1st choice business career for you, enable you to be a professional Lifestyle / Business Consultant, and certifies you to be an **AIG Insuresmith** to reach your full potential.

Who is an AIG Insuresmith?

An aspiring consultant who has a **strong commitment to learn** more about insuretech, business, lifestyle & digital trends, where customer relationships can be forged with **AIG tools & experience**.

What will an AIG Insuresmith receive?

- ✓ A **5-figure investment** (per person!)
- ✓ **MII professional accreditation**
- ✓ Action-based assignments to promote **business growth**
- ✓ **2-year structured learning** centered on 4 pillars (*Professionalism, Digital Savvy, 4C Consulting, Growth*)

How can you join The Insuresmith Program?

Talk to your Branch Manager to join an audition to qualify! Minimum entry rules as follows:

- ✓ GPW between **RM200-499K**
- ✓ **Under 40** years old
- ✓ Willing to commit approx. **15 hours of Training Development** each quarter (from February 2017 – January 2019)
- ✓ Hunger to learn and succeed

Hurry, as space is limited on The Insuresmith Program and auditions are taking place in January!

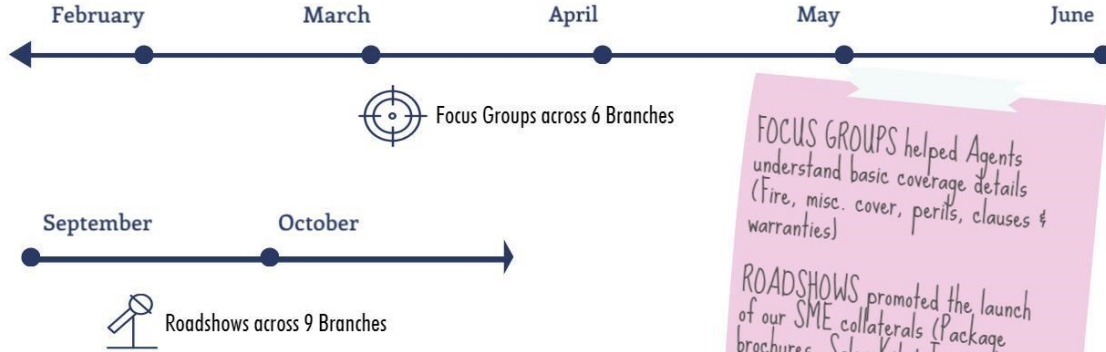
What are you waiting for?

[Back](#)



A Journey with more than 500 Agents

To enhance SME selling capabilities and introduce AIG's brand new collaterals to boost SME sales across various industries



Did You Know?

In November 2016, AIG made an interim cash advance of RM239,420 to an insured who needed our support during a Fire loss

[Back](#)



On the Road with our Agents

Our Chief Agency Officer, Kevin, went across Malaysia to meet hundreds of Agents!

During the roadshow, not only were our valued partners briefed on latest updates on product launch, as well as the Easy Payment Plan marketing campaign, they were all trained on the hottest app for their business – **Agent365!**

With Knowledge Comes Power

And with power comes great responsibility. **Over 400 Agents** (from Melaka, JB, Penang, Bukit Mertajam, Alor Setar, Kuantan, Ipoh, Kuching, Miri and KK) had a comprehensive view of the app features and saw just how Agent365 powers up the Auto business. Embrace technology now and be responsible for greater results.



Testimonials from Agents

"Agent365 is very good and fast. I can do a **quote in less than 1 minute!** It is really **convenient** for us as Agents." - *Vincent Leong*

"Very **high tech!** I am proud to be an AIG Agent." – *Siow Jun Meng*

"Very satisfied with Agent365 – **handy & quick!**" – *KYL Agency*

[Back](#)

The AIG Selling System

As a proven training module, The AIG Selling System equips our Agents with a 360° understanding of the selling cycle. It encompasses the importance of each stage of the cycle, the skills required in prospecting new customers, the approach recommended in getting appointments, unique methods to conduct a needs-based interview, effective ways to match needs against AIG's suite of insurance solutions, the manner in which objections can be managed, and most importantly, the know-how in completing a sale!

We believe our valued partners deserve training which widens their skills and portfolio mix. In view of increasing standards of professionalism and higher Minimum Maintenance Criteria amongst the Agency force, this selling methodology provides Agents with the knowledge and skills to grow their business while retaining existing business. See what training participants have to say about how this system helps to grow their book of business with AIG:

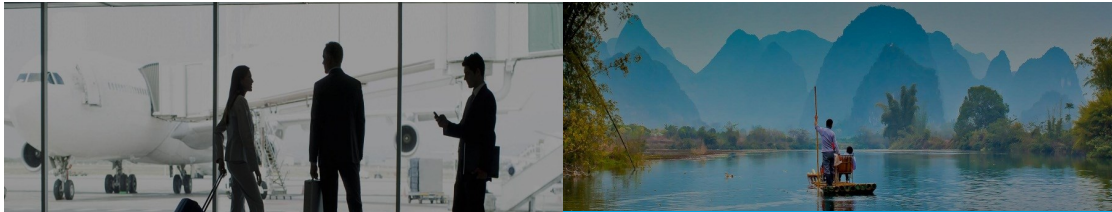
"I've learnt a lot of selling skills in just two days of training."

"I can say that the training is excellent!"

Like What You Read?

Well, look out for our training on Presentation Skills, planned for our Agents, from early 2017!

[Back](#)



Let Us Jaga You

AIG Travel



Seen our famous Jaga on YouTube?

Click and watch how AIG's travel buddy, Jaga, saves the day [if you get into an accident](#), [if you overindulge on local food](#) or [if you lose your valuables while traveling](#)!

Besides the three videos on YouTube, we also promoted public awareness on the importance of buying travel insurance. This was done through a weekly Q&A session on Facebook, during 'Jaga Hour', under the hashtag **#AskJaga**.

Many questions were fielded and Jaga answered them all. Start selling Travel Insurance and reap the benefits of our 24/7 Worldwide Travel Assistance today!



[Back](#)

Learning can be FUN !



[Back](#)



AIG Malaysia and Dimension Data Partnership

In September, AIG Malaysia officially announced a 'first-of-its kind' partnership with Dimension Data to offer clients extensive end-to-end cyber security solutions, tailored to our clients' risk profiles.

The partnership brings together Dimension Data's capabilities in assessing the risk level of an organization's IT systems and AIG's CyberEdge insurance which provides insurance coverage, access to tools and best practices to increase their security posture.



Did You Know?

For 7 years in a row, AIG has topped the Business Insurance rankings. In 2016, AIG was recognized as an insurance industry innovator at the *Business Insurance* Innovation Awards, receiving two awards – for innovation in cyber and robotics risk management. These awards are a recognition for AIG's investment in K2 Intelligence as well as an expanding suite of CyberEdge solutions to help prevent and mitigate cyber risks for our clients.

BUSINESS INSURANCE.



Protect your clients today with AIG!

[Back](#)

73% Do Not Know About Motor Insurance De-tariff

From [2017 onwards](#), tariff rates for comprehensive and third party Motor insurance will be abolished – premium rates will no longer be regulated.

Premiums will be determined by market and risk profiles, which means premiums will be charged based on the insurer's assessments of risks. With de-tariffication, insurance companies are free to design [products and services to cater to the needs of consumers](#) and [price them differently](#), to offer more and better choices! This means Motor insurance products offered by different insurance companies may be different in coverage, features and benefits – not just in pricing.

AIG Malaysia ran a survey with iMoney to better understand the level of [awareness on de-tariff](#) as well as what consumers in Malaysia are thinking as we head into a liberalized market for Auto insurance. Consumers are found to be [loyal to Agents](#), with a majority of respondents (39%) currently buying Auto insurance through Agents instead of other channels.

As we continuously delve into customer insights, we hope to share with you more information to understand consumer trends, current and future market indicators, as well as developments that enable you to be a [high performing Agent](#).

For now, enjoy the infographics on the following pages or click [here](#) for a detailed article on the iMoney survey results, brought to you by AIG.

Please scroll down



WHAT DO YOU KNOW ABOUT MOTOR INSURANCE DE-TARIFF?



Don't know much about motor insurance tariff



Had no idea about the de-tariff of motor insurance



Don't know that motor insurance is a tarified product



TOP 3 CRITERIA WHEN BUYING AN AUTO INSURANCE PLAN



Reputable company/brand



Efficient claims process

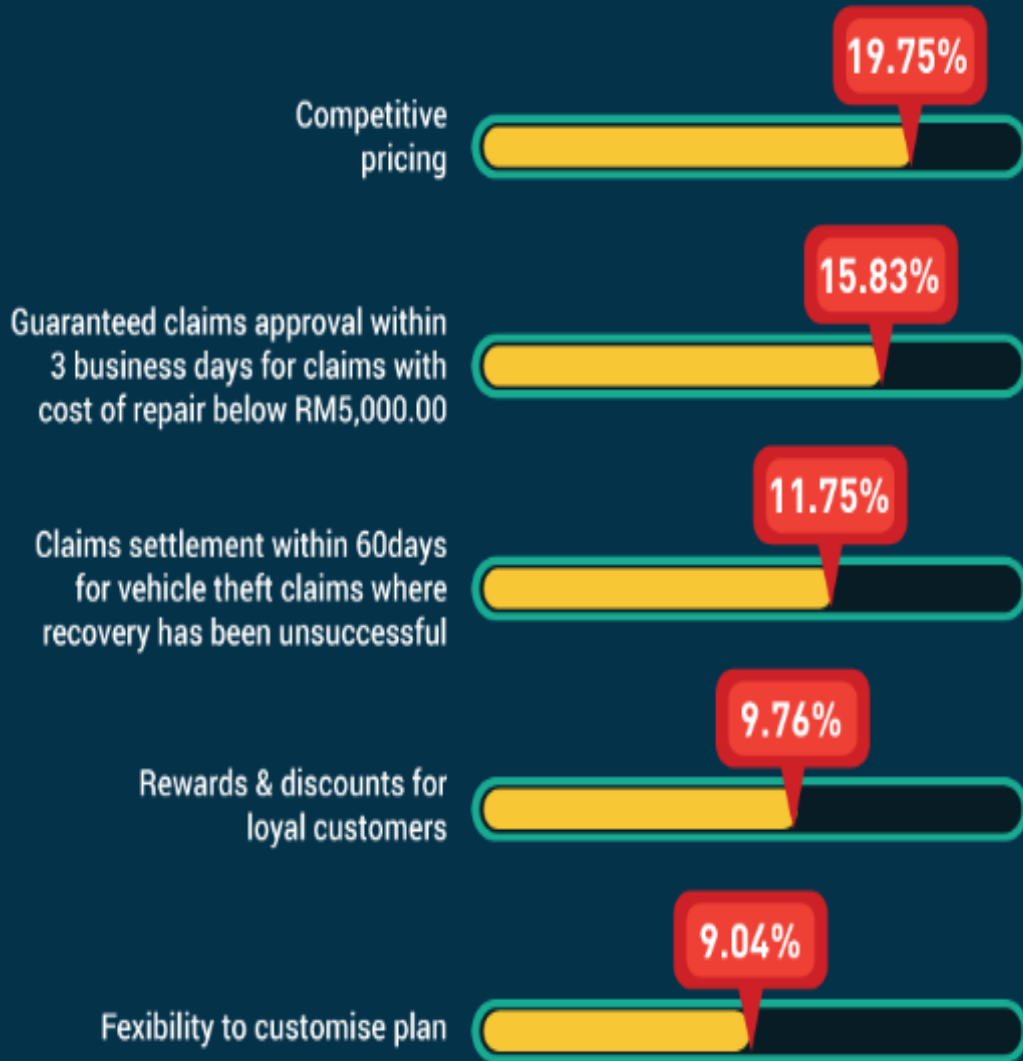


Efficient customer service

Please scroll down

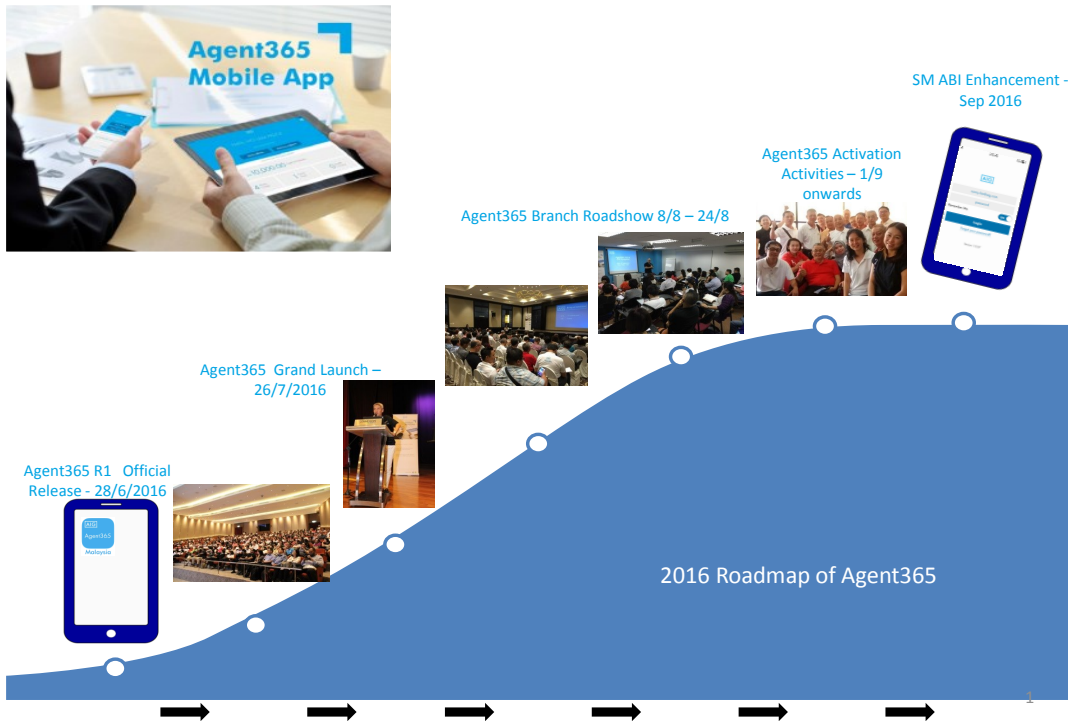


TOP 5 FACTORS CONSUMERS CONSIDER WHEN PURCHASING AUTO INSURANCE IN A DE-TARIFFED MARKET

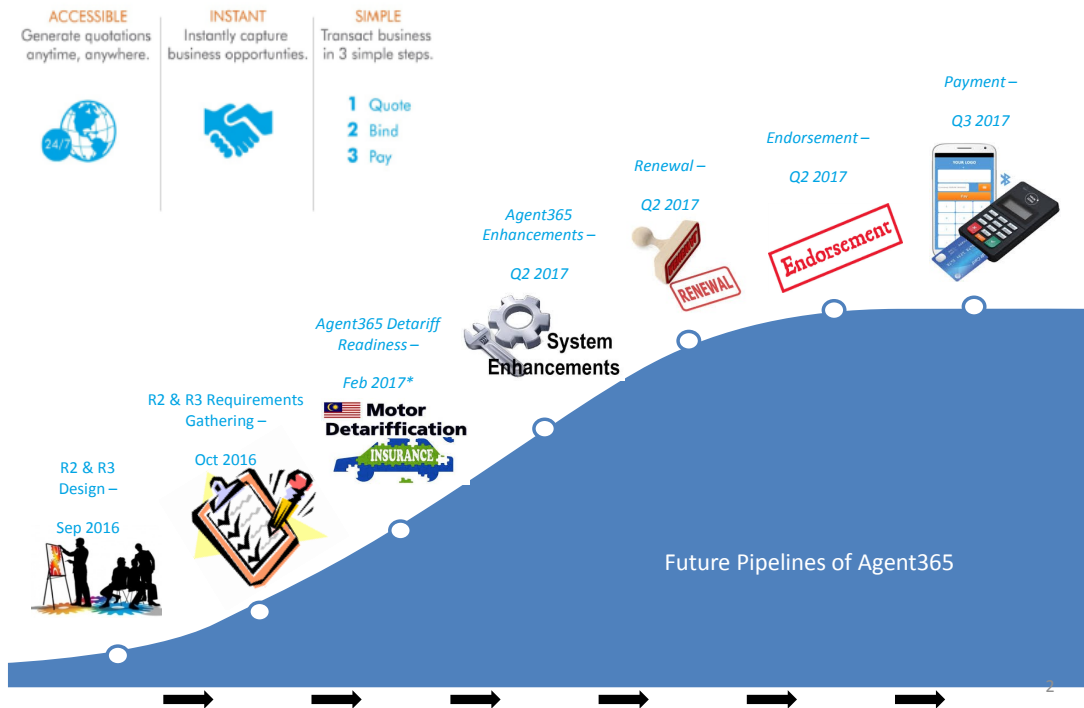


[Back](#)

Release 1 Go Live & Activation Activity



Agent365 – Release 2 & 3 Planned



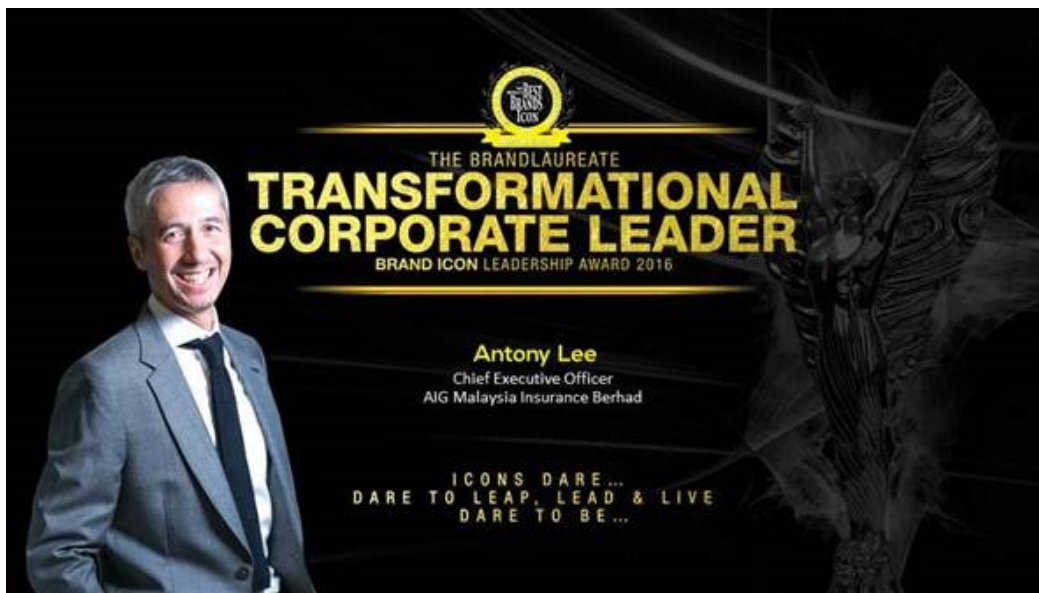


Antony Lee Awarded at The BrandLaureate Awards

We would like to congratulate Antony Lee for being awarded The BrandLaureate Transformation Corporate Leader Brand Icon Leadership Award 2016.

Creating waves in the world of brands and branding, the BrandLaureate Awards represent the very best that the world of branding has to offer. The BrandLaureate trophy not only signifies the success of winning brands but also the pursuit of brand excellence, something AIG is proud of as an insurer with a continuous focus on customer experience.

Congratulations once again, Antony!



[Back](#)

Agency Carnival 2016

This year, the highly anticipated Agency Carnival stood out as one of the most memorable soirees for AIG Malaysia. The event was held on **25 August 2016** at **Glasshouse**, a popular wedding venue, where our Agents were married joyfully with inspiring activities!



Unconventional Ideas

The half-day event saw uniquely planned ideas which came to life thanks to the excellent participation from Agents and collaboration between AIG teams. Various spaces were set up with a theme to promote business products, insights and knowledge:

Commercial Townhall

Winning Agents' hearts and minds, the Townhall was themed as a 'fun & learn' section, featuring an AIG Monopoly board with street names representing each Commercial Line! This gem of a game offered the ultimate 'boardwalk' which saw much laughter!



As PIAM is the insurance association of Malaysia, there was even a 'Go to PIAM' section where people would be 'sent to jail' with representatives well-versed with the insurance industry. A casino-themed Poker Room was also a top pick for Agents to get tested on AIG facts.



Consumer Habitat

As the star of the venue, the Habitat stole the show with a homely concept. Many Agents were seen snapping photos at the beautifully decorated habitat – featuring all things a consumer would need in an urban home.

[Back](#)



Official Insurance Partner

Sponsored by AIG Premier Client Solutions, the **Andy Warhol: Social Circus** exhibition kicked off in Kuala Lumpur on **2 September 2016**, opening its doors to celebrities, influencers and the public with a host of iconic works as well as artfully curated activities.



A Pop Art Movement in KL

The exhibition saw the largest collection of original Warhol polaroids in Asia, including portraits of Bianca Jagger (Mick Jagger's ex-wife). There was also a unique centerpiece on The Silver Factory, a display of the famous red couch as well as various artworks (of Chairman Mao, Marilyn Monroe, Campbell's Soup, Saint Apollonia and the Flowers series).

There were so many thrilling sights to behold & photographed, it's no wonder the event gained over 1,000 hashtags on social media thanks to everyone who visited, our agents included!

Did You Know?

- Andy Warhol (born Andrew Warhola) was the youngest of three brothers.
- His studio was known as the *Factory*, a place for young artists, actors, musicians and hangers-on.
- He thoroughly embraced consumer culture – goods from Coca-Cola bottles to Campbell's Soup tins became iconic works of art.
- *Brillo Boxes* were first exhibited in 1964 and viewers were presented with replicas of commonly used products. This spurred provocative commentary on the consumer and how ordinary objects had been elevated into icons.
- The invitation to the KL exhibition itself was made in the form of a foldable Brillo!
- Till today, he is largely believed to be '*The Original King of Selfies*'

Please click [here](#) for more information on his life and art; or look for [#AndyWarholSocialCircus](#) [#AIGMyWarhol](#) [#AIGWarhola](#) online for more photos of the exhibition.

[Back](#)

Internet of Things (IoT) are comprised of devices in which sensors and actuators are embedded in physical objects - from roadways to pacemakers - which are then linked through wired and wireless networks, often using the same Internet Protocol (IP) that connects the Internet. These networks churn out huge volumes of data that flow to computers for analysis.

In October 2016, a massive Denial of Service (DoS) attack was launched against Dyn, a large DNS provider, denying U.S. East Coast internet users access to a number of popular websites including Twitter, Amazon, PayPal, Spotify, Reddit, Netflix, and more. Just a month prior, Brian Krebs (a popular cybersecurity journalist) suffered on his website what some are saying to be one of the largest DoS attack attempts ever seen. After analyzing the botnet that powered this attack, it was determined that it was meant to target IoT devices, logging in using default credentials that were never updated and then spreading to other connected devices. Having gained access to over 400,000 IoT devices, the botnet was able to launch the high volume DoS attack as a result.

A denial of service attack is when an attacker attempts to prevent legitimate users from accessing information or services. By targeting your computer and its network connection, or the computers and network of the sites you are trying to use, an attacker may be able to prevent you from accessing email, websites, online accounts (banking, etc.), or other services that rely on the affected computer.

Why is such an attack possible? What makes an environment vulnerable? The issue is that many organizations do not continuously update IoT devices after installing them. In addition, some IoT devices do not have the ability to receive patches to update security settings. Being that there are known to be other competing botnets comprised of IoT devices, we suspect that more high volume attacks like the ones described are possible. In fact, there is at least one other known IoT botnet that has compromised approximately one million devices! A business must be proactive in ensuring an IoT device is installed correctly and is updated appropriately to decrease its vulnerability to be compromised.

10 Tips For Organizations To Mitigate Cyber Risk

- Make an inventory of all IoT usage. It's impossible to defend the unknown.
- If the IoT platform comes with a default ID and password, change them. Attackers know these platforms and their defaults.
- When changing the password use what is considered a "strong" password, which includes:
 - Eight characters minimum;
 - At least one number, one letter, and one capital letter; and
 - If allowed, at least one punctuation character.
- Passwords should be rotated regularly, but not at the expense of complex passwords.
- Practice a regular timely patch schedule and/or enable automatic updates and patching to occur if the IoT platform allows.
- Disable unnecessary remote administration and features.
- Do not allow unfiltered access to the device from the Internet; only allow whitelisted (trusted) connections via IP filtering or other security controls.
- Do not enable universal plug and play on IoT devices.
- Use secure protocols where possible, like HTTPS and SSH for device communications.
- Include IoT devices in regular vulnerability management programs.

When your organization or employees suffer a cyber-attack, there's more than data at stake. In a rapidly changing landscape, a cyber breach or attack may cause property damage, broad business interruption, or harm to customers. That's why AIG provides clients with proactive risk services, comprehensive insurance coverage, and long-standing breach response and claims teams to help you stay ahead of cyber-related exposures.

To protect your clients, visit <https://www.aig.my/business/products/financial-lines/cyber-insurance>

[Back](#)

What's Inside Directors and Officers Liability Insurance

How Directors and Officers Liability (D&O) insurance helps protect your leaders

Over the past 40 years we've learned that for the directors, officers, and leaders we protect, legal challenges, allegations, and investigations can be stressful, protracted, and expensive. There's a lot at stake: from reputations, and personal assets, to career damaging disqualification or even loss of liberty.

Our seasoned team of claims and underwriting professionals provide you with the experience of managing some of the highest-profile cases in the industry, for entities of all sizes from FT 500® companies to non-profit organisations; multinational corporations to privately-held enterprises. Whatever kind of action, allegation, or investigation you or your leaders may face, our teams will handle your claim the right way.

Here are just some of the ways we can protect the board-level risks of your business, and your leaders...

Working together to protect your business's senior leadership:

Increased Individual Protection



We protect your leaders even when your business can't. Our innovative Side-A coverage options allow you to provide broader individual coverage for leaders so they do not have to defend themselves if your company becomes insolvent, needs to distance itself from directors who have been accused, or even needs to make the accusation itself. We're there for your leaders when they need it most.

Protection from Scrutiny



Extra protection is also available for your business and your leaders if investigated. If an inquiry is made about one of your leaders as a result of their role with your company, we'll be in their corner providing a defence. Likewise, we'll help your company respond to formal investigations related to securities litigation. Our experts are here to help as soon as we hear about the possibility of an investigation, so directors are as well prepared as possible.

World Leading Defence



If your business or your individual leaders are accused of a wrongful act, it's AIG and its trusted partners who'll defend you. Our seasoned claims professionals provide direct access to some of the nation's most experienced lawyers to provide valuable strategic assistance in litigation. These partnerships, coupled with our level of experience and expertise, facilitate prompt case resolution and the best possible claim outcome.

One Size Does Not Fit All



Our underwriters craft customised protection for clients based on their specific risk profiles—whether by customer segment, industry, or type of board-level risk. Flexible program options, customised coverage, and forward-thinking enhancements, including the ability to place multiple coverages like D&O and cyber liability on one policy form, are available to meet your business's unique needs. Our goal is to provide maximum flexibility for our clients so its directors and officers can lead with confidence.

Wherever You Are Today, Wherever You Want to be Tomorrow



Our local employees and partners around the globe provide knowledge and expertise to enrich all facets of your business's multinational insurance programme. We work closely with you, examining and navigating all of the issues relevant to your programme, from programme design to claims handling, wherever you operate. Whatever and wherever your multinational needs are, we'll be there to handle them.

Loss Prevention



Conducting business across borders is challenging enough. That's why we help clients mitigate the exposure faced as a result of their leaders' and employees' actions. We'll provide video-based training for employees on how not to fall victim to a fraudster's ploys. You can also access anti-corruption and compliance mitigation services from our trusted partners at reduced rates.

These are just some of the ways that D&O insurance can protect your business and your leaders. For details speak to your insurance broker.

WHY AIG >

[Back](#)



The following message was sent on 1 August 2016 from Antony Lee, Chief Executive Officer, AIG Malaysia and Jon Paul Jones, Chief Agency Officer, Asia Pacific.

Bank Negara Malaysia (BNM) unveiled the Policy Document on the Phased Liberalization of The Motor and Fire Tariffs effective 1 July 2016. This game changing move by BNM will change the dynamics and landscape of our industry and drive Product and Service innovation which will ultimately benefit the customer. The crux of the liberalization roadmap is BNM's desire to increase the awareness of insurance among the consumers in Malaysia as well as enhance the standards and professionalism of the Agency Distribution Channel. To this effect, the Agency Distribution Channel will be an integral part of this equation.

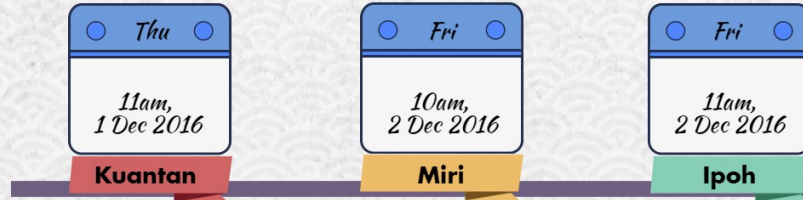
AIG Malaysia and its 2,900 plus strong Agency Force are well poised to capitalize on this opportunity. Over the last couple of years, we have implemented various initiatives to prep our Agency Force for the liberalization of the Malaysian Insurance Market – the latest being the roll out of the 'Mobile App – Agent 365' which facilitates our Agents providing unrivalled service to their customers. As we look forward, we will be rolling out various other initiatives as we continue to provide the support and expertise required to enhance the professionalism of our Agency Force thus ensuring that our Agents continue to thrive and prosper in a liberalized market.

In line with this, we are pleased to announce the appointment of Kevin Rajaratnam to the role of Chief Agency Officer, effective 5 August 2016. Kevin will be responsible for managing and leading the Agency Team and he will report to Jon Paul Jones, Chief Agency Officer, Asia Pacific and Antony Lee, Chief Executive Officer, AIG Malaysia Insurance Bhd. Kevin will also retain his SME responsibilities. He is a returnee to the organization and no stranger to most of you – in his first stint with AIG (1997 to 2012), Kevin held various positions within the organization ranging from Agency and Branch Operations, Underwriting and Profit Center Head as well as Broker Distribution Management. Prior to his departure in March 2012, Kevin was the Commercial Lines Head for AIG Malaysia Insurance Bhd. He rejoined AIG in September 2015 as the Head of SME, South East Asia (including SME Product Tower Head for Malaysia). Prior to rejoining AIG, Kevin was with ACE Insurance Group (now known as Chubb) as the Head of SME for Asia Pacific. Kevin brings with him a wealth of experience in various disciplines ranging from distribution development and management – Agency and Brokers, underwriting, product development as well as general management. The experience that he has garnered over the last 19 years will serve him well in his new role as he leads the Agency Team and our Agents towards a new frontier in a liberalized market. Please join us in congratulating and wishing Kevin every success in his new role.

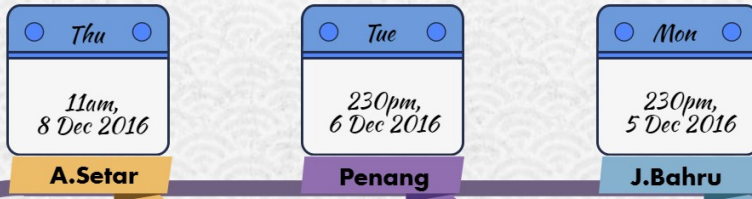
On a separate note, Adeline Loh has decided to leave AIG Malaysia after 17 great years to pursue opportunities beyond Malaysia's borders. Adeline has been instrumental in developing and building the Agency Team to what it is today with Malaysia being recognized as a Center of Excellence for Agency in the region. On behalf of the organization, we would like to thank Adeline for her outstanding contribution to our organization and please join us in wishing Adeline all the best in her future endeavors.

[Back](#)

Kicking Off 2017



Looking Forward Together



With AIG Valued Agents



[Back](#)