ASSIST PRO GUIDE

17/6/2013 CIMB Wealth Advisors Bhd Version 1.0

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Contents

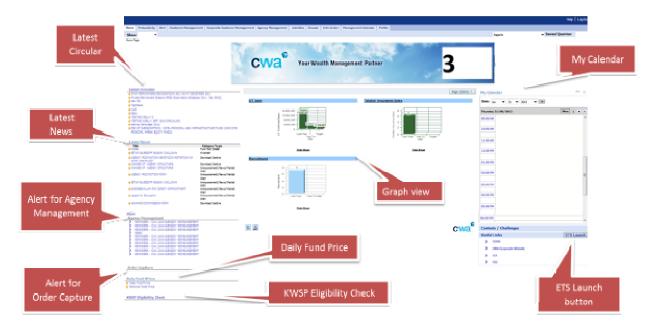
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1.0 Home

When you have successfully login into ASSIST PRO, the Home screen will be displayed as your default view. Below is the Home screen with brief explanations.



Section	Descriptions
Latest Circular	Displays the latest 10 circulars published by CWA.
	When you click the link 'Latest Circular', it will redirect you to the 'Circular' screen that contains recent and historical circular.
Latest News	Displays the latest 10 news information published by CWA pertaining to fund factsheet, research report, market alert, announcement and etc.
	When you click the link 'Latest News', it will redirect you to the Info Centre screen.
Alert	Displays the latest alerts generated by system pertaining to transactions, agency related matters, e-switch mandate and KWSP Eligibility Check access.
	When you click the link 'Alert', it will redirect you to the Alert screen which contains full list of alerts.
	Please refer to the Alert section in this Guide for more details.
Daily Fund Price	Quick link to retrieve unit trust fund prices.
	When you click the link 'Today Fund Price' or 'Historical Fund Price', it will redirect you to CWA website page containing unit trust prices.

Section	Descriptions
KWSP Eligibility Check	Quick link to the KWSP Eligibility Check function.
	Please refer to the KWSP Eligibility Check section in this Guide for more details.
My Calendar	Displays the activities and events managed by CWA for agents.
Contests / Challenges	Currently not active and will be made available in future release. For current contests related information, please login to <u>https://www.cwaassist.com.my/</u> using your ASSIST login username and password.
Useful Links	Displays the link to e-Training System (ETS). To launch the ETS, please click ISLAND Other useful links i.e. FiMM, AIA Direct, MII and CWA Corporate website are provided.
Graph View	Display charts that illustrate your unit trust sales, insurance/takaful sales and recruitment. Detailed reports are available in the Productivity screen.

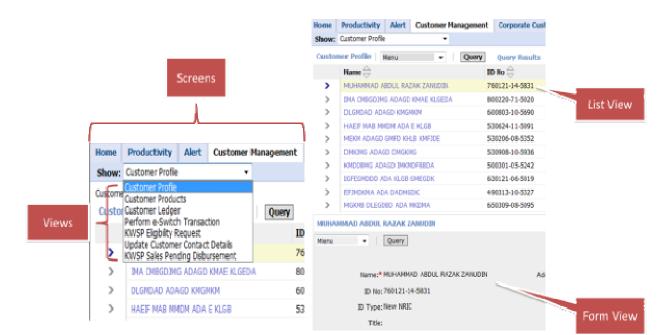
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2. 0 Basic User Interface & Navigation

This Guide explains the concept and standard navigation elements that you can use throughout the system. Please refer to the below diagram and description table.

		Drop- wn				Screen Tabs		
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tomer Profile Heru • Q	ery Query Results				1	- 10 of 10+ 🕑 📔 📴		
Name 🕁	ID No 🕁	Gender 🕁	Race 🚔	Harital Status 🕁	Religion 🚋 🛛 Annual Income 🕁	Priority Status		
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Customer Management Screen



Customer Profile View

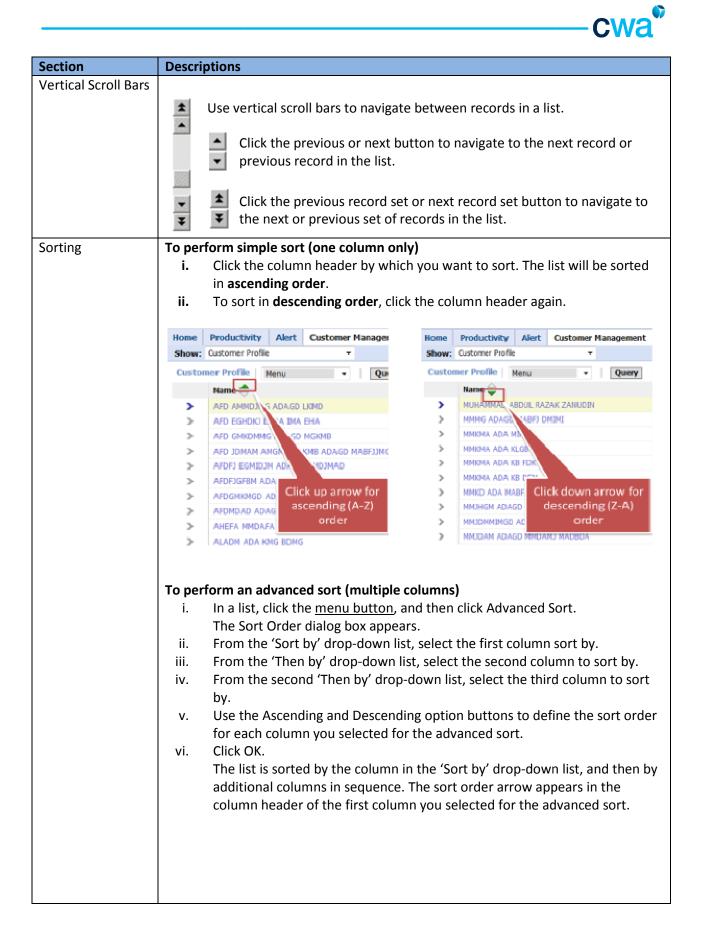
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Section	Descriptions
Screen Tab	Screen tabs provide one-click access to screens within ASSIST PRO (E.g. Home, Productivity, Alert, etc.)
	 To access a screen using the screen tabs i. Click the screen tab. ii. The screen appears and the screen tab of the active screen is highlighted
	If the screen tab you need is not visible (due to the computer screen resolution settings), use the arrow button located at the end right of the screen to navigate accordingly.
View Tab	To access a view using the view tabs i. Click the screen tab. ii. Locate and drill down on the record for which you want to access a
	view. iii. Click the view tab. iv. The view appears and the view tab of the active view is highlighted.
	In the example above, the 'Customer Profile' view is selected.
	If the view tab you need is not visible, use the drop-down arrow to display and select a view. The drop-down arrow is located at the end of the currently displayed view tabs. Show:
View -> List Applet	In the view tab (list applet), information is provided in a listing format.
εις Αρριετ	A list contains rows of records with column headers. Each record contains multiple fields.
	To show more rows, click the Show more button at the top of the list. \square
	To return to the shorter version of the list, click the Show less button.
	Use the vertical scroll bars to see the previous or next set of records in a list.
View -> Form Applet	In the view tab (list applet), information is provided in a form format.
TormApplet	A form contains information about a single record. There are two types of forms: standard and long. Standard form contains all the fields that are required for the record. Long form contains additional fields that are not shown in the standard form.
	If a long version of a form is available, you can click the Show more button at the top of the form to display the long form.



To return to the shorter version of the form, click the Show less button. 💷
To see the previous or next record, you can use the record navigation buttons.

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	BELOW RM24,000		MARRIED	BUMI	FEMALE	530908-10-5936	Sort	G AD, Advanced	DHIKIMG A	>
	RM24,000 -RM 60,000		MARRIED	BUMI	FEMALE	500301-05-5242	8	MG A Save List	KMCCENG	>
VIC	RM60,001-RM100,000	1.00		BUMI	MALE	630121-06-5019	UREDON	1000 AURINEUB	IGFEGMOO	>
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								Query		eru

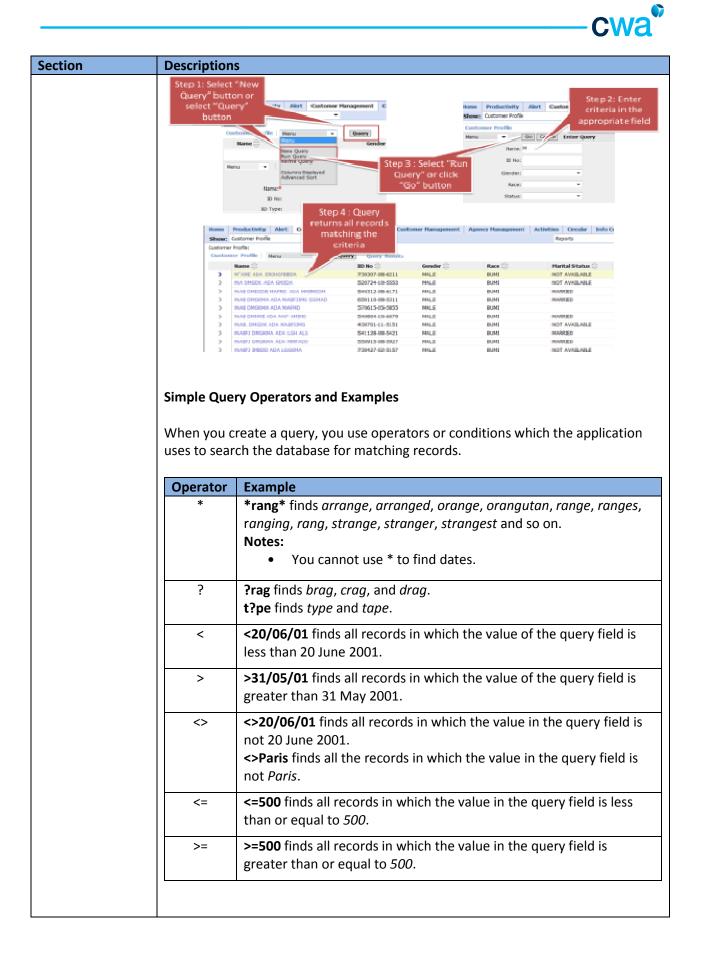
Section	Descriptions				
Menu Button	menu button to access a set of menu of apply to the active record in the form of	nd list in the application window. Click the options that let you perform actions that or list. Actions may include creating a new cord, depending on the functions provided.			
Record Navigation Buttons	Record navigation buttons appear in lis the previous or the next record. If ther corresponding button is grayed out.	st and form. Use the buttons to navigate to e is no previous or next record, the			
Show More and Show Less Buttons	Show more and show less buttons appear at the top of lists and may appear at the top of forms.				
	Click In a list	In a form			
		To switch from a form's standard (short) version to its long version.			
	I I I I I O Show less rows in the list	To switch from a form's long version to its standard (short) version.			



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Section	Descrip	ptions
	Sort By Then By	O Ascending O Descending
	Then By	○ Descending
Organizing Columns in a List		nge columns displayed in a list
	i.	In the list, click the <u>menu button</u> , and then click Columns Displayed. Note : The Available Columns box contains the names of the columns that are currently hidden in the list. The Selected Columns box contains the names of the columns that are currently shown in the list.
	ii.	Select one or more column names in the Available Columns box or Selected Columns box and use the following buttons to show or hide the columns. Click To
		Show the selected columns.
		Hide the selected columns.
		Show all columns.
		Hide all columns.
	iii.	In the Selected Columns box, select a column name and use the following buttons to reorder the columns.
		Click To
		Move the selected column to the top of the list.
		Move the selected column up one position in the list.
		Move the selected column down one position in the list.
		Move the selected column to the bottom of the list.
	iv.	Click Save. Note: To change the settings back to the default, click Reset Defaults.



Section	Descriptions
	Select "Column Displayed" from "Menu" drop-down New Query New Query New Query New Column New Column
Query Or Refine Query	Queries let you find records that meet certain criteria. The Queries drop-down list lets you retrieve previously saved queries. You can select a query from this list to retrieve all the records that match the criteria defined in the query.
	 To create a query Make the list or form where you want to query the active list or form in the application window, and then click the <u>Query button</u>. or – In the list or form where you want to find records, click Query. or – In the list or form where you want to find records, click the <u>menu button</u>, and then click New Query. If you are creating a query in a list, an empty row appears. If you are creating a query in a form, a blank form appears. Define your query criteria by completing the fields in the row or in the form. Note: The system automatically assumes a wildcard exists at the end of your query criteria. This means that if you search for 'Siebe', the system looks for all words beginning with the letters 'Siebe'.
	To run a query
	i. Click Go. – or – Click the <u>menu button</u> , and then click Run Query.
	 ii. If you executed the query in a list, records that match your criteria appear in the list. If you executed the query in a form, the first record that matches your criteria appears in the form



3.0 Knowing Your Customer

In ASSIST PRO, customers are categorized into retail customer and corporate customer.

3.1 Retail Customer

Retail customers' information is made available under the Customer Management Screen

Home	Productivity	Alert	Customer Ma	nagement	Corporate Customer Management	Agency Management
Show:	Customer Profile		× 1			

A total of six views are available under this screen i.e.

- 1. Customer Profile
- 2. Customer Products
- 3. Customer Ledger
- 4. Performing e-Switch
- 5. KWSP Eligibility Check
- 6. Update customer contact detail

3.1.1 Customer Profile

This view provides a snapshot of the customer demographics such as gender, race, marital status, annual income and etc of all the customers serviced by you.

Both list and form view is available as below. Form view contains more information such as KWSP number, other ID No, spouse name, religion, annual income and others.

Name 🕀	ID No 🕀	Gender	Race	Harital Status 🕀 Religion 🕀	Annual Income 🕀	Priority Status
NZIARRI, VRM ZYW IZSINZM	\$30330-11-5213	MALE	BUME	NOT AVAILABLE	NOT AVAILABLE	VDC
ZARAZM YRM ZYMPO IZHSRW	550410-10-6509	MALE	BUME	MARRIED	NOT AVAILABLE	VIC
HEIW P2N2O ZUUMWR YRM HEIWI NFHG2KSZ	630517-08-5091	MALE	BUME	SINGLE	RM24,000 -RM 60,000	VIC
ZY 125NZM YRH BZZNLY	\$20109-03-\$397	MALE	BUME	MARRIED	ABOVE RM100,000	
AZRIGLIN YRINGR NW ZNRM	570402-04-5386	PEMALE	BUME	MARRIED	RM24,000 -RM 60,000	VDC
NUL NZLAFFR, YRM RHINZRO	540811-01-5423	MALE	BUME	MARRIED	RH24,000 -RH 60,000	
NUT-WORNES VEHICA SCHOOL	960701-04-9080	FEMALE	BUME	MARRIED	BBLOW RM24,000	
ZAORMZ YRMGR PSZRIPWWRM	631104-06-5310	PEMALE	BUME	SPIGLE	NOT AVAILABLE	
HSZPVEZ/OXWLIZRHZNB	591116-05-5255	MALE	INDIAN	MARSED	RM60,001-RM100,000	
HSZSEN YRM NUMIO	630203-01-5007	MALE	BUME	MARRIED	RM24,000 -RM 60,000	



NZIAFPR YRM ZYW IZSNZM			1 of 10+ 🕨
Menu V Query			
Name:* NZIAPPR YRM ZYW IZSNZH	Address: ML 691 QZOZM SLHKRGZD	Priority Status: VIC	
ID No: 530330-11-5213	WENTER		
ID Type: New NRIC	22699 WERNTEM		
Title: EN	GV0VMTT2H#		
Designations	Postcode: 22300	Statel TERENGGANU	
Occupation: NOT AVAILABLE	Mobile Phone No: 980 6698772	Region: NORTHERN	
Gender: MALE	Office No:	Country: MALAYSIA	
Marital Status: NOT AVALABLE	Home No:		
Race: BUMI	Pax No:		
	Enal:		
Hore Info			
KW/SP Nor	Spouse Name:	Education Level	
Other 3D No: 4434625	No of dependent:	Preffered Language: ENGLISH	
Other ID Type: Old NR3C	Religion:	Contact Method:	
	Annual Income: NOT AVAIL	812	
		Form Minut	



To search a particular customer, please refer to the basic navigation guidelines under the Query section.

The fields searchable under the 'Query' function are name, ID No, gender, race, status, marital status, mobile phone #, home #, office # and contact class.

Customer Profile			
Menu 🖌 Go	Cancel Enter Query		
Name: A*		Marital Status:	~
ID No:		Mobile Phone #:	
Gender:	~	Home #:	
Race:	~	Office #:	
Status:	~	Contact Class:	~

Upon any successful matching based on your search criteria, results will be displayed in the list view. The form view will show the relevant details based on the selected record in the list view.

When you click the customer name, it will redirect you to Customer Product View which displays the customer asset.

Home	Productivity Alert Customer Management	Corporate Customer H	anagement	Agency Hanagement	Activities	Circular In	nfo Center	Hanageme	nt Calendar	Profile	
Show:	Customer Profile 💌					Reports		 Saved 	Queries:	Enquiry	
Custor	ner Profile Henu 💌 Query	Query Results								1 - 1	0 of 10+ 🕨 🐨
	Name 🕀	ID No 🕀	Gender	Race		Marital Statu	s 🕀 Rei	igion 🕀	Annual Inc.	e 😑	Priority Status
>	RNEZM SZORN YRM PSZNRH	760519-10-5493	MALE	BUMI		SINGLE			NOT AVALA	BLE	
>	NLSW RPSN20 SRHSZN YRM NLSZNZW ZAMZM	630106-06-5459	MALE	BUMI		NOT AVALAB	LE		RM60,001-RM	100,000	
	HSFPLI & ZYWFO HSFPLI YRM HSZSRW	630405-08-5919	MALE	BUMI		MARRIED			NOT AVALA	a	

3.1.2 Customer Products

This view summarizes the products purchased by your customers i.e. unit trust, insurance, trust nominations, wills & trust and financial plan under its respective product category.

No	Section	Descriptions
i.	Product Summary	Display all the customer products under respective category.
ii.	Unit Trust	Display customer unit trust account and investment details.
iii.	Insurance/Takaful	Display customer insurance policy details.
iv.	Estate Planning	Display customer trust nominations, conventional will and wasiat details.
۷.	Financial Plan	Display customer financial plan details.

The upper section shows the customer profile details.

To search a particular customer, please refer to the basic navigation guidelines under the Query section.

Upon any successful matching based on your search criteria, the customer details will be displayed accordingly with his/her product details tabulated in its respective section.

dip Log In/O	84																
			Profile	ement Calendar	Hanage	Info Center	Circular	Advities	lanagement	ent Agency	Customer Hasagement	Corporat	er Hanagement	t Cestorr	ity Aler	Productivit	ome
	* Enquiry	Queries:	Saved (1 V	Reports										roducts	Customer Pro	
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	Similar to								gioni			Phone Nor				Occupation	
	Similar to								1011			Office No:				Gende	
	customer	0										Home No				Marital Status	
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																fo	lore Inf
							ion Level:	Educat			Spouse Neme:				Noc	KIVSP No	
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	🔄 No Records [Query	4	Henu	tanning	Financial P	ecords 1	E No.			Query		Henu	e Planning	Estate
				Start Date			me 🚊			Type of Trus	ed Date 🚔 👘 Ty		Nerre				Ref

Customer Products View

i. Product Summary

This section shows all products owned by the customer under four product categories i.e. Unit Trust, Estate Planning, Insurance/Takaful and Financial Planning. Minimum information is provided under the product summary view.

To view more details of the individual product category owned by the customer, you will need to click the respective section as shown below.

e Productivity Alert	Customer Hanage	ment Corpor	ate Castomer Hanag	benear interest county	and an antimates	Circular	Info Center			Profile		
WC Customer Products	*							Reports		Saved Qu	eries:	
omer Profile: > Customer Produ	.eta:											
ZMZ YRHGR MLSW ZIRU												💽 1 of 1+
u 🖌 Query												
Name:* AR2M2 YRM		Addres	N OUS 5380/Y Q202M H	T 12N20 OF21			Priority Sta	NS1				
10 Nor 710712-18-	5422		56999 PDQ2HT									
ID Type: New NRIC			HINDEMILI									
Title: PN												
Designations		Postcad	ei 49000	State	B.ANGOR							
Occupation: EXECUTIVE		Mobile Phone N	× 980 6890512	Region	ENTRAL							
Gender: FEMALE		Office N	o 96 73011955	Country:	ALAYSIA							
Marital Status: MARRIED		Home N	x 96-12666515									
Race: BUMD		Fax N	24									
		Ene	ARZNZOWNUTLE.NO									
K/ISP No: Other ID No: A1912589	Individu	al prod	uct sectio		Preffere	aton Leveb I Language: S	SVGLISH					
Other 20 No: A1912597 Other 20 No: A1912597 Other 20 Thee Old MILE Product Summary	Joint Trust Insurance		No of dependent Religion Annual Income	5 1. N/S 000 494 60,000 Plan	Preffere Cont	f Language: t act Method:						
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K015P No: Other 10 Nor A1312507 Other 20 Type: 014 NB1C Product Summary It Result Account Norm 40134 9311 014 14721	Cost Trust Downers V Query Account Type - P S	affalada (bab	No of dependents Religions Annual Income ris Planning Pinandal	0 RMC 000 494 60,000 Plan	Preffere Cont Insurance Sif Policy Financial F	/Takaful ko 😓 tanning	Menu Polic		Query		4.	Status 😓
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KNSP No: Offer 1D No: A1312590 Offer 2D Troop Id (NB2C Product Summary It Trunt Messal 40584 9851 1982 1982 29723 29723	Construction Co	affalada (bab	No of dependents Religions Annual Income ris Planning Pinandal	0 RMC 000 494 60,000 Plan	Prefere Con Insurance SF Policy Financial R	/Takaful ko 😓 tanning	Menu Polic		Query		₽.	Status 😓
KWSP No: Offer 3D Nor A1312590 Offer 3D Nor A1312591 Product Semmary It Trust Nesu Accessit Norm 440134 94314 94314 94314 943134 94314 94314 94314 94314 94315	Continue Continue Control C	a,/Tekaful Dati	No of dependents Religions Annual Income ris Planning Pinandal	1 - 6 of 6 Trust Nomination	Prefere Con Insurance SF Policy Financial R	/Takaful ko 😓 tanning	Menu Polic		Query		4 ₹	Status 😓
Other 3D Nor A1312387 Other 3D Type: Did HB1C Product Summary It March March <td>Unit Trust Insurers V I Querry S S S S S S S S S S S S S</td> <td>Current Uni</td> <td>No of dependent Religion Amusi Desme Ite Planning Principal It Hekkings 🚖</td> <td>1 - 6 of 6 Trust Nomination</td> <td>Prefere Con Insurance SF Policy Financial R</td> <td>/Takaful ko 😓 tanning </td> <td>Menu Polic</td> <td></td> <td>Query</td> <td></td> <td>4</td> <td>Status 😓</td>	Unit Trust Insurers V I Querry S S S S S S S S S S S S S	Current Uni	No of dependent Religion Amusi Desme Ite Planning Principal It Hekkings 🚖	1 - 6 of 6 Trust Nomination	Prefere Con Insurance SF Policy Financial R	/Takaful ko 😓 tanning	Menu Polic		Query		4	Status 😓

Customer with two product categories

ii. <u>Unit Trust</u>

This section provides more details about the unit trust investments owned by the customer in terms of unit trust account details, investment holdings, regular investment and joint holder details.

All unit trust account under the customer will be displayed in the list view below.

UT Account No	÷	Ownership Type 🚔	UT Account Type 🚔	
148721			cs	
415154			Ð	
1952	UT Accounts		KUU	List View
294723	UT ACCOUNTS		CS	LIST VIEW
1515			CS	
9851			CS	

The selected unit trust account details will be displayed in each sub-section view below. You can navigate each sub-section by clicking its tab.



Sub-section	Description
More Info	Displays the unit trust account details such as account type, date account is opened, first investment date, total investment, total redemption, total income distribution reinvested, main telephone, office telephone, email address, permanent address and correspondence address.
	Hore 3x10 Some spondence Address Mode Soc 22 3 124407 Here: Income frage 5x6003 Some spondence Address Mode Soc 22 3 124407 Account Type: Address Line 1: 0.54 5330(1) (2020H HT 3b20 OV21 Man Telephane: 0.54 7332044 Man Telephane: 0.54 7332044 Overseting Type: Address Line 1: 0.54 5330(1) (2020H HT 3b20 OV21 Man Telephane: 0.54 7332044 Ethe AD Concentral Type: Defended Soc 23 204804 Defende Soc 2004 Address Line 1: 0.54 5330(1) (2020H HT 3b20 OV21 Man Telephane: 0.54 7332044 Ethe AD Concentral Type: Ethe AD Con
Investment Transaction	 Displays all unit trust funds that the customer has invested. There are two list views i.e. investment holding and investment transaction. Investment holding shows the fund name and overall summary of the customer holdings under the fund selected. Investment transactions show the details of the transactions made within the fund.
	Carlies Data Trans Data Trans Data Divers Assume Divers Assume </td
	3 8507384 8507384 50 3 11671 0.00 0.00 0.757 94454 1.40,07 *******
Regular Investment	Displays regular investment details that the customer has enrolled i.e. regular investment amount, next billing date and status.
Joint Holder	Displays the joint holder details of the unit trust account, if applicable.

iii. Insurance/Takaful

This section provides details about the insurance policy owned by the customer such as policy number, policy type and status.

VIP insurance policy details are not available at the moment (please refer to AIA Direct).

All insurance policies under the customer will be displayed in the list view below.

	▼			
Product Summary Unit Trust Insura	nce/Takaful Estata Planning Pinancial Plan			
nsurance/Takaful Menu 💌	Query			1 - 2 of 2
Policy Number 😓	Policy Type 🚔	Basic Plan 🚔		Status 😓
Policy No	LIFE	ALA Assurance Account AAANB		In Force
> U960022665 POIICY NO		AEA Assurance Account AAAN8	List View	In Force
Hore 3efo Participants Coverages	Sub-section			
	est a construction de			
	view Tab			

The selected insurance policy details will be displayed in each sub-section view below. You can navigate each sub-section by clicking its tab.

Sub-section	Description						
More Info	Displays insurance p modal premium, FY. premium payment r	AP, FYP	, top up premi	um, in-forced	date, pay	-	
	Hare Info						2012
	Menu 💌 Quary						
	Patics Hunder ** UR80028 Last Hudel Presiuw / Jack Hudel Contribution (Horst Bub Hent Hudel Presiuw / Hant Hudel Contributions RM 138 at Last Presium Patient Service Tack RM0.00 Bitwey Dury 1190.00 PrWP (Frick) RM 1.00 Tap Igo RM0.00	0	S-Proset Deter KR Saulte Deter KR Manunto Deter KR Manunto Deter KR Part Ta Deter KR Jacobel Obter	ba/285a 01/2307 61/2307	Perment Method: Premum Perment Mode APL:		92
	Address (into 2: 1733) 19 Address (into 2: Band T Ba Address (into 3: Shinki A,A Address (into 5: Address (into 5: Petrado: 4018)	UTONG			Prore #1		
Participants	Displays the particip	ant de	tails under the	insurance pol	icy numb	er.	
	Participant Neru Me						1-3d3 E
	Raese 😓	10 No 💭		Gender 🕀	Date of Birth 💭		Role 🔆
	Istate Tan Kal-Chang Tan Kal-BL	713039-0 061112-3		Malii Malii	01/01/1900 19/10/1971 13/11/2006		040 1
Coverages	Displays the coverage	ges und	ler the insuran	ce policy num	ber.		
0	Coverages Manu Mark						1-7al7
	Plan Barne	Plan Type	Sum Assured / Sum Covered	Premium / Contribution	Investo Date	Cease Date	Sam Assared / Sam Covered
	> 64PUC (*) (3N0 (7PD)	Supterels	RM8.800.00	1940.08	08/81/2010	09/01/2007	RH8,000.00
	> Rean (acosteal)	Loutereft	RM1,668.00	8940.00	08/81/3010	09/01/2032	RH1,448.00
	> EXCR.CARE PLUSRIDER-1 (LL)RIM 100	Ruder	RM308.00	RH0.08	08/81/2020	09/01/2107	RM200.00
	MEDICOVER PLUSRIDER-1 (UL)RIM 188	Rider	RM308.00	R040.08	08/81/30:30	09/01/2107	RM280.00
	X3A Assurance Account AAAAAB	Inc	RH8,800.00	RH180.00	06/81/2010	09/01/2107	RM8,080.00



iv. Estate Planning

This section provides details about estate planning related products i.e. trust nominations, conventional wills and 'wasiat' owned by the customer such as product name, status, approved date, type of trust and plan name.

All estate planning products under the customer will be displayed in the list view below.

		V				
	Product Summary Unit Trust Insurance	a/Takaful Estate Planning Financial P	flan			
Estat	e Planning Menu 💌 🚺	Query				4 1-1 of 1
	Reference No 🚍	Product Name	Status 🚍	Approved Date 🚍	Type of Trust 🚍	Remarks 🚍
>	474632_3014523	Trust Nomination	ACTIVE		Revocable	
	Plan Info Beneficiary Info					
Plan 1	Info Heru 🖉 Query					1-1 of 1
	Plan Name 🚍			Fee (RH) 🚍		
>	Setup Fee			190.00		

v. Financial Plan

This section provides details about financial plan owned by the customer. Not available at the moment.

Financial Planning	Henu 🗸	Query					10 Records
Pa 🗧	Invoice #	Status 🚍	Product Code	Product Name	Payment Term	Start Date	Plan Fee
Hore Info	Payment						
More Info							I IIo Record
Menu 💌	Query						
P at		Final Plan Released Date:		Unit Price:			
Invoice #1		Enegagement Date:		Rebater			
Product Code:		Disergagement Date:		Plan Fee:			
Product Name:		Disengagement Reason:		Government Tex:			
Statue:*				Total Amount Received:			
Branch:							
Product Summ	ery Unit Trust Insu	rance/Tekaful Estate Pi	anning Pinancial Plan				
Financial Planning	Menu 🛩	Query					No Records 🗵 🛛
FP # 🕀	Invoice # 🚍	Status 🚔	Product Code	Product Name 🚔	Payment Term 🚔	Start Date	Flan Fee 🚔
More Info	Payment						

3.1.3 Customer Ledger

This function enables you to view and print the unit holder ledger of your customer.

To view and print the ledger, follow the steps below:

1) Select Customer Ledger, under the Customer Management screen.

Home	Productivity	Alert	Customer Management				
Show:	Customer Ledge	er	~				
Contact:							
Unit T	Unit Trust Menu 🗸 Query						
	UT Account No	•					

2) Click the Query button and enter the search criteria in any of the field below in order to search your customer.

Unit Trust	
Menu 🗸 Go Cancel	Enter Query
	UT Account No: Customer Name: M* ID No:
	UT Account Type:

After you click the Go button, customers that match your criteria will be displayed in the list view below.

Show:	Customer Ledger 🔍			Reports	Saved (
Contact:					
Unit Tr	ust Menu 🖌 Query				1
	UT Account No $\stackrel{ riangle}{\Rightarrow}$	UT Account Type	Customer Name $\stackrel{ riangle}{\bigtriangledown}$		ID No $\stackrel{\bigtriangleup}{\bigtriangledown}$
>	10224	KWSP	MMJMA ADA DLKJK @ MMJMA LMDDDH		561129-10-6253
>	10313	CASH	MBDJM ADAGD MKDDFBBDA		701201-08-6376
>	111253	CASH	ELG EHAE IFD @ FHCCDHK ELG		530416-01-5635
>	112514	KWSP	JMGDCMG ADAGD KLGMKMB		591201-08-5010
>	113701	KWSP	EF EDAE LGDLAE		580324-08-5965
>	113704	KWSP	BMMGMDDAH ADA GF KLGMKMB		631125-09-5025
>	120642	KWSP	MMDMMA ADA MABFJ DMEGDB		560410-10-6509
>	123394	KWSP	AMBMDDMG ADAGD LGGKMA		520406-09-5054
>	125494	KWSP	KLGMKKMB GMGGM ADA GMEGDK		600417-01-5777
>	125621	CASH	DMFM GMJDK KFMBMMK EGMG ADA DMFM IMEEDK		740905-05-5609

3) Click the 'account no.' and the view below will be displayed. Move the cursor to select the fund under the 'Holdings' view.

	UT Account No:* 112514	UT Account Type: KWSP	Customer Nar	ne: JMGDCMG ADAGD KLGMKMB IE) No: 591201-08-5010			
	Investment Holdings							
	Holdings Menu 🔍 Query							
	Fund Name \gtrsim		Fund Code 🚔	Current Holding Units \gtrsim	Current Holding Value (RM)			
->>	CIMB ISLAMIC DALI EQUITY GROWTH FUND		005	0	0			
>	CIMB ISLAMIC SMALL CAP FUND		013	0	0			
>	CIMB ISLAMIC DALI EQUITY FUND		015	0	0			
>	CIMB ISLAMIC EQUITY FUND		026	8,890.46	8,268.13			



4) After selecting the fund, select Unit Holder Ledger under the Report menu (on top right).

show:	~				Reports
ontacti					Reports BLPublisher
Unit T	rust				Unit Holder Ledger
Henu	×				My SI Publisher Reports
	UT Account Not* 112514	UT Account Type: KWSP	Cust	omer Name: JMGDCMG AD4GD KLGMKMB	ID No: 591201-08-5010
Holdin	Investment Holdings				
Holdi	ngs Menu V Query			A	
Holdi			Fund Code 🚔	Current Holding Units $\stackrel{\bigtriangleup}{\hookrightarrow}$	Current Holding Value (RH)
Holdi	ngs Menu V Query		Fund Code 🚔	Current Holding Units 😓	
	ngs Neru 💌 Query				Current Holding Value (RH)
	IQS Menu V Query Fund Name CMB ISLANCE CALL EQUETY GROWTH FUND		005	0	Current Holding Value (RH) 0

5) System will prompt you a selection. Un-check 'Show Agent Code' if you do not want to display the agent code in the ledger. Enter the date range. Click Submit.

🖉 Report Paramet	ers - Microsoft Internet Explorer provided by CIMB Wealth Advisors Bhd	
Show Agent Code:*		
Date From:		
Date To:		
	Submit	Cancel

6) Select Open to view the ledger. Or click 'Save' to save the file in your computer.



_



7) If you have selected the option to Open the ledger file, system will then display the ledger. You can print the document by using the standard print function.

		the second	Find		
Infe last updated: 26/05/201	5				Date Protect 35/05/001
	CIMB WEALTH AD	VISODS D	ERHAD (209	627 M	
		omer Care (out - rig	
	50, 52	& 54, Jalan	5521/39		
	Da	mansara Ut	ama		
	47400 Pe	italing Jaya,	Selangor		
Unitholder Name			Office	- 03 296	
Account No			House	: N/A	
Jointholder Name	KUMPULAN WANG SIMPANAN PER	CER.JA	Handphone	: 16/4	
KWSP Member No			Empil	: N/A	
Fund Name	CIMB ISLAMIC DAU DOUTY GROW	VTH FUND	Fund Code	:005	
Correspondence Address	: NO 14 JALAN 78/28				
	TAMAN DRI RAMPAI				
	53300 KUALA LUMPUR				
Total Incenteurori (RM)	114,008.48	Assessed Typ		- KINDP	
Total Redemption (RM)	: 0.00	First Transa		: 14-03-2000	
Total Switch-In (RM)	: 0.00	Distribution		: Reinvest	
Total Switch-Out (RM)	: 14,877.39	Total Incom Reinvested	Distribution	:0.00	
Total Transfer in (Units)	0.00	HERVESTED .	promp		
Total Transfer-Out (Units)	10.00				
Tata/ investment, redempt	tion and switching transactions are i	from first inves	drowoot clade and	are based on gross	3/100/15
Current Unitholding Value(#	un) :0.00	Arera	pe Cost per Unit	- 0.0000	
Rederaption Price As At	: 38-06-2013, RM 14619	Nant N	WSP Due Date	: 10-86-208	5

8) Should you need to print unit holder ledger for other funds, repeat from step 3 onwards.

3.1.4 Perform e-Switch Transaction

e-Switch submission is allowed for retail customers only.

To go to the e-switch function, click 'Customer Management' screen tab and select 'Perform e-Switch Transaction' under the drop-down list from the top left corner.

Home	Productivity	Alert	Customer	Management	Corporate Cus	tomer Management
Show:	Customer Profile		*] 🔺		
Custor	Customer Profile Customer Produc Customer Ledge Perform e-Switc	r	tion	Query		
	KWSP Eligibility R Update Custome	equest		Gende	r ⇔	Race \gtrsim

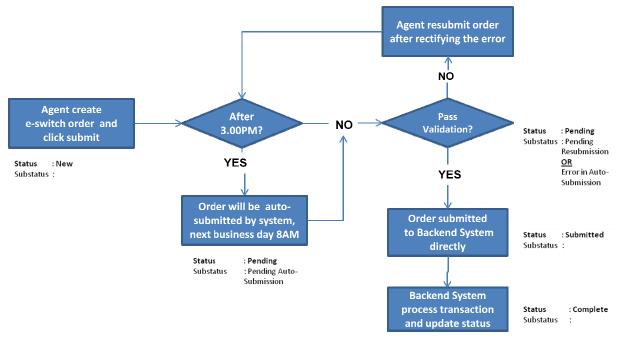
Under the Perform e-switch transaction view, you will see the following details i.e.

Section	Descriptions
E-switch Orders	Display the e-switch orders created in list view
Order	Display the e-switch orders created in form view
Order Line Items	Display the switching fund details that correspond to the order selected
Online Validation	Display error returned from unit trust backend system (if any) upon the 'submit' button is clicked. Transaction will not get submitted if the error is not rectified.

	Productivity /	Vert Customer	Management	Corporate Customer Hanagement	Agency Hanagement	Activities Circula	r Info Center	Hanagement Calendar	Profile	
Show:	Perform e-Switch 1	Transaction 💌						Reports	Saved Queries:	
Perform	e-Switch Transactio	offic .								
E-swit	tch Orders Men	u 👻	Save Quer	Y .					1 - 10 of 10	0+
	Order # 🕀	Created Dat	te 🤤	UT Account No: 🕀	Name 🕀			Account Type 🕀	Status 🕀	
>	1-54359965	30/04/2013	12:31:38 PM	135433	IZFWA2S	YRHOR HLSW NZQAFY		KWSP	Pending	
>	1-43829385	23/04/2013	10:27:42 AM	135244	MLIZANZN	YRM ML2V/RM		KWSP	Next	
>	1-43783483	19/04/2013	11:48:24 AM	1914	ZYMPO P	ZVVRD YRM HZZW		KOV/SP	New	
>	1-39496527	12/04/2013	12:03:33 PM	135244	MLIZANZM	YEM MUSINEM		KW/SP	Neur	
>	1-36459191	13/01/2013	02:52:31 PM	135244	MUZANZN	YRM MUWRM		KW/SP	Pending	
>	1-36459013	13/01/2013	02:52:07 PM	1914				KW/SP	Cancelled	
>	1-36459135	13/01/2013	02:51:37 PM	255666	AFTREZMZ	YRMOR ZYMPO HZNZO		CASH	Pending	
>	1-36459112	13/01/2013	02:51:23 PM	135244	MLIZANZN	YEM MUSINEM		KW/SP	Pending	
>	1-36458988	13/01/2013	02:50:59 PM	135244	MUZANZM	YRM MUM/RM		KW/SP	Pending	
>	1-36459171	13/01/2013	02:50:55 PM	37766	ZIFOZHZM	INZ Z/O P NZMRXPZN		KWSP	Pending	
	₩ Ne	w Save Query	1							
	Order #:* 1-54 IT Account No: 1354 ID No: 5911 Name: 1274	1350965 133 130-05-5094 1425 YRHSR NLSN	- 	Status [®] Pending Sub Status: Pending Resubmision Journt Type: KWSP						
Henu	Order #:* 1-54 IT Account No: 1354 ID No: 5911	1350965 133 130-05-5094 1425 YRHSR NLSN	- 	Sub Statua: Pending Resubmission					1 1-1 of 1	
Henu	Order #:* 1-54 IT Account No: 1354 ID No: 5911 Name: 1274	1359965 133 10-05-5094 1425 YRHSR HLSN	Ad Ad	Sub Status:Pending Resubmission count Type:KIVSP [Query] [Submit]	In fund $\frac{\hat{m}}{\nabla}$	Full Switch? 😓	cwa5erialito –	Status		
Henu	Order #:* 1-54 IT Account No: 1354 ID No: 5911 Name: 1294 Line Roms Nam	1359965 133 10-05-5094 1425 YRHSR HLSN	Ad Ad	Sub Status:Pending Resubmission count Type:KIVSP [Query] [Submit]	In fund 😓	full Switch? ☆ □	cwaSerialNo 🚭	Status		
Henu U Order I	Order #:* 1-54 IT Account No: 1354 ID No: 5911 Name: 1274 Line Roms Nam Switching Out fr	139065 133 10-05-5094 1425 14960R NLSW 14 14 14 14 14 14 14 14 14 14 14 14 14	Ac New Save Switching	Sub Statua: Pending Resubmission count Type: KWSP Query Submit Dut Units 🚔 Switching					2	
Henu U Order I S Online	Order #: 1-54 IT Account No: 1354 ID No: 5911 Name: IZPV Line Roms Man Switching Out H 000 Validation Man	139065 133 10-05-5094 1425 14960R NLSW 14 14 14 14 14 14 14 14 14 14 14 14 14	Ac New Save Switching	Sub Status:Pending Resubmission count Type:KWSP Query Submit Dut Units Switching 20 005				Pending	7 7 1 - 1 of	



e-Switch submission is termed as order in ASSIST PRO. The overall workflow is illustrated in the diagram below



e-Switch workflow

1) To create a new order, click the 'New' button OR go to menu and select 'New record'.

Perform e-Switch Transac	ction:		E-switch Orders	Menu 🔽	Save Query
1	Menu 🗸	Save Query	Order # 🚔	Menu	ated Date 🚔
Order # 🚔	Crea	ated Date 🚔	Ordor	Undo Record	•
Order Menu Order #:* UT Account No:	New Save Query	Status:* Sub Status:		New Record New Query Run Query Refine Query Columns Displayed Advanced Sort] - Select Status:* Sub Status:
ID No: Name:		Account Type:	ID No: Name:		Account Type:

Once you have created a new order, an order number will be assigned automatically by the system in the 'Order #' field as shown below.

NOTE: If you decide to abort the order at this point of time, select 'Undo Record' from the Menu dropdown list.

In the Order Form view, you will see the same record details being populated.

2) To proceed, enter the unit trust account number in the 'UT Account No' field. Click 'Tab' button on your keyboard.

The customer name and ID No will be auto-populated by the system. Click the 'Save' button.

E-swi	tch Orders Meau	Save Query				1 - 1 of 1
	Order # 🚔	Created Date	UT Account No:	Name 🚖	Account Type 🚔	Status 🚔
>	1-118954294	28/05/2013 04 56:12 PM				New
Order	•	Click here to sav	e			
Menu	V Save Query					
		Single se	elect button			
	Order #1* 1-118954294	Statusi*N	ev -			
	UT Account No.	Sub Statusi				
	ID No.	Account Type:				
	Name:					

If you cannot remember the UT account number, click the Single select button and perform 'Query' to search the customer account as shown below. Only UT account that can perform e-switch will be populated in the dialog box. Click 'OK' once you have found your customer.

NOTE: Please ensure that the customer name and ID No. is populated before proceeding to the next step.

(uer)	Cancel			Find UT Account No 💌	Starting	with		1	ie i	1 - 10 of 10+	
	UT Account	Status 🕀	UT Account Type	Name	ID Type	1D No 🕀	Date of Birth	\$	ASF	Trust Nomination	4
>	135244	Active	KWSP	MLIZANZH YRM MLIWRM	New NRIC	590918-10- 6099	18/09/1959		Na		
>	135433	Active	KWSP	12PWA25 YRMGR NLSW NZQAFY	New NR3C	591110-05- 5094	10/11/1959		Na		
>	157853	Active	CASH	MLTZARZS YRMGR SZEMI	New NR3C	\$\$0529-30- 6072	29/05/1955		No		
>	1914	Active	KWSP	ZYWPO PZWRZ YRM HZZW	Nerv NR3C	590404-07- 6195	04/04/1959		No		
>	255666	Active	CASH	AFIRBZMZ YRMIGR ZYWPO HZNZIG	Nerv NR3C	840719-08- 5490	19/07/1984		No		
>	30017	Active	KWSP	LNZE YRM NURM	Nen/ NRIC	640318-30- 5001	18/03/1964		No		
>	3011	Active	KWSP	YZPSGRZI QZNROW YRM ZYWPO	Nerv NR3C	600601-71- 5941	01/06/1960		Na		
>	32191	Active	KWSP	DUNT OF IP OR IM	New	680825-08- 5461	26/08/1968		Na		
>	358293	Active	CASH	KZGIRXP Z/O HZMGSRZTL	New	480921-04- 5437	21/09/1948		Na		
>	37766	Active	KWSP	ZIFOZMZMWZ Z/O P NZMRXPZN	New	531102-06- 5343	02/11/1953		No		

Only UT Account that can perform e-Switch will be displayed under the single select button

3) After you have selected the UT Account No, you will need to create the fund under the 'Order Line Items' view. All line item records created here will correspond to the same Order# earlier.

To create an e-switching transaction line item, click the 'New' button as shown below OR select 'New record' under the Menu drop-down list.

Order							
Menu 💌	Save Query						
Order #:*	1-118954495		Status:* New				
UT Account No:	135244	2	Sub Status:				
ID No:	990918-10-6099		Account Type: KWSP				
Names	MLIZANZM YRM MLIWRM		Click here				
Order Line Items	Menu 💌		iew Save Query Submit				1 No Records
Switching Out Fe	nd 🕀		Switching Out Units 🚍	Switching In Fund 🕀	Full Switch?	cwaSerialNo 🕀	Status 🚔

The Order Line Items will display a form view for you to enter the necessary details such as Switching Out Fund, Switching In Fund, Switching Out Units and Full Switch? indicator as shown below.

Note: Do not key in any switching out units amount if you want to perform full switching. Please ensure the 'Full Switch?' indicator is checked.

4) Click the 'Save'	button once you	have confirm and	completed the details.
---------------------	-----------------	------------------	------------------------

Order				
Menu 💙	New Save Query]		
Order #	* 1-118954495		Status:*New	
UT Account N	o: 135244	W	Sub Status:	
ID N	o: 590918-10-6099		Account Type: KWS	P
Nam	e: MLIZANZM YRM MLIWR	·		
Order Line Items				
Menu 🗸	Save Cancel			
	Switchi	ng Out Fund: 00	5	
	Switch	ning In Fund: 00	8	
	Switchir	ng Out Units: 10		—
		Full Switch?:	□ ◀──	Full switch indicator

Once the record is saved, it will be displayed in the Order Line Items list view as shown below. Each line item will be assigned a serial number by the system automatically.

NOTE: DO NOT amend or change the serial number populated in the 'cwaSerialNo' field.

5) To create additional switching transaction or line item, repeat step 3.

6) To submit your e-switch order, click the 'Submit' button in the Order Line Items view.

Order						
Menu	V New Save Query]				
	Order #t* 1-115954495	Status:*New				
	JT Account No: 135244	Sub Status:				
	ID No: 590918-10-6099	Account Type: KWSP				
	Name: MLIZANZM YRH MLIWRH	Cli	ck here to submit			
Order I	Line Items Meru 💌	New Save Query Submit				1-1-01 E
	Switching Out Fund 🚍	Switching Out Units 🚔	Switching In Fund 😓	Full Switch? 🚍	cwaSeriallio 😄	Status 🚔
	005	1,000	008		eSW1-1/TLWN	New

When you have successfully submitted the order, the transaction can no longer be amended and the 'Status' field in the list view will show 'Submitted'. This applies to order submitted before the cut-off time at 3.00PM only.

Order	Line Itoms Hen Men	Save Query Submit				No Records 💽
	Switching Out Fund 😓	Switching Out Units 😓	Switching In Fund 🕀	Full Switch? 😄	cwaSerialNo 😓	Status 🚍
>	005	1,000	008		e5811-177LVN	Subwitted

If the e-switching transaction did not fulfill any validation rules upon clicking the 'Submit' button, an error message will be returned and displayed in the 'Online Validation' view as shown below.

Each error message corresponds to the record selected at the Order Line Items and you will need to rectify them accordingly before you can click the 'Submit' button again.

Order Nevu V Rev Save Query Coder et 100720114 Statust*Pending UT Account Type: KVSP Nere: Duff Gran Grun Order Line Items Neru V New Save Query Submit Sotiching Dat Linits Sotiching In Fund Type: KVSP Nere: Duff Gran Grun Order Line Items Neru V New Save Query Submit Sotiching Dat Linits Sotiching In Fund Type: KVSP Nere: Duff Gran Grun Order Line Items Neru V New Save Query Submit Sotiching Dat Linits Rev Out V New Save Query Submit Neru V New Save Query Submit Sotiching Dat Linits Rev Out V New Save Query Submit Sotiching Dat Linits Rev Out V New Save Query Submit Sotiching Dat Linits Rev Out V New Save Query Submit Neru V New Save Query Submit Contex Validation Velocity V New Validation Velocity Velo	-cwa®						
Order							1 of 10+
Order #:* UT Account Ne ID Ne	• 1-58736114 • 32191 • 680825-08-5461	Status:*P	ending Resubmission				
Order Line Items	Menu 🛩	New Save Query Sc	ibmit				1 1-1 of 1
Switching 0	hut Fund 🚔	Switching Out Units	Switching In Fund	Puil Switch? 🚔	cwaSerialNo 😓	Status 🕁	
> 008		1.000	B (001 H		eSW1-11927	Pending	×
Online Validation	Meru			Error message			1 - 1 of 1
Hessage Code	Hessage Level	Hessage Source	Hessage Text 🚔	Status -	Status As Of Date	Description	
E4003	Online	EAI	Fund is not allowed for this Investment T	vpe. Open			17/05/2013 07:10:27 PM

7) If you submit any order after the cut-off time 3.00PM, an error message will displayed as below. Click the 'Back' button to return to the 'Order Line Items' view.

Error Message
We detected an Error which may have occurred for one or more of the following reasons:
Error: Customer's Order Submission had exceeded the Fund Cut Off Time. Order Submission will be auto submitted next working day. (SBL-BPR-00131)(SBL-EXL-00151)

You will notice the line items (Status='Pending') and the E-Switch Order (Status='Pending', Sub-status: 'Auto Submission'). At this point, the e-switch submission is not yet submitted and the system will automatically submits for you the next day if the transaction passed all validations.

For full details of the e-switch order and order line items status, please refer to the table 'Understanding the E-Switch Orders Status' and 'Understanding the E-Switch Line Item Status'.

Understanding the E-Switch Orders Status

Status	Sub-status	Remarks
New		E-switch order is created but not submitted.
Submitted		E-switch order is submitted when all line items pass
		the switching requirements and before cut-off time of business day.
Complete		E-switch order is processed and complete
Pending	Pending Resubmission	Upon click 'Submit' button, one of the line items did not meet the switching requirements. Please refer to the line items status and online validation message to rectify the error. Once rectified, please click the 'Submit' button again
Pending	Auto Submission	Upon click 'Submit' button, the system detected the cut-off time has passed 3.00PM. The line items will be submitted on the next business day by the system automatically.
Pending	Error in Auto Submission	 This applies to order that has been created after the submission cut-off time, 3.00PM. The line items have been submitted automatically on the next business day BUT one of the line items did not meet the switching requirements. An error message will be shown in the Online Validation screen which requires your action. Please click the 'Submit' button again once you have rectified the error.

Understanding the E-Switch Line Item Status

Status	Remarks
New	E-switch line item order is created but not submitted.
Pending	E-switch order did not meet switching criteria and not submitted, upon clicking the 'Submit' button.
Submitted	E-switch line item order met all criteria and is submitted.
Confirmed	Submitted e-Switch line order items have been processed and complete.

cwa®

3.1.5 KWSP Eligibility Check

With this function, you are able to perform eligibility check on the customer's KWSP withdrawal prior to submission of the physical documents at the counter.

The objective of this eligibility check is to assist you in minimizing the common rejections from KWSP such as invested with other IPDs, invested less than 3 months, insufficient amount, etc.

There are two ways for you to access the KWSP Eligibility Check function in ASSIST PRO as below:-

- Home page -> KWSP Eligibility Check
- Customer Management -> KWSP Eligibility Request

Once you click on either of the links above, a declaration page will be shown before you can proceed. Read the declaration carefully and click 'Agree' or 'Disagree' button accordingly. If you click the 'Disagree' button, you will be redirected to 'Home' screen.

											Help L	og In/Out
Home	Productivity	SP Elgbility Request Reports Reports Saved Queries: Declaration clare that the information provided by me herein has been obtained from the customer in good faith and is accurate and correct. I also declare that the customer has given his/her consent for me to perform a KWSP shall be treated in strict confidence and shall be used solely for the purpose of KWSP unit trust inve										
Show:	KWSP Eligibility I	billty Request Reports Saved Queries: Reports Saved Queries: Reports Saved Queries: Reports Saved Queries: Reports Saved Queries: Reports Saved Queries: Repore		-								
KWSP E	igibility Check:											
Check The inf	on his/her behalf. ormation shall no	I agree a t be used	and undertake that all informa I for any unlawful or unauthor	tion provided by me herein and informatio	od faith and is accurate and n obtained from KWSP shal	be treated in	strict confid	lence and shall b	e used solely for the purpose	e of KWSP	unit trust invest	ment.
	I hereby declare that the information provided by me herein has been obtained from the customer in good faith and is accurate and correct. I also declare that the ustomer has given his/her consent for me to perform a KWSP Eligibility Check on his/her behalf. I agree and undertake that all information provided by me herein and information obtained from KWSP shall be treated in strict confidence and shall be used solely for the purpose of KWSP unit trust investment. The information shall not be used for any unlawful or unauthorized purpose of which will be detrimental to the customer and/or CWA. I acknowledge that I can be subjected to disciplinary action by CWA in any event of detection of fraud or unlawful activities by CWA.											
Please	click the"Disagre	e"button	n if you disagree with the terr	ns stated in the declaration above and exit	from this screen.							
			Agree					Disagre	e			

When you click the 'Agree' button, the view below will be displayed.

1) To create a new request, click the 'New' button.

Home	Produc	tivity	Alert	Custome	r Management	Corporate Custome	r Management	Agency Manageme	nt Activities	Circular	Info Center	Management Cal	lendar	Profile		
Show:	KWSP E	ligibility Re	quest	~										Reports	Saved Queries:	
KIISP Elgbility Check: Click here																
KWSP Eligibility Check Menu 🗸 Query Rev Submit 🖸 No Records 🔝																
Sub	bmit? 🔷	1	Reques	st Id 🚔	Date Sub	mitted 🔷	ID Type $\stackrel{\bigtriangleup}{\Rightarrow}$		(WSP No. 🔶	Witho	drawal Amount	÷	Request !	Status 🚔	KWSP Response 🚔	
Submit? Request Id Date Submitted ID Type ID No. KWSP No. Withdrawal Amount Request Status KWSP Response Note: .																

Once you click the 'New' button, the below screen will be shown for input. You will need to complete all the mandatory fields marked * i.e. ID Type, ID No, KWSP No and Withdrawal Amount. You can select only one ID Type from the available drop-down list. Please check the 'Submit?' box and click the 'Save' button.

KWSP Eligibility Check	
Menu Save Cancel	
	ype:* New NRIC 💉
ID	No.:* New NRIC
KWSP	No.:* Old NRIC
Withdrawal Amo	unt:* Passport
Sub	mit?: Army
KWSP Eligibility Check	
Menu Save Cancel	
) Type:* New NRIC 💌
Click here	ID No.:* 800711-06-5888
ĸw	SP No.:* 56122345
Withdrawal Ar	mount:* 1000 🔛
	Submit?: 🔽

Your request has been created and saved in the list below.

To create additional records, click the 'New' button and repeat the steps again.

KWSP	Eligibility Check	Henu	V Query New S	abmit					1-1of1 1
	Submit? 🖨	Request Id 😄	Date Submitted 🚔	ID Type 🕀	ID No. 🔤	KWSP No. \ominus	Withdrawal Amount 🕀	Request Status 🕀	KWSP Response 🕀
>		1-50191007		Nev NRDC 💌	800711-06-5888	\$6122345	1,000	Nevi	

2) To submit the request, click the 'Submit' button. Only request where the Submit? box is checked will be submitted.

KWSP	KWSP Ekgibility Check Pieru V Query New Submit Click here								
	Submit? 🖕	Request Id 🚔	Date Submitted 🖕	ID Type 🔤	ID No. 🕀	KWSP Na. 🔤	Withdrawal Amount 🕀	Request Status 😓	KIIISP Response 🕀
>	2	1-58191810		Passport 👻	A1762979	55556271	2,000	New	
>	~	1-58191807		New NRJC	800711-06-5888	56122348	1,000	New	

Once you click the 'Submit' button and pass all validations, the date submitted will be reflected and the Request Status will be shown as Submitted.

KWSP	Eligibility Check	Henu 🗸	Query Rew Submit						1-2 of 2
	Submit? 🖨	Request Id 🖨	Date Submitted 🤤	ID Type 🖨	10 No. ≑	KWSP No.	Withdrawal Amount 🕀	Request Status 🖨	KWSP Response 🕀
>		1-58191810	15/05/2013 03: 18:44 PM	Passport	A1762979	55556271	2,000	Submitted	
>		1-58191807	15/05/2013 03:18:43 PM	New NRIC	800711-06-5888	56122346	1,000	Submitted	



3) If you would like to create requests and submit at a later stage, please DO NOT check the 'Submit?' button during creation.



To check the 'Submit?' button for requests that you want to submit, check the box and select 'Save Record' under the Menu. To submit, click the 'Submit' button again.

KWSP	Eligibility Check	Menu 🗸	Query New Sub	mit				
	Submit? 🔷 R	Menu	te Submitted 🚔	ID Type $\stackrel{\bigtriangleup}{\Rightarrow}$	ID No. $\stackrel{\bigtriangleup}{\Rightarrow}$	KWSP No. 🚔	Withdrawal Amount 🚔	Request Status $\stackrel{ riangle}{\bigtriangledown}$
>		New Record Copy Record		New NRIC 💌	901212-14-7890	67864000	3,000	New
>		Save Record	05/2013 03:18:44 PM	Passport	A 1762979	55556271	2,000	Submitted
>	1-	New Query	05/2013 03:18:43 PM	New NRIC	800711-06-5888	56122345	1,000	Submitted
Note:		Run Query Refine Query						
	Cut off time for the elig business day and made		 KWSP is at 10.00am, 1.00pn pnwards. 	and 3.00pm daily. Re	sults will be available at 12.30pm, 3	3.30pm and 5.30pm based on the :	submission time respectively. All entries	s submitted after 3.00pm shall
П.	Information provided is		KWSP response verification til					
	All submitted entry and		or 14 days ONLY from the dat					
	Agents are advised to r						tment and shall not be used or disclose	
٧.	Any submission of KWS	Advanced Sort	be in compliance with the six (6) months servicing pe	riod as prescribed in the code of Ur	nit Trust Consultant Agreement Sc	hedule 2 (Code of Agency Regulations)).

You can edit the request details if the Request Status = New.

To edit the request details, select the row that you want to change.

The editable fields will turn into white color rectangular box i.e. ID Type, ID No, KWSP No and Withdrawal Amount.

Once you have changed the details, select 'Save Record' under the Menu.

KWSP	Eligibility Check	Menu	Query New 5	iubmit						1-1of1 1
	Submit? 🖕	Request Id 🕀	Date Submitted 🝚	ID Type 🕀	ID No. 🕀	KINSP No. 🕀	Withdrawal Amount		Request Status 🕀	KWSP Response
>		1-35555529		Nev NRIC 💌	800712-14-5598	11152397	1,000	-	New	

In KWSP Eligibility Check, the submission and response is on batch basis as explained under the <u>Note</u> at the bottom of the list view. Only one unique customer is allowed to be submitted in a batch.



Understanding the 'Request Status' and KWSP Response

Request Status	KWSP Response	Remarks		
New		Request is created as draft and waiting to submit. Record is editable at this stage.		
Submitted		Request is submitted into the system and pending for batch job to run. The date submitted is recorded in the system. Note: The batch job will not run on weekends and Selangor public holidays.		
Submitted	Pending Response	The respective batch job has completed and request has been sent to KWSP for processing.		
Submitted	Eligible OR <rejection reason=""></rejection>	 The response from KWSP is returned and reflected either as <u>Eligible</u> or Rejected with any one of the common <u>rejections reasons</u> below: Insufficient fund Invalid minimum withdrawal amount Last withdrawal less than 3 months Member exceeded 55 years Invalid ID Type Invalid ID number Invalid member number 		
Failed		 The request did not pass system validations upon submit i.e. Customer is under 6 months KWSP investment servicing period of other agents Customer is less than 18 years old based on new NRIC Customer is deceased based on CWA records 		
Failed	No Response	A transmission error occurred between KWSP system and ASSIST PRO where no results are available. Please create a new request for the customer and resubmit again.		

How to Retrieve or Query KWSP Eligibility Check Request

All submitted entry and result will be displayed for 14 calendar days ONLY from the date submitted.

Γο query, click on the 'Query' button.								
KWSP Eligibility Che	ck Menu	🛛 🛶 Query 🛛 New 🛛 Subn	nit					
Submit? 🔷	Request Id $\stackrel{\bigtriangleup}{=}$	Date Submitted 🝚	ID Type 🚔					

The screen will be shown and you may enter your criteria in any of the search criteria below i.e. ID Type, ID No, KWSP No, Withdrawal Amount and Submit?.

Click 'Go' once you have input your search criteria.

KWSP Eligibility Check	
Menu Go Cancel Query Assistant	Enter Query
ID Type:	~
ID No.:	
KWSP No.:	
Withdrawal Amount:	.
Submit?:	*

Results will be displayed in the list view if any matching request is found.

KWSP Eligibility Chock Menu V Query Results Query Results								1 1 1 of 1	
	Sebmit? 🤤	Request 1d 🕀	Date Submitted 🤤	ID Type 🕀	ID No. 🕀	KWSP No. 🕀	Withdrawal Amount 🕀	Request Status 🕀	KWSP Response 🕀
>		1-36463671		New NRIC 💌	541111-03-5220	12345678	1,000	New	

3.1.6 Update Customer Contact Details

This function allows you to submit the request update your customer contact information such as correspondence address, contact numbers and e-mail address.

Please take not that this function will not update the customer contact details into the system directly. The request submitted by you will be routed to Customer Service Department (CSD), CWA for verification purpose with customer. Once verification is done, the information will be updated into the system.

Follow the steps below to update customer contact details.

1) Select Update Customer Contact Details under drop down menu.



2) System will display the Update Customer Contact Details view. Perform the Query function to search your customer.

Customer Profile Menu V Query								
$Name \rightleftharpoons$		Gender 🚔	Race ⇔	Marital Status $\stackrel{ riangle}{\bigtriangledown}$				
Menu	Query							
Name:*		Address:						

3) Key in your search criteria in any of the fields available and click the 'Go' button.

Show: Update Customer Contact Details 💌			Reports
Customer Profile			
Menu V Go Cancel Enter Query	/		
Name: ZIRZ ZWOR YRM RWIFH	Marital Statusi		
ID No:	Mobile Phone #:		
Genderi 💌	Home #1		
Race:	Office #:		
Statusi 🖌	Contact Class:		
Address Maintenance			
Menu Mew Submit			
CIF or Account Levels*	SR Numberi		
Applicable To All UT Account: No	SR Status:*		
UT Account No:			
Current		New	
Corrent		new	
Address Line 1:		Address Line 1	
Address Line 2:		Address Line 2:	
Address Line 3:		Address Line 3:	



3) System will then display your customer information. Click the New button under Address Maintenance screen.

Show:	Update Customer Contact Details 💌					Reports	Saved C
Custo	mer Profile Menu 🗸 Query	Query Results					
	Name 🚔	ID No $\stackrel{\bigtriangleup}{\bigtriangledown}$	Gender 🚔	$Race \stackrel{\bigtriangleup}{\bigtriangledown}$	Marital Status $\stackrel{ riangle}{ o}$	Religion \gtrsim	Annual Income 🚔
>	AZRMEWWRM YRM ZYF MZHRI	630617-02-5109	MALE	BUMI	MARRIED		RM24,000 -RM 60,000
Address Maintenance							
Menu New Spinit							
CI	F or Account Level:*	SR Number:					
Applicabl	le To All UT Account: No	SR Status:*					
	UT Account No:						

4) You will need to decide whether to update the contact information at CIF (Customer Information File) level or Account level.

Address Maintenance			
Menu 🖌 🛛 Sul	bmit		
CIF or Account Level:*	Account 💌	SR Number:	1-124078251
Applicable To All UT Account:		SR Status:*	Open
UT Account No:			
	CIF	SR Status:*	Open

If you select Account, the contact information is updated at account level only.

Here, you have the option to update all accounts (if customer has more than 1 account) by checking the 'Applicable To All Account' box.

To update a specific UT account number, key in the account number in 'UT Account No' field.

Address Maintenance					
Menu 🔽 Submit					
CIF or Account Level:* Account		SR Number:	1-124078251		
Applicable To All UT Account: 🔽 🚽		SR Status:*	Open		
UT Account No:					
					

If you select CIF, the information is updated at CIF level only.

Note: CIF or Customer Information File is customer's main profile in the system. This main profile consist of customers contact information and products information. At the product information level such as unit trust and insurance, system also keep contact information e.g. address for unit trust account. So, customer may have different address at CIF and product level.



5) After the selection of either Account or CIF is done, system will then display the current contact information. You need to update the new contact information under 'New' column, as below:

New				
Address Line 1:	Z-7-Y92 ZINZMVV GVIIZXV XLMWLNRMRFN			
Address Line 2:	ML 1 QZOZM KQF 1/8			
Address Line 3:	YZMWZI WZNZMHZIZ KVIWZMZ			
Address Line 4:	52179 KVGZORMT QZBZ			
Postcode:	47820			
State:	SELANGOR 💌	Mobile Phone #:	980 6745829	
Country:	MALAYSIA 💌	Main Fax #:		
Region:	CENTRAL 💌	Office #:		
Email:		Home #:		

6) Once the contact information is updated, click the submit button for further process.

Address Maintenance					
Menu Submit					
CIF or Account Level:* CIF	*	SR Number:	1-124078251		
Applicable To All UT Account:		SR Status:*	Open		
UT Account No:					

7) After submitting, the request status will change to Assigned, indicating that the request already reach CSD for verification process. At this stage, the record will be locked and no further update can be done.

Address Maintenance	
Menu 💌 New Submit	
CIF or Account Level:* CIF	SR Number: 1-124078251
Applicable To All UT Account:	SR Status:* Assigned
UT Account No:	



3. 2 Corporate Customer

Corporate customers' information is made available under the Corporate Customer Management Screen

I	Home	Productivity	Alert	Customer Manageme	t Corporate Custo	omer Management	Agency Management
I	Show:	Corporate Custo	omer Prof	le 🗸			

A total of four views are available under this screen i.e.

- 1. Corporate Customer Profile
- 2. Corporate Customer Products
- 3. Corporate Customer Ledger
- 4. Update Corporate Customer Contact Detail

3.2.1 Corporate Customer Profile

This view provides a snapshot of the corporate customer details such as address, company website, primary contact person, contact designation and contact telephone of all the corporate customers serviced by you.

Both list and form view is also available as below, similar to Customer Management Screen.

								Herto Co	e India
			Corporate Castomer Hanage	ment Apenca Hanaprovent	Advities Groder	Jolo Center Hanagement Calendar			
	Corporate Customer Profil						Ausoria	m Saeed Quertes:	_
	Cuality of Profile:		Times V						
Company	far Contronom Profilio	Marke	Query.					10 1-10 of 10+ (K. 1	62
	Company Reg. No	Company Netter				Company Web Sile 😳	States 🔾	Stats Phone #	
	39373963	KIND RAP COURSE					CUITOHER		
2	369471	Reaction with manades	a destrict				CUSTOHER		
3	34642-4	Print R. Darid Rhides					CUSTOMER		
		4046948 (0100-100-10					CULTOHER		
	40+1	KINERSDAM CONTRACTOR					CUSTOHER		
	3621		a (all) (1007a) has an lia administra				CUSTOMER		
2.1	47+4	REPERALENCE ON A STREET PARTY.	NAME OF A DESCRIPTION OF A				CUSTOHER .		
	10 1 11 14AZ 118 21	FUS BERINS						1 III katks	- 18
anu -	M Clawso								
		7-11 W76 > J-112-37		these lates as it as the DALAN Proves	and the second se				
	Company Reg. Not # 31.2			dress line 2.CTF 3X, N(P.64211)					
mary D	road Person Garner H	WN KC	Manual A	there use 2 FTID KULACER**	5				
	Commit Designation (6.1.3	A	idrava Jone 4.					
	Contail Talashora:			Portugie \$127		State: NC, Via PORIDE/TUT1			
			Deg	are Walastai		Regime CEV/Rol,			
				Form	Niew				

To search a particular customer, please refer to the basic navigation guidelines under the Query section.

The fields searchable under the 'Query' function are Company Name, Company Reg No, Company Web Site, Status and Main Phone.

Corporate Customer Profile
Menu 🔽 Go Cancel Enter Query
Company Reg. No: 🗚*
Company Name:
Company Web Site:
Status:
Main Phone #:

Upon any successful matching based on your search criteria, results will be displayed in the list view. The form view will show the relevant details based on the selected record in the list view. When you click the corporate customer name, it will redirect you to Corporate Customer Product View

which displays the customer asset.

Corporate Castomer Profile New Mile Gerry Coursy Results				2 1-1-11 E
Company Reg. No 🚍 Company Name 🚍		Company Web Site	Status	Hain Phone #
> 32 KOMRAELHER, SAMAN BA			OU6TOMER	
OPERASE PERIMANAAN BA.				1.011
Renu 🖌 Query				
Desary Serve* CPERAS PERSANANSA, 17 (C., 1911), 17 (C. 1	Address Line 1/10			
	Address Line 1/10 Address Line 2: 36:80-Familie (Ballat)			
Desary laws ⁴ (248) 48-48-48-484, 2010, 2010, 2010, 2010				
Carsary tarse* KORBAD/RUSAMANSA, 71(K., 171), 71(L), 7 Carsary tag tar* 35	Address Line 2: 34.40/FAHADG BABAT			
Company Nerve ⁴ KOPERAS PERUSANANSA, 17(0), 17(1), 17(1), 17 Company Reg. No. ⁴ 30 Noney Contact Revent Nerve, DATU	Automotors 21 Statisfianais Ballat Automotors 21 Statisfianais Ballat	THE MULTIMETERS		

3.2.2 Corporate Customer Products

This view summarizes the products purchased by your corporate customers i.e. unit trust, insurance, trust nominations, wills & trust and financial plan under its respective product category.

No	Section	Descriptions
i. Product Summary Display all the customer produ		Display all the customer products under respective category.
ii.	Unit Trust	Display customer unit trust account and investment details.
iii.	Insurance/Takaful	Display customer insurance policy details.
۷.	Financial Plan	Display customer financial plan details.

The upper section shows the corporate customer profile details as shown below.

To search a particular corporate customer, please refer to the basic navigation guidelines under the Query section.

Upon any successful matching based on your search criteria, the corporate customer details will be displayed accordingly with his/her product details tabulated in its respective section.

				CW	a
				Help L	ng Ba/Out
Info Center	Hanagement Calendar	Profile			
		Reports	4	Saved Queries:	~

										metp to	al price
ione Productivity Alert	Customer Hanagement	Corporate Castomer Hanagement	Agency Hanagement	Activities	Circular	Info Center	Management Calendar	Profile			
Show: Corporate Customer Produc	da 💌							Reports	Saved	Queries:	
Latomer Products:											
Manu V Quary Conpany Ikane (* Campany Reg. Hai * Primary Contact Person Name I Contact Designations Contact Telephone I		Address Line 31 Address Line 21 Address Line 31 Address Line 41 Postcode: Company Webste:		State Region				}	Similar to corporate customer profile form view		rda 🗵
	Nit Trust Insurance/Takaf	I Financial Plan									
Unit Trust Neru	Query		📧 No Records 🕑	Insurance/T		Manu	v Query			o Records	1
UT Account No 😓 Fun	d Name Status 🕀	UT Account Type 🚔 ASP	Trust Nomination	Policy No	÷	Policy	Type	Basic Plan	State	•÷	
Financial Planning Meru	Query	1 ×	Records E								
Name 😓	St	art Date 🚍									
			Customer P	oducts	View						

Product Summary

This section shows all products owned by the corporate customer under three product categories i.e. Unit Trust, Insurance/Takaful and Financial Planning. Minimum information is provided under the product summary view.

To view more details of the individual product category owned by the customer, you will need to click the respective section as shown below.

ame Productivity Alert Castamer Hanagement Corporate Castame	a Hanagement Aptrics Hanagement	Activities Circular 3	No Center - Handgement Calendar			
heave Companyate Conterner Presidente 👾				Happile	w Saved Queries:	
rijerale Galaner PrefectOREAS REUSANAVUSA > Galerer Prebuter						
COPERANT PERIMANANA INA					10.1471	1.3
wu 👻 (Qimr)						
Company Hame * KONSAUD PERUSAHIAN S	Address pive 1:147 (2	TP(0)x1 2				
Company Rep. No.*	ma Log 2: JP AT	THEORY BOOK				
Individual produc						
Cartact Desgraturi Civiliterian						
		CORD CONTRACT	100000000000000000000000000000000000000			
Cartad: Teleshore:	Postcode \$3000		States NOLAHIA-POROD	NUTUAN		
$\mathbf{\mathbf{v}}$	Conperty Website:		Report ObvitsiaL			
Product Summary Unit Trust Inscreme/Teleful Princet/Tel						
Unit Trust very w Query	1-2464	Insurance/Takaful	eta V Query		Ro Records	
		Policy te		Resic Plan	Status	
Account No Fund Name Status	Type nor monitodion	Policy Ma	Policy Type	ResicPlan	States	
HERCES CENE 25, APRIC CALL EQUITY GROWTH PUNCHAR Active	CD.					
Tenancial Planning Hers. M. Query	🔚 No Resords 🔠 📴					
Bene						

Customer with one product category

i. <u>Unit Trust</u>

This section provides more details about the unit trust investments owned by the customer in terms of unit trust account details, investment holdings and regular investment.

 Product Surmery
 Unit Trust
 Product Surmery
 Unit Trust
 Product Surmery
 Unit Trust
 Interview
 Delowy

 Unit Trust
 Menu
 Image: Surmery
 UT Account Surmery
 UT Account Type
 UT Account Type
 List View

 View Surls
 Image: Sub-section view Tab
 Sub-section view Tab

All unit trust account under the customer will be displayed in the list view below.



The selected unit trust account details will be displayed in each sub-section view below. You can navigate each sub-section by clicking its tab.

Sub-section	Description			
More Info	investment date, total inv	count details such as accou vestment, total redemption ne, office telephone, emai	n, total income dis	tribution
	Here before Here M Recent Sectors and Advanced Sectors and Sectors a	Consequences Address Address (arts (art (arts (Вань, 05,473-005555,05,47,44 Салару НА,4412А Карин (150754), Зана 105,473-005555,05,44 Салару НА,4452А	Hobis No: Non Telefrone 33 41.51 % Office Telephone Breek
Investment Transaction	There are two list views i Investment holdi 	ds that the customer has in .e. investment holding and ng shows the fund name a gs under the fund selected.	investment transand overall summa	
		actions show the details of		made within the
	Contraction Marg. Kall Last Last <thlast< th=""> Last Last</thlast<>	nen falk and an basel in great ansam. ans No ⊕ (ann) (ann) (based (base) (bas	5.00 Remont 5.00 Hot Assess(1 (Rm)) Unit Price (RH) □ Unit Crudital 600 3.00 ¹ 2.05.54 2.05.74 600 3.705 ¹ 56.45 56.45	0.00
Regular Investment	investment amount, next	ent details that the custom billing date and status.	er has enrolled i.e	. regular
	Regular Investment Imput Imput <td>d Harse → Regular Investment Ho. → Regular In</td> <td>8 3 1.08 9</td> <td>1-3 al 3 kot Silling Sinte</td>	d Harse → Regular Investment Ho. → Regular In	8 3 1.08 9	1-3 al 3 kot Silling Sinte
		truction Date: 05(66(3003) Inventi Date:		



ii. Insurance/Takaful

This section provides details about the insurance policy owned by the corporate customer such as policy number, policy type and status.

Group insurance and VIP insurance policy details are not available at the moment (please refer to AIA Direct).

iii. Financial Plan

This section provides details about financial plan owned by the corporate customer.

Not available at the moment.

3.2.3 Corporate Customer Ledger

To view and print the ledger for your corporate customer, below are the steps:

1) Select Cori	porate Custome	·Ledger.ι	under Cor	porate Custome	r Management tab.

Home	Productivity	Alert	Customer Management	Corporate Customer Management				
Show: Corporate Customer Ledger								
Corporat	e Customer Ledge	er:						
Unit Trust Menu V Query								

2) Click the Query button and enter the search criteria in any of the field below in order to search your customer.

Unit Trust	
Menu 🖌 🛛 Go Cancel	Enter Query
	UT Account No: 8356005 Company Name: Company Reg. No: UT Account Type:

After you click the Go button, system will display the list of your customers.

Unit Trust Menu V Query Results						
	UT Account No $\stackrel{ riangle}{ arrow}$	UT Account Type	Company Name $\stackrel{\bigtriangleup}{\bigtriangledown}$	Company Reg. No $\stackrel{ riangle}{ o}$		
>	356005	CASH	HLFGS KZXRURX XLNNFMRXZGRLMH IVHLFIXVH HWM YSW	542698-H		

3) Click the account no, system will then display the account screen. Select the fund that you wish to view.

Corporate	Corporate Customer Ledger: > Corporate Customer Ledger:							
Unit Trust								
Menu								
	Company Name: HLFGS KZXRURX XLNNFMRXZGRLMH IVHLFIXVH HWM YSW UT Account Nu	umber:* 356005	Company Reg. No: 542698-H	UT Account Type: CASH				
	Investment Holdings							
Invest	ment Holding Menu 👻 Query							
	Fund Name $\stackrel{\bigtriangleup}{\bigtriangledown}$	Fund Code	Current Holding Units \gtrsim	Current Holding Value (RM)				
>	CIMB PRINCIPAL GREATER CHINA EQUITY FUND	034	438,016.3	193,822.21				

4) After selecting the fund, select Unit Holder Ledger under the Report menu (on top right).

Show:	~					Reports	× 5
Corporate Customer Ledger: > Corporate Customer Ledger:							
Unit Trust							
Menu v						My BI Publisher Reports	
	Company Name: HLFGS KZXRURX XLNNFMRXZGRLMH IVHLFIXVH HWM YSW	UT Account Numbe	er:* 356005	Company Reg. No: 542698-H	UT	Account Type: CASH	
	Investment Holdings						
Invest	ment Holding Menu						
	Fund Name $\overline{\bigtriangledown}$		Fund Code 🚔	Current Holding Units \gtrsim		Current Holding Value (RM	1)
>	CIMB PRINCIPAL GREATER CHINA EQUITY FUND		034	438,016.3		193,822.21	

5) System will prompt you a selection. Un-check 'Show Agent Code' if you do not want to display the agent code in the ledger. Enter the date range. Click Submit.

🖉 Report Paramet	ters - Microsoft Inte	rnet Explorer provided by CIMB Wealth Advisors Bhd	
Show Agent Code:*	v		
Date From:]22	
Date To:		Ξ	
		Submit	Cancel

6) Select Open to view the ledger.



7) If you have selected the option to Open the ledger file, system will then display the ledger. You can also print the ledger by using the standard printing function.

Account No : Jointhalder Name : N KNISP Member No : N	DN BHD	50, 52 Dr 47400 P	tomer Care C & 54, Jalan S Imansara Uti etaling Jaya,	Centre \$\$21/30 ama	: NIK : NIK : NIK : NIK] * D		
Account No : Jointhelder Name : N KWISP Member No : N Fund Name : C	DN BHD MA	Cus 50, 52 Di 47400 P	tomer Care C & 54, Jalan S Imansara Uti etaling Jaya,	Centre 5521/30 ama Selangor Office Hease Handphone	: N/A : 03 : N/A	0		
Account No : Jointhelder Name : N KWISP Member No : N Fund Name : C	14 14	50, 52 Dr 47400 P	& 54, Jalan S Imansara Utu etaling Jaya,	SS21/30 ama Selangor Office Hease Handphone	: 00 : N/A			
Account No : Jointhelder Name : N KWISP Member No : N Fund Name : C	14 14	047400 P	imansara Uti etaling Jaya,	ama Selangor Office Hesse Handphone	: 00 : N/A			
Account No : Jointhelder Name : N KWISP Member No : N Fund Name : C	14 14			Office Hease Handphone	: 00 : N/A			
Account No : Jointhelder Name : N KWISP Member No : N Fund Name : C	14 14	LANCED GROW		Heese Handphone	: 00 : N/A			
Account No : Jointheider Name : N KNISP Member No : N Fund Name : C	14 14	LANCED GROW		Handphone	: NR			
Jointholder Name : N KWSP Member No : N Fund Name : C	11A 11A	LANCED GROW		Handphone	: NR			
KWSP Member No : N Fund Name : C	14	LANCED GROW						
Fund Name : 0		LANCED GROW						
	MU ISLAMIC BA	CANUED DROW		Fund Code	:070			
			TH PUHL	FORM COMP				
	ELANSICR	Jenne.						
Total Investment (RM)			Account Typ		: CAS	H. C.C.		
	: 0.00		First Transac		: 19-0	0-2013		
	·		Distribution		: Rain			
	: 0.00		Total Income Reinvested (Distribution	: 0.00			
	: 0.00		Henrysead (ioni i				
Total Transfer-Out (Units)	: 0.00							
Total investment, redemption	and switching D	ansactions are	from first invest	troest date and	l are base	H on grose an	anao	
Current Unitholding Value(RM)	: 232,919	170	Averag	e Cast per Unit		: 0.6025		
Redemption Price As At	: 82-06-2	013, RM 8.8881						
		UNIT	HOLDER LE	DGER				

8) Should you need to print ledger for other funds, repeat step 3 onwards.

3.2.4 Update Corporate Customer Contact Details

This function allows you to submit the request update your corporate customer contact information such as correspondence address, contact numbers or e-mail address.

Please take not that this function will not update the customer contact details into the system directly, similar to retail customer. The request submitted by you will be routed to Customer Service Department (CSD), CWA for verification purpose with the customer. Once verification is done, the information will be updated into the system.

Follow the steps below to update corporate customer contact details.

1) Select Update Corporate Customer Contact Details

Home	Productivity Alert Customer Managem	ent	Corporate Customer Management
	Update Corporate Customer Contact Detail 💌		
1	Update Corporate Customer Contact Detail Corporate Customer Ledger Corporate Customer Products Corporate Customer Profile	×	Query

2) System will display the Update Corporate Customer Contact Details screen. Perform the Query function to search your customer.

Update Corperate Customer Contact Details:						
Corporate Customer Profile	Menu 💌	Query				
Company Reg. No $\stackrel{ riangle}{\bigtriangledown}$	Company Name $\stackrel{ riangle}{\Rightarrow}$					

3) Key in your search criteria in any of the fields under Corporate Customer Profile and click 'Go' button.

Corporate Customer Profile		
Menu 🖌 Go Cancel E	nter Query	
	Company Reg. No:	
	Company Name:	
	Company Web Site:	
	Status:	~
	Main Phone #:	

System will then display your corporate customer information. Click the New button under Address Maintenance screen.

Update C	Update Corperate Customer Contact Details:						
Corpoi	rate Customer Profile	Menu V Query Results					
	Company Reg. No $\stackrel{ riangle}{\bigtriangledown}$	Company Name 🚔					
>	542698-H	HLFGS KZXRURX XLNNFMRXZGRLMH IVHLFIXVH HWM YSW					
Addres	Address Maintenance						
Menu New Submit							
CIF or Account Level:* SR Number:							
Applicable To All UT Account: No SR Status:*							
	UT Account No:						



4) You will need to decide whether to update the contact information at CIF (Customer Information File) level or Account level.

Address Maintenance		
Menu 💙 Submit		
CIF or Account Level:* Account		SR Number: 1-124078251
CIF of Account Level: Account		SR Number: 1-12-078251
Applicable To All UT Account: Account	→	SR Status:* Open
CIF		
UT Account No:		

If you select Account, the contact information is updated at account level only.

Here, you have the option to update all accounts (if customer has more than 1 account) by checking the 'Applicable To All Account' box.

To update a specific UT account number, key in the account number in 'UT Account No' field.

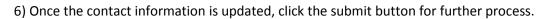
Address Maintenance			
Menu 🗸 Submit			
CIF or Account Level:* Account	~	SR Number: 1-124078251	
Applicable To All UT Account: 🔽 🗲		SR Status:* Open	
UT Account No:	M		

If you select CIF, the information is updated at CIF level only.

Note: CIF or Customer Information File for corporate customer has the same function with individual retail customer.

5) After the selection of either Account or CIF is done, system will then display the current contact information. You need to update the new contact information under New column, as below.

New							
Address Line 1:	Z-7-Y92 ZINZMVV GVIIZXV	XLMWLNRMRFN					
Address Line 2:	ML 1 QZOZM KQF 1/8						
Address Line 3:	YZMWZI WZNZMHZIZ KVI	WZMZ					
Address Line 4:	52179 KVGZORMT QZBZ						
Postcode:	47820						
State:	SELANGOR 🗸	Mobile Phone #:	980 6745829				
Country:	MALAYSIA 🗸	Main Fax #:					
Region:	CENTRAL 🗸	Office #:					
Email:		Home #:					



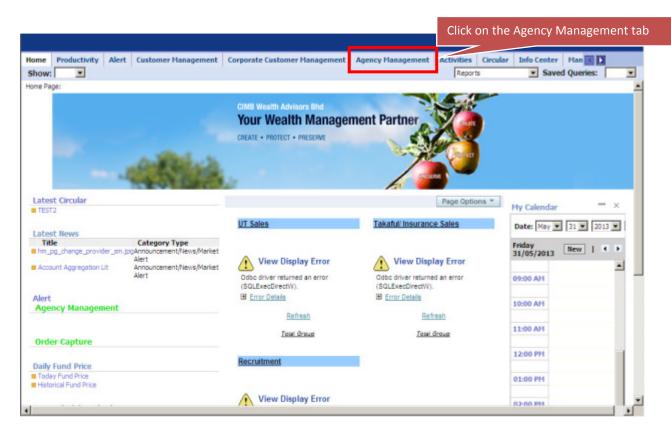
Address Maintenance	
CIF or Account Level:* CIF	SR Number: 1-124078251
Applicable To All UT Account:	SR Status:* Open
UT Account No:	

7) After submitting, the request status will change to Assigned, indicating that the request already reach CSD for verification process. At this stage, the record will be locked and no further update can be done.

Address Maintenance	
Menu 🖌 New Submit	
CIF or Account Level:* CIF	SR Number: 1-124078251
Applicable To All UT Account:	SR Status:* Assigned
UT Account No:	



4. 0 Agent Management



A total of five (5) views are available under Agency Management screen i.e.

- 1. Agent Benefit
- 2. Contest Achievement
- 3. Licensing
- 4. Agent Structure
- 5. Commission & Income Statement



4.1 Agent Benefit

how: Agent Seneft	t Corporate			Reports		d Queries:	
gent Benefit: Agent: Details Manu 💽 Query						1 of 2+	×
Agent Code: 900. Agent Name:* Abu Agent Rank: GAM Reporting Office: k WEA		Date Joinedi 10/08/2004 Status: ACTIVE Agency Model: 4T Region: CENTRAL		Full Time: •	,		
Office Subsidy Menu	Query Reporting Office Name	Agent Name	Maximum Subsidy Amount 🚔	Status	Start Date	1 - 1 of 4+ D	
B28	WEALTH ADVISORS	Agent name -	3,000	Active	15/05/2010 12:00:00 AM	End Date	
roup Insurance Coverage	Menu	Query				1 - 3 of 3	
ntitled Year	Coverage Amount	2	Period Cover From		Period Cover To 🚍		
010	100,000.00		01 Feb 2010		31 Jan 2011		
011	100,000.00		01 Feb 2011		31 Jan 2012		
012	100,000.00		01 Peb 2012		31 Jan 2013		
ar Loan Subsidy Menu	▼ Edit S	avie				No Records	а,
						Status	

Agent Benefit View consists of 3 applets as below:

- i. Office Subsidy sales office information and maximum subsidy entitlement
- ii. Group Insurance Coverage period of cover and coverage amount
- iii. Car Loan Subsidy subsidy information and status (Active/Terminated)



		Agent Code: 000: Date Joined: 10/08/2004 Agent Code: 000: Agent Code: 000: Date Joined: 10/08/2004 Full Time: Agent Code: 000: Date Joined: 10/08/2004 Full Time: Agent Code: 000: Date Joined: 10/08/2004 Full Time: Agent Code: 000: Agent Viewe: Agent Viewe: Date Joined: 10/08/2004 Full Time: Agent Viewe: Agent Viewe: Date Joined: 10/08/2004 Full Time: Agent Code: 000: Agent Viewe: Date Joined: 10/08/2004 Full Time: Agent Kark: GAM Agent Query Full Time: Agent Code: 000: Agent Code: 000: Code: 001: Code: 002: Contest Category 1 Contest Category 2 Remarks 2004 Remarks 2005 Single Qualifier 1005 Contest C			
Contest Advervement Image: Advervement Agent Read: GAM Agent Read: GAM Agent Read: GAM Agent Read: GAM Agent Verwer of Achievement Contest Advervement Image: Contest Name Contest Category 1 Image: Contest Name Contest Category 2 Remarks Contest Verwer of Achievement Image: Contest Name Contest Category 2 Remarks Contest Verwer of Achievement Contest Category 2 Remarks Contest Verwer of Achievement Cub 2006 South Perminer Cub 2005 South Perminer Cub 2005 Contest Category 1 Contest Category 2 Contest Category 2 <					
gen	t Details	Circk Off Here to Chloose for Contest ActiveVenterit (tab) Reports Saved Queries: Reports Saved Queries: I of 2+ ● Bin Ali Status: ACTIVE Agency Model: 4T VISORS Regoris Contest Category 1 ⊕ Contest Category 2 ⊕ Regoris Sales Convention 2006 Single Qualifier Preser Club 2008 Single Qualifier Regoris Sales Convention 2007 Single Qualifier Preser Club 2008 Single Qualifier Preser Club 2009 Double Qualifier			
	Agent Code: 000:	Date Joir	ned: 10/08/2004	Full Time: 🖌	
	Agent Name:* Abu Bakar	r Bin Ali Sta	itue: ACTIVE		
	Agent Rank: GAM	Agency Mo	idel: 41		
	Reporting Office: WEALTH AD	VISORS Reg	Jon: CENTRAL		
enu	* Query				
					1 · 10 of 10+
		Contest Name	Contest Category 1	Contest Category 2	
,	Year of Achievement			Contest Category 2 💮	
-	Year of Achievement 🚔	Regional Sales Convention 2006	Single Qualifier	Contest Category 2 😓	
>	Year of Achievement 🕀 2006 2007	Regional Sales Convention 2006 Premier Club 2008	Single Qualifier Single Qualifier	Contest Category 2 😓	
>	Year of Achievement 2006 2007 2007	Regional Sales Convention 2006 Premier Club 2008 Regional Sales Convention 2007	Single Qualifier Single Qualifier Single Qualifier		
> > >	Year of Achievement 2006 2007 2007 2008	Regional Sales Convention 2006 Premier Club 2008 Regional Sales Convention 2007 Star Performers Recognition 2001	Single Qualifier Single Qualifier Single Qualifier 8 Consistency Award -2nd half Yearly		
~ ~ ~ ~	Year of Achievement 2006 2007 2007 2008 2008 2008	Regional Sales Convention 2006 Premer Club 2008 Regional Sales Convention 2007 Star Performers Recognition 200 Premier Club 2009	Single Qualifier Single Qualifier Single Qualifier 8 Consistency Award -2nd half Yearly Double Qualifier	TGS Category	Remarks 😓
~ ~ ^ ^ ^	Year of Achievement 2006 2007 2007 2008 2008 2008 2008	Regional Sales Convention 2006 Premier Club 2008 Regional Sales Convention 2007 Star Performers Recognition 200 Premier Club 2009 Quality Business Award 2008	Single Qualifier Single Qualifier Single Qualifier 8 Consistency Award -2nd half Yearly Double Qualifier AM rank - Round 1	TGS Category Top 3 best managed redemptio	Remarks 😓
~ ~ ^ ^ ^	Year of Achievement 2006 2007 2007 2008 2008 2008 2008	Regional Sales Convention 2006 Premier Club 2008 Regional Sales Convention 2007 Star Performers Recognition 200 Premier Club 2009 Quality Business Award 2008 Quality Business Award 2008	Single Qualifier Single Qualifier Single Qualifier 8 Consistency Award -2nd half Yearly Double Qualifier AM rank - Round 1 AM rank - Round 3	TGS Category Top 3 best managed redemptio Top 3 best managed redemptio	Remarks 🕁
> > > > > > >	Year of Achievement → 2006 2007 2008 2008 2008 2008 2008	Regional Sales Convention 2006 Premier Club 2008 Regional Sales Convention 2007 Star Performers Recognition 200 Premier Club 2009 Quality Business Award 2008 Quality Business Award 2008	Single Qualifier Single Qualifier Single Qualifier 8 Consistency Award -2nd half Yearly Double Qualifier AM rank - Round 1 AM rank - Round 3	TGS Category Top 3 best managed redemptio Top 3 best managed redemptio	Remarks 🕁

This view will list down all the contests or agency campaigns achieved by the agent, which includes information such as Year of Achievement, Contest Name and Contest Category.

0

C



4.3 Licensing

	Click	on here to choose for	Licensing tab		Help Log In/O
how: Licensing	agement Corporati			fo Center Hana Reports	gement Calendar Pro
ensing: ugent Details tenu	Query				1 of 2+ 🕨
	6m ()				
Agent Code:		Date Joined: 10/08/2004		Full Time: 🗸	
Agent Name:*	Abu Bakar Bin Ali	Status: ACTIVE			
Agent Rank:	GAM	Agency Model: 4T			
Reporting Office:	WEALTH ADVISORS	Region: CENTRAL			
Licensing					
fenu 💌	Query				1 - 8 of 8
icence Type 🚍	AIA Agent Code 🚍	Hembership No 🚔	Start Date 🚍	Expiry Date 🚍	License Status 🚔
мм		011-C- (87)	01/01/2011	31/12/2011	Expired
IAM	0000057 .	AAANSA	01/12/2008	01/12/2012	Active
TA	000005:1.	MD40-34541	26/01/2011	26/02/2011	Expired
ED.LI	000000		01/12/2008	01/01/2099	Active
Ib.			14/04/2010	31/12/2099	Active
MM		011-0-08874	10/08/2004	31/12/2013	Active
	007 7.11	MTA-838058	19/01/2011	19/01/2013	Active
TA					

This view provides licensing information (for all product lines) of an agent, as follows:-

- License Type FiMM, LIAM, PIAM, MTA, CEILLI, IEP
- AIA Agent Code (applicable to Insurance license only)
- Membership No of respective license
- Start Date (or effective Date) of respective license
- Expiry Date of respective license
- License Status of respective licensing Active/Terminated



4.4 Agent Structure

			Help Log In/O
ert Customer Hanagement Corporati	ck on here to choose for Agent S	r Hana	gement Calendar Pri 🚺 🕨
how: Agent Structure		Reports	Saved Queries:
wnines:			
Agent Details			🔟 1 of 2+ 💽
lenu 💌 Query			
Agent Code: 000.	Date Joined: 10/08/2004	Full Time: 🗸	
Agent Name: Abu Bakar Bin Ali	Status: ACTIVE		
Agent Rank: GAM	Agency Model: 4T		
Reporting Office: WEALTH ADVISORS	Region: CENTRAL		
Agent Structure Structure Change History	Active Downlines Terminated/Resigned Downlines	Print Customer Roll Up Report	

This view consists of 5 tabs namely:-

- i. Agent Structure
- ii. Structure Change History
- iii. Active Downlines
- iv. Terminated/Resigned Downlines
- v. Print Customer Roll Up Report



i. Agent Structure

	Customer Hanagement Corporate Customer Hanagement Agency Hanagement Activities Circular Info Center Hanagement Calendar Prof Reports Saved Queries: Reports Saved Queries: Imagement Calendar Prof Intel: Imagement Imagement Reports Saved Queries: Imagement Calendar Prof Intel: Imagement Imagement Imagement Calendar Prof Imagement Imagement Imagement Calendar Prof Imagement Imagement Imagement Imagement Imagement Imagement Calendar Prof Imagement Imagement Agent Structure Adency Model: 4T Imagement Imagement Imagement Imagement Imagent Structure Structure Structure Structure Imagement Imagement Imagement Imagent Structure Structure Structure Imagement Advert Imagement Imagement Imagent Structure Structure Structure Imagement Imagement Imagement Imagement Imagent Structure Structure Structure Imagement Imagement Imagement Imagement Imagent Structure Struct						
mine	15:						
gen	t Details						1 of 2+ 🕨
enu	▼ Qu	ery .					
		Sent Corporate Customer Hanagement Agency Hanagement Activities Circular Info Center Hanagement Calendar Pri< Imagement Calendar Pri Imagement Calendar Pri<					
	Agent Code: 00	5	Date Join	ed: 10/08/2004		Full Time:	~
	Agent Name:*	Abu Bakar Bin Ali	Sta	tus: ACTIVE			
	Agent Rank: GA	м	Agency Mo	del: 41			
	Reporting Office:	WEALTH ADVISORS	Reg	on: CENTRAL			
	Agent Structure	Structure Change History	Active Downlines	Terminated/Resigned Do	wnines Pr	int Customer Roll Up Report	
		Query					▼ Saved Queries: 1 of 2+ ▶ 1 o
fenu		License Type	Upline Name 🚔	Upline Rank 🚔	GAM 🚔		Recruiter Rank 🚔
(enu	Product Line			C 114	11 21	NLSW QZNZOR YRM N	LSW QZDZO AS
(enu		IEP	a second and a	GARA			
	Estate Planning					NLSW QZNZOR YRM N	LSW QZDZO AS
>	Estate Planning	LEAM	20 ge e -	GAM			
>	Estate Planning Insurance	LIAM FIMM	20 ge e -	GAM GAM		NLSW QZNZOR YRM N	LSW QZDZO AS

Agent Structure tab provides agency structure by product lines.

Agency Structure for Unit Trust is referred as Master Agency Structure.

Agency structure for other product lines such as Insurance & Estate Planning are referred as Child Agency Structure.

Agent Structure tab consists of upline & recruiter information (name and rank) and GAM name.

Recruiter information is defaulted to 'Unit Trust' recruiter.



ii. <u>Structure Change History</u>

lert	Customer Hanagement Corp	orate Customer Hanagem	ent Agency Hanagement Activiti	es Circular Info Center Hanagen	
show:				Reports	 Saved Queries:
ownline	6:				
Agent	: Details				1 of 2+ 🕨
Menu	 Query 				
	Agent Code:	Da	te Joined: 10/08/2004	Full Time: 🗸	
	Agent Name Abu Bakar Bir	n Ali	Status: ACTIVE		
	Agent Rank: GAM	Agen	ncy Model: 4T		
	Reporting Office: WEALTH ADVI	SORS	Region: CENTRAL		
			Region: CENTRAL		
	Agent Structure Structure Ch		Region: CENTRAL	Print Customer Roll Up Report	
Menu				Print Customer Roll Up Report	1 - 8 of 8 🔹
	Agent Structure Structure Ch			Print Customer Roll Up Report	I - 8 of 8 ■ Effective Date
	Agent Structure Ch	ange History Active Down	nlines Terminated/Resigned Downlines		
Menu	Agent Structure Ch Query Structure Change Type	License Type 🚔	nines Terminated,Resigned Downlines Previous	New	Effective Date 👙
Menu	Agent Structure Ch Query Structure Change Type Promotion	Active Down	nines Terminated,Resigned Downlines Previous UTC	New AS	Effective Date 😓
Menu >	Agent Structure Ch Query Structure Change Type Promotion Change of Sales Office	Active Down	nines Terminated,Resigned Downlines Previous UTC WEALT. 1121	New AS XCELLENCE CONSULTANTS	Effective Date 😓
Menu >	Agent Structure Change Type Promotion Change of Sales Office Change of Agency Structure	Active Down	Previous UTC WEALT. TAS TTO BY ADAMACT	New AS XCELLENCE CONSULTANTS TO BLACK SCOV	Effective Date 😓 Jul 2005 Dec 2007 Dec 2007
Menu >	Agent Structure Change Type Promotion Change of Sales Office Change of Agency Structure Promotion	Active Down	Previous UTC WEALT, 11,2 1772 575 X0557CT AS	New AS XCELLENCE CONSULTANTS 71 34A445500 AM	Effective Date Jul 2005 Dec 2007 Dec 2007 Jan 2008
Menu))))	Agent Structure Change Type Promotion Change of Sales Office Change of Agency Structure Promotion Change of Agency Structure Promotion Change of Agency Structure	Active Down	Previous UTC WEALT, 11,2 UTC WEALT, 11,2 UTC STOLES VECT AS EVEN WEEN STOLE	New AS XCELLENCE CONSULTANTS 11 BLACKECCV AM AHEROROWCK, 3	Effective Date Jul 2005 Dec 2007 Dec 2007 Jan 2008 Feb 2008

Structure Change History tab provides the details of the agency changes, i.e. change of sales office, change of upline, promotion information etc, which includes old value and new value of the agency changes, and the effective date of the change.

For example as shown above: Promotion for agent code (15727) from UTC to AS, effective Jul 2005.



iii. Active Downlines

	Customer Han	agement Corporat	te Customer Management Ag	gency Management	Activities	Circular	Info Center	Hanagement Calendar	Pro CI DI	
how	-				30		Reports	▼ Saved		
mine	esi									
gen	t Details								1 of 2+	
enu	¥ (Query								
	Agent Code:	000	Date Joined:	10/08/2004			Full Time: 🗸			
		Abu Bakar Bin Ali								
	Agent Name		Statusi	ACTIVE						
	Agent Rank:	GAM	Agency Model:	41						
	Reporting Office:	WEALTH ADVISORS	Region:	CENTRAL						
	Annual Planation	Structure Change H	story Active Downlines	erminated/Resigned Do	unteres But					
	Agent Structure									
			ACTURE DOMININES	e materix estres pres por	Arteries. Pre	nt Customer Rol	Up Report			
Direc	t Downlines			e maneer, weer gries oor	ATTENDED. PTE	nt Customer Rol	Up Report	. 11	- 20 of 20+ 🚺	
Direc	t Downlines Product Line	1 st applet –I	Direct Downlines	ent Name 😄		nt Customer Roll	Agent Rank			
Direc		1 st applet –I				nt Customer Roll		🗧 Reporting O		
Direc	Product Line	1 st applet –I	Direct Downlines	ent Name 🚔	··· .	nt Customer Rol	Agent Rank	Reporting O	ffice $\stackrel{\bigtriangleup}{\bigtriangledown}$	
Direc	Product Line Unit Trust Unit Trust Unit Trust	1 st applet –I Firm Firm	Direct Downlines	ent Name 🕀 6. Col: 80-940 / 8115 S 2004-894 2115 S	··· .	nt Customer Rol	Agent Rank AM UTC AS	Reporting O WEALTH WEALTH WEALTH	ffice 🕀 ADVISORS ADVISORS ADVISORS	
Direc	Product Line Unit Trust Unit Trust	1 st applet –I	Direct Downlines	ent Name 🕀	··· .	nt Customer Rol	Agent Rank AM UTC	Reporting O WEALTH WEALTH WEALTH	ffice 🕀 ADVISORS ADVISORS	
> > > > > >	Product Line Unit Trust Unit Trust Unit Trust	1 st applet –I PMM PMM PMM	Direct Downlines	ent Hame 🖨 No. 1561 830 740 7 Brito S. 2015 640 840 Mar Vol. 145	··· .	tt Customer Rol	Agent Rank AM UTC AS	Reporting O WEALTH WEALTH WEALTH WEALTH	ffice 🕀 ADVISORS ADVISORS ADVISORS	
> > > > > >	Product Line Unit Trust Unit Trust Unit Trust Unit Trust ect Downlines Product	1 st applet –I	Direct Downlines	ent Name 🖨 6. C.S. (35) (36) (3 31) (5 20) (36) (35) 21 (5 20) (35) (35) M/ (3 2) (35) M/ (3 2) (35) (35)	eporting	Customer Rol	Agent Rank AM UTC AS UTC Upline	Reporting O WEALTH WEALTH WEALTH WEALTH WEALTH	ffice ADVISORS ADVISORS ADVISORS ADVISORS - 10 of 16+	
> > > > > >	Product Line Unit Trust Unit Trust Unit Trust Unit Trust exct Downlines Product Line	1 st applet –I	Direct Downlines	ent Name S. Coel 350 (300 m 3 m S. Coel 350 (300 m 3 m S. Coel 3 m Mori S. Coel 3 m Mori S. Coel 3 m Mori S. Coel 3 m Rank Coel 3 m Rank Coel 3 m Coel 3			Agent Rank AM UTC AS UTC Upline	Reporting O WEALTH WEALTH WEALTH WEALTH WEALTH WEALTH WEALTH	ffice ADVISORS ADVISORS ADVISORS ADVISORS ADVISORS	
))) Indir	Product Line Unit Trust Unit Trust Unit Trust Unit Trust ect Downlines Product Line Unit Trust	1 st applet –I	Direct Downlines	ent Name C. C.S. (20) ASP 215 S 20,045 ASP A15 S 20,045 ASP A	porting fice WEALTH		Agent Rank AM UTC AS UTC Upline	Reporting O WEALTH WEALTH WEALTH WEALTH WEALTH WEALTH WEALTH	ffice ADVISORS ADVISORS ADVISORS ADVISORS ADVISORS - 10 of 16+ Upline Rank 'A GAM	

Active Downlines provides the list of Active Direct and Indirect downlines by product lines of an agency leader.

The list will be updated from month to month, depending on the <u>agent movement/changes</u> (i.e. new recruits, agent resigned/terminated/promoted for the month) within the agency structure of an agency leader.

Consists of 2 applets.

- Direct Downlines (1st applet)
- Indirect Downlines (2nd applet)

When you click on any of the Direct Downlines list applet – the Indirect downlines of the respective Direct Downline will be displayed.

Note: Any changes in the agency structure arising from the agent movement or changes, the new data will be refreshed and updated into Active Downlines list by 30^{th} or 31^{st} of the month.



iv. <u>Terminated/Resigned Downlines</u>

iert show:	Customer Han	agement Corporate Cue	tomer Hanagemer	Agency Management Activiti	es Circular Info Center Reports		Saved Queries:	
ownline	is:							
Agent	t Details						1 of 2+ 🕨	1
Menu	•	Query						
	Agent Code:		Date	Joined: 10/08/2004	Full Time: 🗸			
	Agent Name	Abu Bakar Bin Ali		Status: ACTIVE				
	Agent Rank:	GAM	Anency	Model: 4T				
			- derest					
	Reporting Office:	WEALTH ADVISORS	1	Region: CENTRAL	•			
	Agent Structure	Structure Change History	Active Downlines	Terminated/Resigned Downlines	Print Customer Roll Up Report			
Menu	*	Query			0000		1 · 10 of 10+ 🕨	
	Product Line	License Type 🚍	Agent Code 🚍	Agent Name 🚔	Agent Rank 🚔	Status 🚔	Effective Period 🚔	
>	Unit Trust	PIMM	00016134	RED HRLD KLS PFVM	UTC	TERMINATED	Apr 2007	
>	Unit Trust	FIMM	00019719	GZM YVY XSLL	UTC	TERMINATED	Jul 2008	
>	Unit Trust	PIMM	00020850	XSLD PZR SLV	UTC	TERMINATED	Dec 2008	
>	Unit Trust	FIMM	00019943	QZMRXV GVL QLMT OVI	UTC	TERMINATED	Jan 2009	
>	Unit Trust	PIMM	00021230	NPSZNNZW ZAIPO HSZSIRO YRM XSV H	LS UTC	TERMINATED	Jan 2009	
>	Unit Trust	FIMM	00022503	XSLMT BRG PVPM	UTC	TERMINATED	Jan 2009	
>	Unit Trust	FIMM	00022734	ZWZN YRM MLIWRM	UTC	TERMINATED	Jan 2009	
>	Unit Trust	FIMM	00023976	IZNVHS PPNZI Z/O WLIZR IZQ	UTC	RESIGNED	Jan 2009	
>	Unit Trust	FIMM	00019496	IZAOZM YRM ZYWFO IZSNZM	UTC	TERMINATED	Jan 2010	
	Unit Trust	PIMM	00021712	MLISVAOVM YRMGR NW HZOR	UTC	TERMINATED	Jan 2010	

This view provides the monthly terminated/resigned downlines of an agency leader for each product lines.



v. Print Customer Roll Up Report

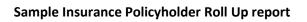
Alert		Customer Hanagement A	gency Management	Activities	Circular Info Center Reports	Hanagement Cale	Step 2: Click on Report to select the roll up report
Downline					Reports		you wish to view
Agen	t Details				JEP Roll Up Report	t	
Menu	Query				UT Roll Up Report	topper c	
					My 81 Publisher R	ecorts	
	Agent Code:	Date Joined:	10/08/2004		Full Time:	Contract and the second	
	Agent Name Abu Bakar Bin Ali	Status:	ACTIVE				
	Agent Rank: GAM	Agency Model:	41				
	Reporting Offices WEALTH ADVISORS	Region:	CENTRAL				
Menu	Agent Structure Structure Change Hist	ory Active Downlines Term	vinated/Resigned Downline	IS Print Co	ustomer Roll Up Report		1 - 8 of 8
	Period 🚔						
>	200601	Step 1: Choose the					
>	200701	Period you wish to	view				
>	200.204	or roll up report					
>	200901						
>	201001						
>	201007						
>	201009						
>	201101						

This view allows agent to view & print the customer roll up report for all product lines.

- > To select period
- > To select report type on 'Reports' dropdown list (on top right hand corner)
- > Once click, the report will be generated in pdf format.

Sample Unit Trust Customer Roll Up report

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	cwa	0		ME INERLITH ADHIBORI INED AGENTIS UNTHO FOR PERIOD	LOER: AUTOMATIC ROLL	LUP TO UPUNE			DATE: 1000013 (8223) APU PAGE: 10P1		
	SALES OFFICE UPLINE: GAME	00015727 A8 P210	UNERLTH ADVISORS DUH SDN DUH SDN	IBD// UPUNE BTXTUS: ACTIVE							
	NO. ACC. NO	HOLDER NAME	ACO/E33	TELNO HPINO.	AGENT CODE	RANK	AGENT NAME	PR00	UNIT		
	1. 1292	D'NI TREI AVLIG (FINE	30 GENEDIK XEMOVIP KREHK 7 OLLUMT VIPUTZ KERSORZ 1 OZOZIM KI MZIMIZMT KI TSIS PLUZ PRINEY/ZOF	088-222781 019-8523869	00017327	UTC	BRR/ DUNT	127	101,620.00		
	2. 1130%	ZRMR YRMGR NW ZIRU	YHHY GZOZNI PVOZIC HEDRO PN 5 GZOZNI GRZIZNI 11999 PUGZ RRIETYZOF HEYZS	088726948	000+1107	UTC	BFR/ DJAT		20,200.00		
		N. SA RAAZO DUAT YRM	M, 4 GZGZM 5/2Y HUPHEWI S	016 3083474	00017337	utto	BRR/ DUMT	827	4,040.00		



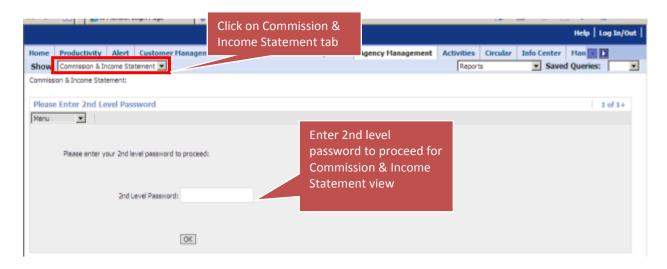
			J.PDF - Adob Window He										
				● ● 72.3%		Find							
Г					CR TERMINATED/ RES	SIGNED AGENT	DVISORS BERHAI TS POLICYHOLDS OR PERIOD	D (206627-H) IR LIST ROLL UP	TO UPLINE		DATE:17	05/2013 18:24 PAGE :	
L	SALES OFF UPLINE: GAM:	RCE:						UPLINE STATUS	ş ::				
	ND. POL	LICY NO	POLICIHOLS	ER ADDRES	TEL S HP1	NO.	AGENT CODE AGENT RANK AGENT NAME	AIA AGENT CODE	PRODUCT (BASIC)	PRODUCT	POLICY INCEPTION DATE	NODE	PREMIUM

Sample IEP Customer Roll Up report

			rt[1].PDF -															_ @ ×
File Edit			nent Tools					_										×
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						,	ERMINATE	CIMD 1 EDV RESI	WEALTH AD	VISORS BE	RHAD (209627 ENT LIST ROL	-H) L UP TO U	PUNE		DATE:17(05/20		25:05 PM E : 1 OF 1	*
•									PC	OK PERIOD								
		GALES UPLIN GAM:	OFFICE:								UPLINE	STATUS :						- 81
		NO.	REFERENCE	NO	NAME	OF CLIENT	r		ADDRESS		TEL NO HP NO.	Â	GENT CODE GENT RANK GENT NAME	PRODUCT	DATE	/ED	FEES (RM)	- 81
																		- 81
																		- 81
																		- 81
																		- 81
																		- 81
																		- 81
																		- 81

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For rank of AM and GAM, agent is required to enter 2nd level password to access the Commission & Income Statement View.

🔮 Siebel Partner Portal - Microsoft Internet Explorer	provided by CIMB Wealth Advisors Bhd		×
🕞 💿 = 🛛 http://192.168.110.195/prmportal_enu/s	tart.swe	■ ++ >	K Uve Search
Bie Edit View Fgvorites Iools Help			
🍦 🔅 🙁 🔹 🧇 PU Release 2 Production 🛛 🧇	Siebel Partner Portal		💁 • 🔂 - 🖶 • 🔂 Bage • 🥥 Tools •
			Help Log In/Out
Alert Customer Management Corporate Custor	ner Hanagement Agency Hanagement	Activities Circular Info Center I	Hanagement Calendar Pro
Show:		Reports	 Saved Queries:
UT Commission:			
Agent Details			1 of 2+ 🕨
Menu 💌 Query			
Agent Code:	Date Joined: 10/08/2004	Pul Time: 🗸	
Agent Name: Abu Bakar Bin Ali	Status: ACTIVE		
Agent Rank: GAM	Agency Model: 4T		
Reporting Office: WEALTH ADVISORS	Region: CENTRAL		
Print Insurance Statement Print Commission	Statement Commission Summary Month	ly Commission Historical Commission Statem	ent (ASSEST) Historica 📧 🚺

Commission & Income Statement View provides functions to print and view the following reports:-

- i. Print Insurance Statement From April-13 onwards
- ii. Print Commission Statement (refers to Unit Trust Statement) From April-13 onwards
- iii. Commission Summary
- iv. Monthly Commission From Jan-13 onwards
- v. Print Historical Commission (ASSIST)- From Jan-2010 till March-2013
- vi. Print Historical Income Statement (ASSIST)- From Year 2010 till Year 2012
- vii. Print UT Income Statement- From Year 2013 onwards

- viii. Print Insurance Income Statement From Year 2013 onwards
- ix. Print Summary Income Statement From Year 2013 onwards

The steps to retrieve information and report are explained in each of the respective view below.

i. <u>Print Insurance Statement</u>

rt ow:		Customer Management Agency Management Activitie	Reports	Saved Queries:
			Reports	Saved Queries:
missio			AIA Insurance Commission Statem	1 101 4 444 101
_	Details			nt 1 of 2+ 🕨
510	Query		My BI Publisher Reports	
				Step 2: Click on AIA
	Agent Code: 000	Date Joined: 10/08/2004	Full Time: 🗸	Insurance Commission
	Agent Name: Abu Bakar Bin A	Ii Status: ACTIVE		Statement
	Agent Rank: GAM	Agency Model: 4T		
	Reporting Office: WEALTH ADVISORS	Region: CENTRAL		
	Reporting Office: WEALTH ADVISORS	Region: CENTRAL		
	Reporting Office: WEALTH ADVISORS Print Insurance Statement Print C		n Historical Commission Statement (ASSIS	T) Historical
			n Historical Commission Statement (ASSIS	T) Hestorical III II
	Print Insurance Statement Print C	ommission Statement Commission Summary Monthly Commissio	n Historical Commission Statement (ASSIS	
	Print Insurance Statement Print C Insurance Statement Menu Period _	ommission Statement Commission Summary Monthly Commissio	n Historical Commission Statement (ASSIS	
	Print Insurance Statement Print C	ommission Statement Commission Summary Monthly Commissio	n Historical Commission Statement (ASSIS	
	Print Insurance Statement Print C Insurance Statement Menu Period 201302	Annession Statement Commission Summary Monthly Commission Commission Statement Commission Commiss	n Historical Commission Statement (ASSIS	
	Print Insurance Statement Print C Insurance Statement Menu Period	Commission Statement Commission Summary Monthly Commission	n Historical Commission Statement (ASSIS	
	Print Insurance Statement Print C Insurance Statement Menu Period	Annession Statement Commission Summary Monthly Commission Commission Statement Commission Commiss	n Historical Commission Statement (ASSIS	
	Print Insurance Statement Print C Insurance Statement Menu Period 201302 201301 201212 201211	Annession Statement Commission Summary Monthly Commission Commission Statement Commission Commiss	n Historical Commission Statement (ASSIS	
ß	Print Insurance Statement Print C Insurance Statement Menu Period 201302 201302 201212 201211 201219	Annession Statement Commission Summary Monthly Commission Commission Statement Commission Commiss	n Historical Commission Statement (ASSIS	
ß	Print Insurance Statement Print C Insurance Statement Menu Period 201302 201302 201301 201212 201211 201210 201209	Annession Statement Commission Summary Monthly Commission Commission Statement Commission Commiss	n Historical Commission Statement (ASSIS	
ſ	Print Insurance Statement Print C Insurance Statement Menu Period	Annession Statement Commission Summary Monthly Commission Commission Statement Commission Commiss	n Historical Commission Statement (ASSIS	

To print Insurance Statement

- Select Period.
- Then go to 'Reports dropdown list (on top right hand cover)', click on AIA Insurance Commission Statement.
- > Insurance Commission Statement will be generated in pdf format.

Sample Insurance Commission Statement

GMKMA FADGHB FMJMA IJMAE JMKM 58200 WILAYAHPERSEK	UTUAN					CIME	3 Wealth Adviso	ors Berhad (209627-H) Page 1 of 1 20/05/2013
GAM CW20 Sri Petaling B	ranch							
SALES COMMISSIO	ON STAT	EMENT FOR 1	THE PERIOD OF	21/03/2012	- 20/04/2012	2		
BASIC COMMISSION								
Conventional Insurance Policy No		Policy	yholder Name		Po	licy Year	Premium	Commission (RM)
W960105045 W960034598			GMDB JF BHGDAE TOTAL SALES COM	MISSION		1 3	1,487.50 986.00	520.63 147.9(668.53
TOTAL BASIC COMMIS	SION							668.53
AGENCY BUILDING AL	LOWANCE							
Conventional Insurance Agent LAE IMA	Rank GAM	Policy Year Premium(RM) Commission (RM	1 1,487.50 D) 252.88	2 0.00 0.00	3 986.00 59.16	4 0.00 0.00	5 and above* 0.00 0.00	Commission (RM) 312.04
	s	UB-TOTAL SALE	S COMMISSION					312.0
TOTAL AGENCY BUILD	ING ALLO	WANCE						312.04
PRODUCT CATEGORY		Year	Target Ratio (%)	Achieved R		Total Pre Contribution	n (RM)	Commission (RM
PRODUCT CATEGORY		Year 1 2	Target Ratio (%) 90 80	Achieved R	atio (%) 0.00 88.49			
PERSISTENCY BONUS PRODUCT CATEGORY Conventional Insurance TOTAL PERSISTENCY E	BONUS	1	90	Achieved R	0.00		n (RM) 0.00	0.00
PRODUCT CATEGORY Conventional Insurance	SONUS	1	90	Achieved R	0.00	Contribution YI Bon	n (RM) 0.00 0.00 TD Y us Bonus ent (J	0.00 0.00 TD Commission
PRODUCT CATEGORY Conventional Insurance	BONUS	1	90	Achieved R	0.00 88.49 YTD FYP/ FYC	Contribution YI Bon Entitlem	n (RM) 0.00 0.00 TD Y us Bonus ent (J	0.0 0.0 TD Commission Paid (RM RM)
PRODUCT CATEGORY Conventional Insurance	OR THE M	1 2	90	Achieved R	0.00 88.49 YTD FYP/ FYC	Contribution YI Bon Entitlem	n (RM) 0.00 0.00 TD Y us Bonus ent (J	0.00 0.00 TD Commission Paid (RM RM) Commission (RM 980.5' 0.00
PRODUCT CATEGORY Conventional Insurance TOTAL PERSISTENCY E TOTAL COMMISSION F LAST MONTH BALANCI	OR THE M	1 2	90	Achieved R	0.00 88.49 YTD FYP/ FYC	Contribution YI Bon Entitlem	n (RM) 0.00 0.00 TD Y us Bonus ent (J	Paid (RM
PRODUCT CATEGORY Conventional Insurance TOTAL PERSISTENCY E TOTAL COMMISSION F LAST MONTH BALANCI TOTAL ADJUSTMENT	OR THE M	1 2	90	Achieved R	0.00 88.49 YTD FYP/ FYC	Contribution YI Bon Entitlem	n (RM) 0.00 0.00 TD Y us Bonus ent (J	0.00 TD Commission Paid (RM RM) Commission (RM 980.5' 0.00 0.00

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ii. Print Commission Statement (refers to Unit Trust Statement)

			Help Log In/Out
Alert Customer Management Corporate Cus Show:	tomer Hanagement Agency Management Activ	Reports	Calendar Prc C Saved Queries:
UT Commission:		Reports	
Agent Details		UT Commission Statement	1 of 2+ 🕨
Menu V Query		My BI Publisher Reports	
			Step 2: Click on UT
Agent Code:	Date Joined: 10/08/2004	Full Time: 🖌	Commission Statement
Agent Name Abu Bakar Bin Ali	Status: ACTIVE		
Agent Rank: GAM	Agency Model: 4T		
Reporting Office: WEALTH ADVISORS	Region: CENTRAL		
Print Insurance Statement Print Commis	sion Statement Commission Summary Monthly Comm	ission Historical Commission Statement (ASSEST)	Historica
Print Commission Statement Menu	Query		🔟 1 - 10 of 16+ 💽
Period	Step 1: Select the		
> 201208			
> 201209	Period of the UT		
> 201207	statement		
> 201210			
> 201205			
> 201202			
> 201212			
> 201203			

To print UT Commission Statement

- Select Period
- Select UT Commission Statement from 'Reports dropdown list (on top right hand cover)'
- > Upon click, UT Commission Statement will be generated in pdf format

Sample UT Commission Statement

DHMM MMDD ADA MABFJ DMGKMA / 00009279 Gaman Aukit Falan Gampin

Falan Gampin Eeremban
70450
NEGERI
AM/



SALES COMMISSION STATEMENT FOR THE PERIOD OF 21/04/2011 - 20/05/2011

PERSONAL SALES COMMISSION

Processing Date	Transaction Date	Disbursement Date	Account Number	Fund Code	Unitholder Name	Personal Sales (RM)	Unit Price	Commission (RM)	
CIMB EQUITY	FUND (TIER STR	UCTURE)							
29/04/2011	28/04/2011	29/04/2011	351575	005	MUHAMMAD ABDUL	650.00	1.2197		
29/04/2011	28/04/2011	29/04/2011	280703	005	ALDMMDMA ADAGD ALDBDA	650.00	1.2197		
29/04/2011	28/04/2011	29/04/2011	351575	026	MUHAMMAD ABDUL	650.00	0.8464		
29/04/2011	28/04/2011	29/04/2011	172706	005	MFDDMIMA ADA EMKMB @ MKDA	650.00	1.2197		
18/05/2011	16/05/2011	18/05/2011	417878	005	LGH ALDMMIMG ADAGD DMGKMG	650.00	1.2245		
18/05/2011	16/05/2011	18/05/2011	418411	038	KLGB GMDDFJ MAFMD ADA MKDA	650.00	0.4560		
	TOTA	L SALES AND CO	MMISSION			3,900.00		13.00	
GRAND TO	TAL PERSONA	L SALES COMM	IISSION						13.00

OVERRIDING COMMISSION

CIMB EQUITY FUND (TIER STRUCTURE)-KWSP

CIMB EQUITY FUND (TIER STRUCTURE)-KWSP			
		Personal Sales (RM)	Commission (RM
Personal Sales		0.00	0.0
Downlines Name	Rank	Total Group Sales (*)	Commission (RM
		(RM)	
3MJDAM ADAGD AFFMAE	AS	752,375.00	1,000.6
AFDFJ CMDMMG ADAGD GFEEDA	UTC	752,375.00	1,000.6
ALDGMJKD ADAGD MA.DMGKMA	AS	752,375.00	1,000.6
GMBDFMG ADAGD EHAGMK	AS	752,375.00	1,000.6
TOTAL SALES	AND COMMISSION	3,009,500.00	5,003.2
IMB EQUITY FUND (TIER STRUCTURE)			
		Personal Sales (RM)	Commission (RM
Personal Sales		0.00	0.0
Downlines Name	Rank	Total Group Sales (*)	Commission (RM
		(RM)	
ALDGMJKD ADAGD MA.DMGKMA	AS	328,232.00	928.3
AFDFJ CMDMMG ADAGD GFEEDA	UTC	328,232.00	928.3
MMMJD ADA MJDME	AS	328,232.00	928.3
MJDAM ADAGD AFFMAE	AS	328,232.00	928.3
GMBDFMG ADAGD EHAGMK	AS	328,232.00	928.3
	AND COMMISSION	1,641,810.00	5,570.2
CIMB EQUITY FUNDI (TIER STRUCTURE)-KWSP	ALL COMMISSION	1,041,010,00	0,01014
the sector construction of the street of the		Personal Sales (RM)	Commission (RM
Personal Sales		0.00	0.0
Downlines Name	Rank	Total Group Sales (*)	Commission (RM
		(RM)	
ALDGMJKD ADAGD MA.DMGKMA	AS	328,232.00	928.3
AFDFJ CMDMMG ADAGD GFEEDA	UTC	328,232.00	928.3
DMMMJD ADA MJDME	AS	328,232.00	928.3
GMJDAM ADAGD AFFMAE	AS	328,232.00	928.3
IGMBDFMG ADAGD EHAGMK	AS	328,232.00	928.3
TOTAL SALE	S AND COMMISSION	1.641.810.00	5,570.2
CIMB EQUITY FUND1 (TIER STRUCTURE)-KWSP			
		Personal Sales (RM)	Commission (RM
Personal Sales		0.00	0.0
Downlines Name	Rank	Total Group Sales (*)	Commission (RM
		(RM)	
ALDGMJKD ADAGD MA DMGKMA	AS	19,545.00	24.4
TOTAL SALE	S AND COMMISSION	19,545.00	48.8
GRANT TOTAL OVERRIDING COMMISSION			8,668.8

GRANT TOTAL OVERRIDING COMMISSION

TRAILER COMMISSION

PERSONAL TRAILER COMMISSION OVERRIDING TRAILER COMMISSION GRAND TOTAL TRAILER COMMISSION Commission (RM)

276.26 247.46 523.72



ow:	Customer Manageme	nt Corporate Customer	Management Agency Mana	agement Activities	Circular	Info Center Manag Reports		ndar Prok Daved Queries:
	, Agent Rank: GAM		Agency Model: 4T					
	Reporting Office:		Region: CENTRAL					
	Print Insurance Stateme	nt Print Commission Staten	nent Commission Summary	Monthly Commission	Historical Co	mmission Statement (AS	SIST) Histo	rical 🔝 🚺
omn	nission Summary	Menu 1 st applet –Co	mmission Summary					✓ 1 - 1 of 1 >
	Period $\stackrel{\bigtriangleup}{\bigtriangledown}$ Total C		Total Last Year MTD (RM)	Total Current Yea	r YTD (RM)	Total Last Year Y	TD (RM) \bigcirc	Last Updated On $\overline{\bigcirc}$
>	2013	11,333.82	19,453.	.12	60,680.	65	60,966.43	17/05/2013
omn	nission by Commissio	on Type 1 3rd apple	et –Commission by Com		•		^	1 - 6 of 6 🗈
	Product Line	Commission Type 🕁	Current Year MTD (RM)	Last Year MTD		Current Year YTD (RM	1) 🕁 Las	t Year YTD (RM) 🕁
	\sim		3,8	803.80	8,804.20	2	2,758.40	20,812.66
>		Personal Sales Commission					3,907,26	23,556.12
>	UT 1	Personal Sales Commission	2,5	772.62	6,630.06	1	3,907.20	
-	UT I			772.62 137.79	6,630.06 737.02	-	4,249.39	2,796.99
> > >	UT 1 UT 1 UT 1 UT 1	Overriding Commission Personal Trailer Commission Overriding Trailer	1,1	137.79 010.67	737.02 1,048.51		4,249.39 3,795.76	3,992.34
> > > >		Overriding Commission Personal Trailer Commission Overriding Trailer Equalisation Bonus	1, 1 1, 2 1, 0 5	137.79 D10.67 501.80	737.02 1,048.51 0.00		4,249.39 3,795.76 2,362.70	3,992.34
> > >		Overriding Commission Personal Trailer Commission Overriding Trailer	1, 1 1, 2 1, 0 5	137.79 010.67	737.02 1,048.51		4,249.39 3,795.76	3,992.34

Commission Summary view provides an overview of the Total Commission for UT and Insurance $(1^{st}$ applet), and breakdown of total commission by product line $(2^{nd}$ applet) and by each commission type $(3^{rd}$ applet), based on the following details. For example: current month is March 2013

- a) Total Current MTD (Month-to-date) i.e. March 2013
- b) Total Last Year MTD (Month-to-date) i.e. March 2012
- c) Total Current Year YTD (Year-to-date) i.e. January 2013 March 2013
- d) Total Last Year YTD (Year-to-date) i.e. January 2013 March 2012

To select Product Line, then breakdown commission for the selected Product Line will be displayed.



iv. <u>Monthly Commission</u>

lert	Customer Hanagement	t Corporate Custon	er Management	Agency Management	Activities	Circular	Info Center	Hanagemer	it Calendar	Pre C D	
how:		-				R	eports		 Saved 	Queries:	
	Agent Code: 000		Date Joi	ned: 10/08/2004			Pul Time: •				
	Agent Name Abu Ba	akar Bin Ali	Sta	tus: ACTIVE							
	Agent Rank: GAM		Agency Mo	del: 4T							
÷,	Reporting Office: WEA	LTH ADVISORS	Reg	ion: CENTRAL							
	Print Insurance Statement	Print Commission Sta	tement Commissi	on Summary Honthly C	ommission	Historical C	ommission Stater	nent (ASSIST)	Historical :		
Comn	nission Summary	1 st applet –C	ommission Su	mmary						1 - 4 of 4	
		Total Current	/ear HTD (RH) 🚍				Last Upda	ited On 🚍			
>	2	01301				15,064	.71			17/05/2	2013
>	2	01303				18,061	.27			17/05/2	2013
>	2	01304				11,333	.82			17/05/2	2013
>	2	01302				18,540	.01			17/05/2	2013
Comn	nission by Product Lin	2 nd apple	. – Commissio	n by Product Line					1.0	1 - 2 of 2	
	Product Line			l Current Year MTD (RM)						
>			DVS							1,07	0.80
>		_	υT							13,99	3.91
Comn	nission by Commission	Type 🗈 3 rd ap	plet –Commis	sion by Commissio	n Type				1	- 10 of 10+	٠
	Product Line	Comm	ission Type 🚃				Current Year P	ITD (RM) 🚔			
>		INS		в	asic Commission	(Personal)				7	7.50
>		DIS		Acency Build	ing Allowance (Overriding)				62	1.76

Monthly Commission tab provides monthly total commission with breakdown details by commission type for both UT and Insurance product line. This tab consists of 3 applets.

- a) Commission Summary to select period
- b) Commission by Product Line to select product line
- c) Commission by Commission Type breakdown commission amount based on defined period & product line

To select period, then select product line, breakdown commission for the selected period and product line will be displayed.



Print Summary Commission Statement

				Help Log In/Out
rt	Customer Management Corporate Cust	omer Hanagement Agency Management Activit	ies Circular Info Center Management	t Calendar Pre CI D
ow:				Saved Queries:
	Agent Code: 000	Date Joined: 10/08/2004	Reports Summary Commission Statement	
	Agent Nam Abu Bakar Bin Ali	Status: ACTIVE	My BI Publisher Reports	Step 2: Click on
	Agent Rank: GAM	Agency Model: 4T		Summary Commissio
- 9	Reporting Office: WEALTH ADVISORS	Region: CENTRAL		Statement
	Print Insurance Statement Print Commission	Statement Commission Summary Monthly Commission	Historical Commission Statement (ASSIST)	Historical
omn	mission Summary Menu	Query		1 - 4 of 4 m
	Period Curre		Last Updated On	
>	201301		15,064.71	17/05/2013
>	201303	Period of the statement	18,061.27	17/05/2013
>	201304		11,333.82	17/05/2013
>	201302		18,540.01	17/05/2013
mn	mission by Product Line Menu	Query		1 - 2 of 2
	Product Line	Total Current Year MTD (RM)		
>		DVS		1,070.80
>		UT		13,993.91
mn	nission by Commission Type Menu	· Query		1 - 10 of 10+ 🕨
	Product Line 🚔 Con	imission Type 🚔	Current Year HTD (RH)	
>	INS	Basic Commi	ssion (Personal)	77.50
	INS	Agency Building Allowar		621.76

Agent can print the Summary Commission Statement in this tab by clicking on the 'Summary Commission Statement' from the Reports dropdown button (on top right hand corner).



SUMMARY COMMISSION STATEMENT FOR 02/2010

ALD MIKMD ADAGD GMADC (00008796) AL 61 BHDBMAM JMIHHDHI HMEG LKAHDFMKM

GAM

SALES COMMISSION STATEMENT FOR THE PERIOD OF -

UNIT TRUST	
	AMOUNT (RM)
	•
TOTAL UNIT TRUST SALES COMMISSION FOR THE MONTH	0
INSURANCE	
	AMOUNT (RM)
TOTAL INSURANCE SALES COMMISSION OF THE MONTH	0
	Ŭ
GRAND TOTAL COMMISSION FOR THE MONTH	0
Note: TBA	

6

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v. <u>Historical Commission Statement (ASSIST)</u>

							Help Log Ir	n/Out
	ustomer Hanagement	Agency Management	Activities	Circular		Hanagement Calendar		
iow:					Reports	 Saved 	Quenes:	۲
gent Details							1 of 1+	•
Agent Code: 000		ed: 10/08/2004			Full Time: 🗸			
Agent Neme Abu Bakar Bin Ali Agent Rank: GAM	Star Agency Mo	del: 4T						
Reporting Office: WEALTH ADVISORS	Reg	on: CENTRAL						
Print Insurance Statement Print Commiss	ion Statement Commissio	in Summary Monthly Con	mission H	istorical Co	mmission State	ement (ASSIST) Histor	 • 	
tachments Menu 💌 Q	uery					1 No Reco	rds 🗉 🖪	*
Description						Attac	hment Name	4
01201						Attachm	ient 1	
Step 1: Select of the statem						th	tep 2: Clic ne file ttachmer	

Select period, then click on attachment name, the report will be generated in pdf format.



vi. <u>Historical Income Statement (ASSIST)</u>

					Help Log In/Ou
ert Customer Management Corpo	orate Customer Hanagement Age	ency Management Ac	tivities Circular	Info Center Manag Reports	ement Calendar Pro C Saved Queries:
wnlines:					
Agent Details					🔟 1 of 1+ 🕨
Menu 💌 Query					
Agent Code:	Date Joined: 1	0/08/2004		Full Time: 🗸	
Agent Name:*	Status: A	CTIVE			
Agent Rank: GAM	Agency Model: 4	r.			
Reporting Office: WEALTH ADVIS	iORS Region: O	ENTRAL			
ent Print Commission Statement Com	mission Summary Monthly Commission	Historical Commission St	atement (ASSIST)	Historical Income Stat	tement (ASSIST
Attachments Menu	Query				🔝 No Records 💽 📔 🗐
Description $\stackrel{\bigtriangleup}{\bigtriangledown}$					Attachment Name $\stackrel{\bigtriangleup}{\bigtriangledown}$
2012					Attachment 1
	: Select the of the statement				Step 2: Click on the file Attachment

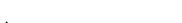
Select period, then click on attachment name, the report will be generated in pdf format.



vii. Print UT Income Statement

Customer Managem	ent Corp	porate Customer Managen	Agency Management	Activities	Circular	Info Center	Management Calendar	Profile	
how:		<u> </u>				Reports	• S	ved Queries:	_
int UT Income Statement	1								
Agent Details								: Go to 'Re	
Menu 💌 🛛	Query							own butto	
								n UT Incon	ne
							Stater	nent	
Agent Code:	00028277		Date Joined: 08	/12/2011			Ful Time: 🗸		
Agent Name:	Abu Bak	ar Bin Ali	Status: AG	TIVE					
After the second			410010491						
Agent Rank:	UTC		Agency Model: 47						
Reporting Office:			Region: CE	NTRA					
Neporany onnoes			negos os						
sion Print Insurance !	Statement	Print Commission Statement	Print UT Income Statement	Print Insu	rance Income	Statement F	Print Summary Income Stateme	nt 【 🕽	
Menu 💌	Query]						No Records	2
	Per	iod 🚔							
			1: Select the						
	2012		d of the statement						

Select period, then go to 'Reports dropdown button', click on UT Income Statement, the report will be generated in pdf format.



viii. <u>Print Insurance Income Statement</u>

				91.			Help Log I
S	Customer Management	Corporate Customer Managem	Agency Management	Activities		Center Hanage ports	ment Calendar Profile 【 💽
	gent Details	-	Date Joined: 10/08/2004			Full Time: 🗸	Step 2: Go to 'Reports dropdown button', click on Insurance Income Statement
	Agent Name: *	SALES OFFICE	Status: ACTIVE Agency Model: 4T Region: CENTRAL				
	ion Print Insurance Statem	luery	Print UT Income Statement	Print Insurar	nce Income State	Print Sum	nary Income Statement 🚺 🚺
		2012	o 1: Select the iod of the statemer	ıt			

Select period, then go to 'Reports dropdown button', click on Insurance Income Statement, the report will be generated in pdf format.

6

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Sample UT/Insurance Income Statement

			A BAYARAN INSENTIF B DAR ATAU PENGAGIH TE STATEMENT OF MONETA DEALER OR DISTRIBUTO Borang Ini dites This form is	ERTAKLUK RY AND NO OR PURSUA apkan di bas	KEPADA SEKSYEN 8 N-MONETARY INCENTI	A AKTA CUKAI PENE VE PAYMENT TO AN AG THE INCOME TAX ACT al Pendapatan 1967	APATAN 1987 ENT.	
			EA		ERAKHIR 31 DISEMBER /	2011		
BA	HAG	AN A I PART A	: MAKLUMAT SYARIKAT	PEMBAYA	R I PAYER COMPANY'S	PARTICULARS		
۹.		ma / Name	1 1. 65 3010 1.433.034					
2	Ale	mat / Address	Mar Tan Tondens	the Terrer	6			
3.					a nyerer e			
4		Cului Pendapata	defenin) / Reference No. (Reg) n / Income Tax No.	C C	a and a start of the			
BA	HAG	AN BIPART B	: MAKLUMAT PENERIMA	I RECEIPIE	INT'S PARTICULARS			
1.	Nam	na / Name	11 - CL 4 - C 27	100				
2	Alar	nat / Address	00.00 Pearstant 10 195261	138 (1977) 1980 - 1977)	a state of the second			
3.	Reg.	Intradion / Identity Ca	Pengenalen / Polis / Terters / I vd / Police / Army / Pessport No* kanaan / Delete whichever is not		7			
4	No.	Cukai Pendapatan	I Income Tax No.					
5.	Mart	teutin di Malaysia	Resident in Melaysia		/SG /OG/D/TP/TJ/TF /Yes 2 = Tidak / N	>		
8/	HAC	BIAN C / PART	C: MAKLUMAT BAYA	RAN INSE	INTIF I PARTICULARS	OF INCENTIVE PAYN	IENT	
1.	NBai (H)	Komisen / borus	ak wang tunal / Value of mone / Commission / bonus	tary incentive				815,900.65
	(00)	Lain-Jain /						0.00
				(Site nysteka	n / Please specify)		<u> </u>	
2	040	Kenderson / Vel	uk bukan wang tunal / Value o sole	of non-mone	tary incentive			0.00
	(00)	Rumeh / House						0.00
	00	Pakej Pelanoung	pen / perjelanan / Tour / Inevel p	eckape				0.00
	040	Lain-Jain /	Cash Voucher				$\neg \vdash$	100.00
		Others		(Gila nyataka	n / Please specify)	JUMLAH / 7	OTAL :	816,030,65
			D: AKUAN PEMBAYA	R I PAYER	'S DECLARATION			
	L	KONG LAN						
North	Pand	elteren / Ked Peng in / Identity Card / P	enalish / Polis / Tentens / Paspo olice / Army / Pasaport No. * n / Delete whenever is not applica	ant"	and the second second			
			Director					
804 per boli	Akter weder	Culosi Pendepeter atau pengagih ber anaan denda tidak	ns makkumat yang diberikan da 1967. Seya juga sedia maklun kanaan dalam tempoh yang dit kunang daripada dua natus ring (5) bulan atau kadua-duanya s	n behava keg etepkan oleh at (RMCCC) d	pegalan menyediskan dan m Akta tersebut adalah meny Jan 5dak melebihi dua ribu r	enyershiyan salinan penya salam suatu kasalahan,dar inggit (RM2.000) atau huku	ta ini kepada ejen, n jika disabitkan kasala	shen,
80.4	time of	clans that the inform and rander a copy frict less than two h section 120(1) of the	ation given in this statement is tru of this statement to the relevant a undred ringgit (RM200) and not n same Act.	e, correct and gert dealer or tone than two i	complete as negulied under a distributor within the period a thousand ringgit (RM2,000) or	to imprisonment for a term (not exceeding six (6) mo	initia or to both
		_			1 - C.	A-12834	Carl Stream	a low ap 1, a -
Та	rikh / I	Date :		2		PUR.S	Martin Carlo and and	p na
			Hart/ Bulan / Tahun / Day Month Year		Tandatangan ** / Signature **		op Syarikat / Company Sta	mp .
1	olar Pa	ngakuan ini hendaklai Ni deciaration must b	t disual ciefs persegang jevalan dai nambe zy a designed officer of the c	company pursuit	araa dengan penuntukan Akta Ci ant to income Tax Act 1967	kai Pendapatan 1967 /		

cwa®



ix. Print Summary Income Statement

			Help Log In/Out
lert Customer Hanagement Corporate Custon ihow:	er Hanagement Agency Hanagement Activ	ties Circular Info Center Hanageme Reports	saved Queries:
int Summary Income Statement:		Reports	
Agent Details		Summary Income Statement	1 of 2+ 🕨
Menu 💌 Query		My 61 Publisher Reports	Step 2: Go to
Agent Code: C	Date Joined: 10/08/2004	Puil Time: 🗸	'Reports dropdown button', click on
Agent Name: *(Status: ACTIVE		Summary Income
Agent Rank: GAM Reporting Office: / WEALTH ADVISORS	Agency Model: 4T Region: CENTRAL		Statement
			100 M
n Statement (ASSIST) Historical Income Statement (ASI Menu	151) Print Of Income statement Print Insurance In	Print Summary Income S	1 - 1 of 1
Period 🚔			
> 2012	Step 1: Select the		
i	Period of the statemer	nt	
		Local	intranet 🕂 100% *

Summary Income Statement is a consolidated statement for UT and Insurance Income Statement. For printing – Select period, then go to 'Reports dropdown button', click on Summary Income Statement, the report will be generated in pdf format. Sample Summary Income Statement

SUMMARY OF INCOME STATEMENT FOR YEAR ENDED 2012

Agent Name	:	HSFSZWZ YRMGR ZOZMT HSFPLI	Agent Code	:	00006713
NRIC	:	680105-07-5458 (new / old NRIC; Passport No)	Date	:	18/01/2013
Address	:	67-6 QZOZM 8/72U PFZOZ OFNKFI HZGVORGV XVMGIV DZMTHZ NZQF HVXGRLM 4			
					(RM)
1. CIMB WEA	ALTH	ADVISORS SDN BHD			
Total Incon	ne for	Unit Trust Business and other non-UT products			1,033,959.57
2. ASTRID W	EALT	H PLANNERS			
Total Incon	ne for	Insurance Business			47,166.94
TOTAL INCO	ME F	OR YEAR ENDED 2012 :			1,081,126.51

THIS IS A COMPUTER GENERATED STATEMENT NO SIGNATURE IS REQUIRED

Page 73



Click on Circular tab

5.0 Circular

me	Producti	vity Alert C	Customer Management	Corporate Customer M	lanagement Agen	cy Management	Activities	Circular Info Ce	nter Manageme	ent Calendar	Profile	
how:	Circular 🔻								Report	5	 Saved Que 	ries:
culars 8	& Annound	ements:										
ircula	r & Anno	uncements	4or								1-1	0 of 12+ 🚺
	New \bigcirc	Ref # $\bigcirc^{\bigtriangleup}$	1 st applet –	Circular & Annou	uncements			ect circula	r	Description	Date Posted	74.404.0000000 ····
>	*		STAR PERFORMER	S RECOGNITION 2011 AS	AT DECEMBER 2011	you	wish to	oview			22/04/2012 0	4:48:32 PM
>	*		New SD								22/04/2012 0	5:12:46 PM
>	*		1123								09/06/2012 0	9:36:30 AM
>	*	794618	test1								15/04/2012 0	3:40:52 PM
>	*	123456789/ASD	TESTING KELLY-3								06/04/2012 0	5:26:41 PM
>	*	456789/2012/AS	SD TESTING (KELLY S	EPT 2012-CIRCULAR)							06/04/2012 0	5:22:33 PM
>	*	12345/2012/Asd	testing (kellySept	2012)							06/04/2012 0	5:21:55 PM
>	*	205/2012/UTPS	END OF SUBSCRIP	TION : CIMB-PRINCIPAL AS	IA INFRASTRUCTURE F	UND (AND CIMB PR	INCIPAL MENA	EQUITY FUND)			24/01/2012 0	3:10:22 PM
>	*	204/2012/ASD	RESULT LISTING F	OR INSURANCE EXAMINAT	ION DATE 9 JUNE 2012	2					24/01/2012 0	3:08:53 PM
>	*	202/2012/CAO	MASTER AGENCY	BUILDER 2012: PROGRESS	REPORT AS AT MAY						24/01/2012 0	3:07:48 PM
iterat	ure Me	2 nd app	olet – Literature								•	1 - 3 of 3 🚺
ame 🗧	7						Des	ription $\stackrel{\bigtriangleup}{\bigtriangledown}$	Size (In B	ytes) $\bigtriangledown^{\bigtriangleup}_{\bigtriangledown}$	Ту	$pe \bigtriangledown^{\bigtriangleup}$
ar Per	formers- D	ecember2011			Step 2: Cli	ick on					4,932 ht	m
op Per	sonal Regu	lar Saving Plan(RSF	P) Producer-Result as at De	ec 2011							15,665 pd	lf
op Pro	ducer in sa	les volume-result a	as at Dec 2011		circular /	attachme	nt				19,711 pd	f

Consists of 2 applets

- Circular & Announcements (1st applet)
- Literature (2nd applet)

To view a circular, click on the Circular Name at the 1^{st} applet. The selected circular and the attachments of the circular (if any) will be displayed at the 2^{nd} applet

- 1st attachment is defaulted to Circular
- 2nd attachment (and onwards) will be the circular attachments

How to search for a circular

ome	Productivity	ART	Customer M	inagement	Corporate	Customer Managemen	it Agency Hanagen	ent Activities	Circular	Info Center	Managemen	nt Calendar	Profile	
how:	Circular +					Step 1:	Clickon				Reports		 Saved Q 	ueries:
culars 8	& Announcemen	ds:												
ircula	r & Announce	ments	Nenu		Query	Query							1	- 10 of 12+
			Nan	e								Description	Date Post	ed 🚔
>	*		STA	PERFORMER	S RECOGNITIO	N 2011 AS AT DECEMBE	ER 2011						22/04/2013	2 04:48:32 PM
>	*		New	50									22/04/2012	2 05:12:46 PM
>	*		112										09/06/2012	09:36:30 AM
>	* 794	618	test	i.									15/04/2012	2 03:40:52 PM
>	* 123	456789/A	D TES	TING KELLY-3									06/04/2012	2 05:26:41 PM
>	* 456	789/2012	ASD TES	TING (KELLY S	EPT 2012-CIR	CULAR)							06/04/2013	2 05:22:33 PM
>	* 123	45/2012//	ad test	ng (kelySept	2012)								06/04/2013	2 05:21:55 PM
>	* 205	/2012/UT	S END	OF SUBSCRIP	TION : CIMB-P	RINCIPAL ASIA INFRAST	RUCTURE FUND (AND CD	MB PRINCIPAL MEN	A EQUITY F	ND)			24/01/2012	2 03:10:22 PM
>	# 204	/2012/AS	RES	LT LISTING P	OR INSURANC	E EXAMINATION DATE 9	JUNE 2012						24/01/2013	2 03:08:53 PM
>	* 202	/2012/CA	MAS	TER AGENCY	BUID DER 2012	PROGRESS REPORT AS	AT MAY						24/01/2013	2 03:07:48 PM
	Productiv	ity A	• Que				ner Management	Agency Man	igement	Activities	Circular	Info Cent	neg	l rog myo
me		ity A						Agency Man	igement	Activities			neg	l cog myo
me how	Productiv	ity A						Agency Hana	igement				neep ter Han	l cog myo
ime how	Productiv Crcular • s & Announce	nity A	ert Cust					Agency Mana	igement				neep ter Han	l cog my ov
how cular	Productiv Circular	nity A	ert Custo		gement			Agency Mana	igement				neep ter Han	r cog myo
how cular	Productiv ; Crcular • s & Announce lar & Anno	nity A	ert Custo	mer Mana	gement	Corporate Custon	ner Management			Repor			neep ter Han	l cog myo
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me tow cular ircu	Productiv ; Crcular • s & Announce lar & Anno	ity Al ments: uncents Go Desi	ert Custo nts Cancel E Ref #: Name: "PF	nter Query	gement	Corporate Custon Step 2:	her Hanagement You can qu	ery based	d on R	Repor			neep ter Han	l cog myo
ome how roular Circu (enu	Productiv ; Crcular • s & Announce lar & Anno	ity Al ments: uncerne Go Dese Date	ert Custo nts Cancel E Name: "PF ription:	nter Query	gement	Corporate Custon Step 2:	her Hanagement You can qu	ery based	d on R	Repor			neep ter Han	5:

Click on Query button at Circular & Announcements applet. Once click, the above search page will be displayed.

Input by Ref # , Name and Date Posted of a circular only. The relevant circular based on the search item will be displayed.

i.e. Query by circular name of *PRS* - any circular name stated PRS will be displayed.

6.0 Alert

ASSIST PRO will generate alerts to notify on the status of your submission or events so that you can take the necessary actions. You can access and view the alerts at two locations i.e. Home or Alert screen.

Home screen

Alerts are listed at home screen, on the left side. However, only Agency Management and Order Capture alerts are listed. To view the alert details, click on the specific alert.

Latest Circular	
TEST2	
Latest News	
Title	Category Type
hm_pg_change_provider_s	m.jpgAnnouncement/News/Market
	Alert
Account Aggregation Ut	Announcement/News/Market Alert
	HIEFL
1	
Alert	
Agency Management	
Order Capture	
Daily Fund Price	
Today Pund Price	
Historical Fund Price	
KWSP Eligibility Check	

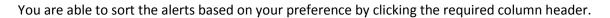
Alert screen

When you click on the 'Alert' tab, a list of alert assigned to you will be displayed as shown below. The list will show 10 records by default and sorted by the latest date.

Home	Productivity My Alerts 💙	Alert Customer Ma	anagement	Corporate Customer Management	Agency Management	Activities	Circular	Info Cente
Alert:	My Alerts							
Mer	Menu V Query							
	$\begin{array}{c} \text{Activity} \\ \text{Id} \end{array} \stackrel{\bigtriangleup}{\bigtriangledown}$	Date Received $\stackrel{\bigtriangleup}{=}$	Description	$\stackrel{\frown}{\bigtriangledown}$			Category	Custom
>	1-215ZAZ	29/05/2013 04:57:36 AM		SP withdrawal for IRWAFZM YRM NLSW QFi The last disbursement date was on 01/08/2		oe due on	Unit Trust	
>	1-20PCLM	29/05/2013 02:26:10 AM		SP withdrawal for MZQZG YRMGR NW UFZW The last disbursement date was on 08/06/2		e due on	Unit Trust	
>	1-2052B3	28/05/2013 11:23:28 PM		SP withdrawal for SZHMZS YRMGR YFQZMT, The last disbursement date was on 04/07/2		e on	Unit Trust	
>	1-1ZTGBQ	28/05/2013 09:35:10 PM		SP withdrawal for NLSZNVW ZOR PSZM YRM /2013. The last disbursement date was on 2		174 will be	Unit Trust	
>	1-1ZQNIH	28/05/2013 09:09:08 PM		SP withdrawal for HFSZROZS YGV SZHSRN, The last disbursement date was on 15/08/2		lue on	Unit Trust	
>	1-1ZQ8RQ	28/05/2013 09:05:24 PM		SP withdrawal for MLLIHZPRMZS YRMGR RH The last disbursement date was on 21/07/2		will be due on	Unit Trust	
>	1-1YQ437	28/05/2013 03:53:06 PM		SP withdrawal for NW YZPIR YRM YZSZIFW The last disbursement date was on 06/03/2		e due on	Unit Trust	
>	1-1YOXMY	28/05/2013 03:43:09 PM		SP withdrawal for NZMHLI YRM SZNAZS, Ac The last disbursement date was on 05/01/2		on	Unit Trust	
>	1-1XUOAV	28/05/2013 11:24:08 AM		SP withdrawal for IFHOZM YRM ZYW IZSNZI The last disbursement date was on 22/10/2		lue on	Unit Trust	
>	1-1XJ5AR	28/05/2013 09:45:05 AM		SP withdrawal for IFHNZM YRM HSZSIFO, A The last disbursement date was on 24/05/2		e on	Unit Trust	

You need to click next button to retrieve more alerts.

🕙 1 - 10 of 10+ 🕨





The green arrow indicates current sorting option, as explained in the basic navigation section.

You can also search the alerts using the standard query function as below.

1) Click 'Query' button.

Menu	Query	
Activity Id	$\stackrel{\triangle}{\bigtriangledown}$ Date Received $\stackrel{\triangle}{\checkmark}$	Description $\stackrel{\bigtriangleup}{\bigtriangledown}$

2) System will display the query screen shown below. You can key-in your search criteria in any of the available fields and click 'Go'.

Menu 🖌 Go Cancel	Enter Query
Activity Id:	
Date Received:	
Description:	
Category:	v
Category:	v
Customer Name:	
Company Reg. No.:	
Company Name:	

3) You can also query using wild card search under the 'Description' field. For example, you can search an alert for a particular customer name or alert message by including *XXXXXX* in your search criteria, in the 'Description' field.

For e.g.:

Description: *MOHD*

To click go after entering your search criteria.

Two types of alerts are available in ASSIST PRO.

Manual Alert

This alert is manually triggered to you from time to time on specific matters when required by CWA. For example in the event of pending cases follow up, request to update your customer's address and others.

System Alert

This standard alert is generated by the system when certain processes take place such as KWSP Rejection, e-Switching mandate activation, order cancellation and etc. The full system alerts under different category is listed in the respective table below:-

i. Unit Trust Category

No	Alert Type	Alert Message
1	KWSP Account where last disbursement date equals to 90 days	The next KWSP withdrawal for <customer name="">, Account No. <account no=""> will be due on <kwsp date="" due="">. The last disbursement date was on <disbursement date="">.</disbursement></kwsp></account></customer>
2	Rejection of KWSP investment transaction with penalty	KWSP Investment for Customer Name: xxxxxx, Account No: xxxx, submitted on: xx/xx/xxxx(Transaction Date) has been rejected by KWSP due to < KWSP Reason >. Please note that penalty of RM100 is imposed for the first and second rejection and penalty of RM150 is imposed for third rejection onwards, in which the penalty amount will be deducted from the next commission.
3	Rejection of KWSP investment transaction without penalty	KWSP Investment for Customer Name: xxxxxx, Account No: xxxx, submitted on: xx/xx/xxxx(Transaction Date) has been rejected by KWSP due to < KWSP Reason >. No penalty will be deducted from commission.
4	KWSP upfront rejection - thumbprint quality below 120 dpi	KWSP investment for <customer name="">, Account No. <account no> submitted on <transaction date=""> has been rejected due to <upfront reason="" rejected="">.</upfront></transaction></account </customer>
5	Reactivation of KWSP Eligibility Check access	Your access to KWSP Eligibility Check has been reactivated.
6	Redemption Submitted by Terminated/Resigned Agent serving notice period Note: Alert will be triggered to Upline, GAM and ADM	Agent Code: xxx, Agent Name: xxxxxx has submitted Redemption for xxx Units of Fund xx. Agent is serving notice.
7	Large Amount Redemption Note: Alert will be triggered to Upline, GAM and ADM	Agent Code: xxx, Agent Name: xxxxxx has submitted Redemption for xxx Units of Fund xx.
8	eSwitch Authorization approved or revoked.	• eSwitch mandate for <customer name="">, Account No <account no=""> has been activated.</account></customer>
		 eSwitch mandate for <customer name="">, Account No</customer> <account no=""> has been revoked.</account>

C



No	Alert Type	Alert Message
9	Order cancellation – applicable to all type of order	<order type=""> submitted on <transaction date=""> for customer <xx> has been rejected. For more details, please call Agency Hotline.</xx></transaction></order>
10	RSP enrollment failure (Maybank).	Standing Instruction Application for <customer name="">, Account No <account no=""> with <bank name=""> has not been successful due to <reason>.</reason></bank></account></customer>
11	RSP enrollment failure	Standing Instruction Application for <customer name="">, Account No <account no=""> with <bank name=""> has not been successful.</bank></account></customer>
12	RSP default payment	Standing Instruction deduction for <customer name="">, Account No <account no=""> for <transaction date="">has not been successful due to <si reason="" rejection="">.</si></transaction></account></customer>

Note : Highlighted alerts are yet to be activated.

ii. Estate Planning Category

No	Alert Type	Alert Message
1	Trust Nomination Pending Resubmission Orders	We are unable to process your <order type=""> application submitted on <date> for customer <xx> due to <rejection Reason>. Please resubmit within 10 working days from this notification, otherwise the application will be cancelled.</rejection </xx></date></order>
2	IEP or Conventional Will & Trust Document Collection – upon creation of Document Activity in Order screen.	The document for your <order type=""> application submitted on <xx> for customer <xx> is ready for collection at CWA <collection branch="">.</collection></xx></xx></order>

iii. Insurance Category

No	Alert Type	Alert Message
1	Policy Maturity – alert to be triggered 3 months before the maturity date of the Policy	Your customer Name: xxxxxx with <order type=""> will mature in 3 months.</order>
2	Policy Document Collection – upon creation of Document Activity in Policy screen.	The document for your <order type=""> application submitted on <xx> for customer <xx> is ready for collection at CWA <collection branch="">.</collection></xx></xx></order>



iv. Agency Management Category

No	Alert Type	Alert Message
1	Exam Registration Status	<exam type=""> EXAM CONFIRMATION</exam>
		Your/Your downline <exam type=""> Examination has been CONFIRMED as follows:-</exam>
		Name: <candidate name=""> I/C: <candidate c="" i=""> Exam No.: <alpha-numerical> Exam Date: <dd mm="" yyyy=""> Exam Session: <xx:xx am="" pm="" to="" xx:xxam=""> Exam Centre: <centre name=""></centre></xx:xx></dd></alpha-numerical></candidate></candidate>
2	Exam Result	<exam type=""> EXAM RESULTS</exam>
2		SEAAIVI TTPE2 EAAIVI RESULTS
		Your/Your downline <exam type=""> result has been released as follows:-</exam>
		Name: <agent name=""> Exam Type: <cute etc="" pceia="" tbe=""> Exam Date: <dd mm="" yyyy=""> Exam Results: <passed absent="" failed=""></passed></dd></cute></agent>
3	Non-Insurance License Approval	<license type=""> LICENSE APPROVED!!</license>
		Your/Your downline <license type=""> license registration has been APPROVED. You/your downline may now proceed to sell <product type=""> products.</product></license>
		Name: <agent name=""></agent>
		Agent Code: <cwa agent="" code=""></cwa>
		Effective Date: <license date="" effective=""></license>
		Happy Selling!!
		cc. <upline name=""><sales office=""></sales></upline>
		<adc name=""><office name=""></office></adc>
4	Insurance License Approval	<license type=""> LICENSE APPROVED!!</license>
		Your/Your downline <license type=""> license registration has been APPROVED. You/your downline may now proceed to sell <product type=""> products.</product></license>
		For submission of proposal forms, please fill in the agent details as follows:-
		Agency Name: KL-CWA

		cwa [®]
No	Alert Type	Alert Message
		Agency Code: 06150 Agent Name: <agent name=""> AIA Agent Code: <aia agent="" code=""></aia></agent>
		Happy Selling!!
		cc. <upline name=""><sales office=""> <adc name=""><office name=""></office></adc></sales></upline>
5	License renewal fee deduction failure.	ATTENTION: <license type=""> RENEWAL FEES DUE</license>
		Your <license type=""> License renewal will expire on <xx xx="" xxxx="">. License Renewal fee is <rm00.00>. As to- date, amount deducted towards renewal from your commission is RM <xxx>. Please settle the balance due of <xxx> by the expiry date Note: Kindly disregard this alert if you have already settled the renewal fee.</xxx></xxx></rm00.00></xx></license>
6	Card Collection	<license type=""> AUTHORISATION CARD COLLECTION</license>
		Your/your downline <license type=""> authorisation card is ready for collection at <reporting office="">. Please collect the card by <14 days from date notice></reporting></license>
		Agent Name/Code/Rank: <>/<>/ Card Type: <new authorisation="" card="" renewal<br="">Authorisation Card></new>
7	Certificate Collection	<exam type=""> CERTIFICATE COLLECTION</exam>
		Your/Your downline <exam type=""> Certificate is ready for collection at <reporting office="">. Please collect the certificate by <14 days from date notice></reporting></exam>
		Agent Name/Code/Rank: <>/<>/<> Certificate Type: <exam type=""></exam>
8	SD Due	REMINDER - FIMM SD DUE
		Your FiMM Statutory Declaration (SD) for Continuos Eligibility Requirement will expire on <sd date="" due="">. Please submit a new SD to <reporting branch="" office=""> by the expiry date. Failing which shall result to de-registration by FiMM.</reporting></sd>
		cc. <new name="" upline=""><sales office=""> <adc name=""><office name=""></office></adc></sales></new>



No	Alert Type	Alert Message
9	Car loan reimbursement	REMNDER - CAR LOAN SUBSIDY REIMBURSEMENT
		We will be paying the car loan subsidy payments in your January <yyyy> commission. Please submit your Car Loan Installment Slips to <reporting branch="" office=""> by 10 January <yyyy>. The car loan subsidy will only be reimbursed accordingly to timely submission of the required receipts.</yyyy></reporting></yyyy>
10	Demotion	NOTIFICATION ON DEMOTION
		You - <agent name=""><agent code=""> have been demoted from <old rank=""> to <new rank=""> effective <>. For details, please refer to your ADC/Agent Upline.</new></old></agent></agent>
		cc. <upline name=""><sales office=""></sales></upline>
		<adc name=""><office name=""></office></adc>
11	Change of Upline	CHANGE OF UPLINE
		Your/Your downline application for Change of Upline has been APPROVED. Details are as follows:-
		Agent Name/Code/Rank: <>/<>/<>
		Old Upline/Code/Rank: <>/<>
		New Upline/Code/Rank: <>/<>/<> Effective Month: <>
		cc. <new name="" upline=""><sales office=""> <adc name=""><office name=""></office></adc></sales></new>
12	Change of Reporting Office	CHANGE OF REPORTING OFFICE
		Your application for Change of Reporting Office has been APPROVED. Details are as follows:-
		Agent Name/Code/Rank: <>
		Old Reporting Office: <>
		New Reporting Office: <> Effective Month: <>
		cc. <adc name=""><office name=""></office></adc>

Note : *Highlighted alerts are yet to be activated.*

7.0 Profile

The 'Profile' screen provides information of you as a user in ASSIST PRO. Two views are available under this screen i.e.

- 1. Agent Profile
- 2. Update Personal Information

7.1 Agent Profile

This view provides your personal information such as name, gender, ID No, address, email address, income tax number, spouse information and commission information.

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how Destination						Reports	Saved Queries:
Menu V Otarige Peasi-ord							
Personal Details							
Tile:	ID Type:	Daterta Tax (Scriber)					
Term	20 Page	Threet Autobases					
Natornality:	Address Une 1:	Pax 4:					
Data of Brits	Address Line 2:	name et					
Garrelari	Address Line 3.	Philada at					
Decembers	Address Line 4	Nos e					
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Community Information							
Payment Pieck: BV-8, TRAVEPER	Serie Terrer CDVR	Belli Account Inc.					

In addition, you can change and update your password under this view. Two password levels are made available depending on your rank. The 2nd level password option is applicable for GAM and AM only.

Follow the steps below to change the respective level password.

7.1.1 Change Password

1) Navigate to Profile and click 'Change Password' button

	Customer Management	Corporate Customer Management	Agency Management	Activities	Circular	Info Center	Management Ca	lendar	Profile
l	Show: Agent Profile	•				R	eports	▼ Si	aved Que
ľ	My Profile Attributes:								
l	Agent Profile								
	Menu 💌 Chan	ge Password Change 2nd Level Password	1						

- 2) Enter current password and new password. The password must contain minimum 7 characters with at least one numeric, one upper case alphabet and one special character.
- 3) Click Save button.

Change Password:	
Password	
Current Password New Password Verify New Password	

4) The message "Password has been changed" will be displayed to indicate successful change of password.

Show: Agent Profile		Reports
My Profile Attributes:		
Agent Profile		
Menu	Change Password Change 2nd Level Password Password has been changed	
Personal Details:		
,	Change Password Change 2nd Level Password Password has been changed	

7.1.2 Change2nd Level Password

1) Navigate to Profile and click on Change 2nd Level Password button

t Customer Management	Corporate Customer Management	Agency Management	Activities	Circular	Info Center	Management	Calendar	Profile
Show: Agent Profile					R	eports	▼ Sa	aved Que
My Profile Attributes:								
Agent Profile								
Menu Chan	ge Password Change 2nd Level Password	0						

2) Enter current 2nd level password and new 2nd level password. The password must contain minimum
 7 characters with at least one numeric, one upper case alphabet and one special character.



3) Click 'Save' button.

Change	of 2nd Level Password	
Menu	•	
	Current 2nd Level Password: *******	
	New 2nd Level Password: •••••••	
	Verify New 2nd Level Password: *******	
	Save Cancel	

4) The message "Password Reset Successful" will be displayed to indicate successful change of 2nd level password. Click 'OK'.

Customer Management	Corporate Cu
Show:	-
Message Prompt	
Password Reset Successful:	ж

7.2 Update Personal Information

This view allows you to update your personal correspondence information such as address, email address, mobile phone and phone.

To update your personal information, follow the steps below.

 Click 'New' and the below screen will be displayed. Your current details will be populated on the left side. Enter your latest information on the white fields available on the right side.

Home Productivity Alert Customer Mana	gement Corporate Customer Hanagement	Agency Hanagement Acti	vities Circula	r Info Cente	r Hanagement Ca	lendar Prof	file
Show: Update Personal Information 💌						R	eports :
ipdate Personal Informationi							
Update Personal Information							
Menu New Submt		1					
Update Personal Information		↓					
Current		News					
Address Line 1: A17- MAS		Address Line 1	NO 75 JALA				
Address Line 2: JALAN BLRIT		Address Line 2	TAMAN CXH	IAY			
Address Line 3:		Address Line 3					
Address Line 4		Address Line 4					
Postcode: 5	State: WILAYAHPERSEKUTUAN	Postcode			State:	WILAYAHPERSE	สมาม 🗸
Region: CENTRAL	Country: MALAYSIA	Region	CENTRAL	~	Countrys [MALAYSIA	~
Office #:	Home #:	Office #			Home #:		
Main Fax #1	Noble Phone #1	Hain Pax #			Mable Phone #1		
Enal:		Enak	updategyah	eo.cem			

 Click the 'Submit' button once you have completed. If successful, the fields on the right side will turn grey and the request will be processed by Agency Services Department.

Itadate Personal Information				3 of 5+
Netu M Net Same		1		
lipdate Personal Information				
Garrent		Kew		
Address Une 1		Address Line to 32-3 JALAIN 688		
Address Une 2		Address Line 21 HLCC		
Address Line 3		Address Line: 31 VUBISSIA WA3U		
Address Uner H		Address Line H		
Postcade	Otarte:	Postcode: 57:00	State VOLANA PRODUCTION	
Apport	Countrie	Region (ENTRAL	Cityr#'yi/MaLarisEA	
Office #1	Hore #1	0ffice #1603-41428000	Hune #1903-41412638	
Marci Fax. 21	Mobile Phone #1	Han Fex #1803+1102900	Huble Prone #1019-3891111	
Ereil		Brial Luxone & Creathad Vaors.com	my .	