

APPENDIX I

QUESTIONNAIRE

General

- (1) When was the company incorporated? (If a foreign Company, when was business started in Malaya?)
- (2) What is the company's authorised capital? How much is subscribed and paid up?
- (3) Could you trace the history and development of your company?

Legal Environment

- (4) Do you think the Insurance Act 1963 is strict and demands a great deal from the companies? Give reasons.
- (5) What are the ill-practices of the "Mushroom Insurance Companies"?

Organisation

- (6) How does the company sell policies to the public? What is the procedure that is undertaken?
- (7) How many branches has the company? What about the insurance agents?
- (8) Does the company follow the "General Agency System", the "Branch Office System" or the "Mixed System"?

Commissions

- (9) What are the insurance agents commission rates?
- (10) Are the rates high? Give reasons.
- (11) What is the policy of the company?

Management Expenses

- (12) What is the policy of this company on these expenses?
- (13) What are the management expenses of your company?
It is high?

Premiums

- (14) How are the premium rates determined? What is the policy of this company on premiums?
- (15) What are the rates of your company? Are they high?
- (16) What is the policy of the company in the choice of risks? What is the usual practice?

Reserves

- (17) What is the policy of the company regarding the 'reserves'?
- (18) Do you have the standard percentages stipulated by law? Apart from this do you keep separate reserves?
- (19) In practice how far does the company satisfy the policy on the reserves?

Investments

- (20) What is the investment policy of the company? (What is looked for, liquidity? Returns? Stability)
- (21) What is the investment portfolio of your company? What are the major investments?
- (22) What are the interest rates earned?

Reinsurance

- (23) What is the policy of the company in its treatment of reinsurance?
- (24) What are the methods used? (facultative, treaties, Pools).
- (25) What is the practice of your company? Any legal restrictions?

Claims

- (26) What is the policy of your company regarding payment of claims?
- (27) What is the practice of this company?

Surrenders

- (28) What is the policy of the company concerning surrenders?

- (29) How are surrenders paid? Any legal requirement?
- (30) Are lapses or surrenders high in your company?

Loans

- (31) What is the company's policy on loans to policy-holders and others? What factors are examined before a loan is given?
- (32) What are your company's loans and how much? What about the rate of interest received?

Surplus and Dividends

- (33) What is the company's policy in the declaration of dividends?
- (34) What is the policy on Surpluses?
- (35) What is the practice on experience of your company on surpluses and dividends?

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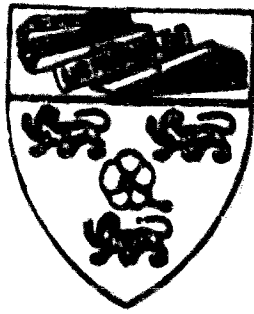
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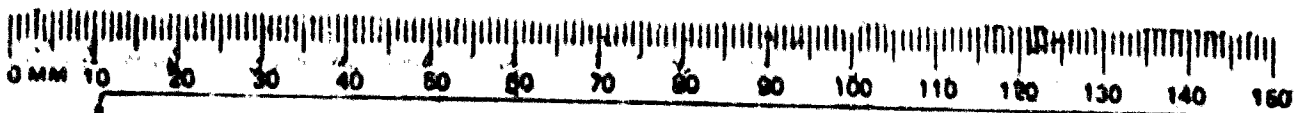
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