

MEMORANDUM
FOR FEEDBACK

Ref No : 0003 of 2019/PO
Date : 14 January 2019

To : Executive Director/ Head of Dealing
Executive Director/ Head of Operations

From : The Secretariat, ASCM By Email

No. of pages : As per attachment

RE : **Customer Service Satisfactory Survey on Marsh Insurance Broker in respect to the provision of Comprehensive Crime and Professional Indemnity Insurance (CCPI) to the Industry.**

Dear Members,

As your insurance broker, providing the Comprehensive Crime and Professional Indemnity Insurance (CCPI) to the Industry, Marsh Insurance Broker (Malaysia) is to provide you with personal service and insurance advice that hopefully meets or exceeds your expectations.

To help determine how well Marsh Insurance Broker is doing in achieving the objectives, could you take 5-10 minutes and complete the enclosed survey.

Thank you in advance for your assistance with this survey. Your feedback is very important and will help ASCM to determine whether the service (in respect to claims , refund of NCBs etc) provided by Marsh Insurance Broker to you in respect to the provision of the CCPI is within your expectations.

This is to ensure that any shortcomings are addressed and that Marsh Insurance Broker will provide even higher levels of service to you in the future.

Kindly email your feedback to us at saifulazmi@ascm.org.my by 30th January 2019.

Thank you

Yours sincerely,


Lim Boon Hang

Executive Director, ASCM Secretariat