



GENLINK MOTOR USER MANUAL

MSIG INSURANCE (Malaysia) Bhd

GenLink™

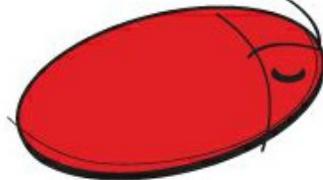
MSIG B2B Portal

1800881789180088178918008817891800881789
1800881789 18008817891800881789
1800881789180088178918008817891800881789

1800 88 1789

TOLL FREE

180088178918008817891800881789
1800881789 180088178918008817891800
881789180088178918008817891800881789
1800881789180088178918008817891800881789



**GenLink Helpdesk 1-800-88-1789 (Mon-Fri, 8:30am-5:30pm)
excluding Public Holiday**



TABLE OF CONTENTS

1. INTRODUCTION – GenLink POLICY	4
2. ISSUE NEW BUSINESS POLICY	4
3. POLICY RENEWAL	11
5. ISSUING NEW COVER NOTE	20
6. JPJ REPLY	26
7. COVER NOTE MODIFICATION	29
8. CBC MONITORING	35

1. INTRODUCTION – GenLink POLICY

1.1 What is GenLink Policy

GenLink policy is allowing user to issue new business or renew policy.

2. ISSUE NEW BUSINESS POLICY

2.1 Go to Policy Management > New Business (Diagram 1)



Diagram 1

2.2 Click at Personal for the drop down list to select 'Private Motor Car' (Diagram 2)



Diagram 2

2.3 The policy issuance screen comprises of 2 main sections – Policy Header & Vehicle Details. Fields marked with “*” denotes as mandatory field.

- 2.3.1 For policy transaction, the ‘Cover Note No’ and related fields are not required to be completed. Just click on box ‘Not Applicable’ (Diagram 3)
- 2.3.2 Click either ‘Select a Client’ (for existing clients) or ‘Create a New Client’ (for new clients). Details will be uploaded in the following fields:
 - Client Number
 - Client Name
- 2.3.3 Complete the Inception and Expiry dates fields. (Diagram3)
Note: Allow annual period (1 year) only. Otherwise, underwriter’s approval is required.

GenLink Helpdesk 1-800-88-1789

Diary Policy Mgt Client Mgt Account Mgt Marine Mgt Tips & Tools Logout

Policy Management > New Business 11 September 2008 Thursday

PRIVATE MOTOR CAR

*Cover Note No: **Select a Cover No** Not Applicable

Issued Date: (dd/mm/yyyy)

Received Date: (dd/mm/yyyy)

Client Number: **Select a client** **Create a New Client**

*Client Name:

Inception Date: (dd/mm/yyyy) (Not required for Quotation)

*Expiry Date: (dd/mm/yyyy) (Not required for Quotation)

Reference:

Diagram 3

2.4 Click 'Private Car – Co. Cover' to capture Vehicle Details (Diagram 4)

Diary Policy Mgt Client Mgt Account Mgt Marine Mgt Tips & Tools Logout

Coverage

Sum Insured and Premium are in Ringgit Malaysia (RM) unless otherwise stated

No	Description	Sum Insured
1	PRIVATE CAR - CO. COVER	RM 0.00

Diagram 4

2.5 For 'Certificate of Insurance Form No' click 'Select' to retrieve the following applicable to the purchase of the vehicle (Diagram 5) :

- a) Private Car – Indiv. Ownership (MX1)
- b) Private Car (Company Use) (MX4)

2.6 Enter the information – as per Vehicle Registration Card (where available)

2.7 For 'Permitted Drivers', select 'Private Car – Insured & 1 other' then click on 'Add Named Drivers' (Diagram5) and complete the necessary information. (Diagram 6)

Vehicle Details

*Certificate of Insurance Form No.

*Occupation

*Gender/Corporate

*Cover

*Class of Vehicle

*Vehicle Registration Number

*Region

*Location (where the vehicle is being used)

*Vehicle Make & Model

*Year Manufacture

*Capacity

*Seats

*Engine No.

*Chassis No.

*Log Book No.

Colour

*Vehicle Registration Class

*Anti-Theft Devices

*Safety Features

*Location Vehicle is Garaged

*Vehicle Purpose of Use

*Permitted Driver

Purchase Date (dd/mm/yyyy)

Purchase Price

Diagram 5

Named Drivers Details						
No	Name*	IC No. *	Date Of Birth* (dd/mm/yyyy)	Year License Obtained* (yyyy)	Gender*	Occupation*
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="---Select---"/>	<input type="text" value="---Select---"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="---Select---"/>	<input type="text" value="---Select---"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="---Select---"/>	<input type="text" value="---Select---"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="---Select---"/>	<input type="text" value="---Select---"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="---Select---"/>	<input type="text" value="---Select---"/>

Diagram 6

2.8 Complete the 'Ex-Insurer Information' (*Diagram 7*) including NCB (if applicable).

Ex-Insurer Information	
(* Please key in the Ex-Insurer information if policy entitle NCB for New Business)	
Ex-Insurer Name	<input type="text" value="----Select--"/>
Ex-Policy No	<input type="text"/>
Ex-Vehicle Registration No.	<input type="text"/>
Previous Inception Date	<input type="text"/> (dd/mm/yyyy)
Previous Expiry Date	<input type="text"/> (dd/mm/yyyy)

Diagram 7

- 2.9 Complete all fields, where applicable, the Premium Information, Additional Coverage and Other Information fields. (*Diagram 8*)
- 2.10 Click on **Show Total Premium** – to calculate premium *including* NCB and Coverage.
- 2.11 Select Clause – review and select the applicable clauses. Commonly used clauses will be defaulted.
- 2.12 Complete the Vehicle Details Screen – click 'Continue' to return to 'Policy Header' Screen and complete the following in. (*Diagram 9*)

Premium Information

* Sum Insured		<input type="text" value="0"/>
Basic Premium		<input type="text" value="0.00"/>
Loading	<input type="text" value="0"/> %	<input type="text" value="0.00"/>
Gross Basic Premium		<input type="text" value="0.00"/>
NCB	<input type="text" value="0.000"/> %	<input type="text" value="0.00"/>
NCB Variation		<input type="text" value="Yes"/>
Premium Net of NCB		<input type="text" value="0.00"/>

Additional Coverage

To select any of the benefits below please click the check boxes on the left
Then click *Show Total Premium* button.

No Benefits	Limits	Additional Premium
<input type="checkbox"/> 1 ND - NAMED DRIVERS		0.00
<input type="checkbox"/> 2 E97 - VEHICLE ACCESSORIES ENDT	<input type="text" value="0.00"/>	0.00
<input type="checkbox"/> 3 E89 - WINDSCREEN COVER	<input type="text" value="0.00"/>	0.00
<input type="checkbox"/> 4 E111 - CURRENT YEAR NCD RELIEF		0.00
<input type="checkbox"/> 5 ANY - ANY AUTHORISED DRIVER		0.00
<input type="checkbox"/> 6 LLP - LLP (Unlimited)		0.00

Please click *Show Basic Premium* to update basic premium before click this button.



Total Premium	<input type="text" value="0.00"/>
Posted Premium	<input type="text" value="0.00"/>

Other Information

Excess Type/ Amount

Financial Institutions

<input type="text"/>	<input type="text"/>	<input type="text"/>	Select	Remove
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select	Remove
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select	Remove
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select	Remove
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select	Remove

Approval Required - For Non Standard Transactions Only

Diagram 8

Show Premium

Other Information

Declaration

I/We hereby confirm :

- * to the best of my/our knowledge I/we have not been convicted for any offence in connection with the driving of any motor vehicle during the past five years.
- * to the best of my/our knowledge I/we have not suffered from defective vision or hearing or from any physical infirmity.
- * to the best of my/our knowledge, I/we in respect of any motor insurance, proposed or effected by me or my wife (husband) or any other persons who may drive my/our vehicle had not declined my proposal, had not required an increased in premium or had not imposed special terms or had not cancelled or invite renewal of any motor policy from any insurer.
- * I/we am/are free from any claims experience during the past three (3) years in connection with this or any other motor vehicle owned or driven by me/us or by any other named drivers.
- * the statements contained in this proposal form are true and correct and I/we have not concealed, misrepresented or mis-stated any material fact.
- * and agree that the statements and declaration in this proposal form shall be the basis of the contract of insurance with MSIG Insurance (Malaysia) Bhd. (MSIG) and are deemed to be incorporated in the contract.
- * to undertake that the vehicle to be insured is in good condition.
- * and agree to accept the insurance subject to the terms and conditions of MSIG's policy and that the insurance will not be in force until the proposal has been accepted by MSIG, except to the extent of any official cover note which may be issued.

NCD Undertaking Declaration (if applicable)

* I/We am/are currently holding a valid Comprehensive or Third Party motor policy with the Insurer (as stated in the original document attached), I/we intend to transfer or claim my NCD entitlement (percentage as stated in the original document attached) to a vehicle number (as declared in this proposal form) to be insured with MSIG.

Discussion Track

Approval Required - For Non Standard Transactions Only

(Please indicate any claims experience, where applicable)

This is a standard proposal, you may set it to a Non-Standard proposal by selecting the drop down selection. Standard

Submit Proposal **Submit Placement** **Save Draft** **Print Proposal** **Cancel**

Diagram 9

- 2.13 Click 'Show Premium' to view breakdown of premium.
- 2.14 Check (✓) the Declaration Box.
- 2.15 Click 'Submit Placement' to complete the transaction. User will be re-directed to the policy Work Q where the status of the transaction will be displayed.
- 2.16 Go to Policy Management > Policy Search to select the policy and click Details. To print policy click 'Print' button.
- 2.17 Policy document will be generated in PDF format for printing or to save softcopy.

3. POLICY RENEWAL

3.1 You may renew policies via GenLink approximately 2 months prior to expiry. There are 2 ways in which you can renew in GenLink:

- 3.1.1 Policy Renewal – with same or amended terms
- 3.1.2 Snapshot Renewal – for non-supported GenLink products

3.2 Policy Renewal – with same or amended terms

3.2.1 If you have the policy number or vehicle number, go to <Policy Search> otherwise, go to <Policy Renewal>(Diagram 10)

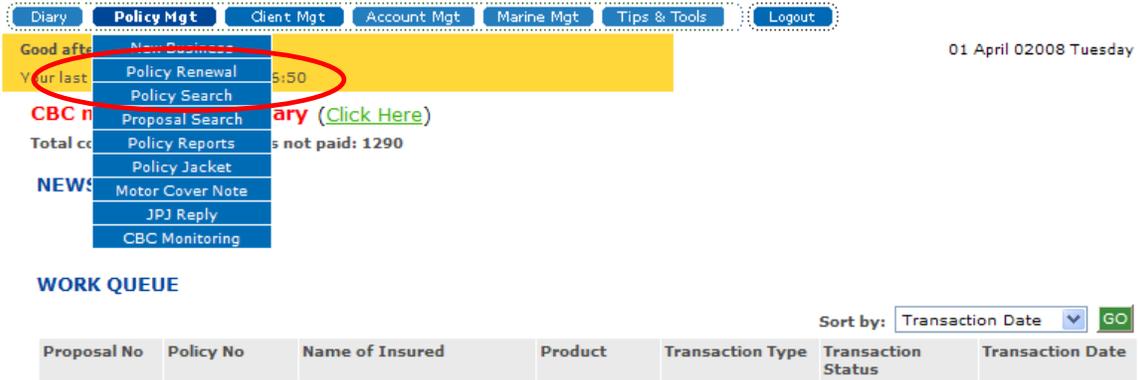


Diagram 10

3.2.2 For <Policy Search> (Diagram 11),

- Enter either the policy number or vehicle number and click ‘Search’ for the policy.
Note: Users can search for policies by Client / Customer name, Product Name and Policy Status also.

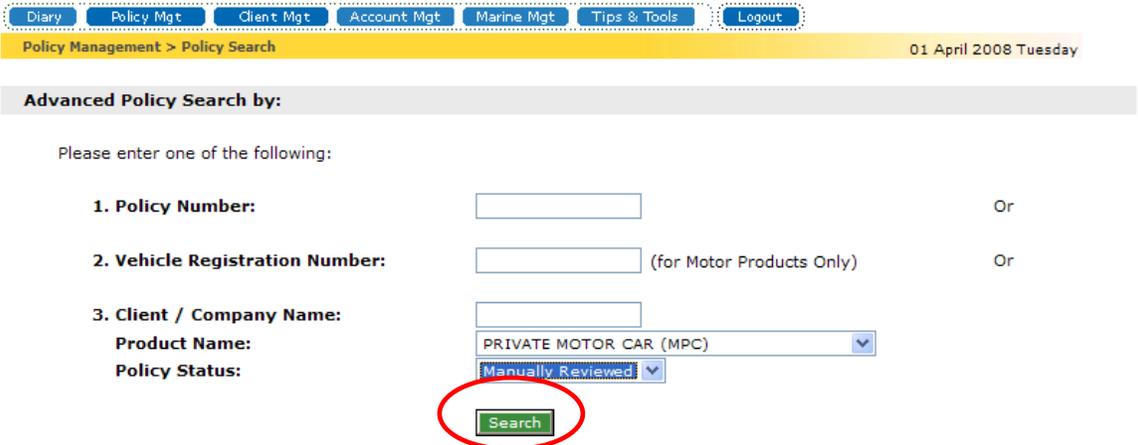


Diagram 11

- The following screen is displayed, click on the hyperlink policy number (*Diagram 12*)

Diary Policy Mgt Client Mgt Account Mgt Marine Mgt Tips & Tools Logout

Policy Management > Policy Search 08 April 2008 Tuesday

Search Criteria

Policy Number : 90000006
 Product : All Products
 Policy Status : All Status

Policy Search Result: 1 record(s) found

Sort by: Policy Number

Policy Number	Agent Code	Client Name / Company Name	Product	Expiry Date	Policy Status
90000006	KL0001-A	MOHD FAZLLY BIN JUSOH	MPC	16/10/2008	In Force

Diagram12

- Click 'Details' button to proceed with Policy Renewal (*Diagram 13*)
Note: Click the hyperlink product name to view details (not editable) before the submission of renewal transaction

Diary Policy Mgt Client Mgt Account Mgt Marine Mgt Tips & Tools Logout

Policy Management > Snap Shot Inquiry

Contract Description: PRIVATE MOTOR CAR

Agent Code: KL0001-A
Agent Name: NUMBER 1 AGENCY
Policy Number: 90000006
Client Number: 00000324
Client Name: MOHD FAZLLY BIN JUSOH

Inception Date: 17/10/2007
Expiry Date: 16/10/2008
Policy Status: In Force

Policy Information

Sum Insured and Premium are in Ringgit Malaysia (RM) unless otherwise stated.

Sum Insured: 40,000.00
Basic Premium: 867.44

Details Back

Diagram13

3.2.3 User can select Renew with same term or Renew with amend term (Diagram 14)

Sum Insured and Premium are in Ringgit Malaysia (RM) unless otherwise stated

No	Description	Sum Insured
1	PRIVATE CAR - CO. COVER	RM 45,000.00

[Show Premium](#)

Other Information

*Reason: (05) MOTOR:ANY OTHER REASON
 Termination Date:

Discussion Track

[Endorsement](#) [Cancellation](#) [Renew with same terms](#) [Renew and amend terms](#) [Print](#) [Cancel](#)

Diagram 14

3.2.4 Policy Renewal – Supported GenLink Products

- Policies with the acronym PDF are supported GenLink products. (Diagram 15)

Diary Policy Mgt Client Mgt Account Mgt Marine Mgt Tips & Tools Logout

Policy Management > Policy Renewal 03 April 2008 Thursday

Policy Renewal: 1656 record(s) found

Sort by: Expiry Date

Client Number	Policy Number	Agent Code	Client Name / Company Name	Product	Expiry Date	Policy Status	Sum Insured	Premium	
00000164	04001237	KL0001-A	GOU SI LAI	NPA	31/12/2009	IF	50000	95.00	PDF
00000138	05001136	KL0001-A	BEH HOCK KEE	LOP	31/12/2009	IF	100000	293.00	PDF
00000126	05006509	KL0001-A	YAU CHUN HIAN	FD1	31/12/2009	IF	500000	270.00	PDF
00000126	05004016	KL0001-A	YAU CHUN HIAN	NPA	31/12/2009	IF	500000	635.00	PDF
00000169	05006127	KL0001-A	JOANNE	FC1	25/12/2009	IF	465000	1074.85	PDF
00001691	04002467	KL0001-A	ANG YIN SHIH	MPC	20/12/2009	MR	100000	2527.74	PDF
00001411	05004782	KL0001-A	EUGENIE CHEE	LOP	20/12/2009	IF	930000	1870.00	PDF
00001411	05004780	KL0001-A	EUGENIE CHEE	FD1	20/12/2009	IF	5000000	7510.00	PDF
00000134	05006083	KL0001-A	JACQUELINE CHAIK	MPC	06/12/2009	IF	10000	589.85	PDF
00001691	04002417	KL0001-A	ANG YIN SHIH	CV	03/12/2009	IF	50000	1884.88	PDF

Go to Page: [Previous](#) 1 2 3 4 5 6 7 8 9

Diagram 15

- Policies without the acronym are 'Snapshot Renewal' (Diagram 16)

Diary Policy Mgt Client Mgt Account Mgt Marine Mgt Tips & Tools Logout

Policy Management > Policy Renewal 08 April 2008 Tuesday

Policy Renewal: 1656 record(s) found

Sort by: Policy Number

Client Number	Policy Number	Agent Code	Client Name / Company Name	Product	Expiry Date	Policy Status	Sum Insured	Premium	
00001385	05006350	KL0001-A	EUGENIE CORP	EAR	18/02/2009	IF	2742027	3177.04	
00001385	05006349	KL0001-A	EUGENIE CORP	CAR	18/02/2009	IF	177682	345.82	
00001385	05006346	KL0001-A	EUGENIE CORP	EAR	17/02/2009	IF	2742029	3177.04	
00001200	05006328	KL0001-A	A CLOUET & CO. (KL) SDN BHD, MAFIPRO SDN BHD,	HIG	07/02/2009	IF	15000	2338.90	
00001774	05006327	KL0001-A	A & E AIR-COND ELECTRICAL BHD ½	HIG	07/02/2009	IF	30000	1596.00	
00000126	05006312	KL0001-A	YAU CHUN HIAN	TRV	31/12/2007	IF	0	0.00	PDF
00000169	05006300	KL0001-A	JOANNE	MPC	28/01/2009	IF	70000	1099.22	PDF
00001806	05006289	KL0001-A	IRENE WONG	MIT	31/12/2008	IF	45000	1301.50	PDF
00001806	05006288	KL0001-A	IRENE WONG	MIT	31/12/2008	IF	45000	1301.50	PDF
00001076	05006272	KL0001-A	LEILA BALKHIS BINTI BAHARUDIN	MPC	04/02/2009	IF	55000	1010.52	PDF

Go to Page: [Previous](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [11](#) [12](#) [13](#) [14](#) [15](#) [16](#) [17](#) [18](#) [19](#) [20](#) [21](#) [22](#) [23](#) [24](#) [25](#) [26](#) [27](#) [28](#) [29](#) [30](#) [31](#) [32](#) [33](#) [34](#) [35](#) [36](#) [37](#) [38](#) [39](#) [40](#) [41](#) [42](#) [43](#) [44](#) [45](#) [46](#) [47](#) [48](#) [49](#) [50](#) [51](#) [52](#) [53](#) [54](#) [55](#) [56](#) [57](#) [58](#) [59](#) [60](#) [61](#) [62](#) [63](#) [64](#) [65](#) [66](#) [67](#) [68](#) [69](#) [70](#) [71](#) [72](#) [73](#) [74](#) [75](#) [76](#) [77](#) [78](#) [79](#) [80](#) [81](#)

Diagram 16

- If you require a RENEWAL NOTICE' from the particular policy, click on the acronym PDF to view / printout.
- Click on the Policy Number required. The same procedure is the same as explained for Diagram 14.

3.3 Snapshot Renewal – for non-supported GenLink products

This renewal procedure is for non-supported GenLink products e.g. Erection All Risk, Burglary and Contractor All Risk, (without the acronym PDF) (Diagram 16)

3.3.4 Click on the policy number for renewal and the 'Snap Shot Inquiry' screen is displayed (Diagram 17).

Diary Policy Mgt Client Mgt Account Mgt Marine Mgt Tips & Tools Logout

Contract Description: ERECTION ALL RISKS

Agent Code: KL0001-A
Agent Name: NUMBER 1 AGENCY
Policy Number: 05006350
Client Number: 00001385
Client Name: EUGENIE CORP

Inception Date: 19/02/2008
Expiry Date: 18/02/2009
Policy Status: In Force

Policy Information

Please note we are unable to display further details for this policy.

Sum Insured and Premium are in Ringgit Malaysia (RM) unless otherwise stated.

Sum Insured: 3,242,027.00
Basic Premium: 3,016.23

Instruction to MSIG Back

Diagram 17

- 3.3.1 Click on 'Instructions to MSIG' and the following screen is displayed (*Diagram 18*)
- 3.3.2 Select one of the radio buttons listed and complete with comments (if any) and click 'Submit'
- 3.3.3 The renewal request will be submitted to the Branch Support via email for their action.

Instruction to MSIG

Please tick one only:

- Renew this policy on existing terms
- Renew on revised terms as below
- Endorse with details below
- Any others, please specify below

Submit Cancel

Diagram 18

4. INTRODUCTION – COVER NOTE

4.1 What is GenLink Cover Note?

GenLink Cover Note is divided into two sections:-

4.1.1 Motor Cover Note

- User will be able to issue new cover note, modify (non-JPJ field) and inquire on the cover note that has been issued in GenLink. Once the Cover Note details are created, the information will be sent to JPJ. User is required to submit all relevant documents needs to MSIG office to convert the Cover Note to Policy in P400.
- This module is only applicable for:
 - a) New Business and New Vehicle cases where Registration Number is not available.
 - b) Private Motor Comprehensive (MPC)
 - c) Private Motor Third Party (MPT)
 - d) Commercial Vehicle “C” and “A” permit (CV)
 - e) Commercial Vehicle Third Party “C” and “A” permit (CVT)
 - f) Motorcycle Comprehensive (MCY)
 - g) Motorcycle Third Party (MCT)
- For Renewal cases, user needs to use the Policy Management (once it is submitted to P400, information will be transmitted to JPJ and the status can be inquired through JPJ Reply)

4.1.2 JPJ Reply

- This screen allows user to inquire on the status of the cover note and policy that has been sent to JPJ, i.e. Pending iDex, Sent and Fail.
- Modification is allowed for JPJ related field.
- Cover note cancellation.

5. ISSUING NEW COVER NOTE

5.1 Navigate to Policy Management > Motor Cover Note > Create Cover Note, and Click on Create Cover Note (*Diagram 19*)

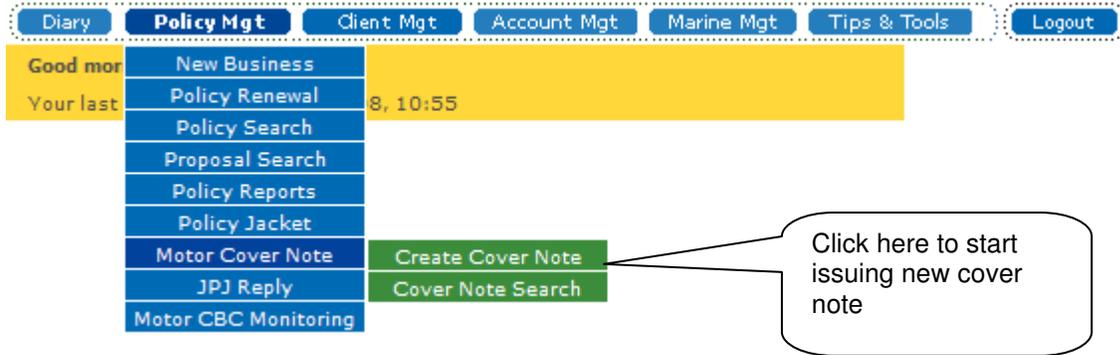


Diagram 19

5.2 Select the product type e.g. Private Motor Car, Commercial Vehicle, Motorcycle, etc – (*Diagram 20*)

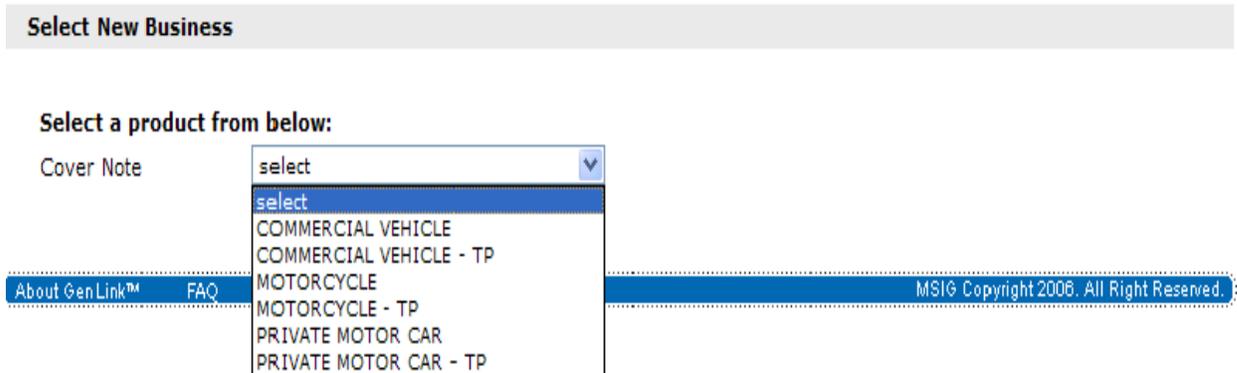


Diagram 20

5.3 You may proceed to enter the cover note details in the Cover Note Details page. Please note all items denoted with (*) are mandatory fields (*Diagram21*).

PRIVATE MOTOR CAR

Cover Note Details

Account No	:	KL0001-A - NUMBER 1 AGENCY	
*Name of Insured	:	<input type="text"/>	
Address	:	<input type="text"/>	
	:	<input type="text"/>	
	:	<input type="text"/>	
	:	<input type="text"/>	
*Gender/Corporate	:	<input type="text" value="---Select---"/>	
New NRIC	:	<input type="text"/> (mandatory for Malaysian xxxxxx-xx-xxxx)	} Please enter either field
Old IC No/Passport/Biz Reg/Others	:	<input type="text"/> (non Malaysian must enter passport no.)	
Vehicle Registration Number	:	<input type="text"/>	
Inception Date	:	<input type="text"/> (dd/mm/yyyy)	
Expiry Date	:	<input type="text"/> (dd/mm/yyyy)	
*Cover	:	COMPREHENSIVE	
*Policy Class	:	PRIVATE MOTOR CAR	
*Class of Vehicle	:	<input type="text" value="---Select---"/>	
*Region	:	<input type="text" value="West"/>	
*Make & Model	:	<input type="text" value="---Select---"/> <input type="text" value="---Select---"/>	
	:	<input type="text"/>	
*Year Manufacture	:	<input type="text"/>	
*Capacity	:	<input type="text" value="0"/> Cubic Capacity	
*No. of Seats	:	<input type="text" value="0"/>	
*Engine No	:	<input type="text"/>	
*Chassis No	:	<input type="text"/>	
*Vehicle Purpose of Use	:	<input type="text" value="---Select---"/>	
Excess	:	<input type="text" value="---Select---"/> <input type="text" value="0"/>	
Financial Institution	:	<input type="text"/>	
No. of Named Drivers	:	<input type="text" value="0"/> Enter only if named drivers is more than 2	

Diagram 21

5.4 Enter the Premium Information Details (Diagram 22)

Premium Information			
*Sum Insured	:	<input type="text" value="0"/>	
Basic	:	<input type="text" value="0.00"/>	
Loading	:	<input type="text" value="0"/>	<input type="text" value="0.00"/>
Gross Basic Premium	:	<input type="text" value="0.00"/>	
*NCB	:	<input type="text" value="0.000"/> %	<input type="text" value="0.00"/>
Premium Net of NCB	:	<input type="text" value="0.00"/>	

Diagram 22

5.5 Enter Additional Coverage (Diagram 23) – if applicable. Simply check (✓) the box next to the required additional benefits.

Additional Coverage			
To select any of the benefits below please click the check boxes on the left			
Then click <i>Refresh Premium Calculation</i> button.			
No Benefits	Limits	Additional Premium	
<input type="checkbox"/> 1 ND - NAMED DRIVERS			0.00
<input type="checkbox"/> 2 E97 - VEHICLE ACCESSORIES ENDT	<input type="text" value="0.00"/>		0.00
<input type="checkbox"/> 3 E89 - WINDSCREEN COVER	<input type="text" value="0.00"/>		0.00
<input type="checkbox"/> 4 E111 - CURRENT YEAR NCD RELIEF			0.00
<input type="checkbox"/> 5 ANY - ANY AUTHORISED DRIVER			0.00
<input type="checkbox"/> 6 LLP - LLP (Unlimited)			0.00
<input type="checkbox"/> 7 ETC - FOR BENEFITS NOT TABLED		<input type="text" value="0.00"/>	
<input type="checkbox"/> 8 E72 - LEGAL LIABILITY OF PASSENGERS			0.00
<input type="checkbox"/> 9 E25 - STRIKE, RIOTS, CIVIL COMMOTION			0.00
<input type="checkbox"/> 10 E57 - FLOOD			0.00

S/Tax :	<input type="text" value="0.00"/>	S/Duty :	<input type="text" value="10.00"/>	Total Premium	<input type="text" value="0.00"/>
				Total	<input type="text" value="0.00"/>

Diagram 23

5.6 Refresh Premium Calculation button

You are required to click this button to calculate the total premium charged – it is mandatory to click before you proceed to other action, and after any modifications.

5.7 Save button, this will allow the cover note issued to be saved without sending to JPJ. (Diagram 24)

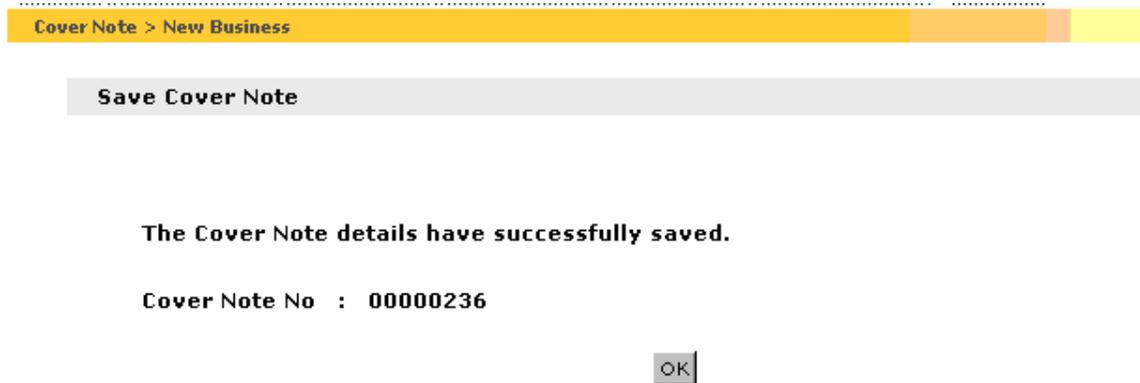


Diagram 24

5.8 Discard button, cancels the changes made to the cover note. If this is a new cover note, the cover note will not be saved and user will be redirected to the previous screen.

5.9 Send button, this will trigger the details to be sent to P400 and JPJ. (Diagram 25)

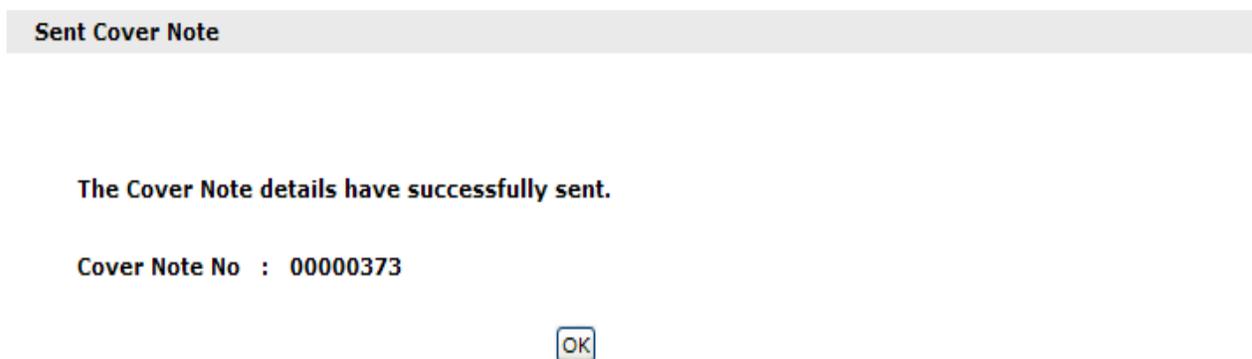


Diagram 25

5.10 Once the cover notes has been sent to P400/JPJ (either New Business or Modification), it will be displayed at the Cover Note Work Queue for five days – go to Policy Management > Motor Cover Notes > Cover Note WorkQ (*Diagram 26*).

Cover Note Work Queue

Sort By: Transaction Date 

Cover Note	Agent Code	Product Type	Vec. Reg. No.	Policy No	Inception Date	Name of Insured	Transaction Type	Cover Note Status
00000336	KL0001-A	MPT	WDD123		01/04/2008	CHEW CHEE SING	NB	SENT
00000187	KL0001-A	MPC				NORHAFIZA IBRAHIM	MO	SENT
00000373	KL0001-A	MPC				JOANNE	NB	SENT
00000374	KL0001-A	MPC	WWW11		02/04/2008	eior	NB	SENT

Diagram 26

5.11 You may encounter 'Cover Note failed to send' status due to any of the following reasons – user has to re-key in the cover note details (*Diagram 27*):

- Duplicate Vehicle Registration
- Duplicate Chassis Number
- Duplicate Engine Number

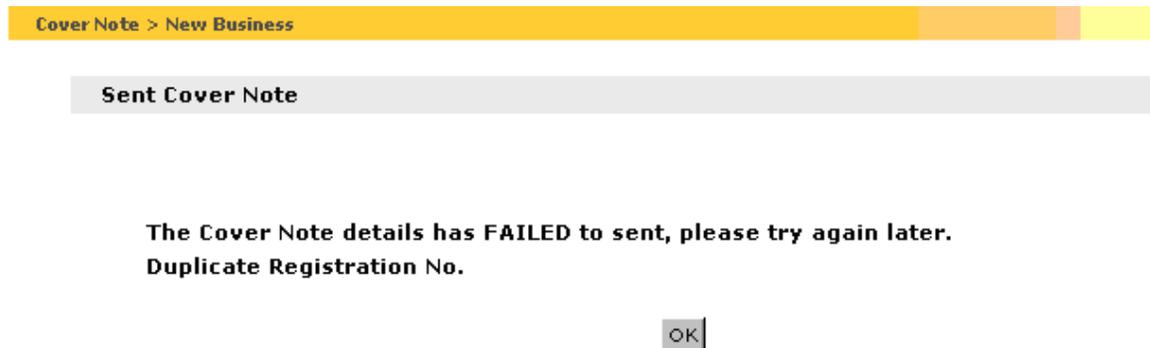


Diagram 27

6. JPJ REPLY

6.1 Once the Cover Note is successfully sent to JPJ, you can inquire the Cover Note in JPJ Reply Screen – go to Policy Management > JPJ Reply > JPJ Reply Search (*Diagram 28*)

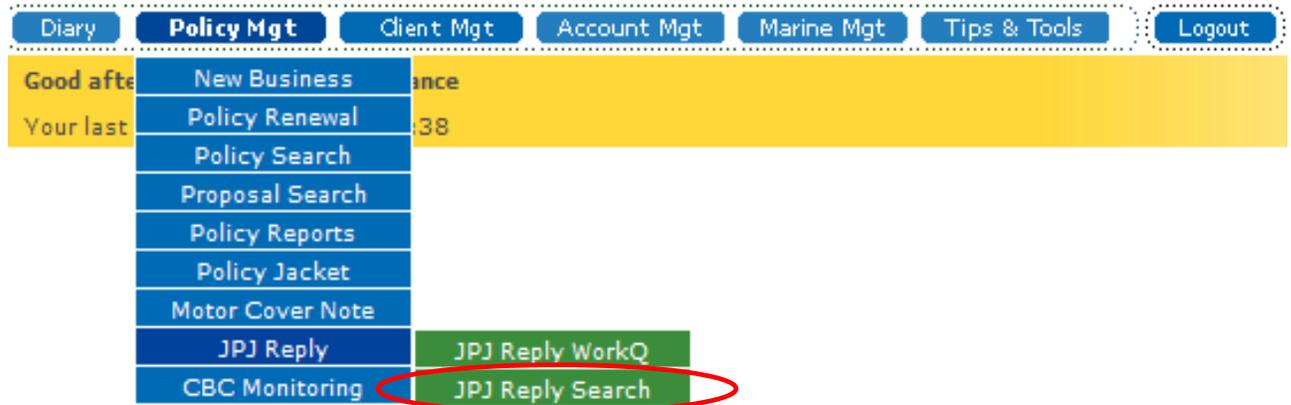


Diagram 28

6.2 User can search by:-

- Document No – *Cover Note number*
- Vehicle Registration No
- Status – *All, Accepted, Rejected, No Reply*
- Transaction Date – From Date is defaulted to current date.
- Policy Class

JPJ Reply Search by

Please enter one of the following :

1. Account No:	<input type="text" value="KL0001-A"/>	
2. Document No:	<input type="text"/>	
3. Vehicle Registration No:	<input type="text"/>	
4. Status:	<input type="text" value="All Status"/>	
5. Transaction Date:	From <input type="text" value="03/04/2008"/>	To <input type="text"/> (dd/mm/yyyy)
6. Policy Class:	<input type="text" value="All Classes"/>	
	<input type="button" value="Search"/>	

Diagram 29

- 6.3 There are 4 types of status from JPJ Reply (*Diagram 30*):
- OK – JPJ has accepted the transmission. Road Tax can only be renewed once the reply from JPJ is OK. You need to check status is OK before informing your client to renew their Road Tax at JPJ.
 - No Reply – please wait or contact MSIG
 - Pending iDex – where P400 is not available, please wait
 - Rejected – error message will be displayed
- 6.4 This screen can only display up to 500 latest cover notes issued. User is advised to key in the specific criteria when searching the Cover Notes under JPJ Reply.

JPJ Reply Maintenance

Search Criteria

Account No : KL0001-A
 Status : Accepted

Search Result : 76

Sort By:

[Re-Sort](#)

[Search Again](#)

Document Number	Account No	Policy Class	Vehicle Reg No	Policy Number	Message Desc	Source	Trans Date
00000354	KL0001-A	MPC		04002623	Message: OK	GC	29/02/2008
00000357	KL0001-A	MPC		04002624	Message: OK	GC	29/02/2008
00000318	KL0001-A	MPC			Message: OK	GC	27/12/2007
00000311	KL0001-A	CVT			Message: OK	GC	26/12/2007
00000322	KL0001-A	CVT				GC	19/12/2007

Diagram 30

- 6.5 Only cover notes & policies issued via GenLink will be displayed, indicated with source codes GM and GC respectively.
- 6.6 Any transaction done in P400 will not be displayed in GenLink JPJ Reply even though under the same account
- 6.7 For cover notes which have been converted to policy:
 - Policy number will be displayed on the screen instead of Cover Note number but it can be recognized by the source code GC.
 - Modification or cancellation can only be done on Policy (once cover note have been converted).

7. COVER NOTE MODIFICATION

7.1 There are 2 ways to modify cover notes, depending on the type of information to be modified:

	Fields	Modify From?
JPJ Related	1. Vehicle registration no 2. Period of insurance 3. NRIC / Business Reg 4. Chassis No 5. Engine No	Policy Management > JPJ Reply > JPJ Reply Search Only if cover note has not been converted to policy
Non-JPJ Related	Other fields other than Item 1 to 5 above under the cover note module.	Policy Management > Motor Cover Note > Inquire Cover Note

7.2 Modify JPJ related fields

7.2.1 From JPJ Reply Search, select the cover note to be modified / cancelled.

JPJ Reply Maintenance

Search Criteria

Account No : KL0001-A
 Status : Rejected

Search Result : 254

Sort By: ▼

[Re-Sort](#)

[Search Again](#)

Document Number	Account No	Policy Class	Vehicle Reg No	Policy Number	Message Desc	Source	Trans Date
00000047	KL0001-A	MPC	PFG8178		Message: INS0013ERekod Kenderaan Tidak Wujud (VEHICLE)	GC	08/11/2005
00000039	KL0001-A	MPC	WML3455		Message: INS0013ERekod Kenderaan Tidak Wujud (VEHICLE)	GC	07/11/2005
00000036	KL0001-A	MPC	UU2		Message: INS0013ERekod Kenderaan Tidak Wujud (VEHICLE)	GC	28/10/2005
00000032	KL0001-A	MPC	GHSDFG		Message: INS0013ERekod Kenderaan Tidak Wujud (VEHICLE)	GC	25/10/2005
00000031	KL0001-A	MPC	SAFDS		Message: INS0013ERekod Kenderaan Tidak Wujud (VEHICLE)	GC	25/10/2005
00000030	KL0001-A	MPC	AFADF		Message: INS0013ERekod Kenderaan Tidak Wujud (VEHICLE)	GC	25/10/2005
00000024	KL0001-A	MPC	GG52		Message: INS0131EID_NO_1 salah dan ID_NO_2 blank	GC	19/10/2005
00000021	KL0001-A	MPC	FF23		Message: INS0013ERekod Kenderaan Tidak Wujud (VEHICLE)	GC	18/10/2005

Diagram 31

7.2.2 Scroll down and click on the Modification / Cancellation button. (Diagram 32)

Reason : NB/RN for registered car
Status : Rejected
Message : Message: INS0013ERekod Kenderaan Tidak Wujud (VEHICLE)

Diagram 32

7.2.3 Modify the necessary field (Diagram 33)

New NRIC :
Old IC No/Passport/Biz Reg/Others :
Vehicle Registration Number :
Engine No :
Chassis No :
Cover : COMPREHENSIVE
Period of Insurance : To
Transaction Date : 22/06/2006
Date Sent to JPJ :
Date Reply : 14/07/2006

Reason : NB/RN for registered car
Status : Rejected
Message : Message: INS0013ERekod Kenderaan Tidak Wujud (VEHICLE)

Only these fields are allowed to be modified.

For New Vehicle cases, the Vehicle Registration Number and Period of Insurance are not editable.

Diagram 33

7.2.4 Click on Send to JPJ (*Diagram 33*) and confirm Proceed to JPJ (*Diagram 34*)

JPJ Reply Send Confirmation

Document Number : 00000116
Vehicle Registration Number : GG888



Diagram 34

7.2.5 Document will send to JPJ and user will be redirected to JPJ Reply Work Q.

7.3 Modify Non-JPJ related fields:

7.3.1 Click on the cover note to be modified / cancelled (*Diagram 35*)

Cover Note > Work Queue 07 April 2008 Monday

Work with Cover Notes

Search Criteria
 Account No. : KL0001-A

Sort By: Order By: [Search again](#)

Cover Note	Agent Code	Prod Type	Vehicle Reg No	Policy Number	Inception Date	Name of Insured	Trn	Cover Note Status
00000001	KL0001-A	MPC				ROSITA		SENT
00000002	KL0001-A	MPC				Mr A B C		SENT
00000003	KL0001-A	MPC	WWW11	05001734	28/09/2005	LEILA BALKHIS BTE BAHARUDIN		CONVERTED
00000004	KL0001-A	MPC				AMIRAH		SENT
00000005	KL0001-A	MPC	QMG4805		10/10/2005	ANNIE KONG		SENT
00000006	KL0001-A	MPC				AMIR		SENT
00000007	KL0001-A	MPC			04/10/2005	JACQUELINE CHAIK		MODIFIED
00000008	KL0001-A	MPC				JACQUELINE CHAIK		CANCELLED
00000009	KL0001-A	MPC	WWW9		04/10/2005	JACQUELINE CHAIK		MODIFIED
00000010	KL0001-A	MPC	WWW10		04/10/2005	JACQUELINE CHAIK		SENT

Diagram 35

7.3.2 Click Modification button – you will be asked to confirm. (*Diagram 36*)

7.3.3 Modify the necessary fields, Refresh Premium Calculation and click Send

Cover Note Details	
Account No	: KL0001-A - NUMBER 1 AGENCY
Cover Note No:	: 00000004
Policy No:	:
*Name of Insured	: AMIRAH
Address	: NO. JDJJD
	:
	:
	:
*Gender/Corporate	: Female
New NRIC	: 620423-10-7560
Old IC No/Passport/Biz Reg/Others	:
Vehicle Registration Number	:

No Benefits	Limits	Additional Premium
S/Tax : 0.00	S/Duty : 10.00	Total Premium 538.56 Total 548.56

Diagram 36

7.3.4 Modify the necessary fields, Refresh Premium Calculation and click Send

7.4 If the cover note has been converted to policy, modification & cancellation must be done on the policy via Policy Management > Issue Endorsement / Cancellation.

To determine whether or not Modification or Cancellation is allowed at JPJ Reply module, please refer to the table as shown below:-

Document Type	Status of Document	JPJ Reply	Modification allowed	Cancellation allowed	Fields can be modified
Cover Note	New Business	Accepted	Yes	Yes	- Period of Insurance - Chasis No - Engine No
Cover Note	New Business	Rejected	Yes	Yes	- Period of Insurance - Vehicle Registration No. - NRIC or Business Registration No. - Chassis No. - Engine No.

Document Type	Status of Document	JPJ Reply	Modification allowed	Cancellation allowed	Fields can be modified
Cover Note	New Vehicle (No vehicle Registration)	Accepted	No	Yes	Nil
Cover Note	Road Tax Purpose	Accepted	Yes	Yes	- Period of Insurance - Chasis No - Engine No
Cover Note	Road Tax Purpose	Rejected	Yes	Yes	- Period of Insurance - Vehicle Registration No. - NRIC or Business Registration No. - Chassis No. - Engine No.
Cover Note	Extension	Accepted	Yes	Yes	- Period of Insurance - Chasis No - Engine No
Cover Note	Extension	Rejected	Yes	Yes	- Period of Insurance - Vehicle Registration No. - NRIC or Business Registration No. - Chassis No. - Engine No.
Cover Note	Transfer	Accepted	No	Yes	Nil
Policy / Renewal	New Business	Accepted	No	No	Nil
Policy / Renewal	New Business	Rejected	No	No	Nil
Cover Note	All types	No Reply	No	No	Nil

Note :

- 1. Only cover note issued but not yet converted is allowed to do modification or cancellation.**
- 2. No details are allowed to amend during cancellation – applicable for all types of cover note**

8. CBC MONITORING

8.1 This module is designed to assist **GenLink intermediary users** to monitor outstanding payment for all Motor transaction, i.e. Policies and Cover Notes. Subject to certain conditions & actions, once the policy or cover note is paid, it will no longer appear in the CBC monitoring screen.

8.2 The following are key features of CBC monitoring module:

8.2.1 The following Motor transactions are INCLUDED:

- ✓ All types of Motor Policies (MPC, MPT, MCY, MCT, CV, CVT, HVC and HVT excluding Fleet policies) – whether it is issued in GenLink or branches.
- ✓ All Motor Cover Notes issued by branches (excluding Road Tax Purpose Cover Note)
- ✓ All GenLink Cover Notes

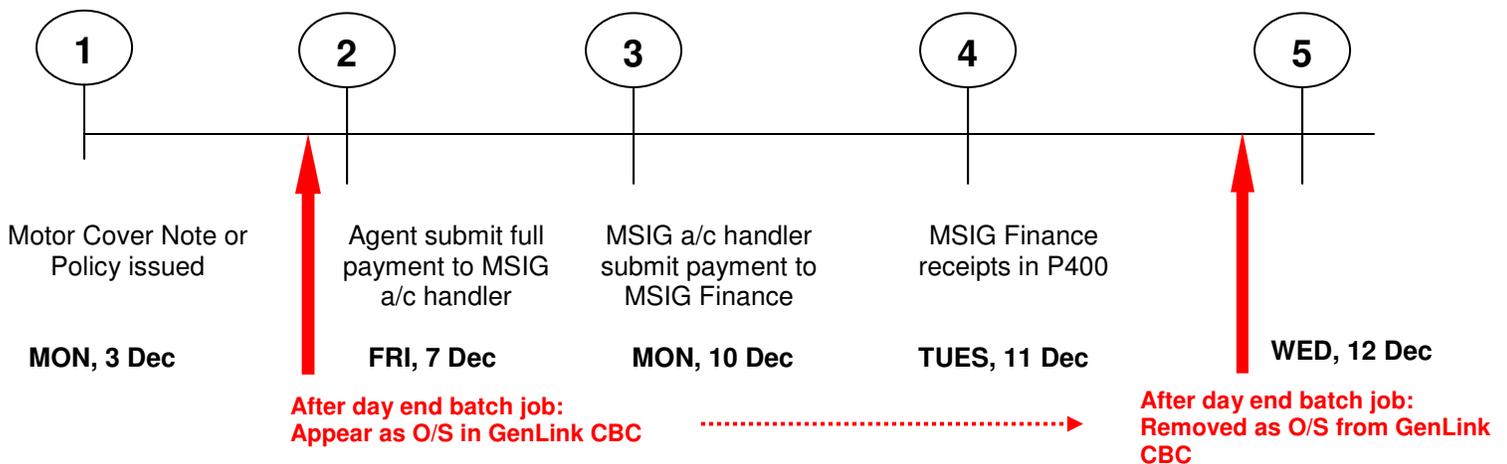
8.2.2. The following Motor transactions are EXCLUDED:

- ✗ Cover Notes issued from FLAS 1 & 2 (currently monitored via FLAS)
- ✗ Fleet Policies
- ✗ Cover Note for Road Tax Purpose

8.2.3 CBC monitoring module is ONLY updated AFTER:

- a. Receipting completed by finance upon receipt of physical payment, AND
- b. Matching of Cover Note & corresponding Policy during policy issuance / cover note conversion, AND
- c. Successful run of day end Batch Jobs

8.3 Example WHEN CBC / payment status is updated in GenLink CBC Monitoring module:



8.4 User can check their CBC through My Personal Page > CBC monitoring Summary (*Diagram 37*) or Policy Management drop down list > CBC Monitoring (*Diagram 38*).

Diary Policy Mgt Client Mgt Account Mgt Marine Mgt Tips & Tools Logout

Good afternoon Test ID A
Your last login: 03 April 2008, 14:21

CBC monitoring Summary (Click Here)
Total cover notes and policies not paid: 1295

Diagram 37

Diary Policy Mgt Client Mgt Account Mgt Marine Mgt Tips & Tools Logout

Good afternoon Test ID A
Your last login: 03 April 2008, 14:21

CBC monitoring Summary (Click Here)
Total cover notes and policies not paid: 1295

- New Business
- Policy Renewal
- Policy Search
- Proposal Search
- Policy Reports
- Policy Jacket
- Motor Cover Note
- JPJ Reply
- CBC Monitoring**

Diagram 38

8.5 Use the GenLink CBC Monitoring module to search criteria (Diagram 39).

CBC Monitoring Search by

Please enter one of the following :

Account No:

Search By:

Insured Name:

Vehicle Registration No:

Transaction Date: From To (dd/mm/yyyy)

No. of days Outstanding: From To

Your debtors status is as at 2008-03-03 20:26:04.263147
CBC monitoring job status as at 2008-04-03 04:00:28.431689

Diagram 39

8.6 Search Results will be displayed (*Diagram 40*)

- Search results are sorted by:
 - I. Transaction date
 - II. Policy number
 - III. Cover Note number
- The Transaction Date is the cover note issue date or policy posted date.
- Days O/S – calculate from the system date against Transaction Date of the cover note or policy
- The Gross Premium is a total premium inclusive of Service Tax and Stamp Duty.
- The Amount Due is a net due to Agent – less of commission.

Search Result

Search Criteria

Account No : KL0001-A

Search Result : 500

Sort By: Transaction Date ▼

Re-Sort

[Search Again](#)

C/N No.	Policy No.	Prod. Type	Vehicle Reg. No.	Trans. Type	Insured	Transaction Date	Effective Date	Days O/S	Gross Premium + Charges
	04001138	MPC	PEB6435	NB	MR TAN SEE AIK	14/09/2006	14/09/2006	384	15809.20
	04001294	MPC	WAS1207	NB	MR KHOO JENN HUI	24/11/2006	24/11/2006	335	809.20
	04001295	MPC	WAS1208	NB	MR KHOO JENN HUI	24/11/2006	24/11/2006	335	809.20
	04001296	MPC	WAS1209	NB	MR KHOO JENN HUI	24/11/2006	24/11/2006	335	749.20
	04001297	MPC	WAS1210	NB	MR KHOO JENN HUI	24/11/2006	24/11/2006	335	759.20
	04001298	MPC	WAS1211	NB	MR KHOO JENN HUI	24/11/2006	24/11/2006	335	789.20
	04001299	MPC	WAS1212	NB	MR KHOO JENN HUI	24/11/2006	24/11/2006	335	739.20
	04001300	MPC	WAS1213	NB	MR KHOO JENN HUI	24/11/2006	24/11/2006	335	799.20
	04001301	MPC	WAS1214	NB	MR KHOO JENN HUI	24/11/2006	24/11/2006	335	739.20

Diagram 40