

# AmMetLife Takaful

“FY2021 marked another landmark for AmMetLife Takaful as we continue to expand our businesses. We generated an income of RM62.7 million, which is 44% higher than FY2020. This growth is driven by the relentless efforts and continuous improvement from our Business Distribution team, with Bancatakaful channel remaining the primary contributor from the Credit business, followed by the Alternative and Agency channel. We are guided by the Three-Year Business Plan & Strategy, which aims to accelerate the company growth by improving existing Bancatakaful arrangements, harnessing business banking opportunities, and exploring alternative distribution channels by proactively collaborating with third-party banks, government bodies and other co-operations.”

**NOOR AZAM BIN MOHD YUSOF**  
Chief Executive Officer  
AmMetLife Takaful Berhad



PROFIT BEFORE TAX (PBT)

**RM5.7** MILLION



YOY GROWTH

**70%**

## ABOUT US

AmMetLife Takaful Berhad (Family Takaful) is licensed by BNM to conduct Family Takaful business in Malaysia under the Takaful Act 1984. Established in 2012, we are a strategic collaboration between AmBank Group and MetLife International Holdings. We offer a comprehensive range of Takaful solutions distributed by our authorised Takaful agents and Bank Partners' branches nationwide. AmMetLife Takaful aims to meet our customers' diverse needs with innovative solutions at different stages of their lives, making it easier and simpler for individuals to achieve financial security and pursue more from life.

# AmMetLife Takaful

## KEY INITIATIVES & OUTCOMES

### Key Initiatives

#### Distribution Reinforce

- Accelerated sustained Bancatakaful Specialists.
- Aligned hybrid business priorities with strategic KPIs.
- Implemented a differentiated premier Agency Model.

#### Distribution Reinforce

- Harnessed new business banking opportunities.
- Implemented the loyalty acquisition initiative.

#### Distribution Expansion

- Continued to build integrated distribution partnerships and value propositions with comprehensive solutions.

### Outcomes

- Improved credit business penetration from 86% to 95%.
- Increase Agency's total manpower to 274, with the productivity per active agent increasing to 3.3/case per agent.
- Established a business banking channel in Q4 FY2020, capturing business amounting to RM1.6 million to date.
- Successfully launched new alternative business partnerships with
  - PMB Tijari – PENJANA scheme (March 2020)
  - iMARA – PENJANA scheme (November 2020)
  - Affin Business Banking (January 2020)

## OUR PERFORMANCE

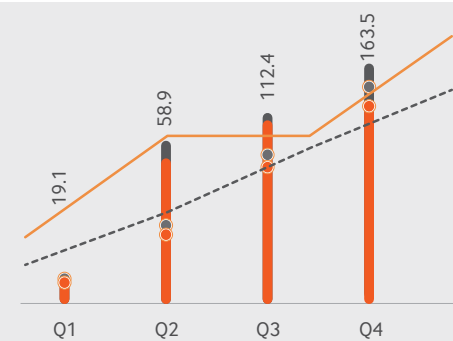
We continued our growth momentum in FY2021 with a profit before tax (PBT) of RM5.7 million. This growth is driven by achieving a commendable 103% of the committed sales target amounting to RM164.6 million, a YoY growth of 70%. Our positive performance is mainly attributed to the 95% of business penetration, particularly credit-related business (i.e., Mortgage Reducing Term Takaful and Personal Financing Reducing Term Takaful). Another critical driver of growth was the Banca business strategy's alignment with AmMetLife Insurance, AmBank, and AmBank Islamic. The Government's Public Sector Housing Financing Board (LPPSA), where the Company provides coverage for LPPSA Mortgage Financing, demonstrated an exceptional 122.0% growth since its development in 2019, totalling RM24.7 million. Lastly, the reprioritising of resources in managing projects allowed us to better control and minimise costs for enhanced financial performance.

### Operating Profit & Loss (RM Million)



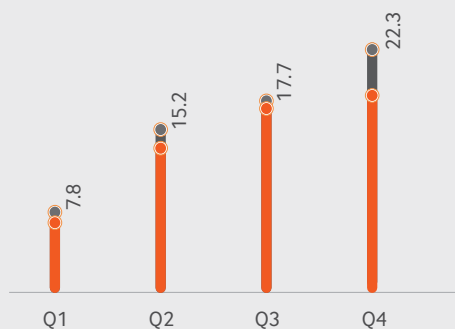
### Overall Performance (RM Million)

- Credit
- Advisory
- Group EB
- - - Plan

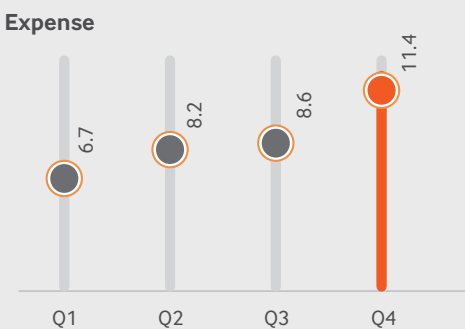


### Wakalah Fee (RM Million)

- Wakalah Fee
- Investment & Other Income



### Management Expense (RM Million)



## COVID-19 IMPACT & RESPONSE

COVID-19 Impact	Our Response	Outcomes
<p>Financial challenges faced by customers resulted in an increase in lapsation of Takaful Certificates.</p> <hr/> <p>Movement restrictions disrupted day-day business transactions, mainly for sellers in the proposal submission.</p>	<ul style="list-style-type: none"> <li>• Provided a contribution payment deferment option to affected certificate owners.</li> <hr/> <li>• Established a "Virtual Communication Process" for new business submissions.</li> </ul>	<p>Successfully received and conserved 54 Certificates that requested for deferments.</p> <hr/> <p>Effectively conducted the sales process online during MCO.</p>

## PROSPECTS & OUTLOOK

Despite the unprecedented challenges of COVID-19, we proudly ended the FY2021 financial year in a better position than last year. We forecast to continue on this positive trajectory in FY2022, leveraging what we have achieved to accelerate the business towards sustainable growth. With most of the infrastructure in place, we are well-positioned to generate higher income. In the upcoming year, we will also continue to prospect for strategic partnership and collaboration with other financial institutions, cooperatives and Government agencies to accelerate the business growth.