

ComPIAS TIMES

Issue #03-2024

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Welcome

As we enter the fourth quarter of 2024, Risk Management & Compliance (RM&C) department is excited to extend a warm welcome to our new Affinity Representatives, who have recently joined the expanding family at PIAS. We are thrilled to have you onboard and look forward to embarking on this journey together.

RM&C has been publishing quarterly newsletter aimed at enhancing communication and collaboration across all PIAS Representatives, Directors, and Branches. We aspire to create a platform where information flows freely, helping us to better connect and share insights to support each other in our collective success.

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Client Service Recovery

A Client Service Recovery [“CSR”] Form is used to rectify infractions and/or administrative lapses uncovered by RM&C department. It is an important document to ensure that the Client is aware of the error and acknowledge the respective amendments made.

ERROR

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5Ws of Client Service Recovery

When is CSR form required?

Infractions uncovered by the ISA unit (i.e. RM&C department) have to be rectified by PIAS Representatives. A Client Service Recovery ("CSR") form is to be completed for cases with Cat 1 & Cat 2 infractions and/or Administrative Lapses.



When shall I complete the CSR form?

The CSR form is to be completed **within 1 month from the date of the e-mail sent out by ISA unit**. The completed CSR form has to be submitted to RM&C department (copy) and Propel Business Support (original copy) for review and lodgment respectively.

What happens if CSR is not completed/or submitted by PIAS Representative?

Disciplinary actions e.g. a **Letter of Warning** will be meted out to the PIAS Representative if the CSR is not completed/or submitted within the stipulated timeline.



Where can I find the CSR Form?

A copy of CSR Form is available in DocuShare:
DocuShare/ **PIAS Resource Library / Guides & Manuals / Balanced Scorecard Framework Listing / Client Service Recovery Acknowledgement Letter.pdf



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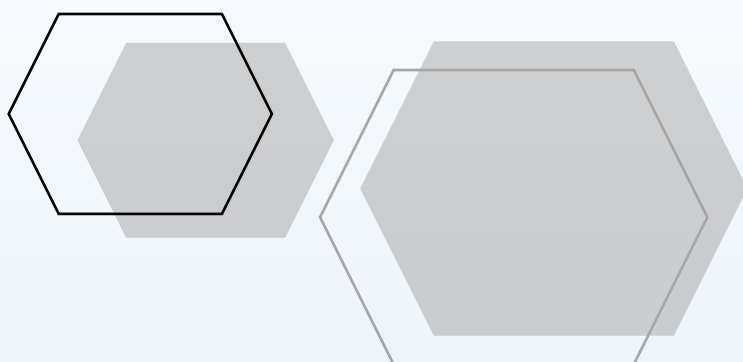
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5Ws of Client Service Recovery

Who completes the CSR of an orphaned policy?

The **PIAS Representative who took over the servicing rights** of the orphaned policy is required to follow-up on the completion of the CSR form with Client.

Disciplinary actions e.g. a **Letter of Warning** may be meted out to the new servicing PIAS Representative if the CSR is not completed within the revised stipulated timeline.



DO IT
RIGHT THE
FIRST
TIME!



If you have any suggestions, feedback and/or topics you would like us to cover, please drop us a note at pias.compliance@singlife.com. *When in doubt please feel free to reach out to RM&C to avoid revisiting client to perform Client Service Recovery.*

We look forward to hearing from you!

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