

Financial_Year	2023			2024			Total	
EXECUTIVE	Sum of Judgment Sum	Sum of Total Cases Paid	Sum of Total Claim No	Sum of Judgment Sum	Sum of Total Cases Paid	Sum of Total Claim No	Sum of Judgment Sum	Sum of Total Cases Paid
Amzar				2,420,160.00	154	213	2,420,160.00	154
Ashiqin				4,982,790.00	332	360	4,982,790.00	332
Asraf	4,728,930.78	77					4,728,930.78	77
Azfar				15,169,159.95	236		15,169,159.95	236
Christy	4,918,340.00	383	556	9,008,999.60	542	559	13,927,339.60	921
Deepa				162,430.00	18		162,430.00	18
Derrick	4,880,250.00	362	347	2,406,950.00	144	195	7,287,200.00	501
Erma	7,137,430.00	499	551	9,121,840.00	548	592	16,259,270.00	1041
Faizal	33,087,206.08	506		38,790,277.46	555		71,877,483.54	1061
Hariz	26,157,957.37	389		36,809,855.37	474		62,967,812.74	863
Hayati				253,800.00	15		253,800.00	15
Ishwaar	431,280.00	35	67	4,497,980.00	307	305	4,929,260.00	342
Jeremy	30,174,113.69	422		27,118,333.16	473		57,292,446.85	895
Nisa	7,983,081.00	673	718	9,881,939.75	731	764	17,865,020.75	1402
Noraini	6,369,102.00	460	505	3,387,360.00	263	240	9,756,462.00	722
Raihan	1,486,200.00	86					1,486,200.00	86
Rani	24,956,813.01	419		32,245,279.27	467		57,202,092.28	886
Saiful				3,669,336.04	247		3,669,336.04	247
Soufee	12,386,080.00	600	662	16,258,649.79	856	735	28,644,729.79	1435
Syafiqah	2,893,732.70	32					2,893,732.70	32
Syahrul	35,703,571.63	480		38,583,502.22	555		74,287,073.85	1035
Yan	6,102,390.00	561	560	7,903,850.00	605	618	14,006,240.00	1161
Yean				2,647,150.00	67		2,647,150.00	67
Zuwardi	28,792,354.53	526		30,117,435.75	510		58,909,790.28	1036
Total	238,188,832.79	6510	3966	295,437,078.36	8099	4581	533,625,911.15	14601

533.63M

Sum of Judgment Sum

14.61K

Count of Claim No

36.53K

Average of Judgment Sum

24

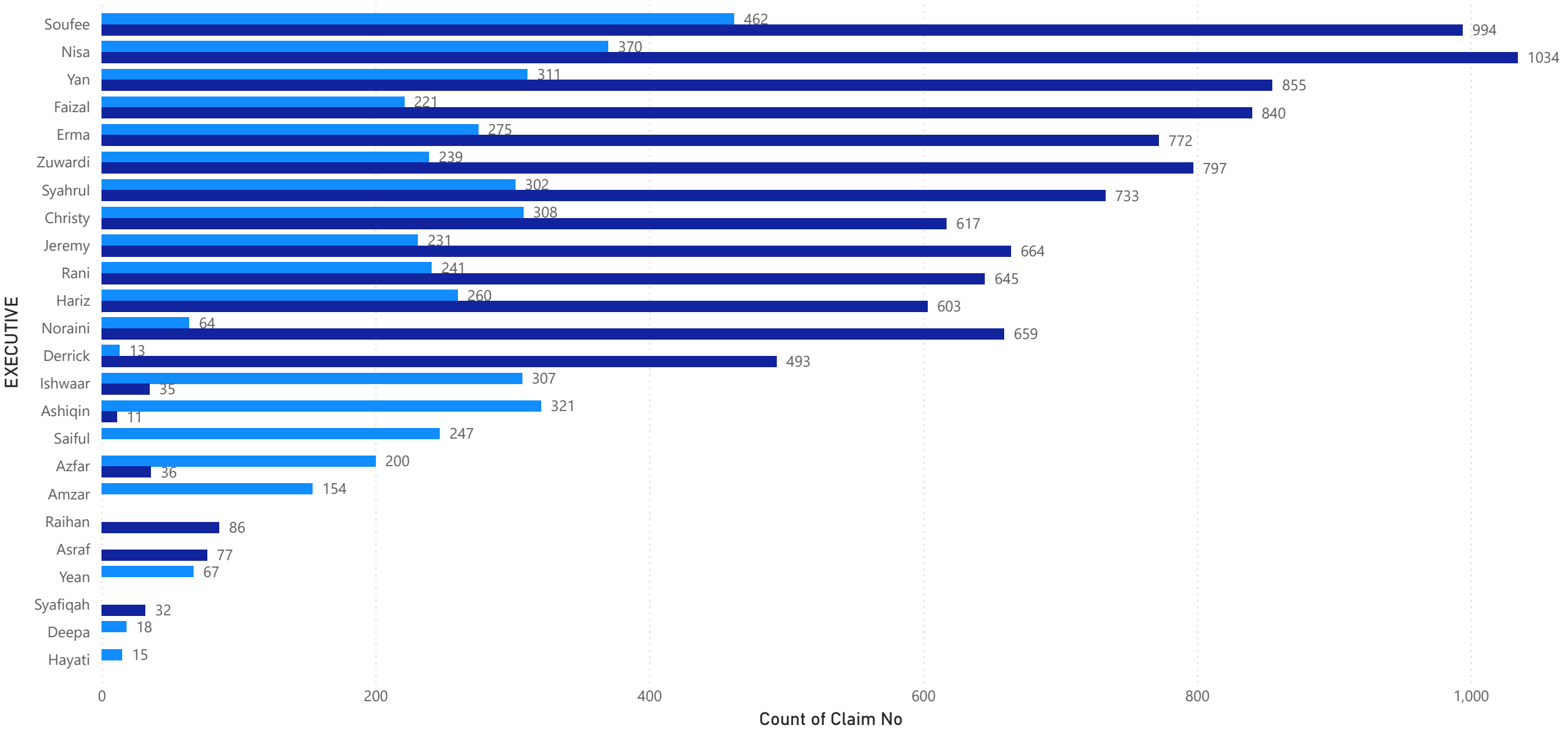
Count of EXECUTIVE

All



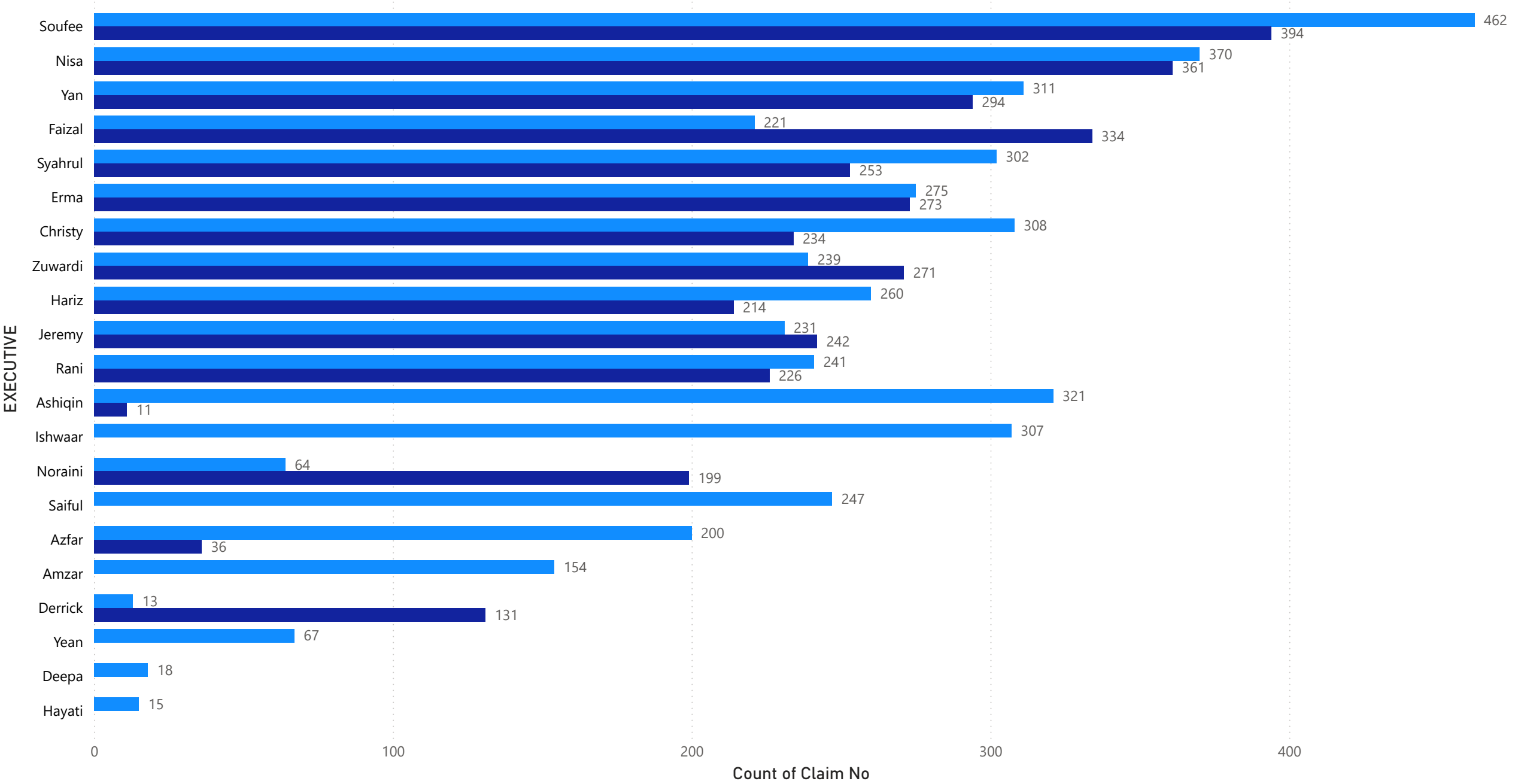
Count of Claim No by EXECUTIVE

Remarks ● After 40M Project ● Before 40M Project



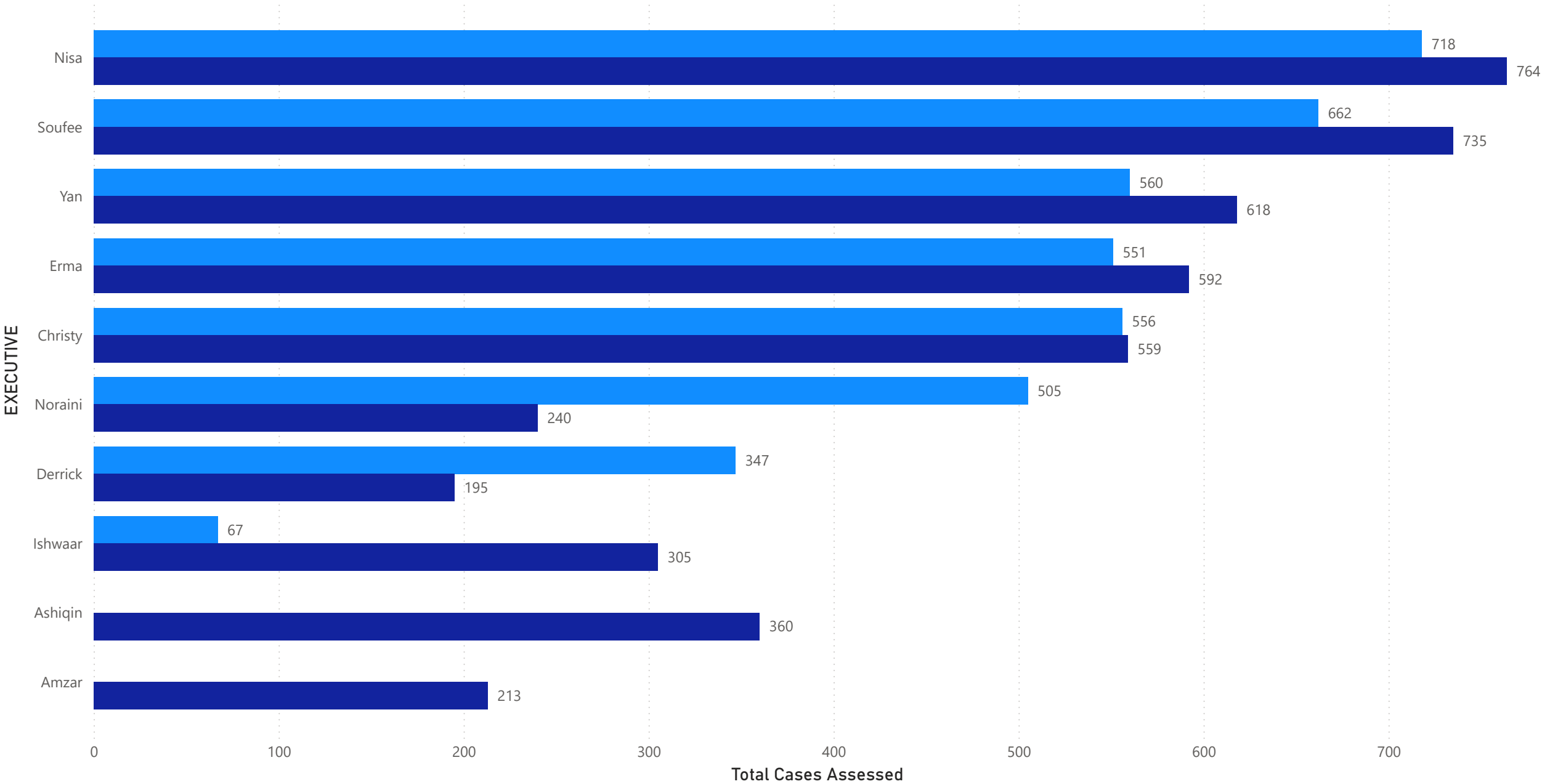
Count of Claim No by EXECUTIVE

Remarks ● After 40M Project ● Before 40M Project



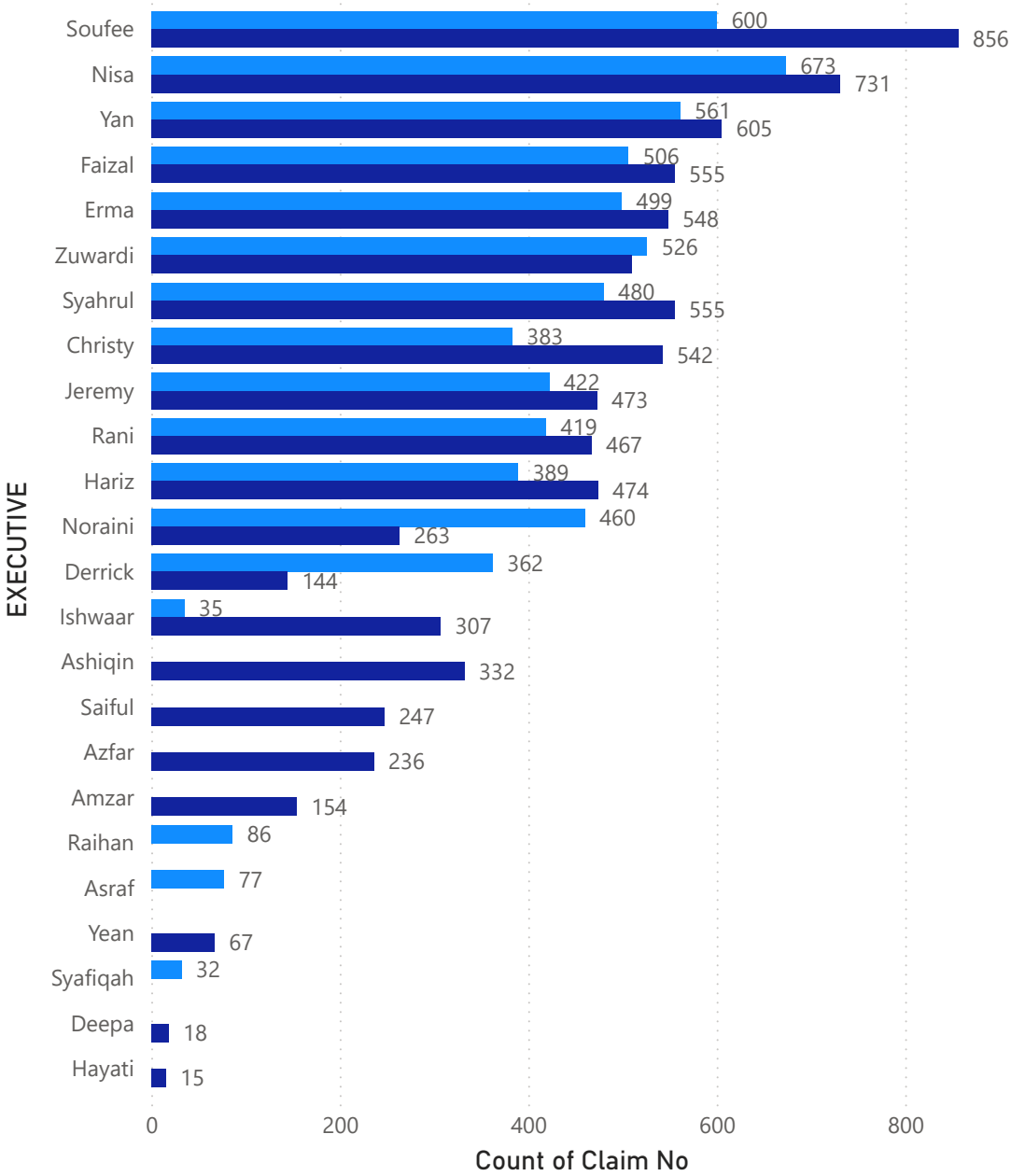
Executive's Total Cases Assessed by Financial Year

Financial_Year ● 2023 ● 2024





Executive's claims closed by Fnanacial Year



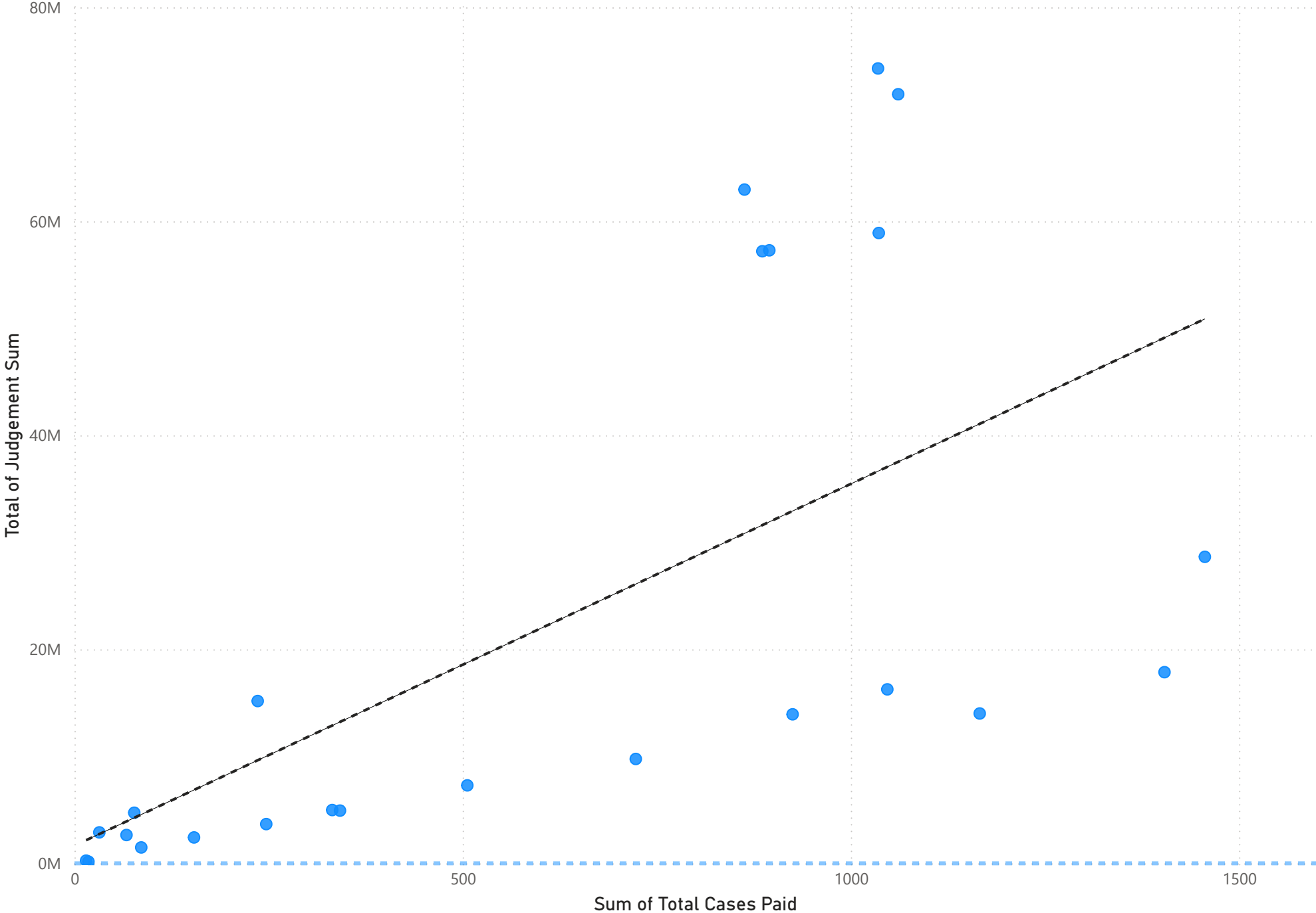
EXECUTIVE	2023	2024	Total
Soufee	600	856	1456
Nisa	673	731	1404
Yan	561	605	1166
Faizal	506	555	1061
Erma	499	548	1047
Zuwardi	526	510	1036
Syahrul	480	555	1035
Christy	383	542	925
Jeremy	422	473	895
Rani	419	467	886
Hariz	389	474	863
Noraini	460	263	723
Derrick	362	144	506
Ishwaar	35	307	342
Ashiqin		332	332
Saiful		247	247
Azfar		236	236
Amzar		154	154
Raihan	86		86
Asraf	77		77
Yean		67	67
Syafiqah	32		32
Deepa		18	18
Hayati		15	15
Total	6510	8099	14609

Executives	2023	2024	Total	%Growth
Soufee	600	856	1456	42.67
Christy	383	542	925	41.51
Erma	499	548	1047	9.82
Nisa	673	731	1404	8.62
Yan	561	605	1166	7.84
Faizal	506	555	1061	9.68
Zuwardi	526	510	1036	-3.04
Syahrul	480	555	1035	15.63

- **Soufee and Christy** are the only executives with **>40% growth**, making them the **fast risers**
- **Nisa** handled a **very high volume** (1404) but showed **low growth**—suggesting a plateau.
- **Zuwardi** is the only one showing a **decline**, indicating potential performance issues or external factors affecting results.



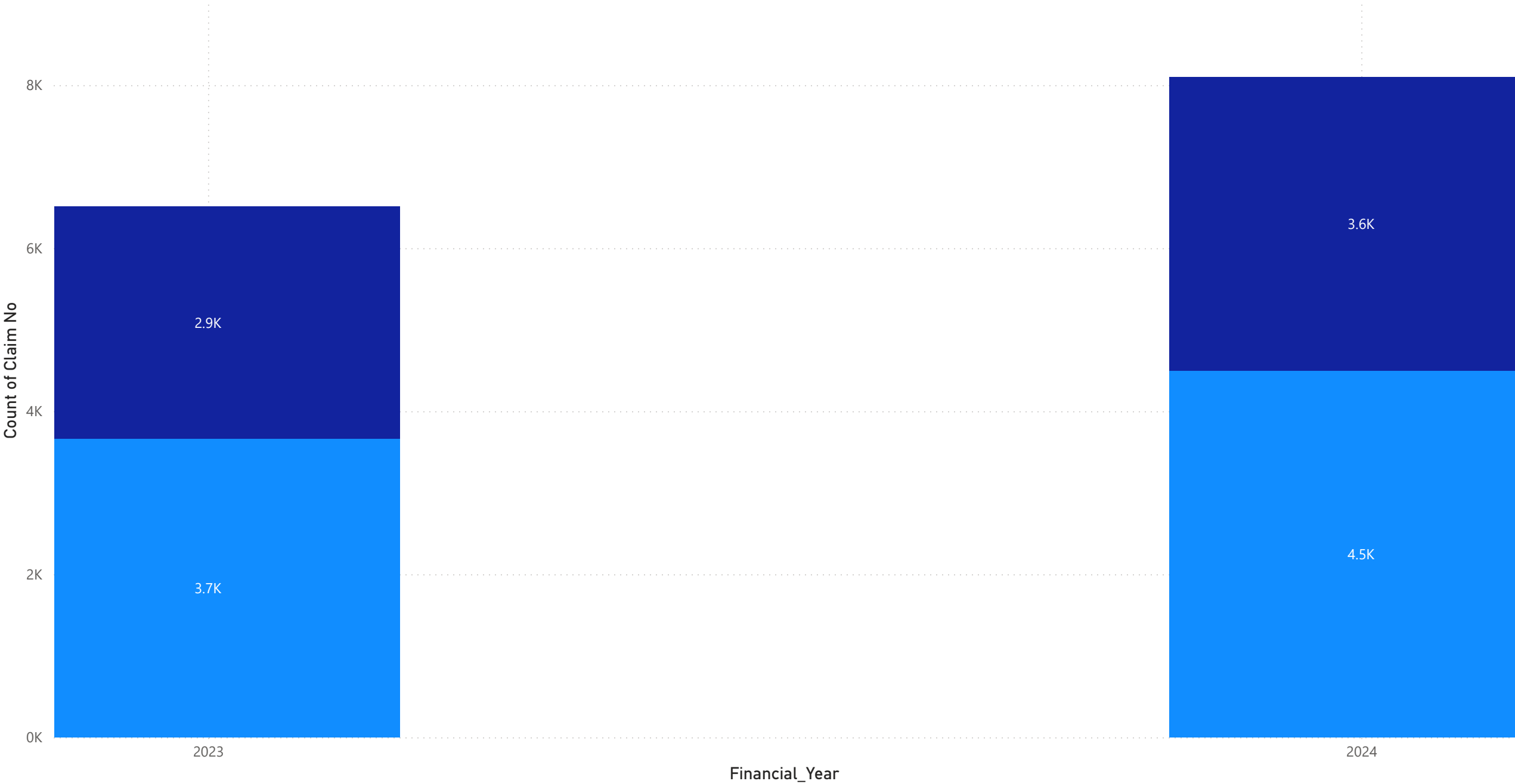
Sum of Total Cases Paid, Sum of Judgment Sum and Correlation_Cases_Judgment by EXECUTIVE



0.51
Correlation_Cases_Judgment

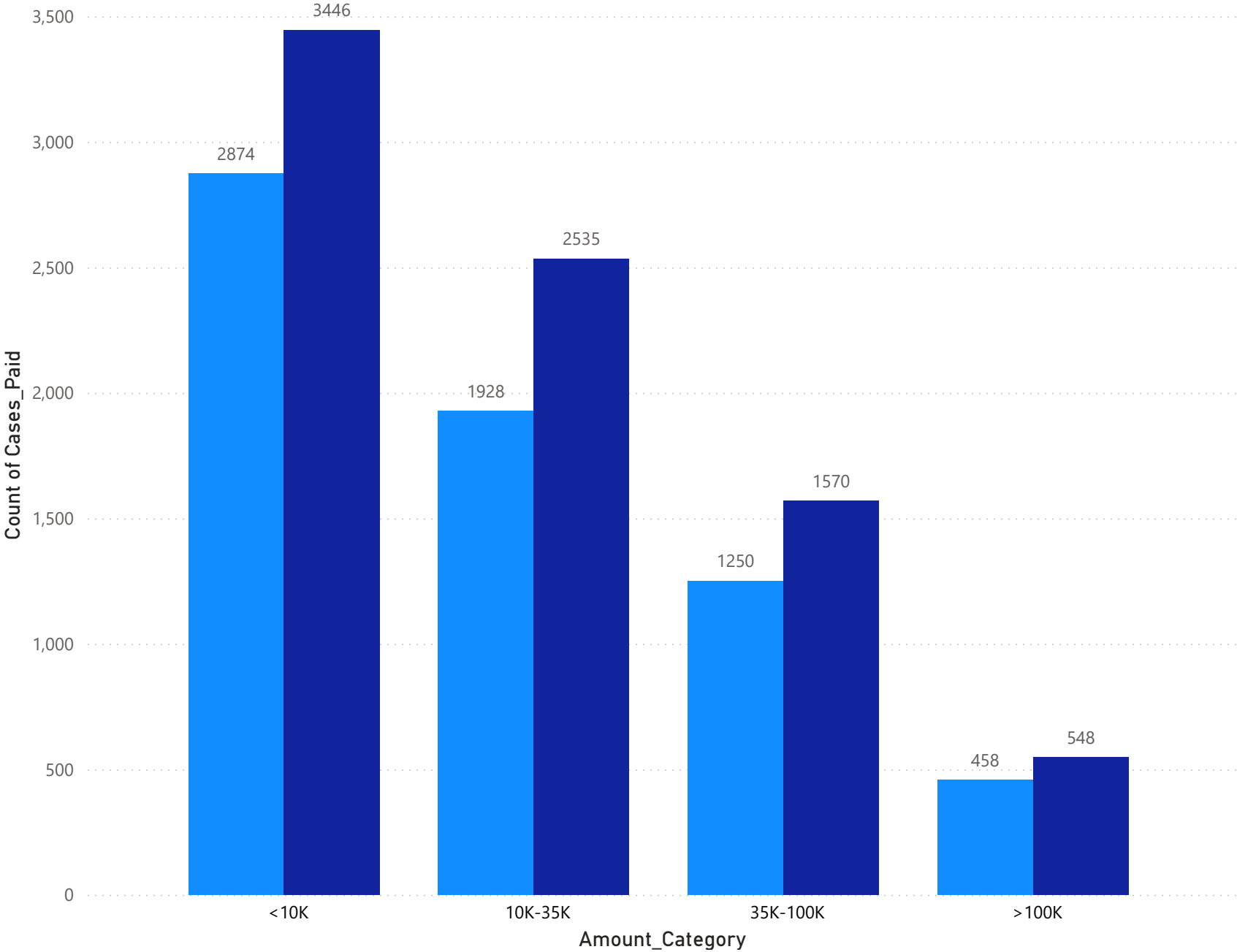
Count of Claim No by Financial_Year and Team

Team ● DS ● LU



Count of Cases_Paid by Amount_Category and Financial_Year

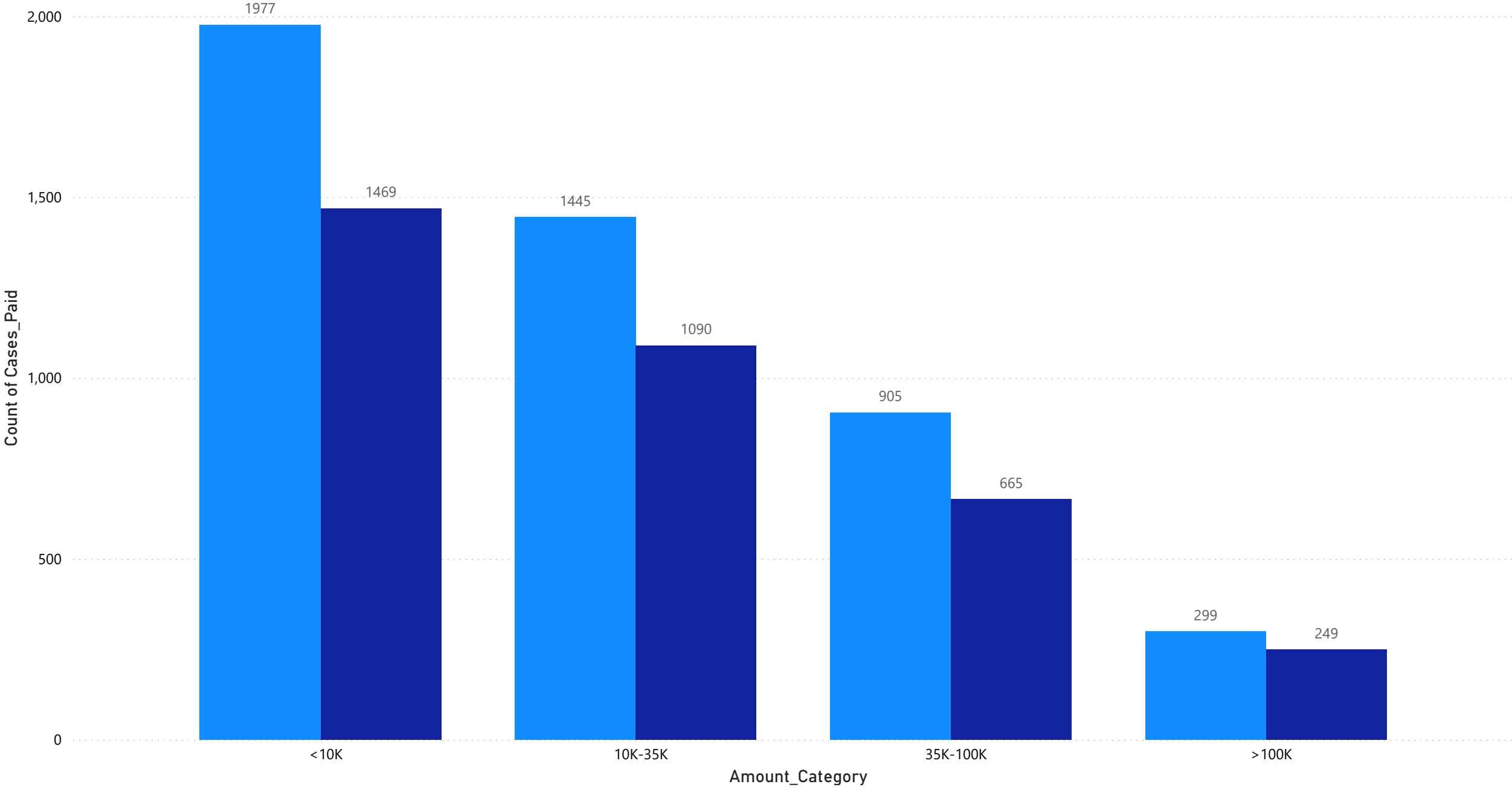
Financial_Year 2023 2024



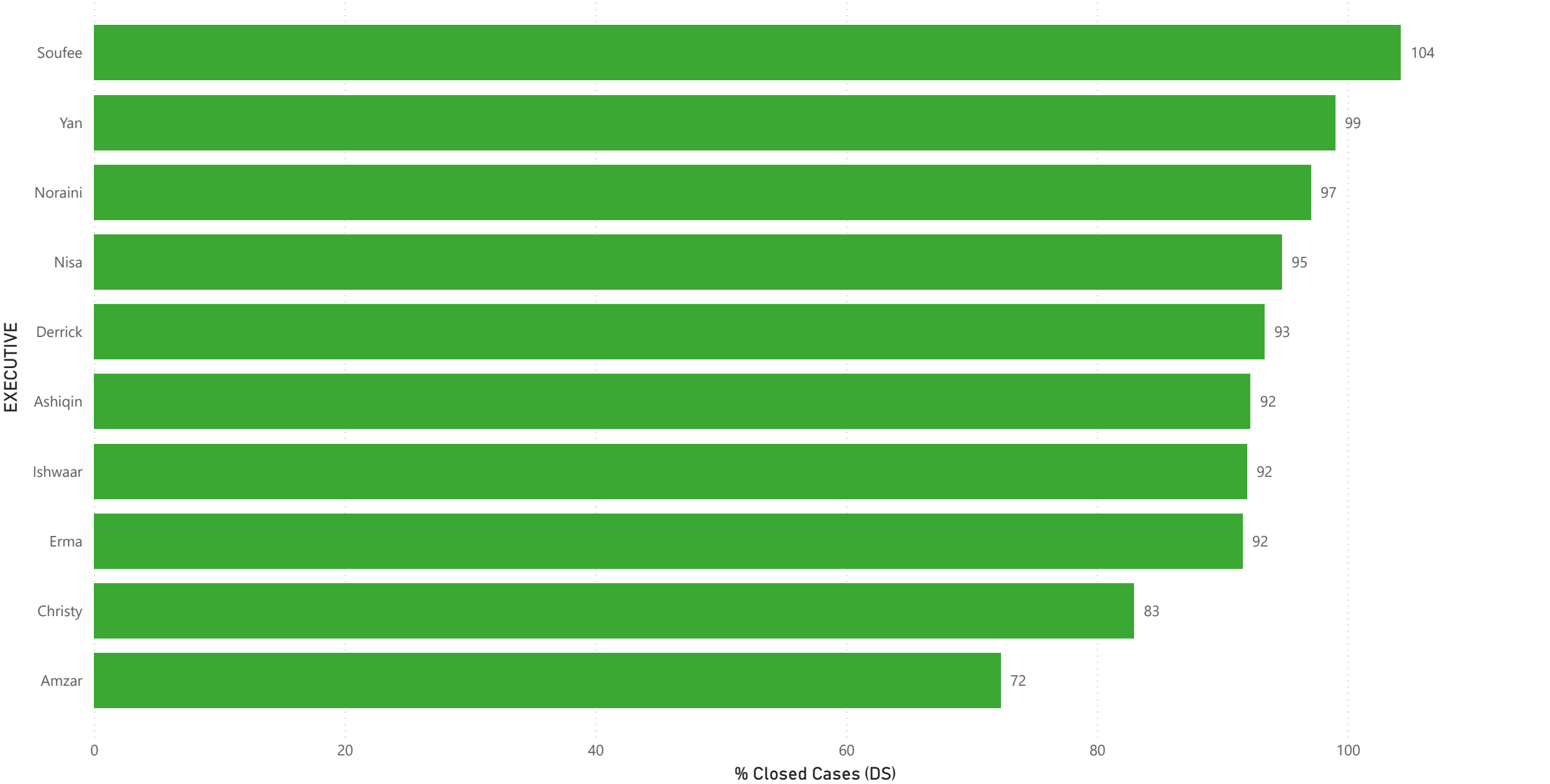
Amount Category	2023	2024	% Diff
<10K	2874	3446	20%
10K-35K	1928	2535	31%
35K-100K	1250	1570	26%
>100K	458	548	20%

Count of Cases_Paid by Amount_Category and Remarks

Remarks ● After 40M Project ● Before 40M Project

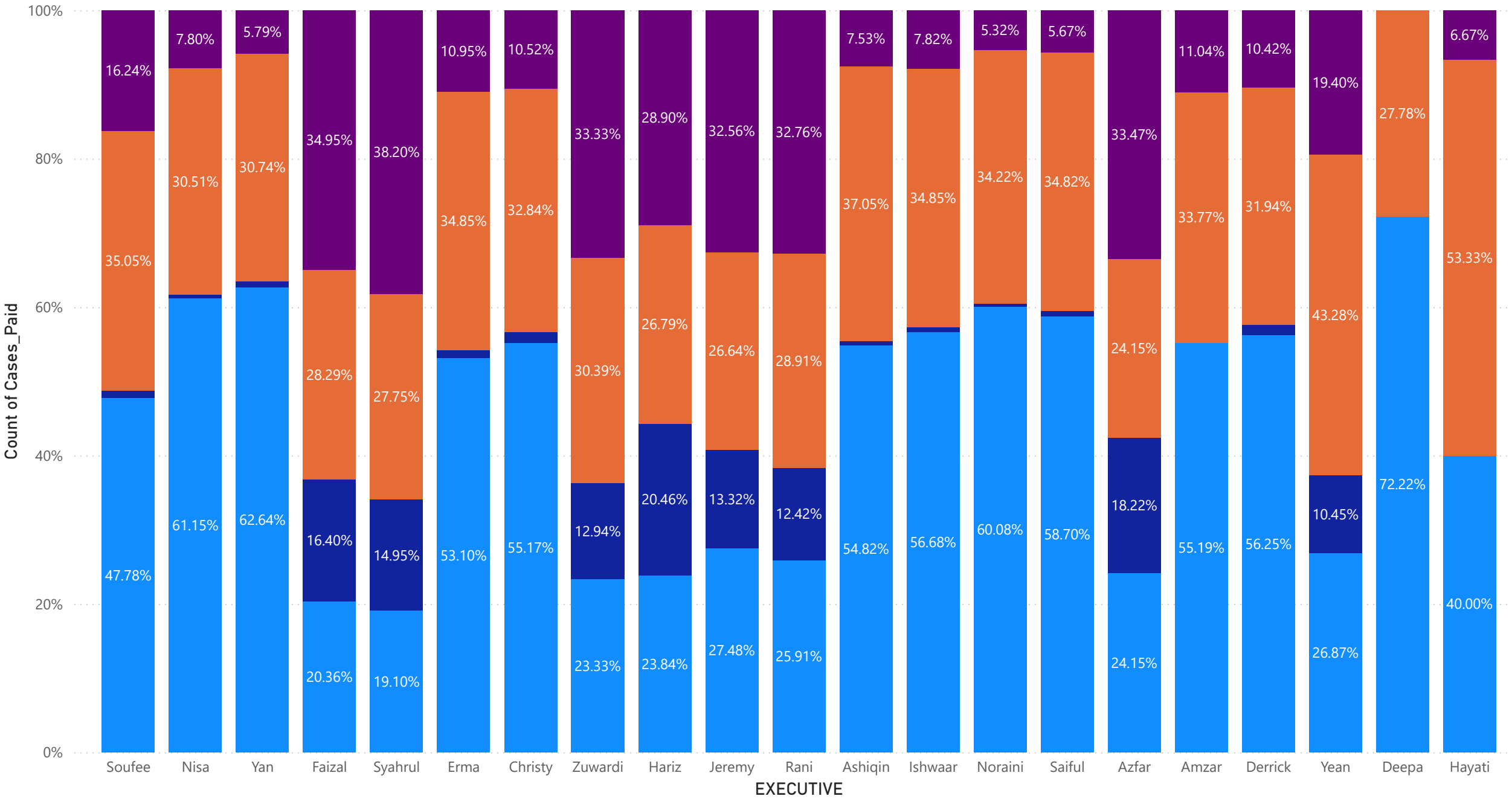


% Closed Cases (DS) by EXECUTIVE



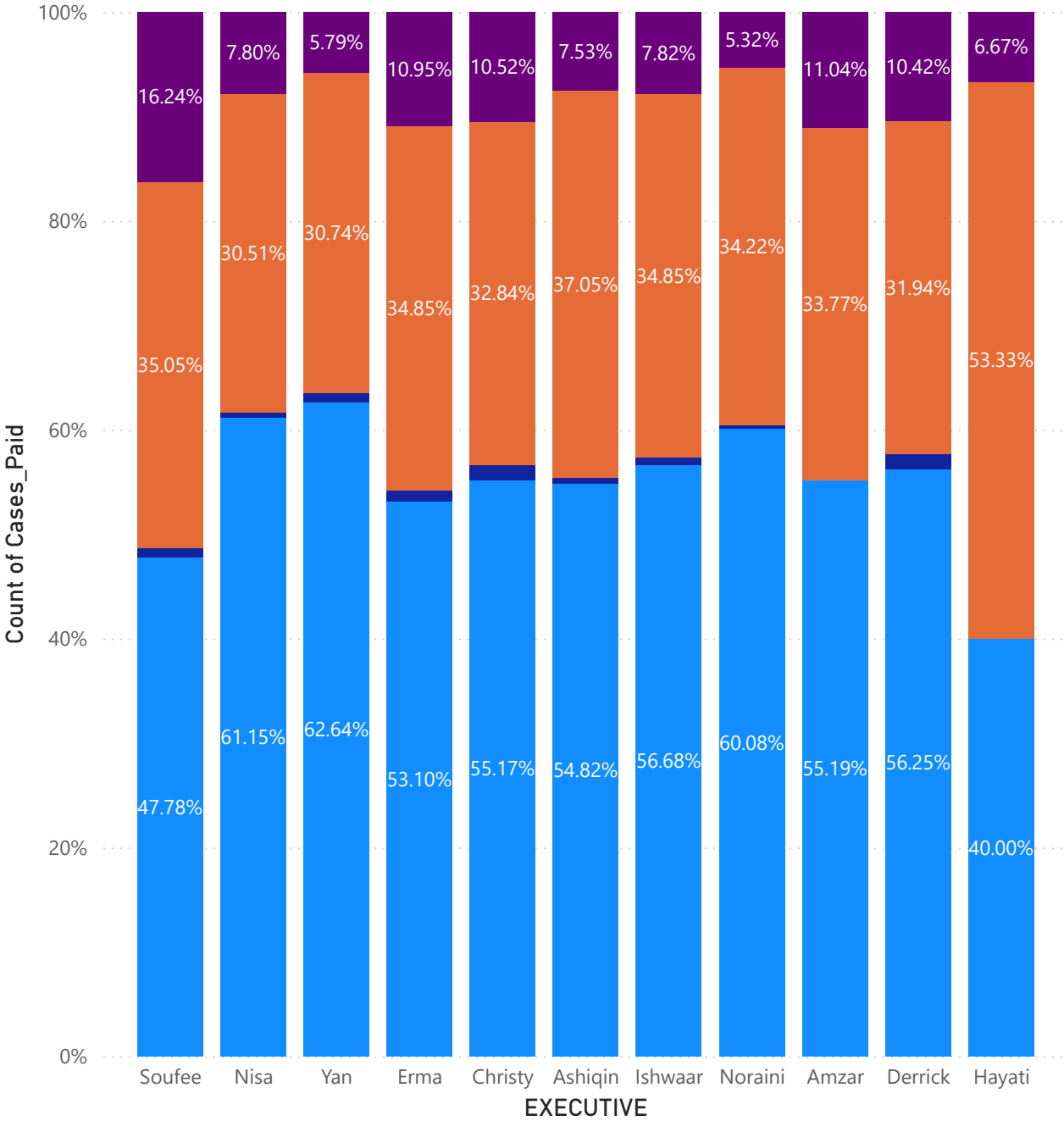
Count of Cases_Paid and Sum of Judgment Sum by EXECUTIVE and Amount_Category

Amount_Category ● <10K ● >100K ● 10K-35K ● 35K-100K



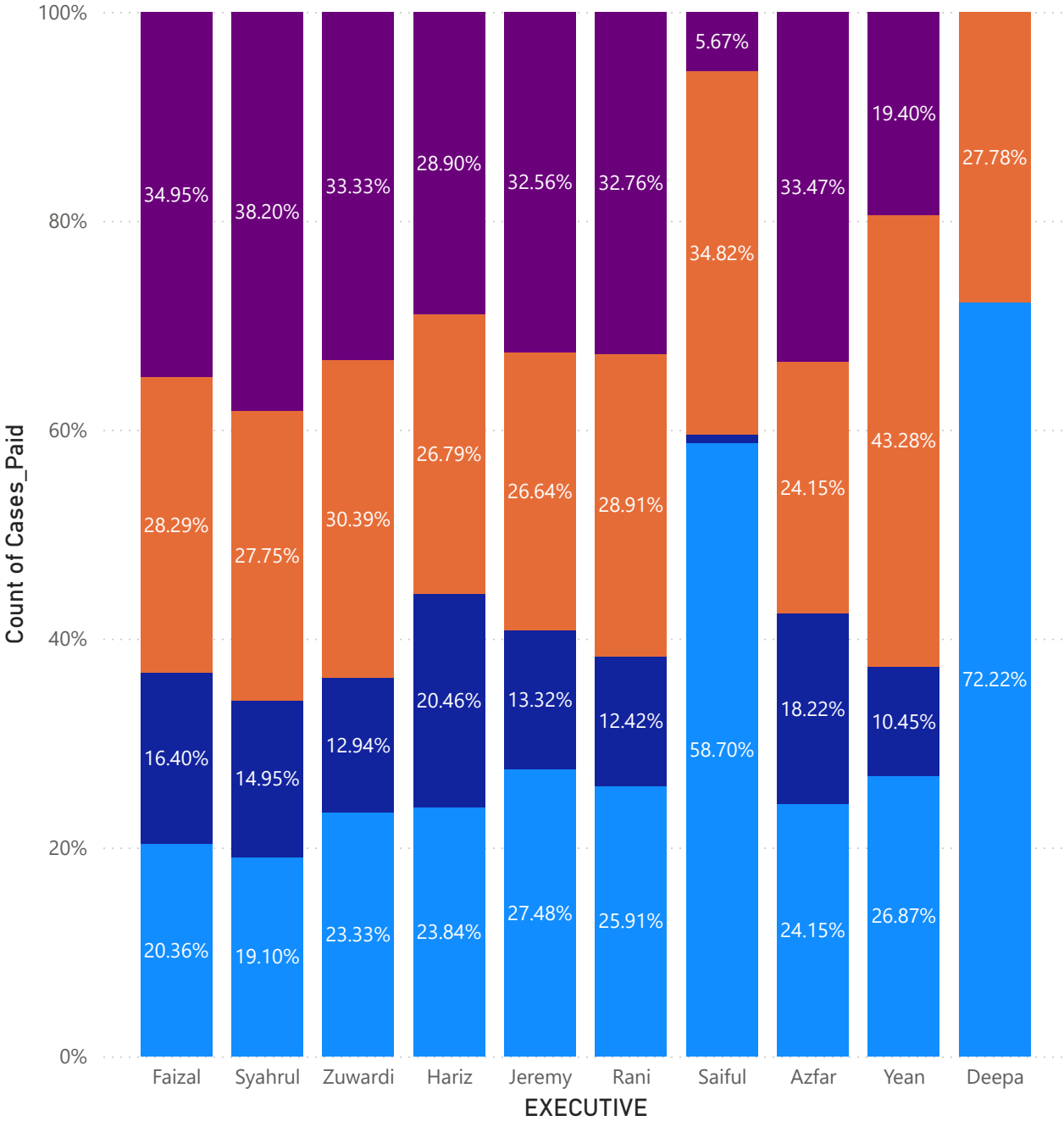
Cases Paid By Categories (DS)

Amount_Category <10K >100K 10K-35K 35K-100K



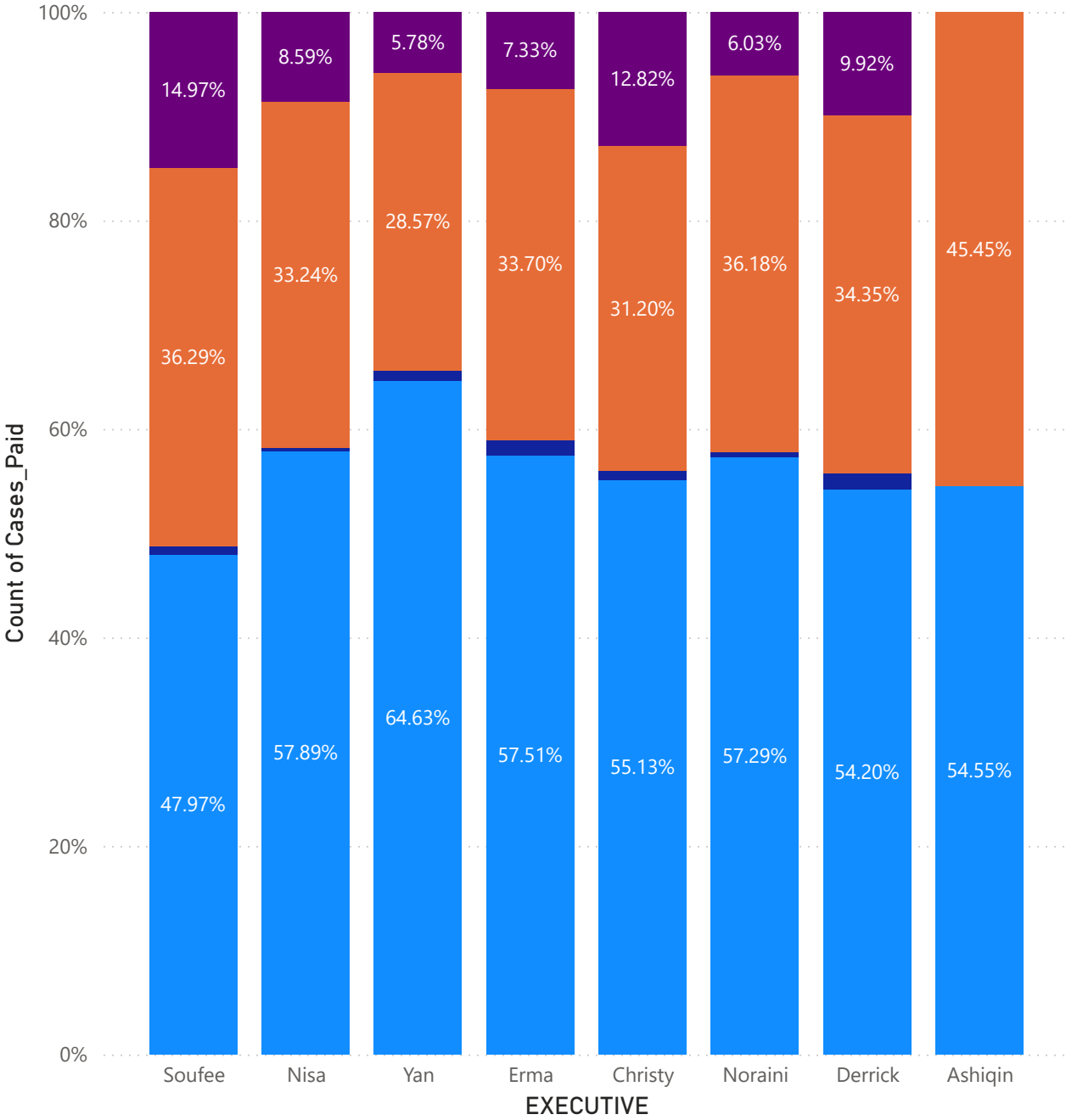
Cases Paid By Categories (LU)

Amount_Category <10K >100K 10K-35K 35K-100K



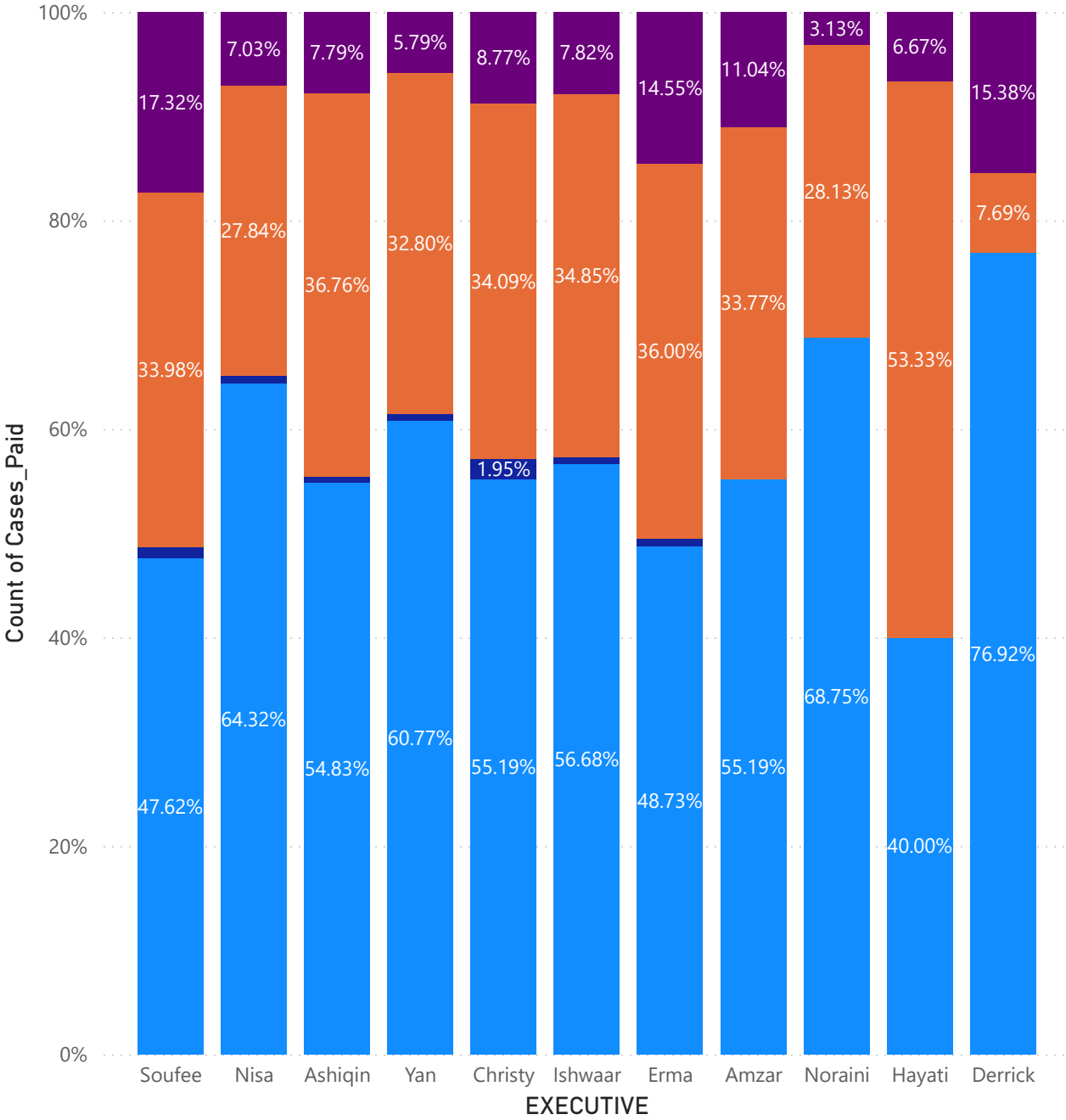
Cases Paid By Categories (DS)

Amount_Category <10K >100K 10K-35K 35K-100K



Cases Paid By Categories (DS)

Amount_Category <10K >100K 10K-35K 35K-100K



EXECUTIVE	Count of Cases_Paid	Sum of Judgment Sum	Average Settlement
Soufee	856	16,258,649.79	18,993.75
Hayati	15	253,800.00	16,920.00
Derrick	144	2,406,950.00	16,714.93
Erma	548	9,121,840.00	16,645.69
Christy	542	9,008,999.60	16,621.77
Amzar	154	2,420,160.00	15,715.32
Ashiqin	332	4,982,790.00	15,008.40
Ishwaar	307	4,497,980.00	14,651.40
Nisa	731	9,881,939.75	13,518.39
Yan	605	7,903,850.00	13,064.21
Noraini	263	3,387,360.00	12,879.70
Total	4497	70,124,319.14	15,593.58

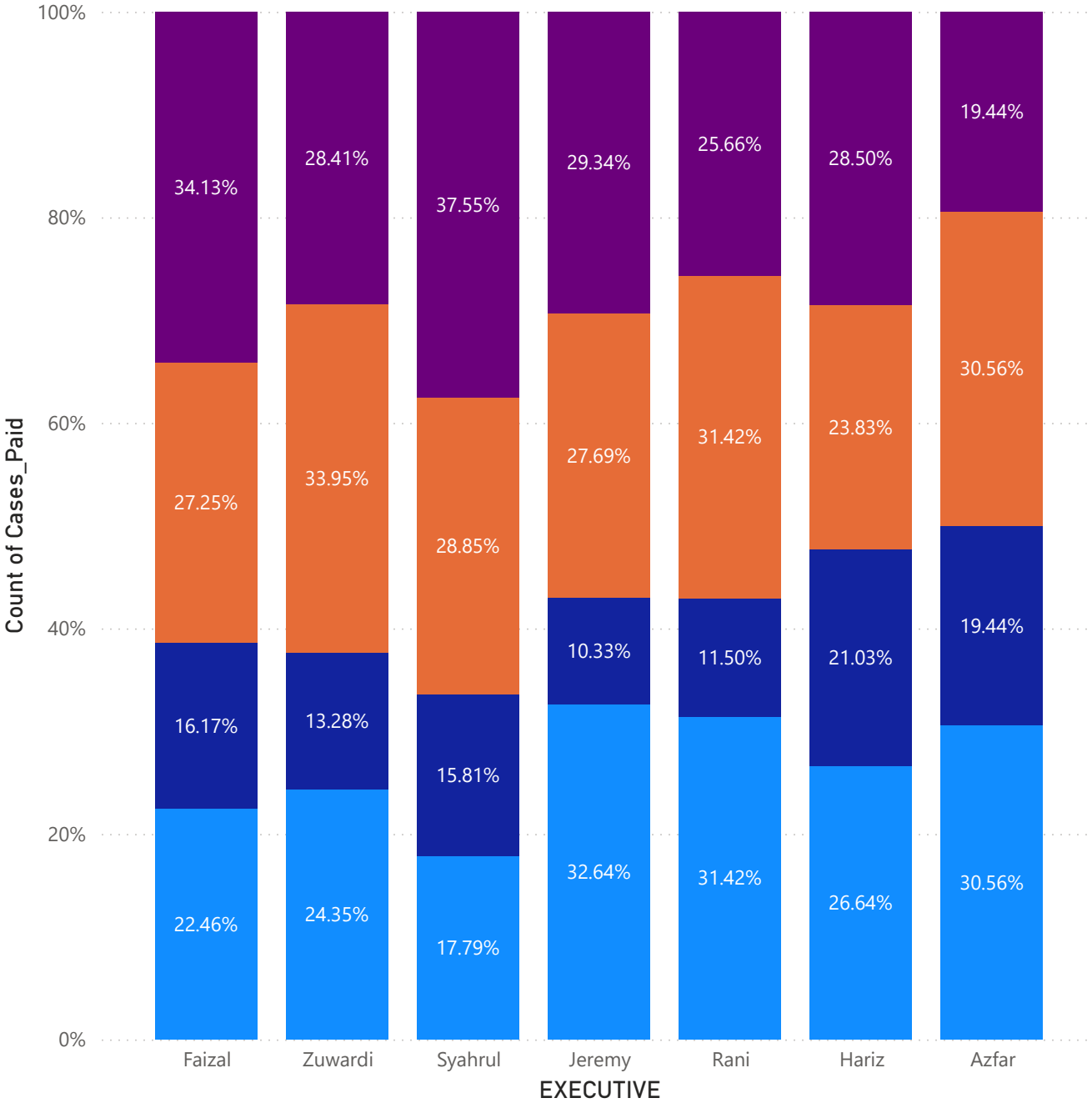
- Percentage growth: 4.36% increase
- In terms of recovering money:
- Slight increase is a positive trend (settling for higher amounts)
- might reflect improved negotiations
- In terms of paying out:
- early signal of rising claims costs
- Higher medical/legal costs

EXECUTIVE	Count of Cases_Paid	Sum of Judgment Sum	Average Settlement
Soufee	394	7,137,374.79	18,115.16
Derrick	131	2,170,300.00	16,567.18
Christy	234	3,769,159.60	16,107.52
Erma	273	4,149,450.00	15,199.45
Noraini	199	2,794,470.00	14,042.56
Nisa	361	4,960,122.75	13,739.95
Yan	294	3,762,330.00	12,797.04
Total	1886	28,743,207.14	15,240.30

EXECUTIVE	Count of Cases_Paid	Sum of Judgment Sum	Average Settlement
Soufee	462	9,121,275.00	19,743.02
Derrick	13	236,650.00	18,203.85
Erma	275	4,972,390.00	18,081.42
Christy	308	5,239,840.00	17,012.47
Hayati	15	253,800.00	16,920.00
Amzar	154	2,420,160.00	15,715.32
Ashiqin	321	4,871,690.00	15,176.60
Ishwaar	307	4,497,980.00	14,651.40
Yan	311	4,141,520.00	13,316.78
Nisa	370	4,921,817.00	13,302.21
Noraini	64	592,890.00	9,263.91
Total	2600	41,270,012.00	15,873.08

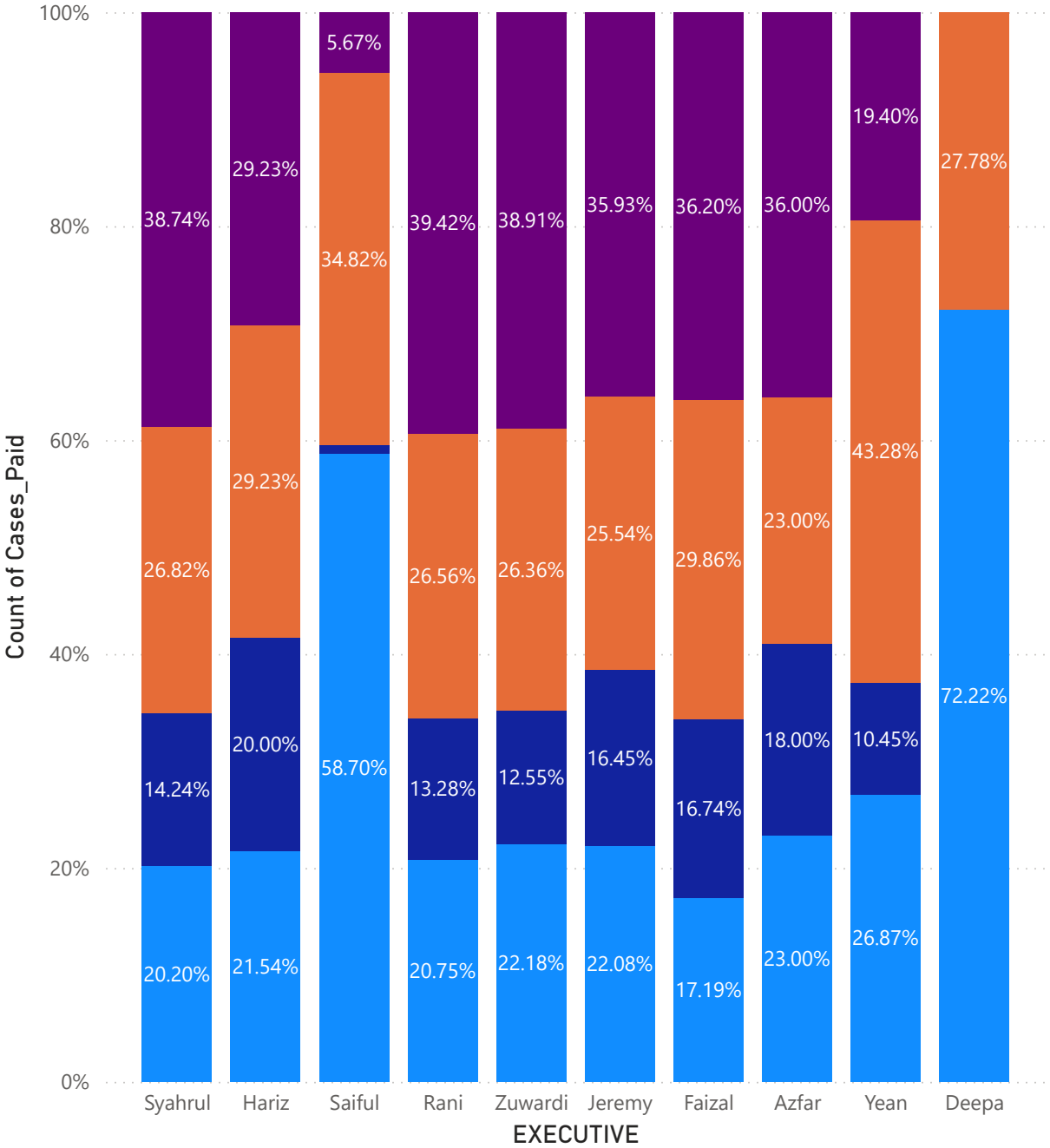
Cases Paid By Categories (LU)

Amount_Category <10K >100K 10K-35K 35K-100K



Cases Paid By Categories (LU)

Amount_Category <10K >100K 10K-35K 35K-100K



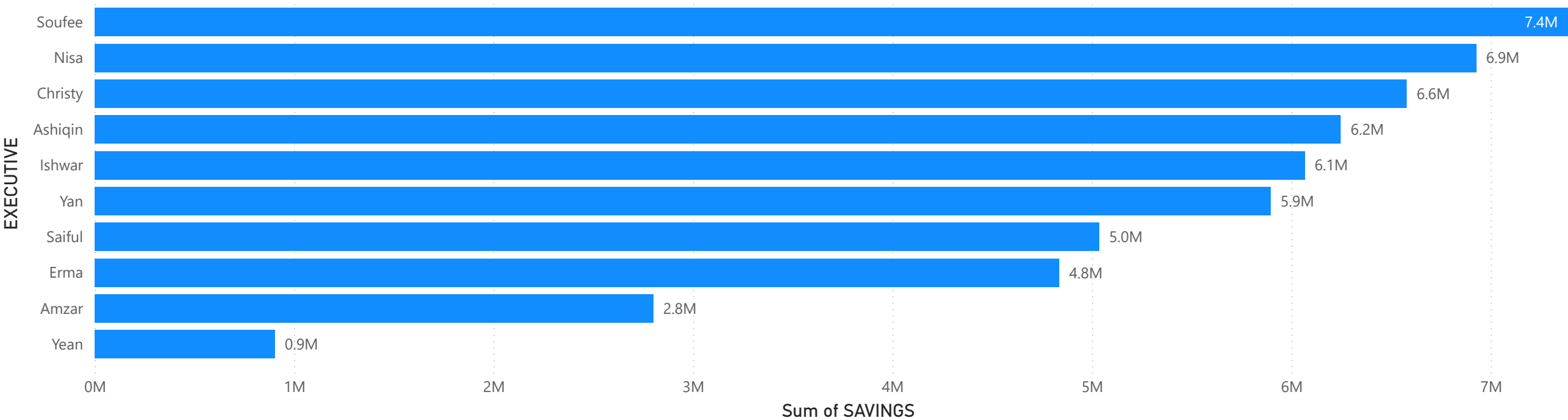
EXECUTIVE	Count of Cases_Paid	Sum of Judgment Sum	Average Settlement
Hariz	474	36,809,855.37	77,657.92
Faizal	555	38,790,277.46	69,892.39
Syahrul	555	38,583,502.22	69,519.82
Rani	467	32,245,279.27	69,047.71
Azfar	236	15,169,159.95	64,276.10
Zuwardi	510	30,117,435.75	59,053.80
Jeremy	473	27,118,333.16	57,332.63
Yean	67	2,647,150.00	39,509.70
Saiful	247	3,669,336.04	14,855.61
Deepa	18	162,430.00	9,023.89
Total	3602	225,312,759.22	62,552.13

- Percentage growth: 8.17% decrease
- In terms of recovering money:
- This may be a concern — receiving less per case could hurt revenue
- Possible reasons: weaker case merits, tighter negotiation by opposite party, shift in case mix
- In terms of paying out:
- This is a good sign — lower average settlement = lower costs
- Suggests better negotiation, less complex cases, or improved claim defence

EXECUTIVE	Count of Cases_Paid	Sum of Judgment Sum	Average Settlement
Hariz	214	18,972,518.96	88,656.63
Syahrul	253	20,289,000.72	80,193.68
Faizal	334	24,546,303.91	73,491.93
Azfar	36	2,290,750.00	63,631.94
Zuwardi	271	14,773,197.49	54,513.64
Rani	226	11,178,504.89	49,462.41
Jeremy	242	11,283,024.82	46,624.07
Total	1576	103,333,300.79	65,566.82

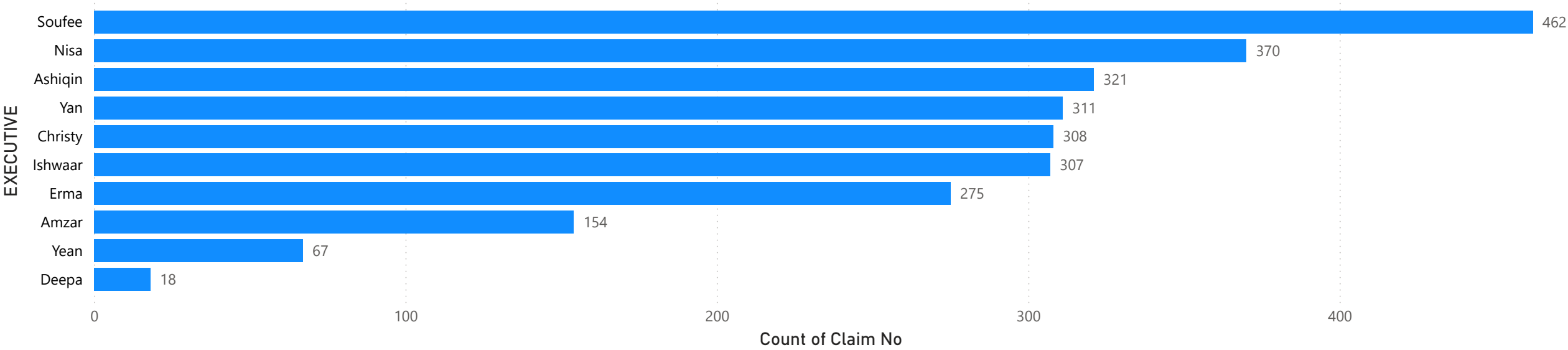
EXECUTIVE	Count of Cases_Paid	Sum of Judgment Sum	Average Settlement
Syahrul	302	18,294,501.50	60,577.82
Hariz	260	17,837,336.41	68,605.14
Saiful	247	3,669,336.04	14,855.61
Rani	241	21,066,774.38	87,414.00
Zuwardi	239	15,344,238.26	64,201.83
Jeremy	231	15,835,308.34	68,551.12
Faizal	221	14,243,973.55	64,452.37
Azfar	200	12,878,409.95	64,392.05
Yean	67	2,647,150.00	39,509.70
Deepa	18	162,430.00	9,023.89
Total	2026	121,979,458.43	60,207.04

Savings by Executives (After 40m Project)

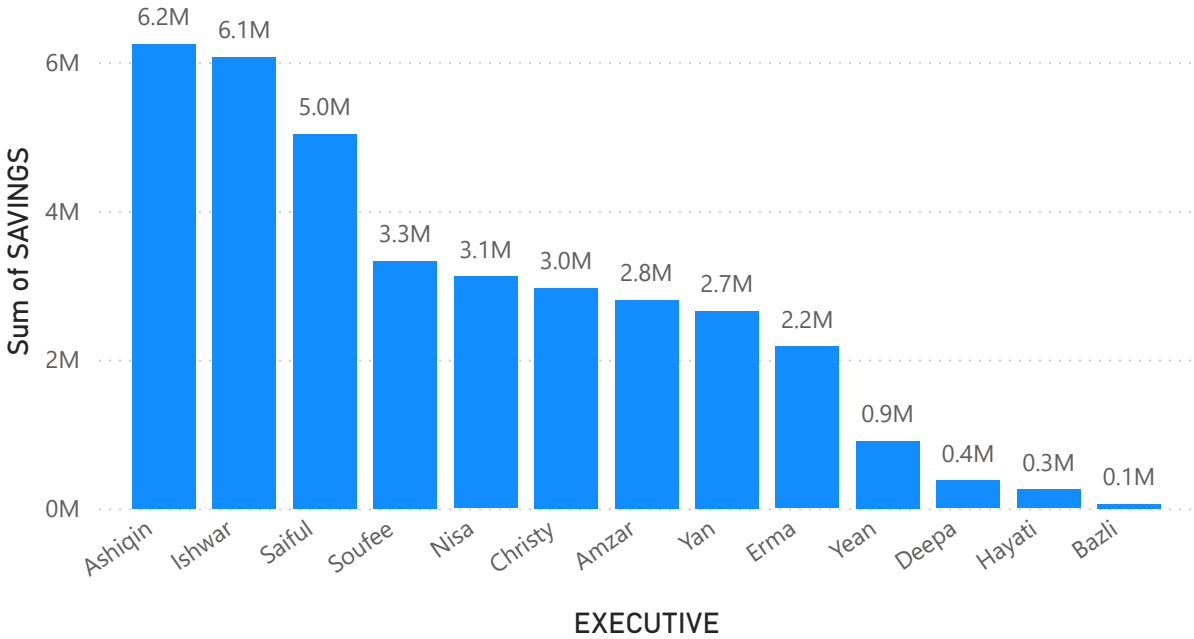


Count of Claim No by EXECUTIVE (After 40 Project)

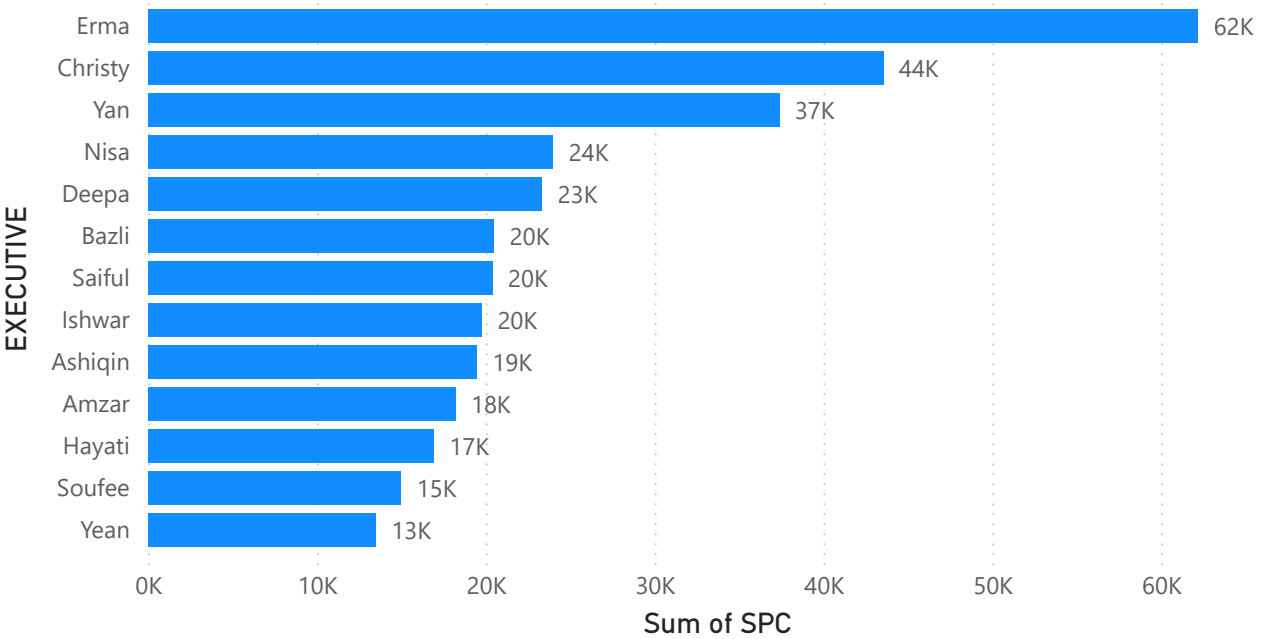
Remarks ● After 40M Project



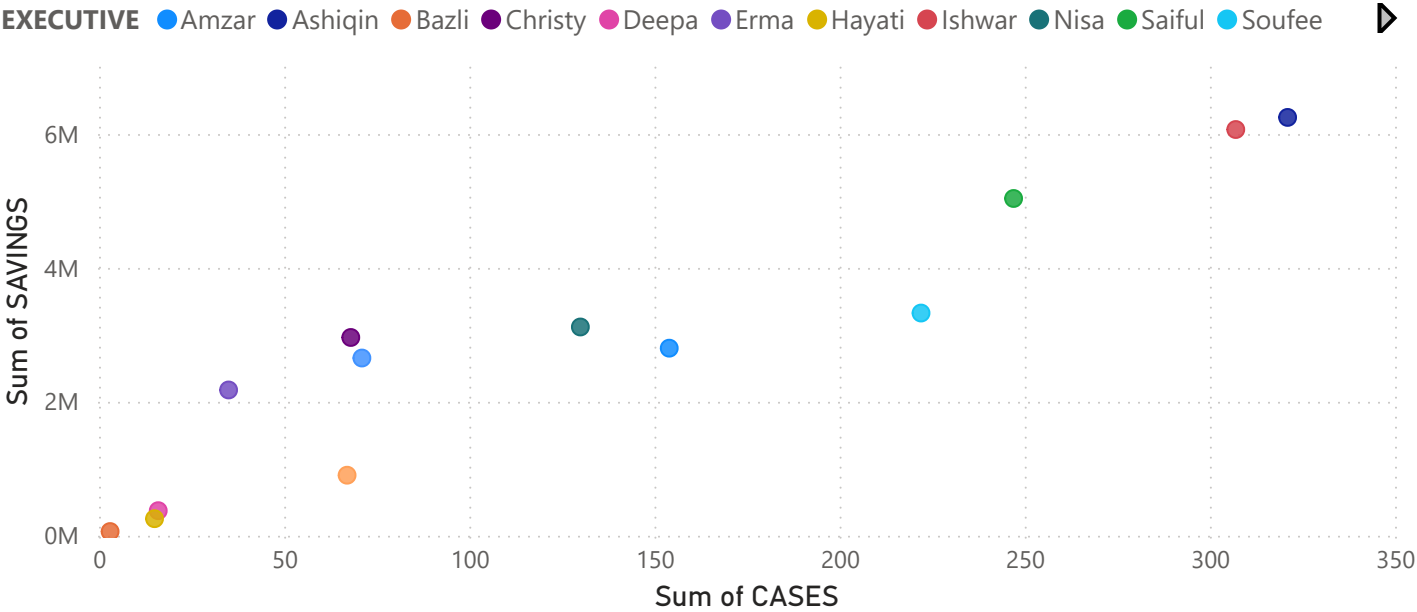
Sum of SAVINGS by EXECUTIVE



Sum of SPC by EXECUTIVE



Sum of CASES and Sum of SAVINGS by EXECUTIVE



EXECUTIVE	CASES	CasesDeviation	SAVINGS	SavingsDeviation	Average of SPC
Ashiqin	321	193.62	6,247,010.00	3,479,902.92	19,461.09
Ishwar	307	179.62	6,066,170.00	3,299,062.92	19,759.51
Saiful	247	119.62	5,036,161.00	2,269,053.92	20,389.32
Soufee	222	94.62	3,325,090.50	557,983.42	14,977.89
Amzar	154	26.62	2,800,360.00	33,252.92	18,184.16
Nisa	130	2.62	3,116,871.00	349,763.92	23,975.93
Yan	71	-56.38	2,653,200.00	-113,907.08	37,369.01
Christy	68	-59.38	2,960,122.50	193,015.42	43,531.21
Year	67	-60.38	903,050.00	-1,864,057.08	13,478.36
Erma	35	-92.38	2,176,137.00	-590,970.08	62,175.34
Deepa	16	-111.38	373,170.00	-2,393,937.08	23,323.13
Hayati	15	-112.38	253,600.00	-2,513,507.08	16,906.67
Bazli	3	-124.38	61,450.00	-2,705,657.08	20,483.33
Total					25,693.46

Underperformers: Erma
Amount of Savings Deviation: -590,970.08

No. Cases Deviation: -92.38

SPC: 62,175.34

Insight: While SPC is **exceptionally high**, her **case volume is very low**. That limits her total contribution compared to peers like Soufee or Nisa who did far more.

Top Performers (Consistently Positive Deviations):

Ashiqin
No. Cases Deviation: +193.62

Amount of Savings Deviation: +3,479,902.92

SPC: 19,461.09

Insight: The most consistent high performer — top in **volume and total savings**. Massive contribution to company savings.

Ishwaar

No. Cases Deviation: +179.62

Amount of Savings Deviation: +3,299,062.92

SPC: 19,759.51

Insight: Balanced strength — **high cases** closed and **strong SPC**. Reliable and efficient.

• It's **not accurate** to measure executive performance based *only* on total claims closed. That's just **one dimension**. To truly evaluate performance, should consider **multiple metrics**.

Total Claims Closed = Shows **volume** of work but not about **quality, complexity, or impact**

Total Settlement Amount = Indicates **financial responsibility** and value handled and could reflect the **size and complexity** of cases

Savings Per Case = Shows **efficiency** and **negotiation skill** and critical for **cost-saving goals**

Total Savings = Overall **financial impact** and shows **how much value** the executive brought to the company

Key Benefit for Insurance Company

Total Claims Closed	Efficiency, customer satisfaction, reduced backlog
Total Settlement Amount	Cost control, better reserving, fewer disputes
Savings per Case	Operational excellence, loss ratio improvement, fraud detection
Total Savings	Higher profitability, strategic advantage, executive performance

Even if each executive **excels in different metrics**, the **insurance company still benefits**, because each metric supports a different but essential part of the business.

Each of them contributes to the company's **profitability, efficiency, and risk management** in different but **complementary ways**.

For 2024 (After 40m project):

- 13 executives with average of SPC of 25K, 16 closed cases per week, reached 36m total savings.

For 2025

- 13 executives with average of SPC also 25K, 14 closed cases per week, forecasting reaches 100m before end of 2025.

Forecasting:

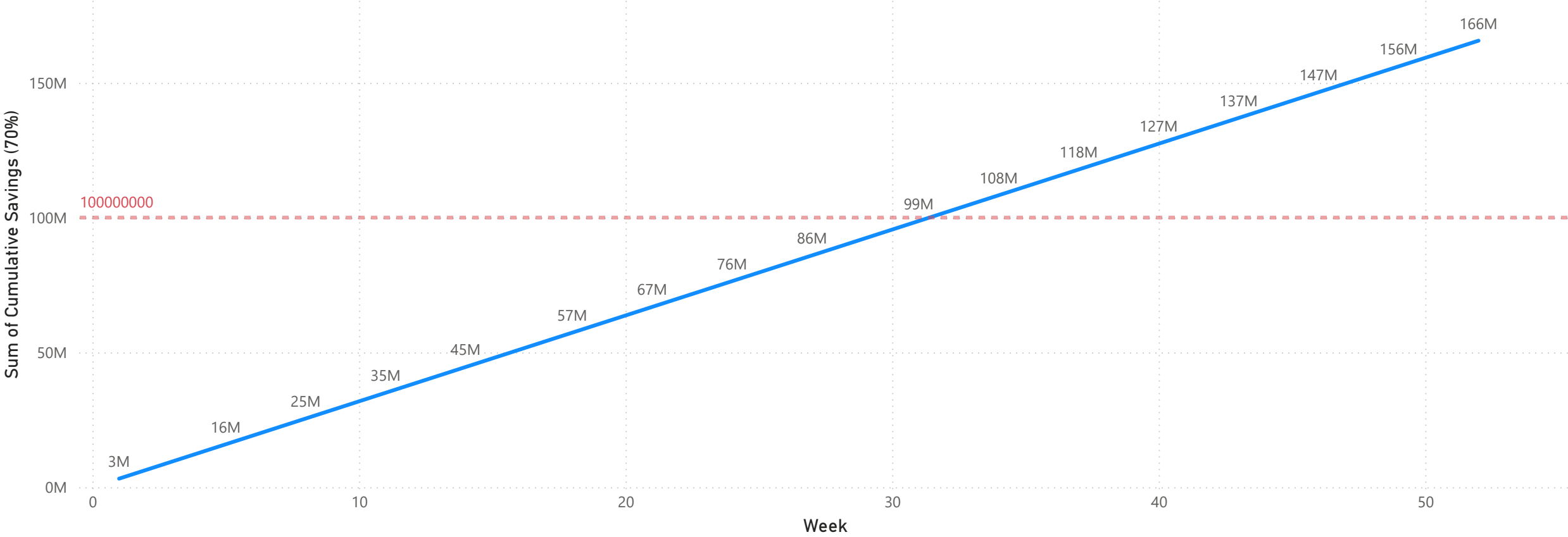
- Total cases per week = 13 executives × 14 cases = 182 cases/week
 - Weekly savings = 182 cases × RM25,000 = RM4,550,000
 - Annual savings = RM4,550,000 × 52 weeks = RM236,600,000
 - Expected weeks = RM100,000,000 / RM4,550,000 = 21.97 (approx 22 weeks)
 - Week 22 of 2025 = Early June 2025

With 70% efficiency (factoring in MCs, leave, holidays, etc.), would reach 100 million around:

- Adjusted weekly savings = RM4,550,000 × 0.70 = RM3,185,000
- Expected weeks = RM100,000,000 / RM3,185,000 = 31.4 (approx 32 weeks)
- Week 32 of 2025 = Early August 2025

With the current pace of 14 cases per week at RM 25K savings per case, 13 executives will generate RM 100 million by Early August 2025 even at not 100% efficiency

Sum of Cumulative Savings (70%) by Week



Each executive does:

- 14 cases/week × RM 25,000 = RM 350,000

All 13 executives:

- RM 350,000 × 13 = RM 4,550,000 per week

Assume **70% efficiency** due to:

- Public holidays
- Leaves
- Case complexity variations

$RM4,550,000 \times 0.70 = RM3,185,000$

$RM100,000,000 / RM3,185,000 = 31.4$ (approx 32 weeks)

Expected: Early September 2025

With 13 executives maintaining 14 cases/week and RM 25K savings per case, we're projected to reach RM 100 million in total savings by **early August 2025**. This estimate accounts for minor performance variability and excludes weekends. Even with a reduced weekly target compared to 2024, the annual goal remains achievable.