



اَوْنِوَرَسِيْقِي تِيْكَنُولُوْجِي مَارَا
**UNIVERSITI
TEKNOLOGI
MARA**



UNIVERSITI TEKNOLOGI MARA (UiTM)

CAWANGAN MELAKA

KAMPUS BANDARAYA MELAKA

FACULTY OF BUSINESS AND MANAGEMENT

BACHELOR OF BUSINESS ADMINISTRATION (HONS) FINANCE

(BA242)

MGT666

INTERNSHIP

INDUSTRIAL TRAINING REPORT

MALAYAN BANKING BERHAD (MAYBANK)

AUTO FINANCE CENTRE

PREPARED BY:

NURUL HANIS BINTI ABD. AZIZ

2023390039

PREPARED FOR:

MADAM KHAIZIE SAZIMAH AHMAD

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SURAT KEBENARAN

Tarikh : 1/7/2025

Kepada :

Penyelaras Latihan Praktikal
Fakulti Pengurusan Perniagaan
UiTM Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka

No Tel : 06-285 7119 / 7190 / 7196

Email : praktikalfppmelaka@uitm.edu.my

Maklumbalas (/)



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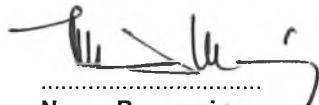
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Nama Pelajar	NURUL HANIS BINTI ABD. AZIZ		
No. Matriks	2023390039	Nama Program	BACHELOR OF BUSINESS ADMINISTRATION (HONS) FINANCE
Tajuk Laporan	INDUSTRIAL TRAINING REPORT	Nama Syarikat	MAYBANK AFC RAHANG

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Yang Benar



Nama Pegawai : MOHD HATTABIN MOHAMED LAJI (52020)
Jawatan : Assistant Manager
No. Tel. : MAYBANK RAHANG AFC
No. Faks :



Cop jabatan/organisasi:

EXECUTIVE SUMMARY

The headquarters of the Malaysian bank Malayan Banking Group (Maybank) are located in Jalan Tun H S Lee, Kuala Lumpur, and the bank was first founded in 1960. With a focus on international trade and the financial needs of Malaysian small enterprises and people, Maybank was founded to offer all Malaysians complete financial services. With a network of up to 2600 banking branches in 10 ASEAN countries and global financial centres, Maybank employs over 43,000 people. Group Community Financial Services, Group Global Banking, Group Islamic Banking, Group Insurance, and Group Takaful are the five business pillars that make up the Maybank Group. Group Human Capital, Group Finance, Group Technology, Group Risk, Group Strategy and Innovation, and Group Operation are the six positions that support all of these business groups (Maybank, 2024). Group Community Financial Services has eight business line which are retail credit, wealth management, virtual banking, consumer financing, commercial banking, and mass banking. Auto financing has been one of Maybank's primary operations. Prior to the group's full merger and corporate consolidation in 2004, Maybank Finance Berhad, one of its subsidiaries, operated the Maybank Group's hire purchase business (Bentan Bin Ghazalli, 2011). Hire buy is one of the most distinctive types of facilities. Financial institutions would aim to secure business by promoting their services to particular business sources. These days, banks provide an extensive range of financial services and goods. Additionally, a variety of significant internal factors, including both strengths and weaknesses, impact the success of Maybank Group. Maybank's success is also affected by external factors like opportunities and threats.

ACKNOWLEDGEMENT

Alhamdulillah, praise to Allah S.W.T for giving me good health and ability to go through my internship session. During these 6 months of internship, I learnt a lot of new things from this company about banking industry especially about the responsibility from my department auto finance, motor insurance. I had to work on my communication abilities because I was in charge of daily sales, insurance promotion, and customer service.

First of all, thank you to my advisor industrial training, Madam Khaizie Sazimah Ahmad who gives me the strength to complete my internship session within 6 months until it has been done completely. She has been my most amazing adviser, helping me to complete my internship experience with her guidance and support. Madam Khaizie is also always available to answer my questions and provide helpful feedback.

Next, I would like to thank my internship supervisor, Mr Mohd Hatta Bin Mohamed Laji who in charge of this training also my manager Boss, Mr Suhardi who in charge of AFC Rahang team for the valuable guidance and advice before I start until done the practical training. Additionally, I would like to express my gratitude to Mr. Ahmad Awis Bin Ismail, manager of Auto Hub Klang, who accepted my application, helped me with the application procedure, and gave me the chance to work for this company.

Last but no least, I want thank my family and friends who always give me support with the decision I took in doing my internship period. I am truly grateful of this great experience. I am able to further develop my professionalism and expand my knowledge and skill set as a Maybank intern. I am looking forward to collaborating with Maybank in the future. I had a great internship experience thanks to my friends and encouraging coworkers.

TABLE OF CONTENT

EXECUTIVE SUMMARY	i
TABLE OF CONTENT	ii
ACKNOWLEDGEMENT	iv
2.0 STUDENT PROFILE (RESUME)	1
3.0 COMPANY'S PROFILE	6
3.1 About the Organization	6
3.1.1 Objective	6
3.1.2 Goal	6
3.2 General Information	7
3.2.1 Vision and Mission	7
3.3 Group Organization Chart	8
3.4 Maybank Products and Services	9
4.0 TRAINING'S REFLECTION	10
4.1 Department's Overview	10
4.2 Responsibilities and Tasks	10
4.3 Intrinsic and Extrinsic Benefits	11
5.0 SWOT ANALYSIS	12
6.0 DISCUSSION AND RECOMMENDATIONS	13
6.1 Strengths	13
6.1.1 Experienced Staff	13
6.1.2 Specialized Services	14
6.2 Weaknesses	15
6.2.1 Long Waiting Time During Peak.....	15
6.2.2 Limited Services	16