



اَوْنُو تَسْبِيحِي تَبْكُو لَو كِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka
Kampus Bandaraya Melaka

FACULTY OF BUSINESS AND MANAGEMENT
CAMPUS BANDARAYA MELAKA, MELAKA

BACHELOR OF BUSINESS ADMINISTRATION (HONS)
INTERNATIONAL BUSINESS

MGT666 INTERNSHIP

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HEALTHIER, LONGER,
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LEVEL 30 AIA CAPSQUARE JALAN MUNSUYI ABDULLAH 50100 KUALA LUMPUR

SUBMISSION DATE:
6 MARCH 2026

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Tarikh : **5 FEB 2026**

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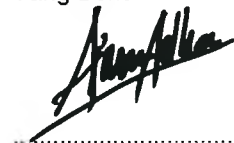
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EXECUTIVE SUMMARY

My meaningful and insightful journey with industrial training started at AIA Cap Square. This was when I saw real working conditions in the insurance sector at the administrative department. It was during that six-month period that I had to apply theoretical knowledge acquired from my graduate schooling to practical works on the job.

During the entire period of internship from 22 September 2025 to 6 March 2026, I participated in several organizational duties including dealing with client documentation requirements insurance policies, via the AIA ALPP system medical claims and insurance issues dealing with billing processes, payment methods, agents assisting in recruitment and compliance. I also was involved in interactions with hospitals, AIA customer service and clients where I developed my communication skills in both personal and professional aspects.

This report is an explanation of my profile, the company history of AIA Cap Square, my internship experience and SWOT of the business. SWOT analysis will be introduced and some additional recommendations to this end can be made as the organization strengthens its operations and tries to counter the potential challenges. This experience in industrial training has greatly increased my development both physically and professionally in my career as I am now entering the corporate and insurance industry.

ACKNOWLEDGMENT

I would like to thank all who helped me and others indirectly and directly to finish my Industrial training as I was prepared for the internship from AIA Cap Square, Kuala Lumpur. I am so greatly grateful for AIA Berhad for offering me the opportunity to experience my internship inside a corporate environment in a professional and professional manner. Working for an accredited company in a reputable financial services business is a great opportunity for real-life insight into business, industry standards, and corporate ethics.

I am also very thankful to my industrial supervisor and the whole Admin department for all the training guidance, help, patience and support during training for 6 months. When they share wisdom, provide assistance, and offer useful feedback on procedures they made all the difference in my learning journey. The company's professional culture which was developed through an environment, made me to adjust to adapt and build personal and professional capabilities very quick on account of learning new technologies and social skills.

I would also like to thank my advisor in this position for the academic support throughout which I used to work and for the advice that I had received in writing this industrial training report in agreement with the educational demands. It also resulted in this report being analytical thinker critical evaluate, as it should have been for a degree level by the comments received. Finally, I am also thankful to my family and friends for their encouragement, cheerleading, emotional support, and motivation throughout my internship. Thanks to their support, I managed to pass this training without any problems.

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