

A STUDY OF INSURANCE PROBLEMS FACED
BY THE INSURERS, THE POLICY-
HOLDERS AND SALESPERSONS
IN KUALA LUMPUR

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SYNOPSIS

The research traces briefly the insurance history, its industry and legislations in Malaysia. It also gives brief description of the authorised bodies related to insurance. This study is carried out within the area of Kuala Lumpur.

In the Methodology, officials from the authorised bodies related to insurance and two personnels from an insurance company were met for interviews and supplementary articles. The respondents are the insurers, policyholders and salespersons/agents who were selected randomly to answer the questionnaire.

The group then goes on to analyse the respondents under their respective sections in terms of the general problems faced by each of them.

It is concluded in the conclusion that :

- i) Insurers do face problems in their practice in relation to obligations to be made, competition between companies, fraudulent claims and having no effective control in monitoring the activities of the agents.

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