

# On-going **Skills Training Program** (OSTP)



# Outstanding **Assignments**

- **Orientation**

- Character / Career Suitability / Business Planning (Financial needs / Sales Calculation / Prospect Listing / Agent documentation / OSTP enrollment)

- **Module 1**

- E-approaching blast to 5 prospects / FHS / Cash on Hand role play / sales illustration for own Cash on Hand needs

- **Module 2**

- E-approaching blast to 5 prospects / Self review on SH-NH / Healthcare Planning role play / sales illustration for own Healthcare Planning

- **Module 3**

- E-approaching blast to 5 prospects / own balance sheet / APA presentation role play / sales illustration for own debt cancellation

# OSTP Outline Module

*Basic Financial Principle / Approaching Skill / Tools / Concept / Assignment*

- **Module 1**

- *Personal Cash Flow Management / e-approaching / FHS / Cash on Hand / Assignment*

- **Module 2**

- *Sales Cycle / SH-NH / Financial Pyramid / Healthcare Planning / Assignment*

- **Module 3**

- *Client base P&M / balance sheet / APA-ASA / Debt Cancellation / Assignment*

- **Module 4**

- *Buying behavior PDSD / MMED / Policy Analysis / Family Income Protection / Assignment*

- **Module 5**

- *Money Allocation LPS / CNS / TVM / Wealth Accumulation / Assignment*

- **Module 6**

- *Personal FLC / 4 No & 3 steps / ACT system / Product Summary & Application / Assignment*

# ***OSTP*** Outline **Module**

- 1. Basic Financial Principle***
- 2. Approaching Skill*
- 3. Tools***
- 4. Concept***
- 5. Assignment*

# Module 4

*Buying behavior PDSD*

*MMED*

*Policy Analysis*

*Family Income Protection*

*Assignment*

# Great Vision



Future Begins NOW.





Life

Funds

Loan

Takaful

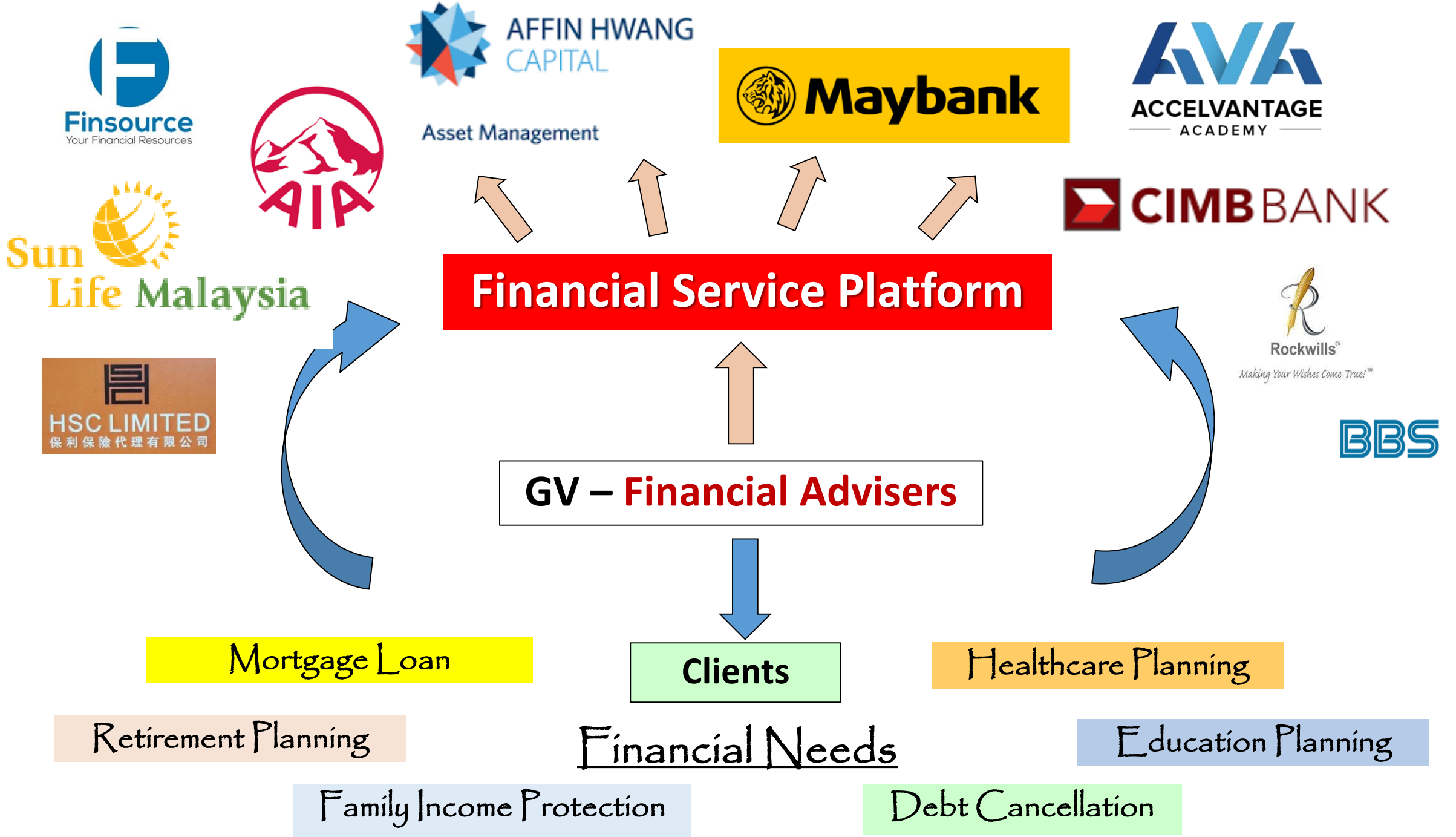
Advisory

**Our Unique Platform – ONE Stop** Financial Services



# Personal and Family Financial Planning





**Financial Service Platform**

**GV – Financial Advisers**

**Clients**

Financial Needs

Mortgage Loan

Healthcare Planning

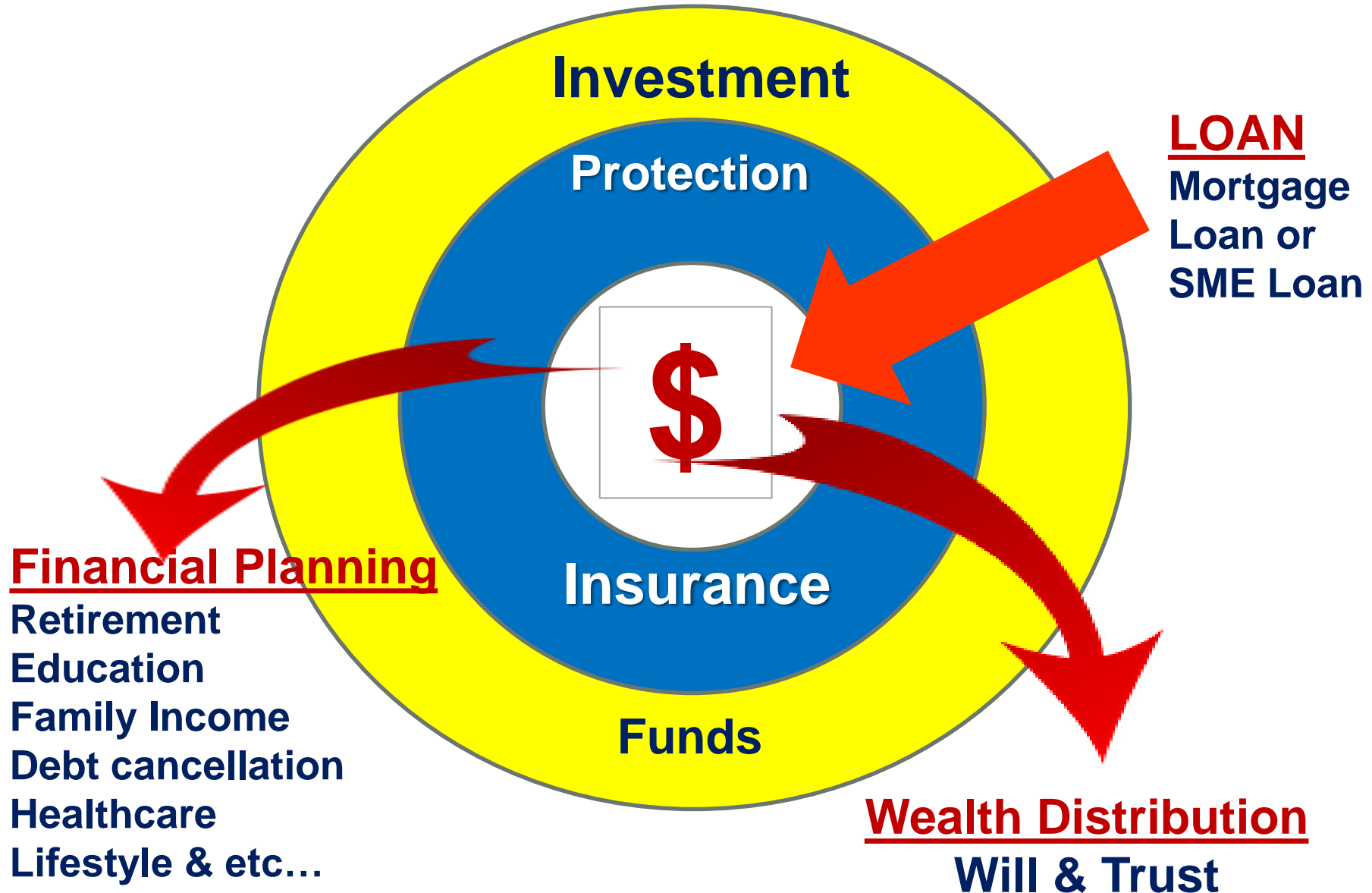
Retirement Planning

Education Planning

Family Income Protection

Debt Cancellation

# Personal Financial Planning



# Entry Approach **Strategy**

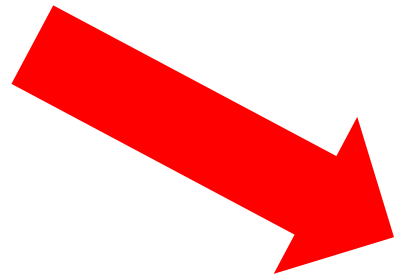
- **Mortgage** & Business Financing approach
- **Funds** approach
- **Need Based** approach



# Begin with **An End** in Mind

- Mortgage & Financing approach
- Funds approach
- Need Based approach

Financial Entrepreneur



Taking Care of Client's  
**WEALTH**



# I am a Mortgage Adviser 我是一位【**房贷规划师**】

Who Am I ?



提供最完善的  
房屋**贷款**

Effective Loan Solution



处理房贷引起的  
财务**风险**

Risk Management



**检阅**客户原有  
财务规划，  
提供**专业服务**

Review Existing Planning

I am a Investment Consultant  
I am a Financial Associate  
我是一位【**理财规划师**】



提供最完善的  
理财**方案**

Effective Financial Solution



处理规划中引  
起的财务**风险**

Risk Management



**检阅**客户原有  
财务规划，  
提供专业服务

Review Existing Planning

Financial **Principle**

*Buying Behavior - PDSD*



"IF YOU BUY  
THINGS YOU  
DON'T NEED,  
SOON YOU WILL  
HAVE SELL THINGS  
YOU NEED."

- WARREN BUFFETT



# Wants

Things we don't really need but  
would like to have.

# NEEDS

Things we must have in order  
to stay alive.





1. Why need to buy?

2. Must I buy now?

3. Can I buy it later?

4. Don't buy can or not?

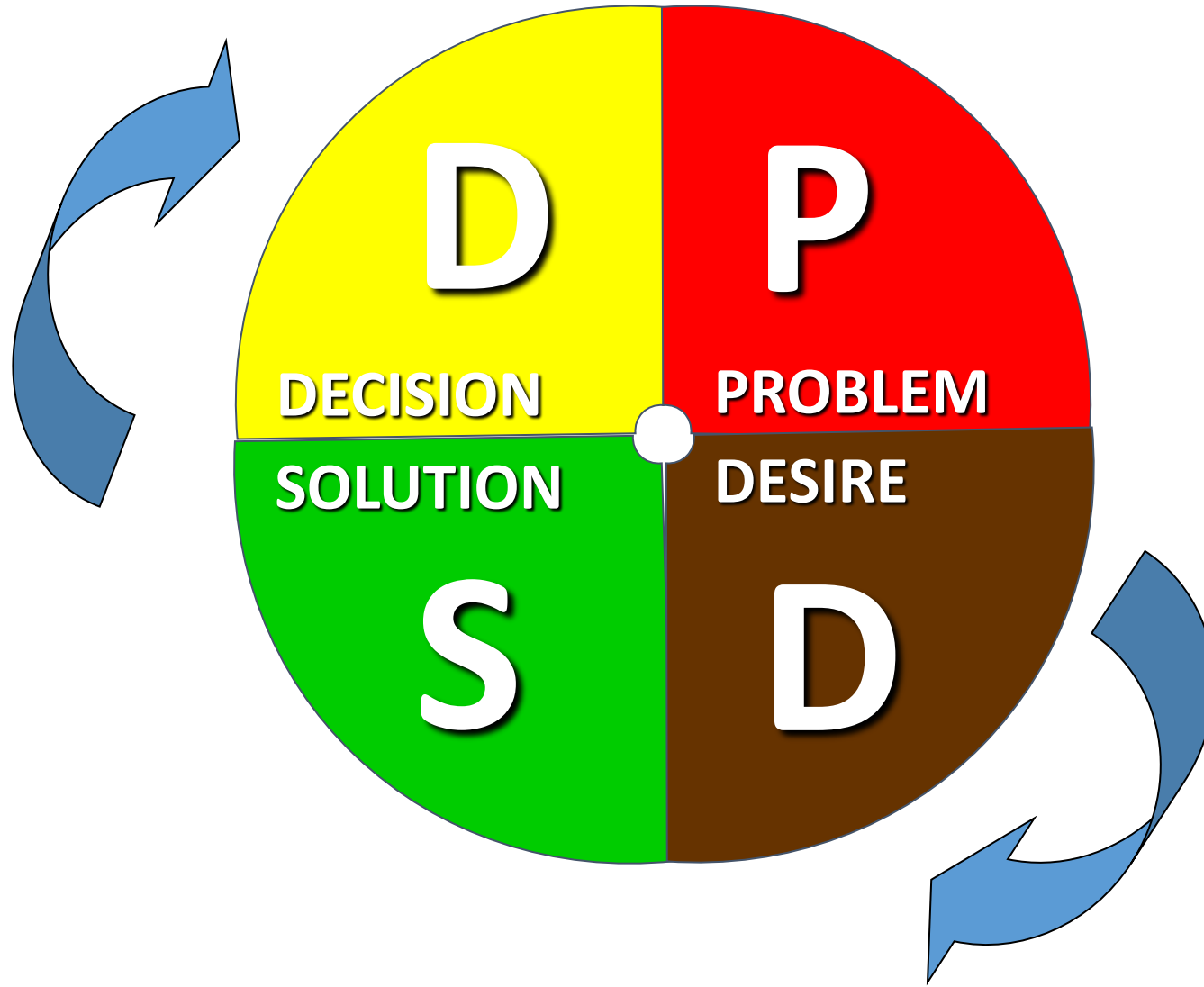
5. Don't buy will DIE?

# The Buying Process

All buyers will go through the same process each time to arrive at the decision to buy. The process ...

- Recognize the problem  
*an unfulfilled need or want*
- Desire a solution  
*a strong desire to solve this problem*
- Decide on best solution  
*must be convinced that the solution proposed is the most appropriate one for solving the problem*
- Make the purchase  
*buyer must be able and willing to give up something, some amount of money in order to solve this problem*



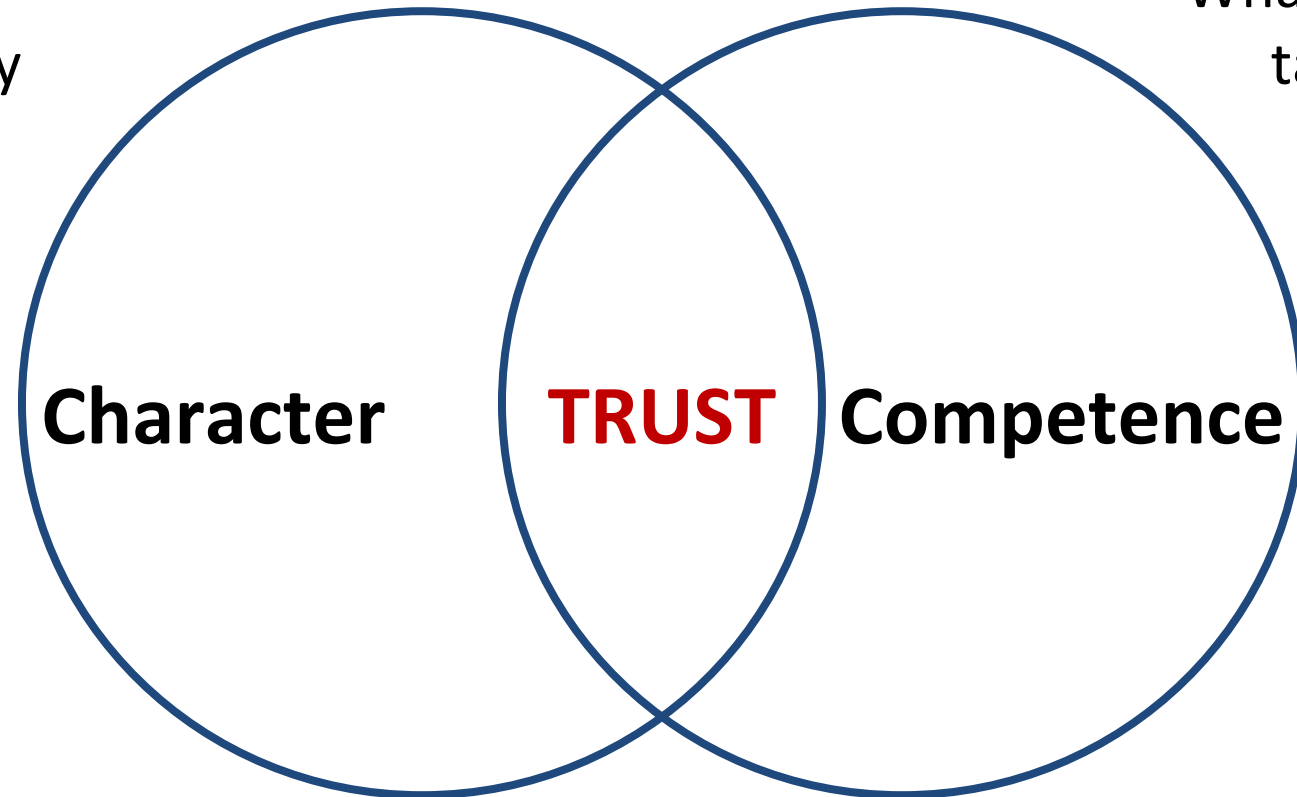


**Buying Cycle**

# Developing Trust

## Essentials of trust

What a person is –  
personal maturity  
and integrity to  
principles

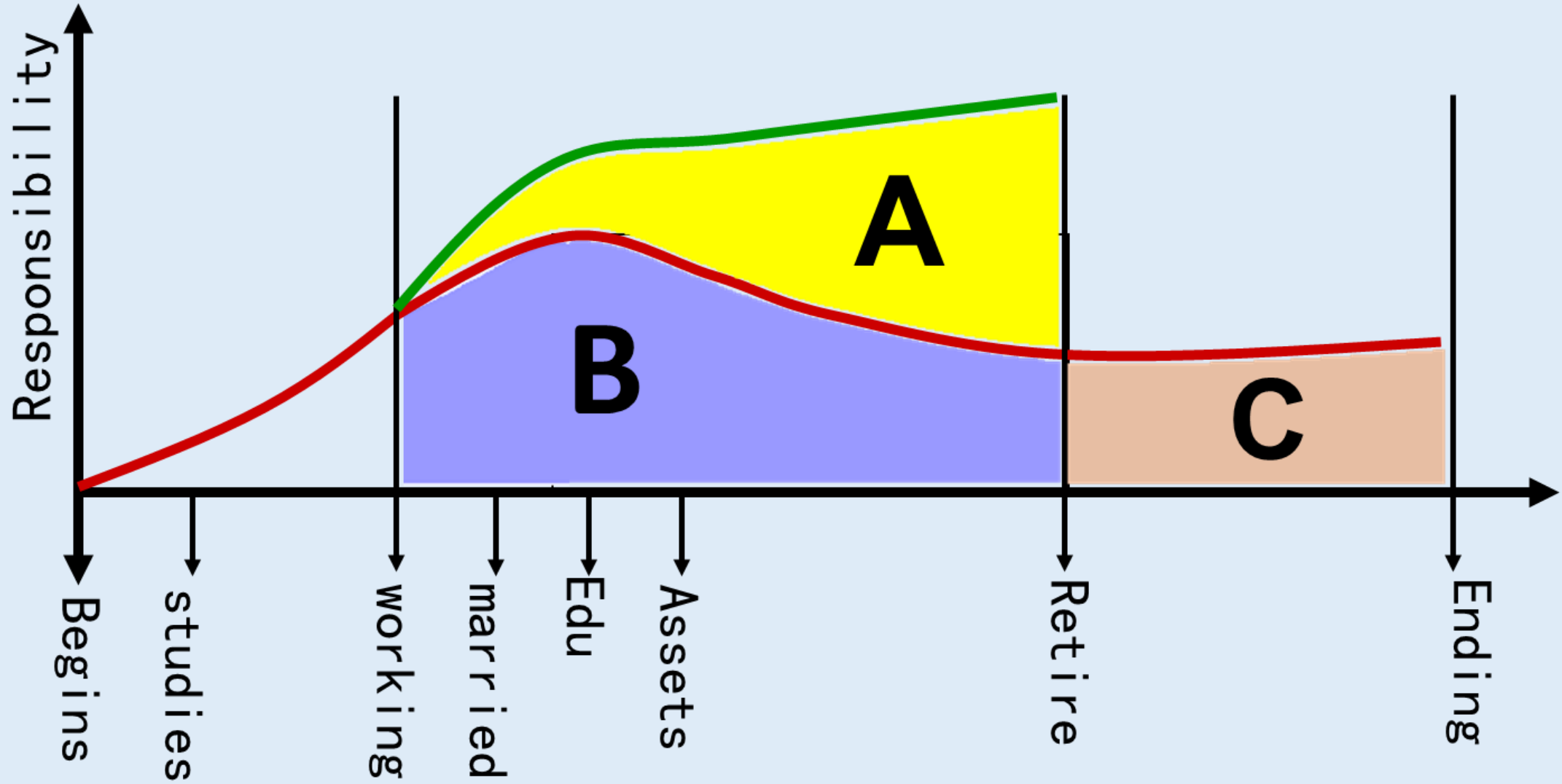


What a person can do –  
talents, skills and  
capabilities

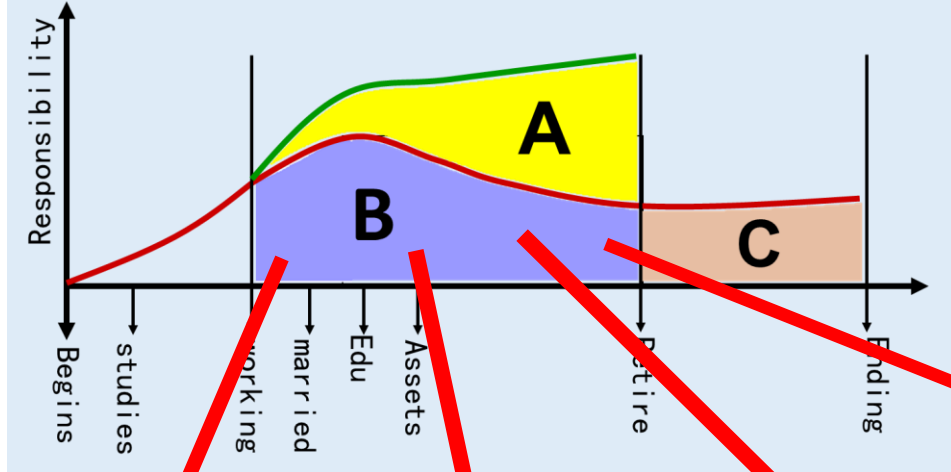
Approaching **Method**

***MMED***

# Financial Needs Life Cycle



## Financial Needs Life Cycle



1. **M**aintenance of living expenses – 衣食住行
2. **M**edical Expenses – 医疗保障与规划
3. **E**ducation – 教育基金规划
4. **D**ebt – 偿还债务

# MMED

Monthly

### Profit & Loss

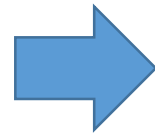
INCOME	EXPENSES
SALARY	Food
	Accommodation
	Clothing
	Transportation
	Savings / Others
<b>A</b>	<b>B</b>



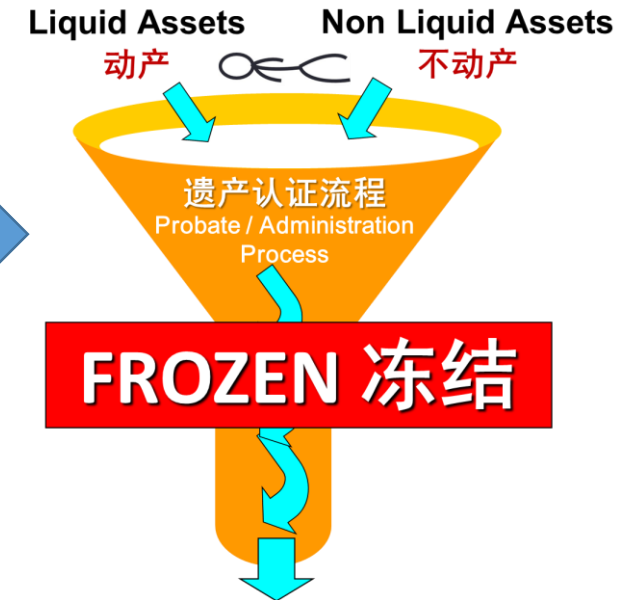
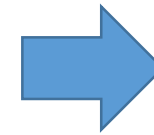
# Actual Scenario on Financial Status Upon Death

## Balanced Sheet

ASSETS	LIABILITIES
Bank / FD	Housing Loan
Unit Trust	Car Loan
Shares	Personal Loan
Properties/Car	Credit Cards
Others	Tax / Others
<b>X</b>	<b>Y</b>



Financial Need: FINANCIAL NEEDS ANALYSIS 财务需求分析	
Your total Financial	RM
<b>Non-Probate Assets</b>	
EPF	75,874
MRTA 1	0
MRTA 2	0
MRTA 3	0
Life Insurance (personal)	0
Life Insurance (company)	0
<b>Sub-total (A)</b>	<b>75,874</b>
<b>Assets subject to Probate</b>	
Cash	
Fixed deposits	
Unit trusts	
- Equity funds	233,820
- Balanced funds	0
- Income / Bonds funds	0
Quoted shares	11,263
Unquoted shares	330,000
Motor vehicles	145,994
Investment properties (exclude personal home)	255,000
Jewellery / Collectibles	0
Life Insurance (personal)	730,000
<b>Sub-total (C)</b>	<b>1,893,629</b>
<b>Liabilities</b>	
Mortgage Loan 1	194,101
Mortgage Loan 2	0
Mortgage Loan 3	0
Car Loan 1	0
Car Loan 2	0
Personal Loan	0
Credit Card	0
Other debts	0
<b>Sub-total (B)</b>	<b>324,810</b>
<b>Liquidity Needs</b>	
Medical Expenses	0
Personal Guarantee on Business Loans	0
Emergency Need (6 months)	73,336
Education Fund (tertiary fund or)	0
Funeral Expenses	0
Probate Costs	0
Family Living Expenses (till dependent free)	0
Parental Support (5 years)	0
Others 1 -	0
Others 2 -	0
<b>Sub-total (D)</b>	<b>970,318</b>
<b>Total Financial Needs = (Sub-total B + Sub-total D) - (Sub-total A + Sub-total C) = (upon demise)</b>	<b>(RM 674,374.91)</b>
Based on the above Financial Needs Analysis, your total financial needs in your absence is,	<b>NIL</b>



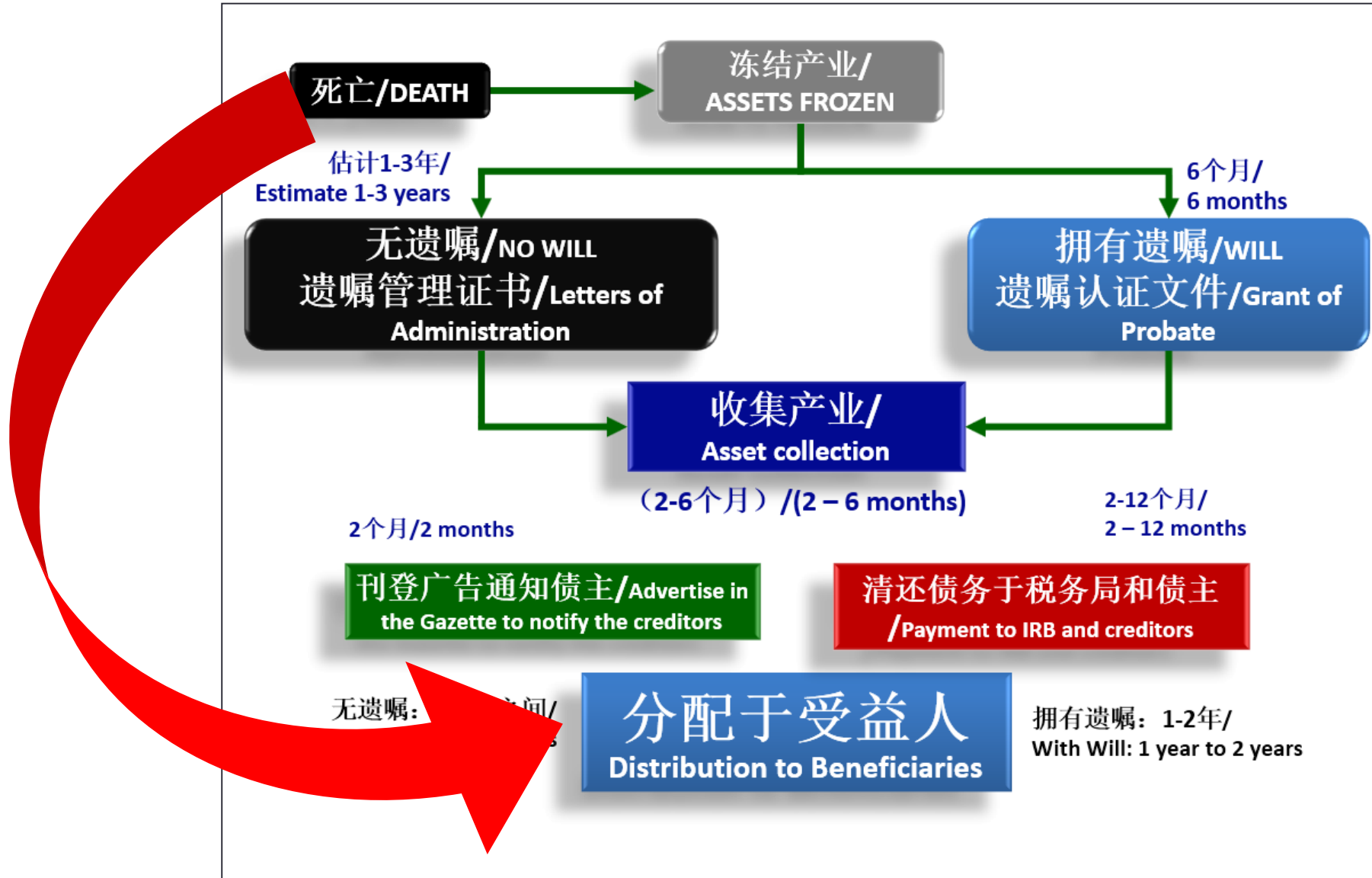
Balance Sheet While Living

Balance Sheet Upon Death

Asset Frozen

Your Wealth **maybe Frozen** – Your Family Needs **CASH FLOW**

# Speedy Distribution: 直接分配、无需冻结



**The Issue is**

**Life needs to go on**

...

**They Need Money!**

**HELP  
ME!**



**关键是**

**我们的家人还是要继续生活下去...**

Life needs to go on ...

**M**aintenance Fee **生活费?**

**M**edical Funds **医药费?**

**E**ducation Funds **教育费?**

**D**ebt **偿还债务?**

• etc...



**他们需要钱!**

**They Need Money!**

# Maintenance Fee 生活费

## 1. 配偶的生活费 Spouse Living Needs

$$3\text{K/mth} \times 12 = 36\text{K/year}$$

age35, Live to age85, 50Yrs

$$36\text{K} \times 50\text{yrs} = 1.8 \text{ Mil}$$

## 2. 父母的生活费 Parent Needs

$$3\text{K/mth} \times 12 = 36\text{K/yr}$$

age60, live to age85, 25yrs

$$36\text{K} \times 25\text{yrs} = 900\text{K}$$

## 3. 孩子的生活费 ? ? ? Children Needs



2.7 Mil

# Medical Fee 医药费

1. 最后一笔医药费及丧葬费 Last Exp & Funeral exp

估计要用整50千到100千, need 50K to 100K

2. 家人的医药费或筹备金 Family Medical Reserve

at least 30K? 50K? 300K?

3. 父母的医疗费 ?? Parent Medical?

4. 其他的医疗费 ??? Others Medical?



100K  
to 500K?

# Education Fee 教育费

## 1. 孩子的教育费 Education Funds

If local University needs 20K/yr

$$3\text{yrs} \times 20\text{K} = 60\text{K}$$

If overseas University needs 150K/yr

$$3\text{yrs} \times 150\text{K} = 450\text{K}$$

## 2. 请问你有几个小孩 ? How many child you have?



100K  
to 500K?

# Debt 偿还债务

1. 房屋贷款 Mortgage Loan
2. 汽车贷款 Hire Purchase Loan
3. 个人贷款 Personal Loan
4. 信用卡 Credit Card
5. 其他 Others

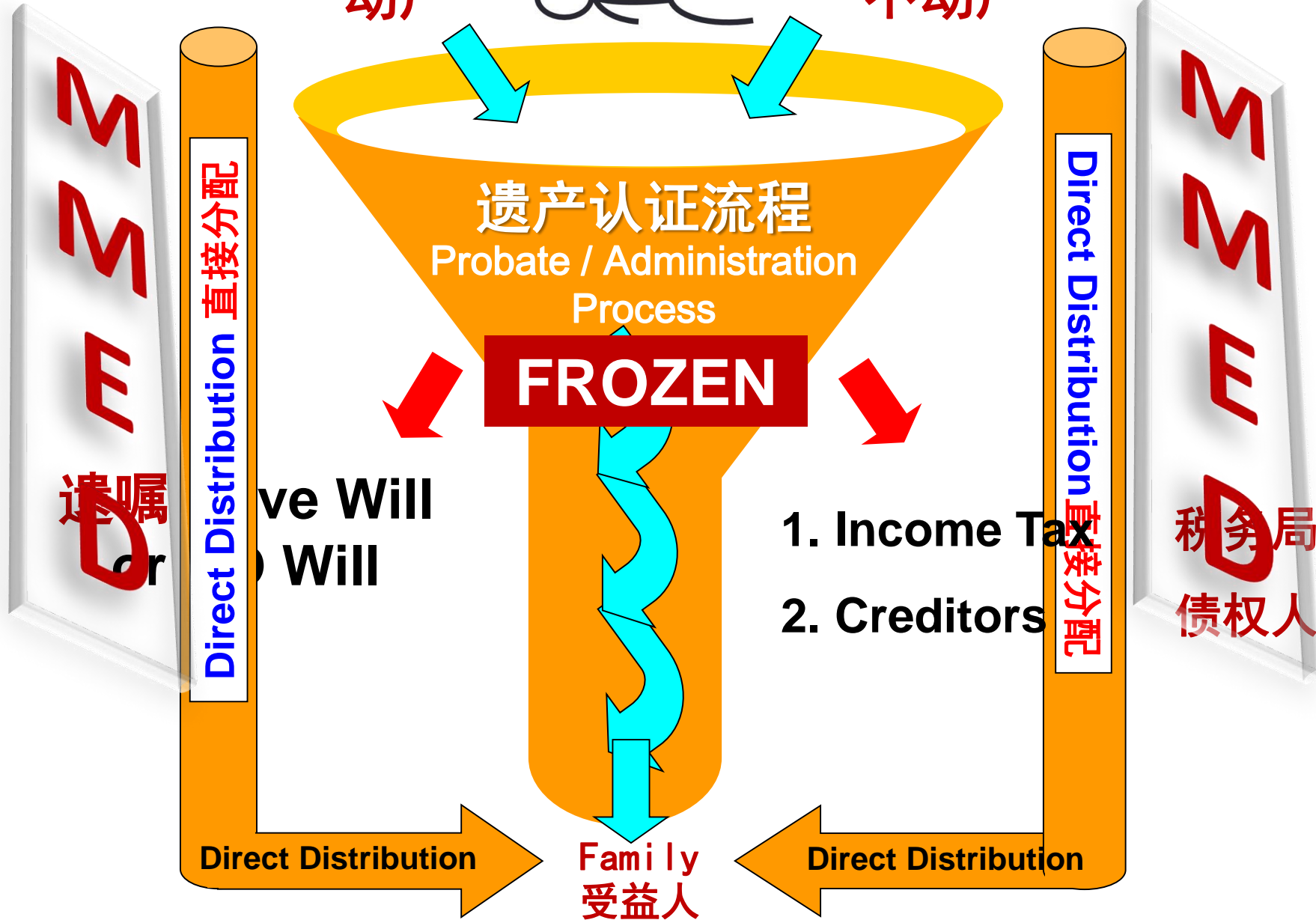


Liquid Assets

Non Liquid Assets

动产

不动产



遗产认证流程

Probate / Administration Process

FROZEN

Direct Distribution 直接分配

Direct Distribution 直接分配

Testamentary or Intestate Will

- 1. Income Tax
- 2. Creditors

税务局 债权人

Direct Distribution

Family 受益人

Direct Distribution

遗嘱

# MMED

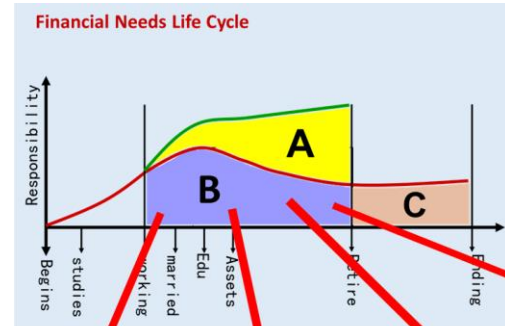
**M**aintenance Fee ?

**M**edical Funds ?

**E**ducation Funds ?

**D**ebt ?

Which one is your priority?



Monthly Profit & Loss

INCOME	EXPENSES
SALARY	Food
	Accommodation
	Clothing
	Transportation
	Savings / Others
A	B



**MMED**

**WHY ?  
WHAT ?  
WHY ?**

# Approaching **Tools**

*Policy Analysis*



# Market Intelligent

- How to read a policy?
- Policy Analysis
- Study Competitors' Plan

## Area to **Extract** from Life Insurance Policy

1. Name of **Insurer**
2. Insured **Name**
3. **Owner** Name
4. **Date** of purchase
5. **Type** of Plan – Name of **Plan**
6. **Maturity** date
7. Sum Assured (**SA**) / check on supplementary **attachment**
8. **Riders** – coverage, types, term, amount / also check attachment
9. Mode of **payment** – Yearly, Semi, Quarterly, Monthly
10. **Premium** size
11. **Beneficiaries**
12. Maturity **return** If any
13. Policy **status** – check with insurer / receipt payment
14. Others ....



Certificate of Life Assurance



Date of Certificate: 13 May 2003

Policy Details

Policy No: 27705999  
 Policy Start Date: 13 May 2003  
 First Regular Premium Due: 13 May 2003  
 Regular Premium: \$150.00 payable monthly

Type: PruLink Assurance Account  
 Maximum Sum Assured: \$163,200.00  
 Type of Trust: Not applicable  
 Special Exclusion: Not applicable

Policyowner Details

Name: Lie Cheng Hoo  
 Client No: 80411633  
 BCNRIC/Passport No:

Life Assured and Benefit Details

Name: Lie Cheng Hoo  
 Client No: 80411633  
 Age: 28 next birthday  
 Effective Date: 13 May 2003  
 BCNRIC/Passport No:

Benefits	Sum Assured	Cover Start Date	Cover Expiry Date	Premium	Last Premium
Death	\$50,000.00	13 May 2003	13 May 2037	\$100.00	-
Total and Permanent Disability	\$50,000.00	13 May 2003	13 May 2003	\$50.00	-
Death (Regular Savings)	\$3,000.00	13 May 2003	13 May 2003	-	-
Total and Permanent Disability	\$3,000.00	13 May 2003	13 May 2037	-	-

Investment Details

Start Date	Premium	Percentage of Premiums Invested in each year				
		Year 1	Year 2-3	Year 4-5	Year 6-9	Year 10
13 May 2003	\$100.00	55.00%	50.00%	100.00%	100.00%	100.00%
13 May 2003	\$50.00	100.00%	100.00%	100.00%	100.00%	100.00%

Edward Navano  
 Edward Navano  
 Principal Officer

PROPERTY OWNERS SELECT CERTIFICATE



Policyholder: Special Homeowner  
 Member Policy Number: 0020204000010  
 Name: Puan Cheong Hoo  
 Tenure: Freehold  
 Unit Number: 1  
 Flat Address: 100-10-01, Jalan 10/10, Taman 10/10, Kuala Lumpur

Property Address: 100-10-01, Jalan 10/10, Taman 10/10, Kuala Lumpur

Property Type: Residential  
 Building including land area (approximate): 100-10-01

Sum Assured: RM 1,000,000.00

Other Details: 100%

Other Details: 100%

Other Details: 100%

Other Details: 100%

Other Details: 100%

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Other Details: 100%

Other Details: 100%

A) BERHAD (93745-A)

Great Eastern  
 Kuala Lumpur  
 54259 8198  
 www.greasternlife.com



PRIVATE & CONFIDENTIAL

Currency: RM  
 Matawang  
 Commencement Date: Tarikh Bermula

Year 2019

Premium Paid Statement / Penyata Pembayaran Premium

Premium Paid  
 Premium Dibayar

TOTAL(RM)

PERANGKAPAN

Insurance without Major Illness Cover: 100% of premiums paid are eligible for tax relief as life policy.  
 Insurans tanpa Perindungan Penyakit Utama: 100% daripada premium-premium yang dibayar adalah layak untuk pelepasan cukai sebagai polisi hayat.

Insurance with Major Illness Cover: 100% of premiums paid are eligible for tax relief as education or life policy.  
 Insurans dengan Perindungan Penyakit Utama: 100% daripada premium-premium yang dibayar adalah layak untuk pelepasan cukai sebagai polisi pendidikan atau hayat.

Insurance with Major Illness Cover: Only 60% of premiums paid are eligible for tax relief as life policy.  
 Insurans dengan Perindungan Penyakit Utama: Hanya 60% daripada premium-premium yang dibayar layak untuk pelepasan cukai sebagai polisi perbelanjaan perubatan. Walau bagaimanapun, 100% daripada premium-premium yang dibayar layak untuk pelepasan cukai sebagai polisi hayat.

Insurance: 100% of premiums paid are eligible for tax relief as medical policy.  
 Insurans: 100% daripada premium-premium yang dibayar adalah layak untuk pelepasan cukai sebagai polisi perbelanjaan perubatan. 100% daripada premium-premium yang dibayar adalah layak untuk pelepasan cukai sebagai polisi perbelanjaan perubatan.

Insurance: Premiums paid are not eligible for tax relief.  
 Insurans: Premiums yang dibayar tidak layak mendapat pelepasan cukai.

Insurance: 100% of premiums paid are eligible for tax relief as annuity/deferred annuity.  
 Insurans: 100% daripada premium-premium yang dibayar layak mendapat pelepasan cukai sebagai insurans anuiti tertunda.

# Policy Analysis

Subject	Coverage Amount	Coverage Term	Remark
Natural Death & Disability Benefit 自然死亡或终身残废利益			
Accident Death & Disability 意外死亡或终身残废利益			
Critical Illness Benefit 严重疾病保障利益			
Hospital & Surgical Room & Board Benefit 住院手术利益			
Partial disability – Weekly Indemnity 暂时无法工作的每星期补偿			





# Annual Review

- Positioning – Who are you? ART – Avoid, Reduce, Transfer your risk
- Objective – Peace of Mind
- Review
  - Something were to happen
    - What is the existing planning?
    - What is the actual needs?
    - What he wants to plan now?
  - Nothing were to happen
    - What is the existing planning?
    - What is the actual needs?
    - What he wants to plan now?
  - Identify the budget allocation
  - Plan partially according to his needs & want

Subject	Area	Existing	Needs	Want
Something	H&S C/illness F/Income Debt Will/Trust			
Nothing	Retire Edu Saving Invest Tax			

Sales **Concept**

***Family Income Protection***



# Unexpected Risk

**DIE too Soon; LIVE too Long**

**Are we prepared?**

# More than 70% of monthly Income goes to Family Living Expenses

## Family Living Expenses :-

Home Loan

Car Loan

Credit Card

Food & Clothing

Education

Others



# Can your family survive without Income?



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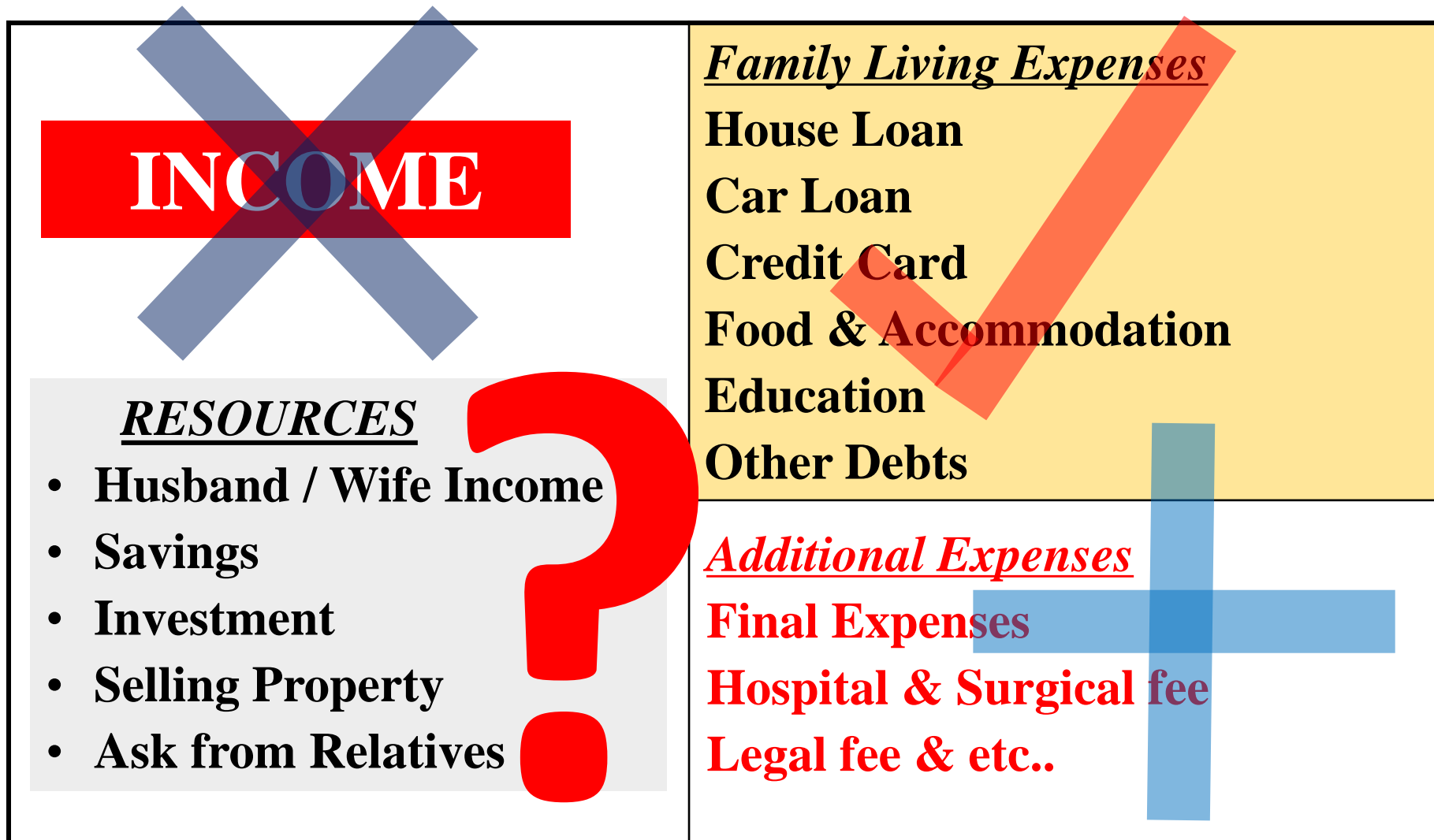
Have you protected the **INCOME?**



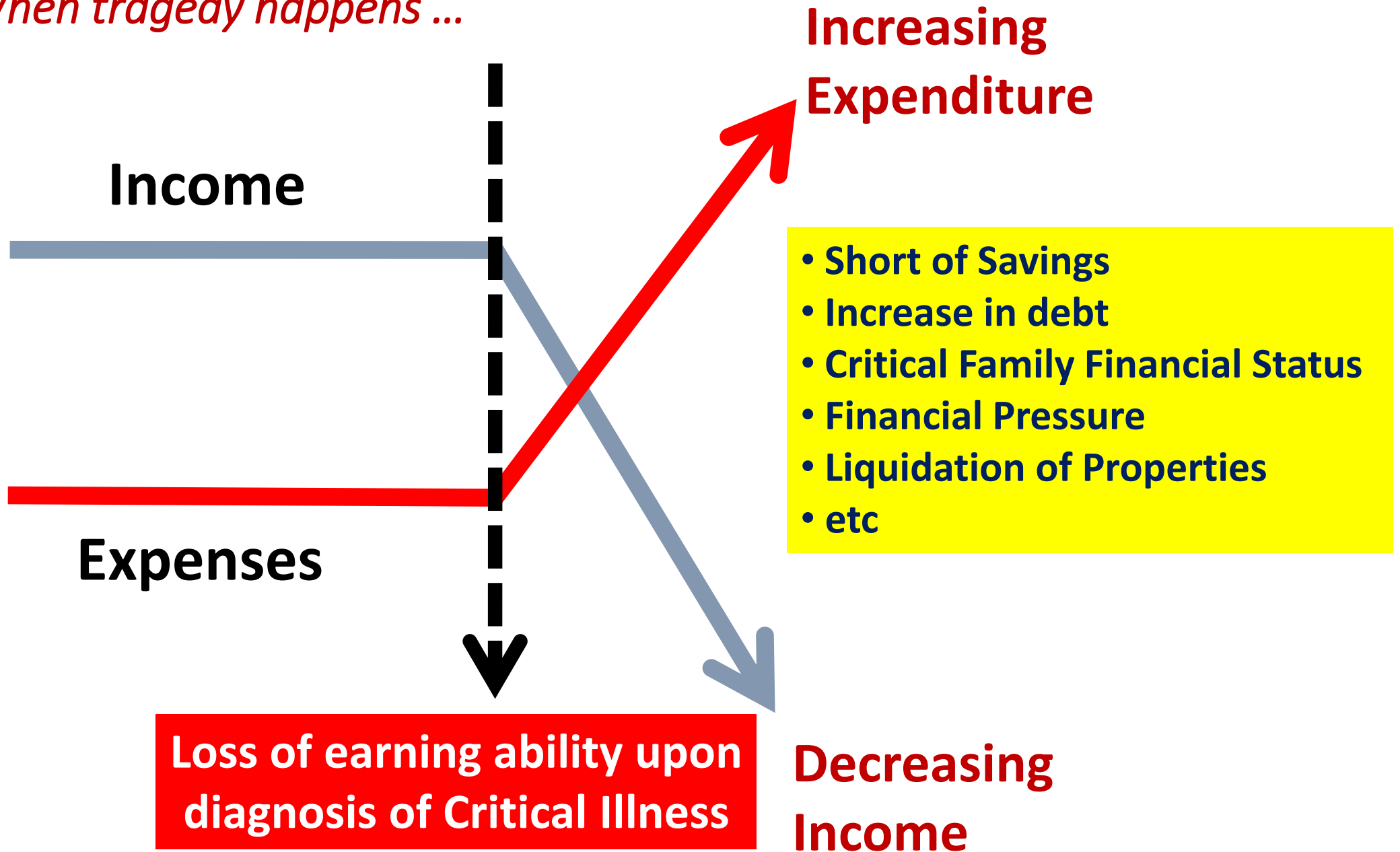
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# When Tragedy happens ...

Living Lifestyle will be affected...



*When tragedy happens ...*



# Action Plan

Subject	Description	Remark
	How much is your monthly Living Expenses?	RM _____

# Family Income Protection

- How much needed for monthly family living expenses?
- Plan for short, medium or long term basis
  - Short term 5 to 10 years
  - Medium term 15 to 20 years
  - Long term perpetuity with capital preservation (400A)
- How much have you planned?
- How much is your comfortable budget to set aside?
- Use life insurance coverage will do; either Investment Linked product or any term life or permanent life also applicable.

Insurance is

about **NOW**

not **THEN**

*DON'T  
WAIT!*



**Get It Now!**

居安思危



*Always prepare for  
the **Raining Day***

*This slide is strictly for internal circulation only*

有多少就**规划**多少  
规划多少就**有多少**

*The **MORE** you **PLAN***  
*The **MORE** you **HAVE***

有多少就  
做了多少

**做** 多少

**就有多少**

*The **MORE***  
*you **Do***  
*The **MORE***  
*you **Have***

# 爱与责任 LOVE & Responsibility



*This slide is strictly for internal circulation only*

# 别错过能为家人做出 妥善的规划



Do not **overlook** to plan for your **loved ones**

人在天堂  
钱在银行

**Money** in the **BANK**  
*While you are in the Heaven*



# Assignment

*Assignment of the day*



# Assignment



OSTP Module 4  
Assessment

- To send out *e-approaching* to 5 people.
- Complete your *own MMED*
- *Role Play* (self role play or zoom role play **on Family Income Protection Planning**)
- Create *ONE illustration* for your own **Family Income Protection**

# Outstanding **Assignments**

- **Orientation**

- Character / Career Suitability / Business Planning (Financial needs / Sales Calculation / Prospect Listing / Agent documentation / OSTP enrollment)

- **Module 1**

- E-approaching blast to 5 prospects / FHS / Cash on Hand role play / sales illustration for own Cash on Hand needs

- **Module 2**

- E-approaching blast to 5 prospects / Self review on SH-NH / Healthcare Planning role play / sales illustration for own Healthcare Planning

- **Module 3**

- E-approaching blast to 5 prospects / own balance sheet / APA presentation role play / sales illustration for own debt cancellation

- **Module 4**

- E-approaching blast to 5 prospects / work out own MMED / role play on concept / calculate own Family Income Protection & do sales illustration for own self.

*Thank You*

