

Friends Of Allianz – FAQ

1. What are the eligibility criteria to join as a FOA?
 - a. FOA must be 18 years old and above
 - b. FOA must not be an active ALIM agent
 - c. FOA must not be an active FOA with another agent already
 - d. FOA must not be listed under the Sanction Listing and terminated by Allianz for fraudulent activities or any other misconduct
 - e. FOA must not be an ALIM – Life Sales employee

2. Who is eligible to join as a FOA?
 - a. Individual Malaysians
 - b. Malaysian companies
 - c. Foreigners

3. How can the interested applicant register as a FOA with us?
 The interested applicant can talk to any of our ALIM agent and the agent will proceed to enroll the applicant via Imagine application. All enrolment is done via Imagine only. There is no manual enrolment available.

4. Can a FOA be tagged under 2 agents?
 No, a FOA can only be tagged to one agent. However, an agent can have multiple FOAs.

5. Is there any contract or expiry for the FOA program?
 No, there is no contract or any expiry for the FOA.

6. What are the documents needed during enrolment in Imagine?
 Below table shows the documents needed for different entity enrolling as FOA. Documents will be captured in Imagine and subsequently these documents will be uploaded to Filenet for safekeeping.

Entities / Documents	Individual Malaysian	Malaysian Companies	Foreigners
NRIC	√	X	X
Passport	X	X	√
Visa	X	X	√
Form 24	X	√	X
Authorization Letter	X	√	X
Bank Account Statement	√	√	√

7. What happens if the agent accidentally enter the wrong FOA name/NRIC/bank account details/etc?
A wrong NRIC or bank account number can result in rejected payment to the FOA. Agent will need to submit the change request to Life Sales colleague.
8. How can a FOA refer a case to his/her agent?
 - a. FOA can refer any potential leads to their agent.
 - b. Only registered Agents are allowed to take up the sales procedure with the leads upon receiving the leads from their FOA.
 - c. FOA are strictly not allowed to perform any selling/procurement to the leads.
9. How much referral fee does a FOA entitle?
 - a. Upon successful case submission, FOA is entitled for 50% of the commission from the agent and only paid for First Year Commission (FYC).
 - b. FOA referral fee takes into consideration of the agent's Balance Score Card (BSC).
 - c. Referral fee is only based on Basic Commission. Overriding Commission is not taken into account for FOA referral fee.
 - d. Any subsequent increase of premium/rider top up by the customer to the policy, the FOA is not entitled for the referral fee.
10. When will the FOA receive their referral fee?
FOA referral fee payment cycle follows as per agent's payment cycle.
11. How often will FOA receive their referral fee?
Depending on the mode of payment selected by the customer for the policy.
Eg. Mode of payment selected is monthly, hence FOA will receive their referral fee on a monthly basis for the FYC, for that policy.
12. What if the customer canceled their policy? Will the FOA referral fee be clawed back by Allianz?
No, FOA referral fee will not be clawed by once paid. 100% of the commission will be clawed back from the agent's account.
13. Can a FOA terminate himself/herself with Agent A and subsequently register with Agent B?
Currently such rule is not allowed, but in Q3 – Q4 of 2020 such feature will be implemented in Imagine. For now, once the FOA is tagged to the agent, he/she will not be able to terminate themselves from the agent.