

The image features a vertical rectangular frame. The top half contains a white rectangular box with the AFA logo. The logo consists of the letters 'AFA' in a large, green, serif font. Below this, the words 'ASSOCIATION OF FINANCIAL ADVISERS' are written in a smaller, blue, sans-serif font. Underneath that, the Malay text 'PERSATUAN PENASIHAT KEWANGAN' and 'KUALA LUMPUR' are written in a small, black, sans-serif font. The bottom half of the frame shows a panoramic view of the Kuala Lumpur skyline at dusk or dawn. The sky is filled with soft, white and grey clouds, with a hint of blue and orange light near the horizon. The city's skyscrapers, including the Petronas Twin Towers and the Kuala Lumpur Tower, are silhouetted against the sky.

AFA
ASSOCIATION OF
FINANCIAL ADVISERS
PERSATUAN PENASIHAT KEWANGAN
KUALA LUMPUR

Service Guide

Objective

This service guide will provide you an understanding on the range of financial adviser's representative (FAR) and financial planner (FP), what we do and the services we provide.

Who We Are

A FAR is appointed by a financial adviser (FA) to provide financial advisory services relating to insurance and takaful. A FA is regulated by Bank Negara Malaysia (BNM) under the Financial Services Act 2013 and/or Islamic Financial Services Act 2013.

A FP provides financial plan to enable his clients meet their financial goals, by proposing strategies on how to invest, grow and protect their money. A FP is regulated by the Securities Commission Malaysia (SC) under the Capital Market Services Act 2013.





Our Services

FARs/FPs understand your financial needs and desires and provide personal advice, strategies and solutions to achieve your life and wealth goals.

Our advice typically encompass the following:

Building Wealth

- Education Planning
- Retirement Planning
- Wealth Accumulation

Protecting Wealth

- Income and Asset Protection
- Family and Personal Protection
- Business Ownership Protection
- Estate Planning

Managing Wealth

- Tax strategies for individuals, trusts and business owners
- Debt management for individuals, trusts and business owners
- Education and retirement fund management

The products commonly employed in our solutions:

- Life Insurance and Family Takaful products
- General Insurance and Takaful products
- Unit Trust
- Private Retirement Schemes (PRS)
- Labour and other international offshore products
- Will, Trust and Foundation

Enquiry and Complaints

Contact your FAR/FP and discuss over the matter

If your complaint is not satisfactorily resolved within the next seven working days, please contact the FA/FP firm. They will endeavour to resolve your complaint quickly and fairly.

Insurance Dispute		
	Ombudsman for Financial Services (OFS)	Bank Negara Malaysia
Address	Level 14, Main Block Menara Takaful Malaysia No. 4, Jalan Sultan Sulaiman 50000 Kuala Lumpur	Ground Floor, Block D Bank Negara Malaysia Jalan Dato' Onn 50480 Kuala Lumpur
Contact Number	+603-2272 2811	1-300-88-5465 (Overseas: +603-2174-1717)
Email	enquiry@ofs.org.my	bnmtelelink@bnm.gov.my
Website	www.ofs.org.my	http://www.bnm.gov.my/
Investment Dispute		
	Securities Industry Dispute Resolution Center (SIDREC)	Securities Commission Malaysia
Address	Unit A-9-I, Level 9, Tower A Menara UOA Bangsar No. 5, Jalan Bangsar Utama I 59000 Kuala Lumpur	Investor Affairs & Complaints Department Securities Commission Malaysia No. 3, Persiaran Bukit Kiara Bukit Kiara, 50490 Kuala Lumpur
Contact Number	+603-2282 2280	+603-6204 8999
Email	info@sidrec.com.my	aduan@seccom.com.my
Website	https://www.sidrec.com.my	http://www.sc.com.my/

About AFA

Who Is AFA?

The Association of Financial Advisers is an association to represent the Approved Financial Advisers Firms and Licensed Financial Planning Firms in Malaysia.

The association was approved by the Registrar of Societies on 16th August 2012 with the support from Bank Negara Malaysia and Securities Commission of Malaysia.

What Does AFA Do?

AFA is an official association recognised by the regulators to benchmark the industry best practice model and also to spearhead the changes in the Malaysian financial planning landscape.

AFA's Mission

Our Vision

To be the most effective voice to represent all financial adviser's firms in Malaysia.

Our Philosophy

We are dedicated to transforming lives through proper financial advice.

Our Purpose

To help members build their business.

Our Mission

To develop professional strategies with members to make a difference in the lives of financial adviser representatives.



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For More Information

Email: enquiry@afamalaysia.org
Website: <http://www.afamalaysia.org>

