

INDUSTRIAL TRAINING FINAL REPORT AT  
MALAYSIA BUILDING SOCIETY BERHAD (MBSB)  
DAMANSARA HEIGHT KUALA LUMPUR

By

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Industrial Training Report Prepared For :

Management and Marketing Department  
Faculty of Management and Economics  
University College of Science and Technology Malaysia  
(KUSTEM)

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PERPUSTAKAAN  
Kolej Universiti Sains Dan Teknologi Malaysia (KUSTEM)

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**MANAGEMENT AND MARKETING DEPARTMENT  
FACULTY OF MANAGEMENT AND ECONOMIC  
UNIVERSITY COLLEGE OF SCIENCE AND TECHNOLOGY  
MALAYSIA  
(KUSTEM)**

**2005**

## APPROVAL SHEET

I, NOOR ASHIKIN BINTI ABDUL RASHID, METRIC NUMBER UK8776

Hereby declare that the report of industrial training for the course **PGN 4799** is based on my original work. The contents of this report are my personal views based on the theories and experiences gained during my industrial training.

Signature,

  
.....

Name: Noor Ashikin Binti Abdul Rashid

Date: 20 NOVEMBER 2005

Approved by:

  
.....

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## PREFACE

Industrial training is one of the most important aspects in the studies programs at the Faculty of Management and Economics in KUSTEM. By going through industrial training, students located at public and private sectors have the opportunity to learn by direct observation and involvement in many fields of work. At the same time, students have the chance to learn the aspects of organizational administration and management of the firm.

Industrial training exposes students to experience and basic professional skills related to student's respective courses, application of the theories learnt in lecture to real life working situations, build and retain relationship with the professional world related to their field of study, understands the value of professional ethics and display their ability to survive in the working world and gain opportunities of employment soon after graduating.

And for students majoring in distributive, the training will help them to be more competent in marketing and disbursement units management and also expose them to the reality of marketing communications.

And the last but not least, industrial training is to let the students have an opportunity in learning and gaining some hand-on experience in the real working environment such as to be more responsibility person, self-confidence and more understood about their corporate cultures.



## **ACKNOWLEDGEMENTS**

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En.Lim Hong Wei, Manager of Marketing Department

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Cik Norfauzana, Marketing Executive

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Puan Miza Suzila, Marketing Executive

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En.Haniffah, Disbursement Officer

Puan Shahiroh, Disbursement Clerk

En.Zainol Rashid, Senior Manager Arrears & Recovery Department

En.Faishal, NPL Task Force

En.Abu Zarin, Arrears section Officer

En.Rozan Azin, Human Resources Officer

All staff of Marketing Department, Disbursement Units and Arrears & Recovery department and also Human Resources Department that gave me a true guideline about the work in a department.

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### MARKETING DEPARTMENT

Property financing application

MBSB credit card application

Personal financing application

MBSB savings account

Confirmation customer employment form

Credit and income summary form

Ctos summary report

MRTA insurance

Letter of offer

### DISBURSEMENT UNIT

Legal completion report for loan release

Check list form

Loan release detail form

Additional document to release for company only

Form site inspection for property

## **ARREARS AND RECOVERY (RETAIL)**

Organization chart – arrears and recovery (retail)

General overview of workflow foreclosure proceeding

Notices of demand

Form AR4

Form AR5

Form AR6

Form 16D

Form 16F

Form 16G

Form 16H

Form 16I

Proclamation of sale – public auction

## EXECUTIVE SUMMARY

Malaysia Building Society Berhad (MBSB) is one of the largest Financial Institution in Malaysia with specializes in taking deposits and providing loans for house purchasers. MBSB was listed on the Kuala Lumpur Stock Exchange on 14 March 1972. The majority shareholders of MBSB are the Employees Provident Fund Board (EPF) and Permodalan Nasional Berhad (PNB), which hold 63.02% and 11.10% of share respectively.

This report mainly focuses on three discovered during training and it's from three different departments. The first problem identified in the marketing department, which is the fraud borrower for example the property, does not exist in the places. So, to make sure all the problem can be solve in the successfully, a own creative marketing team must follow with the grate co-operation with each other. It is to be changed to make it more efficient and effective the services of company.

In Disbursement Units – the objective is to ensure compliance of MBSB policies and guidelines on all matters relating to mortgage loans, deposits and general administration. Then to review on the operations and performance of branches offices with respect to loans approval, loans releases, loans redemption process and loan documentation and also arrears recovery works. These areas highlight some of the weaknesses of loans releases processes. And to make sure to speed up the process and make it more effective, credit facility and security documents by the approving authority and security document duly executed by customer and MBSB and also insurance arrangement must been made and clearly.

In Arrears And Recovery Department – the main function in this department is to reduce or to minimize arrears and non-performing loans (NPL). Based on the main function, the principal accountabilities is to review, monitor and control arrears and NPL performance of all branches offices on regular basis. A few problems were found in the system is to process of the arrears and recovery workflow have a little weaknesses for example to get the Notice Of Demand from panel lawyer, Instruction to solicitors to serve Notices Of Terminating License. So, to make sure all the problems can be solve in successfully, a good strategy must developed to make it more efficient and effective services of company.