



**AIA Bhd. – Agency Operational Excellence  
Agency Circular 008/11/2022/AGENCY/CIR**

**18 November 2022**

**Maintenance of Contract (MOC) Performance Result and MOC report is made available in ALPA and ALPP**

Dear Valued AIA Leaders and Life Planners,

We are pleased to share that Life Planners Maintenance of Contract (MOC) performance result is now available in ALPA by every 15<sup>th</sup> of the month. The MOC report is also made available in ALPP. We encourage you to start using ALPA and ALPP to monitor your MOC progress updates.

Please be informed that MOC performance result will be reflected as “Important Message” for all Life Planners to view the latest MOC result “Meet” or “Not Meet” status based on Year-to-date Production (TPC) value as of last month. Life Planners is required to acknowledge the MOC result at the check box after reviewed the MOC performance.

Below the sample of performance result of “Meet” or “Not Meet” for your reference.

a) MOC result = Meet

b) MOC result = Not Meet

The screenshot shows a mobile notification card for a 'Meet' MOC result. At the top is an orange circle with a white lowercase 'i'. Below it is the text 'IMPORTANT MESSAGE'. A light green box contains the text 'Your Latest MOC Status: Meet' and 'YTD Personal Sales TPC 30,000.00'. Below this is a paragraph explaining the MOC result and a checkbox labeled 'I have read my latest MOC (TPC) result'. At the bottom is a red button labeled 'CONFIRM'.

The screenshot shows a mobile notification card for a 'Not Meet' MOC result. At the top is an orange circle with a white lowercase 'i'. Below it is the text 'IMPORTANT MESSAGE'. A light pink box contains the text 'Your Latest MOC Status: Not Meet' and 'YTD Personal Sales TPC 6,600.00'. Below this is a paragraph explaining the MOC result and a checkbox labeled 'I have read my latest MOC (TPC) result'. At the bottom is a red button labeled 'CONFIRM'.



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For complete MOC evaluation result, Life Planner may refer to MOC report on ALPP under Reports > Compensation Report > MOC report to view the details of production updates.

**MOC REPORT**

2022

Period:

Level:

Region:

**SUBMIT**

NO.	UNIT NUMBER	AGENT CODE	STS CODE	ALGICA CODE	AGENT NAME	AGENT RANK	AGENCY NAME	JOIN DATE	TPC			D1 PERSISTENCY		
									PERSONAL	DIRECT TEAM	DISTRICT	PERSONAL	DIRECT TEAM	DISTRICT

We trust AIA’s digital tools (iCari, ALPA, iLearnX, etc.) will support you in helping more Malaysians live Healthier, Longer, Better Lives. It is our responsibility to ensure our customers are always well protected and be an active lifelong partner to them.

Should you need any further clarification, please feel free to contact your respective Agency Business Development Team.

**Recharge. Focus. Victory!**

Regards,

**Emily Wong**  
Director, Agency Operational Excellence

**Leong Chee Soong**  
Chief Agency Distribution Officer

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