

# Team Alfalah

Issue No. 39, July 2015





# Table of Contents

Editor's Note	Page 3
Islamic Corner	Page 4
Employee Corner	Page 5
Training Session Head Office	Page 7
Claims Department	Page 8
Good Manager	Page 9
The Man Who Didn't Die	Page 10
Obsessive Compulsive Disorder	Page 11
Reinsurance Department	Page 13
Biggest Insurance Claims	Page 14
A Change Within is Required	Page 16
South Zone	Page 17
Our Product	Page 18

# Editor's *Note*

## Chief Patron

Mr. Nasar us Samad Qureshi

## Editorial Board

Dr. Fawad Sarwar

Syed Hasnain Zavar

Muhammad Salman Hameed

Dr. Iram Kashifa

Usman Arif

The month of Ramadan is going to end within next few days. Usually, the routine of everyone is different during this month as compared to other 11 months. We should try to continue the good habits adopted during this month rather than to finish. These good habits can help towards our religion and health that is the everlasting truth for mankind. Finally, we wish to congratulate every member of Team Alfalah blessings of "Happy Eid ur Fitr".

**Dr. Fawad Sarwar**

*Eid*  
M u b a r a k



# Islamic Corner



So valuable is this Night of Qadr that the Quran devotes a special surah to it **“Lailatul Qadr is better than a thousand months” [97:3]**

This one night surpasses the value of 30,000 nights. The most authentic account of the occurrence of the Night indicates that it can occur on any one of the last ten, odd numbered nights of Ramadan, 21, 23, 25, 27, 29.

We should strive to stay up at least on the odd numbered nights of the last ten days. If we can't manage that then let us pray at least on the 27th night. If one prays on all of the last odd numbered nights then there is more chance that one may have caught this most powerful night and the reward is of over 83 YEARS OF WORSHIP! Subhanallah! Most may not even live up to that age!

1. **Recite the Qur'an abundantly**
2. **Strive to gain forgiveness (Allahumma innaka 'afuwun tuhibbul 'afwa fa'fu 'annee")**
3. **Do much Superogatory Prayers (Nafil and Salaatul Tasbih)**
4. **Increase in Zikr Allah and Recitation of Darood o Salam**
5. **Make much dua**

Let us devote the night of Qadr in Ibadat and dua, asking of Allah for his mercy and forgiveness for all of our past sins and making firm intentions to Allah that we will change for the better and strive to become closer to him as well as make our deen a FULL part of our lives and not just a little part of our life

## Employee Corner

# Very Happy Birthday to Dear Fellows

Name	Designation	Location	D.O.B
Omar Hafeez But	Senior Executive Officer	Head Office	8-July
Tanveer Ahmed	Assistant Manager	Gujranwala	11-July
Asma Atta	Receptionist	Head Office	13-July
Muhammad Ali Bashir	Senior Executive Officer	Head Office	16-July
Muhammad Salman Hameed	Senior Relationship Officer	Lahore Unit-I	17-July
Kashif Hafeez	Deputy Relationship Manager	Karachi	18-July
Ateeq ur Rehman	Deputy Relationship Manager	Sialkot	20-July
Abid Ali Akber Siddiqui	Assistant Relationship Manager	Peshawar	24-July
Yasir Riaz	Assistant Manager	Peshawar	26-July
Abu Bakar Shakeel	Senior Officer	Head Office	29-July



# Employee Corner

## Congratulations for moving ahead towards ACII

Name	Papers	Designation	Location
Atif Hafeez	IF4	Senior Executive Officer	Head Office
Aazar Javed	590	Executive Officer	Head Office
Fahad Salman	590	Executive Officer	Head Office
Faheem Haider	IF1, 590	Officer	Head Office
Fawad Sarwar	P92, 820	Deputy General Manager	Head Office
Iqbal Hassan	820	Deputy Manager	Head Office
Muhammad Rashid	P92	Assistant Manager	Head Office
Muhammad Salman Hameed	P92	Senior Relationship Officer	Head Office
Riaz Ahmed Minhas	IF3, IF4	Assistant Manager	Head Office
Sadia Awan	IF3, IF4	Senior Officer	Head Office
Shahzad Aamir	IF4, P90	Senior Manager	Head Office
Shamsul Zuha	820	Assistant Manager	Head Office
Taimoor Mirza	IF4	Executive Officer	Head Office
Usman Arif	820	Assistant Manager	Head Office
Zaheer Abbass	P92	Assistant Manager	Head Office
Zain Ul Abidin	P92	Officer	Head Office



## Training Session at Head Office

On 15th June training session was conducted at Head Office. Training was focused Training session for Report execution of report ID 759 & 802 I.R.O. Fac Placement, Underwriting Procedures, Risk Management and System Related Issues, Re-Insurance and Health Insurance. Training was conducted by Dr. Fawad Sarwar, Mr. Shahzad Aamir Rafique, Mr. Iqbal Hassan, Mr. Atif Ali Mughal, Mr. Nasir Rafique, and Ms. Rizawana Jabeen.

Participants were Mr. Kamran Malik and Mr. Naeem Saleem (Karachi Branch), Mr. Naveed Ashraf and Mr. Dildar Mehboob (Faisalabad Branch), Mr. Sultan Pervaiz and Mr. Ali Bokhari (Islamabad Branch), Mr. Ali Waseem and Mr. Aun Abbass (Multan Branch), Mr. Ahsan Ali and Mrs. Farhana Baig (Lahore Unit 1), Mr. Tanveer Ahmed Rana (Gujranwala Branch), Mr. Hassan Raza (Sialkot Branch), Mr. Muhammad Ali (Peshawar).



# Claims Department

We didn't receive any content for publication in the newsletter from claims department.



# Qualities and Characteristics of a Good Manager

Do you work well with others? Are you a leader? If you have these qualities, you might make a good manager. However, you need just more than these two qualities to be a good manager. There are a number of factors that play into whether or not you would make a good manager.

## Personal Characteristics

There are items that can help you improve yourself, and enhance your interactions with others. Desirable personal characteristics make a manager someone that others can look up to, and feel comfortable following:

**Self-Motivation:** An effective manager can't motivate others if he or she can't self-motivate. Self-motivation, the ability to get yourself going, and take charge of what's next for you, is a vital personal characteristic for a manager. You have to keep yourself going — and motivate those who work with you.

**Integrity:** People trust a good manager because they know he or she has personal integrity. Workers need to know that you will fight for them, do what you say, and follow the rules.

**Dependability/Reliability:** As a person, you should be dependable and reliable. Your superiors, as well as your subordinates, need to know that you can be counted on. Others in the organization should be able to rely on you.

**Optimism:** Do you look to the future with hope? An optimistic attitude can help build morale in your employees. Your positive attitude can inspire others, and help them feel good about getting things done.

**Confidence:** Do you have confidence in yourself. You need to be able to make decisions in confidence, and show others that you are capable of making good decisions. Your confidence will rub off on others, and can be of benefit.

**Calmness:** As the manager, you can't afford to break

down when the pressure is on. The ability to remain calm and do what needs to be done is essential in a good manager.

**Flexibility:** A certain amount of flexibility is needed by a manager, since he or she may need to adapt to changing situations.

## Business Characteristics

Some level of business acumen is important when you are a manager. While you may not need to be on the level of a professional dealmaker, familiarity with basic business principles and practices can be helpful.

**Industry Knowledge:** What do you know about the industry you are in? It helps understand your industry so that you can answer questions and perform your work more effectively. Workers may not need industry knowledge, but a manager should have some.

**Know When to Delegate:** An effective manager knows that some tasks need to be delegated. You should be able to identify workers who will do well, and give them tasks they can succeed at — while helping the project.

**Organization:** You need to be organized in order to be a good manager. Keep track of projects, employees and assignments so that you are on top of what needs to happen in the business.

**Basic Money Management:** Understand basic financial concepts so that you understand how to manage money as part of a project you have been given.

**Business Hierarchy:** You should know how the hierarchy works at your business, and follow the chain of command. Make sure that you understand your duties, and to whom you report. You should also know how the organization affects your subordinates.

# The Man Who Didn't Die

John Smith was a family man who worked hard to provide his family with a comfortable middle-class lifestyle. He considered himself to be responsible, so he purchased Life Insurance. John felt that if he died too soon the Life Insurance would provide sufficient money to maintain his family's standard of living; the mortgage and other debts would be repaid; Susan, his wife, would not have to go back to work; and Scott, his son, would be able to attend university. John did not, however purchase DISABILITY INSURANCE because he was healthy and didn't need it. One day John did suffer a prolonged disability which would prevent him from earning an income for several years!

BECAUSE JOHN DIDN'T DIE, his mortgage and other debts were not repaid. In fact, with no income, his mortgage payments soon fell in arrears and the bank foreclosed and they lost their home!

BECAUSE JOHN DIDN'T DIE, Susan had to go back to work at near minimum wage which was barely sufficient to keep food on the table.

BECAUSE JOHN DIDN'T DIE, the money set aside for Scott's education was used for living expenses. He now has to find a job with little prospect for continuing his education.

BECAUSE JOHN DIDN'T DIE, he had to watch his family lose the standard of living he had worked so hard to provide. While John didn't die, there were days he wished he had!

Ultimately, for most of us, financial security depends on our ability to continue earning an income, and that income requires us to be healthy!

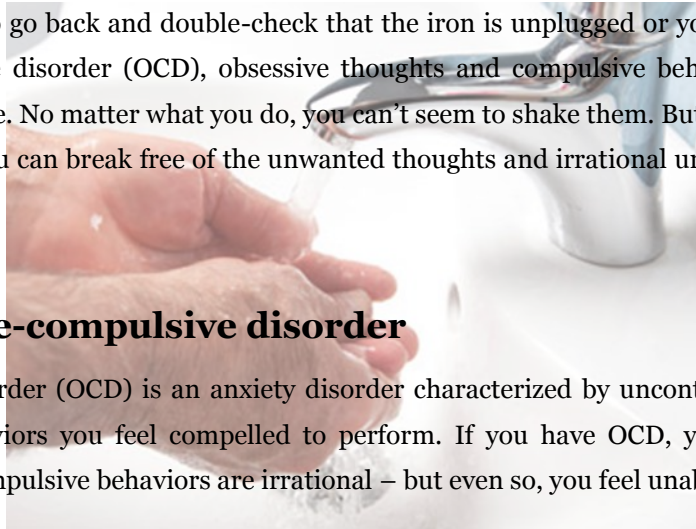
People are justifiably concerned about automobile crashes, home fires and deaths in the family, but statistics indicate that the odds of being disabled are much greater. On average, each year:

- **1 out of every 106 people dies.**
- **1 out of every 88 homes catches fire.**
- **1 out of every 70 cars is in a crash.**

But, 1 out of every 8 people suffers a serious disability.

# Obsessive Compulsive Disorder (OCD)

It's normal, on occasion, to go back and double-check that the iron is unplugged or your car is locked. But if you suffer from obsessive-compulsive disorder (OCD), obsessive thoughts and compulsive behaviors become so excessive they interfere with your daily life. No matter what you do, you can't seem to shake them. But help is available. With treatment and self-help strategies, you can break free of the unwanted thoughts and irrational urges and take back control of your life.



## What is obsessive-compulsive disorder

Obsessive-compulsive disorder (OCD) is an anxiety disorder characterized by uncontrollable, unwanted thoughts and repetitive, ritualized behaviors you feel compelled to perform. If you have OCD, you probably recognize that your obsessive thoughts and compulsive behaviors are irrational – but even so, you feel unable to resist them and break free.

Like a needle getting stuck on an old record, obsessive-compulsive disorder (OCD) causes the brain to get stuck on a particular thought or urge. For example, you may check the stove twenty times to make sure it's really turned off, wash your hands until they're scrubbed raw, or drive around for hours to make sure that the bump you heard while driving wasn't a person you ran over.

## Understanding OCD obsessions and compulsions

*Obsessions* are involuntary, seemingly uncontrollable thoughts, images, or impulses that occur over and over again in your mind. You don't want to have these ideas but you can't stop them. Unfortunately, these obsessive thoughts are often disturbing and distracting.

*Compulsions* are behaviors or rituals that you feel driven to act out again and again. Usually, compulsions are performed in an attempt to make obsessions go away. For example, if you're afraid of contamination, you might develop elaborate cleaning rituals. However, the relief never lasts. In fact, the obsessive thoughts usually come back stronger. And the compulsive behaviors often end up causing anxiety themselves as they become more demanding and time-consuming.

Most people with obsessive-compulsive disorder (OCD) fall into one of the following categories:

- **Washers** are afraid of contamination. They usually have cleaning or hand-washing compulsions.
- **Checkers** repeatedly check things (oven turned off, door locked, etc.) that they associate with harm or danger.
- **Doubters and sinners** are afraid that if everything isn't perfect or done just right something terrible will happen or they will be punished.
- **Counters and arrangers** are obsessed with order and symmetry. They may have superstitions about certain numbers, colors, or arrangements.

# Obsessive Compulsive Disorder (OCD)

**Hoarders** fear that something bad will happen if they throw anything away. They compulsively hoard things that they don't need or use. Just because you have obsessive thoughts or perform compulsive behaviors does NOT mean that you have obsessive-compulsive disorder. With OCD, these thoughts and behaviors cause tremendous distress, take up a lot of time, and interfere with your daily life and relationships.

## Signs and symptoms of obsessive-compulsive disorder

Most people with obsessive-compulsive disorder (OCD) have both obsessions and compulsions, but some people experience just one or the other.

### OCD signs and symptoms: Obsessive thoughts

Common obsessive thoughts in obsessive-compulsive disorder (OCD) include:

- Fear of being contaminated by germs or dirt or contaminating others.
- Fear of causing harm to yourself or others.
- Intrusive sexually explicit or violent thoughts and images.
- Excessive focus on religious or moral ideas.
- Fear of losing or not having things you might need.
- Order and symmetry: the idea that everything must line up “just right.”

Superstitions; excessive attention to something considered lucky or unlucky.

### OCD signs and symptoms: Compulsive behaviors

Common compulsive behaviors in obsessive-compulsive disorder (OCD) include:

- Excessive double-checking of things, such as locks, appliances, and switches.
- Repeatedly checking in on loved ones to make sure they're safe.
- Counting, tapping, repeating certain words, or doing other senseless things to reduce anxiety.
- Spending a lot of time washing or cleaning.
- Ordering or arranging things “just so.”
- Praying excessively or engaging in rituals triggered by religious fear.

Accumulating “junk” such as old newspapers or empty food containers.

# Reinsurance Department

We didn't receive any content for publication in the newsletter from Reinsurance department.



# The World's 10 Biggest Insurance Claims

From terrorist attacks to flu pandemics and floods, here are the 10 most expensive disasters to hit insurance companies around the world in the past decade, according to Zurich North America. The list is chronological and based on the number of lives lost, overall business impact, and the geographic scope and duration of the crises.

## **1. 9/11:**

Nearly 3,000 people died in the September 11 terrorist attacks in 2001 which destroyed the Twin Towers of the World Trade centre. Insurance companies had to pay out around \$40 billion in insured losses. Around a third of this total covered business interruption claims, while other claims included damage to property and vehicles, life insurance, liability insurance, aviation liability and workers compensation.

## **2. SARS:**

The 2003 global outbreak of severe acute respiratory syndrome (SARS) started in Guangdong province of China and within weeks spread to 37 countries around the world. There were 8,096 known infected cases of the pneumonia-like disease and 774 confirmed fatalities. Airlines were forced to ground flights to infected areas, businessmen stayed away and in many areas shops, restaurants and hotels were forced to close due to so little business.

## **3. U.S. / Canada Power Outage:**

The Northeast blackout in 2003 affected an estimated 10 million people in Ontario, Canada and 45 million people in eight U.S. states. Virtually all businesses suffered as a result – flights were grounded, trains were cancelled, traffic lights failed, the internet was down, mobile phone networks broke, factories were forced to shut, restaurants and hotels had to close. Many areas also lost water pressure because pumps didn't have power.

## **4. Indian Ocean Earthquake and Tsunami:**

The undersea earthquake in the Indian Ocean on Boxing Day 2004 resulted in one of the worst tsunamis in history, killing 227, 898 people. Indonesia was the worst affected area, accounting for around 170,000 deaths. The economic impact of the disaster was also devastating, with countries affected suffering huge losses in the tourism and fishing industries. Insured losses for property were estimated at around \$1.3 billion, life and health at \$250 million and travel losses at \$50 million.

## **5. Hurricanes Katrina, Rita and Wilma:**

The Atlantic hurricane season in 2005 was the worst in history. There were an estimated 3,865 deaths and record damages of around \$130 billion. The economic consequences of the storms were also far reaching, resulting in

# The World's 10 Biggest Insurance Claims

speculative spikes in the price of crude oil and heavy damage to crops and harvests.

## **6. Financial Crisis:**

The collapse of several banks and insurance companies such as Lehman Brothers, Northern Rock and Bear Stearns in 2008 triggered the worst financial crisis since the Great Depression in the 1930s. Stock markets crashed, the credit crunch happened, businesses around the world went bust, governments were forced to bail out banks, the housing market suffered and unemployment hit an all time high. All and all it has cost the insurance industry billions.

## **7. China Earthquake:**

The earthquake that struck China's Sichuan Province in 2008 was the deadliest earthquake to hit China since 1976 and one of the costliest natural disasters in Chinese history. It killed around 68,000 people, left at least 4.8 million people homeless and caused an estimated \$20 billion worth of damage – most of which was not covered by insurance. Millions of livestock and a significant amount of agriculture were also destroyed.

## **8. Swine Flu Pandemic:**

The swine flu or H1N1 pandemic has resulted in 18,000 deaths since it began in April 2009 - approximately 4% of the 250,000 to 500,000 annual influenza deaths. In Mexico, where the outbreak originated, nearly all public services such as schools, theatres and restaurants shut and people would only venture outside wearing a mask. However, many people have criticized the World Health Organization (WHO) and the media for exaggerating the danger and spreading panic unnecessarily.

## **9. Eyjafjallajokull (Iceland):**

The Icelandic volcanic ash cloud crisis in April this year forced airports in the UK and across Europe to cancel flights for six consecutive days, leaving thousands of passengers stranded overseas. Disruption to flights then continued for weeks, having a serious impact on businesses and the travel industry, with airlines losing millions of pounds each day.

## **10. Floods in Europe and Pakistan:**

The 2010 Pakistan floods, which began in July, were the worst the country has experienced in decades. It is currently estimated that over 2,000 people have died while millions others have been left homeless and jobless. Meanwhile the floods in central Europe over the summer resulted in at least 37 deaths, while thousands more had to be evacuated. Poland was the worst affected area.

# A Change Within is Required

One day all the employees reached the office and they saw a big advice on the door on which it was written:

“Yesterday the person who has been hindering your growth in this company passed away. We invite you to join the funeral in the room that has been prepared in the gym”.

In the beginning, they all got sad for the death of one of their colleagues, but after a while they started getting curious to know who was that man who hindered the growth of his colleagues and the company itself.

The excitement in the gym was such that security agents were ordered to control the crowd within the room. The more people reached the coffin, the more the excitement heated up.

Everyone thought: Who is this guy who was hindering my progress? Well, at least he died!.

One by one the thrilled employees got closer to the coffin, and when they looked inside it they suddenly became speechless. They stood nearby the coffin, shocked and in silence, as if someone had touched the deepest part of their soul. There was a mirror inside the coffin: everyone who looked inside it could see himself.

There was also a sign next to the mirror that said:

There is only one person who is capable to set limits to your growth: IT IS YOU. You are the only person who can revolutionize your life. You are the only person who can influence your happiness, your realization and your success. You are the only person who can help yourself.

Your life does not change when your boss changes, when your friends change, when your parents change, when your partner changes, when your company changes. Your life changes when YOU change, when you go beyond your limiting beliefs, when you realize that you are the only one responsible for your life.

The most important relationship you can have, is the one you have with yourself.

Examine yourself, watch yourself. Don't be afraid of difficulties, impossibilities and losses: be a winner, build yourself and your reality.

The world is like a mirror: it gives back to anyone the reflection of the thoughts in which one has strongly believed. The world and your reality are like mirrors laying in a coffin, which show to any individual the death of his divine capability to imagine and create his happiness and his success.

It's the way you face Life that makes the difference!

- If an egg is broken from outside force... life ends. If an egg is broken from inside force... life begins. Great things always begin from inside..... Let's Change for the great CHANGE.

# South Zone

We didn't receive any content for publication in the newsletter from south zone.



## MARINE CARGO HULL & AVIATION INSURANCE



Alfalah Insurance offers extensive coverage for Marine and Aviation risks.

Our experts ensure appropriate coverage at competitive prices with valuable consultancy services on risk management.

We offer:

- ◆ Marine Cargo
- ◆ Marine Hull
- ◆ Aviation
- ◆ Marine Liabilities

# Alfalah Insurance

The fastest growing insurance company  
in the country

## Head Office:

5-Saint Mary Park, Gulberg III, Lahore.  
UAN: 111-786-234  
Fax: +92-42-35774329  
E-mail: [afi@alfalahinsurance.com](mailto:afi@alfalahinsurance.com)  
Web: [www.alfalahinsurance.com](http://www.alfalahinsurance.com)

## Lahore Unit 1:

5-Saint Mary Park, Gulberg III, Lahore.  
UAN: 111-786-234  
Fax: +92-42-35774329  
E-mail: [afi.lu1@alfalahinsurance.com](mailto:afi.lu1@alfalahinsurance.com)  
Web: [www.alfalahinsurance.com](http://www.alfalahinsurance.com)

## Faisalabad Office:

P-72/2, Chirag Plaza, 4th Floor,  
Liaquat Road, Faisalabad.  
Tel: +92-41-111-786-234, +92-41-2606131-3  
Fax: +92-41-2646969  
E-mail: [afi.fbd@alfalahinsurance.com](mailto:afi.fbd@alfalahinsurance.com)

## Islamabad Office:

2nd Floor, Bank Alfalah Building,  
Markaz I-8, Islamabad.  
Tel: +92-51-4864695-98  
Fax: +92-51-4862596  
E-mail: [afi.isl@alfalahinsurance.com](mailto:afi.isl@alfalahinsurance.com)

## Peshawar Office:

Ays Centre, 2nd Floor, Arbab Road,  
Peshawar Cantt, Peshawar.  
Tel: +92-91-111-786-234, +92-91-5253901-3  
Fax: +92-91-5253964  
E-mail: [afi.pwr@alfalahinsurance.com](mailto:afi.pwr@alfalahinsurance.com)

## Multan Office:

10-A, 2nd Floor, Tehsil Chowk, Bosan Road,  
Multan.  
Phone # 061-6211446-8  
Fax # 061-6211449  
E-mail: [afi.mul@alfalahinsurance.com](mailto:afi.mul@alfalahinsurance.com)

## Gujranwala Office:

1st Floor, Al-Hameed Centre, Opp Govt.  
Iqbal High School, G.T. Road, Gujranwala.  
Tel: +92-55-3820863-5  
Fax: +92-55-3820867  
E-mail: [afi.guj@alfalahinsurance.com](mailto:afi.guj@alfalahinsurance.com)

## Sialkot Office:

1st Floor, City Tower,  
Shahab Pura Road, Sialkot.  
Tel: +92-52-3240907  
Fax: +92-52-3240908  
E-mail: [afi.skt@alfalahinsurance.com](mailto:afi.skt@alfalahinsurance.com)

## South Zone

### Karachi Office:

1st Floor, Finlay House,  
I.I. Chundrigar Road, Karachi.  
Tel: +92-21-111-786-234, 32463839-42  
Fax: +92-21-32463361  
E-mail: [afi.khi@alfalahinsurance.com](mailto:afi.khi@alfalahinsurance.com)

### Karachi Unit-1 Office:

1st Floor, Finlay House,  
I.I. Chundrigar Road, Karachi.  
Tel: +92-21-111-786-234, 32463839-42  
Fax: +92-21-32463361  
E-mail: [afi.ku1@alfalahinsurance.com](mailto:afi.ku1@alfalahinsurance.com)

### Hyderabad Office:

House No. 49, 2nd Floor,  
Dr. Line, Saddar Cantt, Hyderabad.  
Tel: +92-22-2780655  
Fax: +92-22-2780656  
E-mail: [afi.hyd@alfalahinsurance.com](mailto:afi.hyd@alfalahinsurance.com)



MOTOR



INDUSTRIAL



PROPERTY



CARGO



TEXTILE



TRAVEL



ENERGY



HEALTH



CROP