

A Review on Takaful Online System

Masyitah Abu¹, Izni Nadirah Najmuddin², Zulaikha Rabitah Zaidi²

¹(Fakulti Pengurusan dan Teknologi Maklumat, Jabatan Teknologi Maklumat)

²(Fakulti Pengurusan dan Teknologi Maklumat, Jabatan Pengurusan)

ABSTRACT : *Takaful Online System offers a wide selection of protection plans for every level and needs of people nowadays. Online services are available for variety products, including medical, auto, home, and employee benefits. Takaful is a form of Islamic insurance in which participants put money into a pool system to indemnify one another in the event of loss or harm. This research seeks to understand the varied usability, implementation, and adaption frequencies as well as barriers and enablers in the Takaful Online System sector, particularly in the workplace through the comparison of a few research publications with an online system that was put into place. Therefore, six Takaful Online System web site that have been implemented in Malaysia are typically introduced in the first section. The Takaful Online System platforms' detailed review is included in the second section. Whereas the third and fourth section compare online system develop previously in a tabular form and gives a graphical representation of people awareness on Takaful online system in Malaysia. The fifth section concludes the paper and discusses the future scope.*

KEYWORDS - *Islamic Insurance, Sales System, Takaful Online System*

I.INTRODUCTION

Takaful is an Arabic term derived from the root word *kafala*. It means joint guarantee. In the context of insurance, takaful is a Shariah compliant insurance. Takaful is a promise between members of a group whereby the members firstly agree to establish a mutual fund and donate money into the fund, and secondly to provide a joint guarantee or protection among themselves against defined loss and/or damage (Ismail, 2015). Consequently, if any member of the group suffers any of the defined loss and/or damage the member would receive compensation usually in the form of money or benefits drawn from the mutual fund.

In this pandemic era, Takaful is important aspect to be considered for life insurance. Therefore, to ease people to obtain Takaful, several online system had been developed. In Malaysia, there are several Takaful systems had been developed and some advantages of Takaful system is viewed. Therefore, the limitation from each system will be addressed in this paper.

II.LITERATURE REVIEW

This session explains the existing system in Malaysia that provide Takaful Online system. Here, we discuss some of the most promising Takaful Online System that had been provided by famous takaful operators in Malaysia:

1.1 Great Eastern



Figure 1.0 Great Eastern Takaful Logo

Great Eastern Takaful is one of Takaful operator in Malaysia that provide a range of Takaful solution since 2010. There are several plans had been provided by Great Eastern: Family Takaful, Health Protection, Future Goals, Wealth Accumulation and Online Takaful Plan. The Online Takaful Plan provide by Great Eastern consist of three categories: i-Great Murni 2.0, i-Great Medi Care and i-Great Critical (Eastern, 2022). The advantages and limitation of Great Eastern Takaful online system is summaries below:

Advantages

1. Multi language (Malay, English, Indonesian, Brunei, Myanmar, Chinese)
2. Have online Quotation
3. Video tutorial is provide for user

Limitation

1. Claim and complain are in offline form.

1.2 AIA



Figure 1.1 AIA Group Logo

AIA is an insurance company that cover on medical insurance, saving and investment, life insurance, accident protection and etc. This company had cover wide range of Takaful online system, the plan are AIA i-Med Basic, AIA i-Critical Illness Cover, AIA i-Starter Plan and AIA i-One Plan. There also had provide their insurance in Shopee and E-Wallet (AIA, 2022). The advantages and limitation of AIA Takaful online system is summaries below:

Advantages

1. Dual language (Malay and English)
2. Online quotation is provided.

Limitation

1. Claim and complain through offline form.

1.3 Prudential BSN Takaful (PruBSN)



Figure 1.2 Prudential BSN Takaful Logo

PruBSN is a company under Bank Simpanan Nasional (BSN) that offers various of Takaful family product, which included life and medical cover, saving and education. All the products are Shariah-compliant. As for online product offered, the plan covers for cancer and medical plan. (PruBSN,2022). The advantages of BSN Takaful can be summarised as below:

Advantages

1. Dual language (Malay and English)
2. Online chat with customer service
3. User manual for user on how purchase online is provided.

1.4 Etiqa Takaful



Figure 1.3 Etiqa Takaful Logo

Etiqa Takaful is a Takaful operator under Maybank Group. This Takaful operator offers a full range of life and general conventional insurance products, and family and general takaful plans. This include protection of motor, travel, home, personal accident, medical, savings, and investment insurance. (Maybank, 2022). The advantages of this Takaful operator is summarized as below:

Advantages

1. Online chat with customer service
2. Dual language (Malay and English)
3. User manual is provided.
4. Claim can execute using online form.
5. The Claim status can be check online.

1.5 Allianz



Figure 1.4 Allianz Malaysia Berhad Logo

Allianz products provide protection for life, health and savings, and home, motor, and travel. The protection offered ~~over~~ for life products is ~~for~~ medical and hospitalization, critical illness, personal accident, car and motorcycle and roadside assistance. An individual who is interested with the plan, have the access to contribute in the plan through online. (Allianz, 2022). The advantages and limitation of Allianz takaful are discussed below:

Advantages

1. Chat bot (Aida)
2. User manual is added to ease the user.

Limitation

1. Claim or complaint using offline form.

1.6 Zurich Takaful



Figure 1.5 Zurich Takaful Logo

Zurich Takaful offers a wide range of Insurance and Takaful solutions that covers conventional products of Life and General Insurance. Besides, policyholders be able to choose plan of protection that are based on Shariah-compliant products, through the Family and General Takaful. It also covers the protection needs of individuals and business owners through a broad spectrum of general insurance solutions spanning motor, travel, property, financial and personal lines, small to medium enterprises as well as large industries. The advantages and limitations of Zurich Takaful can be seen below:

Advantages

1. Can generate quotation online
2. Information more about it plan
3. Dual language (Malay and English)

Limitation

1. Complaint using offline form

III.METHODOLOGY

This paper explores online system that apply for Takaful product used in some of the remarkable research work from connected papers (ConnectedPapers,2022). The findings are based upon a random sample of eight research papers on Takaful Online System technology.

Each of these research papers are studied to determine how they found various Sales System for Takaful by implementing into online or web-based system.

The statistical analysis for this study was done using an electronic spreadsheet to observe the awareness of Malaysian people with Takaful Online System. The observation came as in Table 1 and Figure 1 below.

IV.RESULTS

This research strives to compare the efficiency of Takaful and Insurance online systems which were used in various research works across the globe. To conclude the research work, the additional technology included in the Takaful and Insurance Online Systems are reviewed to analyse which aspects are importance in Takaful technology. Besides, a questionnaire is distributed to identify the awareness on Takaful online systems in Malaysia.

Table 1: Summaries on Research Paper on Insurance Online System

Paper Title	Author	Technology	Summary
WISChain: An Online Insurance System based Blockchain and DengLu1 for Web Identity Security	(Yurong Guo, Xiangbin Xian, Zhenguo Yang, & Wenyin, 2018)	Security System	This paper focus on security system for Online Insurance System. They use WISChain method based on blockchain and DengLU1 to improve the website security. Smart contracts are automatically applied between insurers and policyholders to build trust between them. The advantage of their system are there secure the web identify of the end users and data in the insurance website.
Research on Information Security Technology of Online Insurance System Based on WEB	(Zhang Q. , 2018)	Security System	WEB-based online insurance system has become an inevitable choice to adapt to the development trend of the times. On the basis of establishing a system, it is necessary to manage the safe operation structure. The system ensures that the management level of insured information security technology can be optimized. This paper briefly analyzes the framework of the WEB-based online insurance system and discusses the security mode and system implementation.
Integrating ICT in Insurance Management: Design & Development of an Online Insurance System for E. Africa Insurance Company	(Mubaraka, Momanyi, & Jibia, 2013)	Management System	Insurance Company of East Africa has developed an E-insurance system. The majority of insurers are still building internet websites that are structured on a corporate orientation rather than customer needs. The data is stored in the insurance database and access to specific information for example claims is done through a secure web interface
A Traceable Online Insurance Claims System Based on Blockchain and Smart Contract Technology	(Chen, Deng, Traur, Li, & Wu, 2021)	Security System	In this paper, blockchain and smart contract technology is used to make the following contributions to the development of Internet insurance. The proposed scheme fulfills the following security requirements: mutual authentication of identities, non-repudiation between each of two roles, and other major blockchain-based security requirements.
Online Insurance Management System	(Devmane, Jagtap, Rane, Shrivastav, & Churi, 2018)	Management System	For a new generation of working professionals, online insurance is the bridge that connects the digital age and the challenges of adult life. Our research reveals that while there are significant variations in customer attitudes and behaviours around the globe, there are some underlying themes

A Review on Takaful Online System

			that are remarkably consistent. Listen to the voice of the customer.
A Fairness-Aware and Privacy-Preserving Online Insurance Application System	(Zhang, Bacchus, & Lin, 2016)	Security System	Privacy-preservation is a crucial issue in electronic health record systems. Users must provide their health information to insurance companies for their applications. In the proposed FAPP protocol, a user's health condition is encapsulated into a ciphertext. The company will be unable to access the plaintext without prior user permission. Additionally, the company is able to determine whether users have cheated when generating quotes. Furthermore, we propose a concept of privacy-preserving quote, which ensures that user health details cannot be derived from a generated quote. Security analysis demonstrates that the proposed FAPP protocol can achieve privacy-preservation and transparency.
The Effect of Trust on Policyholders' Purchase Intentions in an Online Insurance Platform	(Luo, Chen, Zhang, & Xu, 2019)	Security System	This study investigates the three dimensions of trust belief on policyholders' purchase intentions in a third-party online insurance platform. The theoretical contributions and practical implications are discussed based upon the findings. We collected 332 samples from the insurance platform Zuihuibao to examine the antecedent factors of trust.
IIIAS: An Intelligent Insurance Assessment System through Online Real-time Conversation Analysis	(Zhou, et al., 2021)	Management System	With the development of Chinese medical insurance industry, the amount of claim cases is growing rapidly. Insurance assessor's role is essential, but junior assessors are often lacking in practical experience. We propose an Intelligent Insurance Assessment System (IIAS) that helps assessors' cognitive workload.

Based on the previous paper, it shown that the development of Takaful Online Systems are more secured on security development to protect the customer data and management system to manage the form when user apply claim. Moreover, from previous paper search from Connectedpapers, it shown that the research on Malaysian Takaful Online System is limited. Therefore, a question on Takaful Online System awareness in Malaysia is distributed. Figure 1.6 shows the pie chart of Malaysia citizen who aware about Takaful Online System.

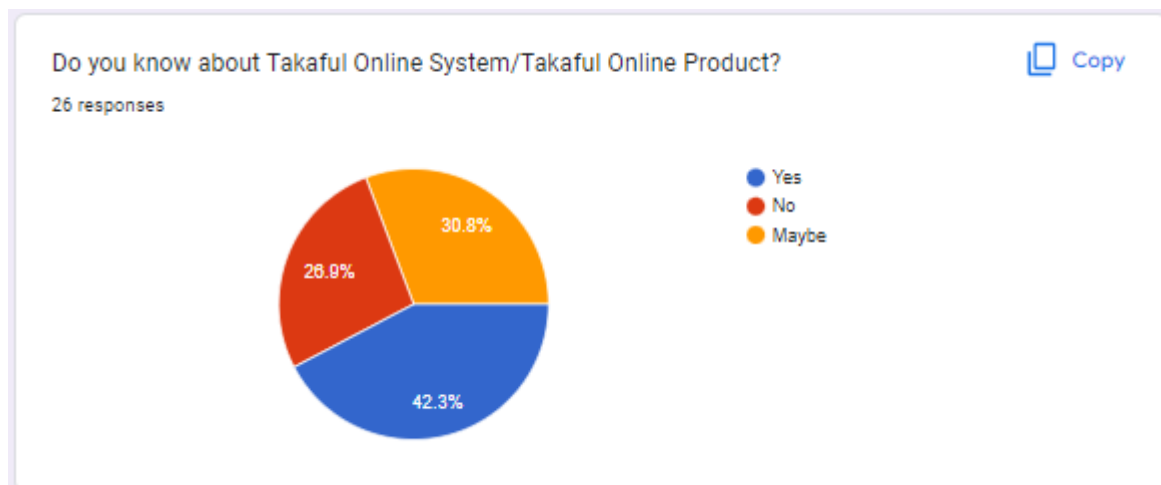


Figure 1.6 : Awareness on Takaful Online System in Malaysia

According to the result, it can be concluded that majority of Malaysians do aware with Takaful Online System that been offered by Takaful Operator to ease community to apply and access in Takaful products.

V. CONCLUSION

In the pandemic era, Takaful is important to protect financial safety net in the event of unexpected happens. Therefore, to ease the user to get insurance or Takaful, online system for Takaful should be introduced to the public widely. There are several Takaful Online System had been developed to promote the importance of Takaful. Each website has their own advantages to ease the user to get more information on Takaful, which then ease them to participate in the plans. Besides, there are some research had been done to improve the performance of the Takaful Online System. This research studied more on security and management system for Takaful. Lastly, questionnaire on awareness of Takaful online system is distributed and about 57.7% from Malaysia citizens still unaware on Takaful or Insurance online system. For future, the reason of Takaful online system is not fully utilized by Malaysian can be studied to improve the Takaful Online System in Malaysia.

REFERENCES

- [1] Ismail, A. (2015). *Takaful 1st Edition*. The Malaysian Insurance Institute
- [2] Eastern, G. (2022). Great Eastern Takaful. Retrieved from <https://www.greateastertakaful.com/en/index.html>
- [3] AIA, P. T. (2022). *AIA*. Retrieved from <https://www.aia.com.my/en/our-products.html>
- [4] PruBSN. (2022). *Prudential BSN Takaful*. Retrieved from https://www.prubsn.com.my/ms/contact-us-prubsn/?gclid=CjwKCAjwq5-WBhB7EiwAl-HEk0zb4CVA8bVYfa9uOMXtLzMsp0111zaCjXQH3BbewdQRDpYMwRcQPhoCaZ8QAvD_BwE
- [5] Maybank, E. (2022). *Etiqa Takaful*. Retrieved from <https://www.etiqa.com.my/>
- [6] Allianz. (2022). *Allianz Takaful Malaysia*. Retrieved from https://www.allianz.com.my/personal/life-health-and-savings/medical-and-hospitalisation/healthinsured.html?gclid=CjwKCAjwq5-WBhB7EiwAl-HEksRVNd-4AapM_ddVBm94KSKegMuu_2lzDxsMRVsL6QIONU_S76v60RoCEEgQAvD_BwE
- [7] Zurich. (2022). *Zurich Takaful*. Retrieved from <https://www.zurich.com.my>
- [8] ConnectedPapers. (2022). *Connected Papers*. Retrieved from <https://www.connectedpapers.com/>
- [9] Yurong Guo, Z. Q., Xiangbin Xian, H. W., Zhenguo Yang, J. Z., & Wenyin, L. (2018). WISChain: An Online Insurance System based on Blockchain and DengLu1 for Web Identity Security. In 242-243 (Ed.), *Proceedings of 2018 1st IEEE International Conference on Hot Information-Centric Networking (HotICN 2018)*. Shenzhen, China: IEEE. doi:10.1109/HOTICN.2018.8606011
- [10] Zhang, Q. (2018). Research on Information Security Technology of Online. *Journal of Electronic Research and Application*. doi:10.26689/jera.v2i4.506
- [11] Mubaraka, C. M., Momanyi, W. K., & Jibia, M. S. (2013). Integrating ICT in Insurance Management: Design & Development of an Online Insurance System for E. Africa Insurance Company. *Journal of Information Engineering and Applications*, 3(5), 10-20. Retrieved from <https://scholar.google.com/scholar?q=Integrating%20ICT%20in%20Insurance%20Management%3A%20Design%20%26%20Development%20of%20an%20Online%20Insurance%20System%20for%20E.%20Africa%20Insurance%20Company>
- [12] Chen, C.-L., Deng, Y.-Y., Traur, W.-J., Li, C.-T., & Wu, C.-C. L.-M. (2021). A Traceable Online Insurance Claims System Based on Blockchain and Smart Contract Technology. *MDPI sustainability*. doi:<https://doi.org/10.3390/su13169386>
- [13] Devmane, P. M., Jagtap, S., Rane, D., Shrivastav, A. K., & Churi, J. (2018). Online Insurance Management System. *International Journal of Engineering Research & Technology (IJERT)*. Retrieved from <https://www.ijert.org/research/online-insurance-management-system-IJERTCONV2IS04042.pdf>
- [14] Zhang, A., Bacchus, A., & Lin, X. (2016). A Fairness-Aware and Privacy-Preserving Online Insurance Application System. *2016 IEEE Global Communications Conference (GLOBECOM)*. doi:10.1109/GLOCOM.2016.7841495
- [15] Luo, C., Chen, Q., Zhang, Y., & Xu, Y. (2019). The Effects of Trust on Policyholders' Purchase Intentions in an Online Insurance Platform. doi:10.1080/1540496X.2019.1695122

- [16] Zhou, M., Peng, S., Yang, M., Li, N., Wang, H., Qiao, L., . . . Liu, L. (2021). IIAS: An Intelligent Insurance Assessment System through Online Real-time Conversation Analysis. *International Joint Conferences on Artificial Intelligence Organization*, 5036-5039. doi:<https://doi.org/10.24963/ijcai.2021/721>
- [17] Zhilkina, A. N., & Orusbiev, M.-H. R. (2021). Development of Takaful in the Russian insurance system. *Publishing House Finance and Credit*.