



*Viviana Chin (right), named as Keppel Insurance's Top Agent of the Year for 1999*

With two agents qualifying for the MDRT out of every 10 in Keppel Insurance, this figure is one of the highest in the industry in Singapore.

Keppelite caught up with two top-performing agents at Keppel Insurance to learn the secrets of their success.

Viviana Chin, named as Top Agent of the Year for 1999, reveals perseverance to be one of her success secrets.

"Unless customers categorically refuse, I make it a point to update them with new

products and developments about the Company. In doing so, I will be on top of their minds when they realise the investment potential of our products."

Winning the award meant a lot to Viviana, as 1999 was her last year as an Insurance Agent. This year, she has moved up to become a Unit Manager, tasked to recruit and oversee other agents starting out in the insurance business.

Being an Insurance Agent has not always been gratifying for Viviana, and she shared that she almost quit during the early days of her career.

"My mentor believed in me and my customers motivated me. I'm grateful to them for helping me achieve my dreams."