

Reference Letter for Mr Han van Loon

To whom it may concern,

We, Sharon Tan and Nim Yew Wei, the Manager of the Customer Care Department and Executive Manager for Solution Architect respectively at Zurich Insurance Company Malaysia, are writing this letter to put forward recommendations for Mr. Han van Loon. He has been the Scrum Trainer for our first Scrum project in Zurich Malaysia: MyPolicy@Zurich.

Scrum is an AGILE Framework for completing complex projects. Scrum originally was formalized for software development projects, but it works well for any complex, innovative scope of work. The possibilities are endless. The Scrum framework appears deceptively simple but requires care to do well and achieve great benefits for the organization.

Han was invited to Zurich Malaysia from the period 10th Aug 2015 – 4th Sept 2015 for our 1st Scrum project. The project was a revamp of our online portal for Zurich policyholders. Policyholders are now able to access their policy 24/7, self-manage the funds and made payments online. He conducted the Scrum training and coaching sessions in the company. He successfully trained 22 people to be Scrum Masters and 14 to be Scrum Product Owners during his stay in Malaysia.

I myself and Nim as the 1st persons learning the Scrum Product Owner and Scrum Master roles benefited a lot throughout his stay in the company. The project was meant to be a 3 months project; however, with the help of Han, we managed to complete the project ahead of schedule and launched the online portal successfully. Han created an enjoyable and fun working environment during the project. We all have such a pleasure working with him and with his guidance; we completed the project in a 2 months period. We strongly recommend his name for his agility and ability to help the team to meet challenging tasks well ahead the timeline.

With the highly successful launch of MyPolicy@Zurich in the month of November 2015, the numbers of policyholders were increased by 34% comparing to November 2014. New user registration increased by 80%. With Han's constant guidance during the project, the Team was awarded several recognitions. Our first award was awarded by CEO Malaysia for 'Keeping It Simple' Award. This is in line with the company direction of making things simple and agile. Besides, the Team was also awarded as 'Outstanding Change Manager' in Asia Pacific APAC Projects Professional Workshop. Last but not least, both myself and Nim were awarded with the 'Zurich Product Owner certificate of competence' and 'Zurich Scrum Master certificate of competence' by the Zurich Insurance global Chief Operations and Technology Officer, Group Operations and Technology.

To conclude, we highly and sincerely recommend Han van Loon for any employment. He is a good coach and team leader and would definitely prove to be an asset to your organization. If you have any further questions regarding Han's ability or this recommendation, please do not hesitate to contact us. I my goodself Sharon Tan on my mobile +60 016-9711077 and Nim Yew Wei on +60 016-909 5655.

Yours sincerely



Sharon Tan
Manager of the Customer Care Department



Nim Yew Wei
Executive Manager for Solution Architect