

Date : 25 March 2020

Subject : **Latest Update On MII Operations Following Movement Control Order**

Following the announcement made by the Prime Minister of Malaysia on 25 March 2020 regarding the extension of the nationwide novel coronavirus (COVID-19) Movement Control Order, The Malaysian Insurance Institute (MII) will be closed from **18 March 2020** to **14 April 2020**. This includes the MII City Centre (Wisma FGV) and all other MII examination centres in East Malaysia and West Malaysia.

MII's Commitment To Our Community Of Students And Participants As We Navigate Through The Coronavirus (COVID-19) Outbreak

Examinations and programmes scheduled to be held within the movement control order period will be deferred to a later date and release of results will be deferred to April 2020 onwards. Examination candidates and programme participants who have registered will be notified of the postponement and rescheduling arrangements via phone call and email from our team between 17 March 2020 to 31 March 2020. The main communication channel to receive updates will be via email and our [website](#). We will allow for maximum flexibility as well as waive cancellation fees arising from the dynamic coronavirus (COVID-19) situation.

All MII examination centres and our office are expected to reopen on **Wednesday, 15 April 2020**. The guidance and information above may change at short notice and any changes will be communicated at the earliest opportunity as MII has a dedicated working group who are monitoring the situation on an on-going basis. As there may also be changes to scheduled examinations and programmes for the months of April and May, kindly visit our [website](#) for latest updates.

Examinations and programmes that are impacted by the government order include:

Licensing Examinations

- Pre-Contract Examination for Insurance Agents (PCEIA)
- Certificate Examination in Investment-Linked Life Insurance (CEILLI)
- Pre-Contract for Life Insurance Agents Examination and Investment-Linked Life Insurance (PCIL)

Professional Qualification Programmes

- Certificate of The Malaysian Insurance Institute (CMII)
- The Associateship of The Malaysian Insurance Institute Level 1 (AMII Level 1)
- The Associateship of The Malaysian Insurance Institute Level 1 (AMII Level 2)

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Examinations and programmes that are impacted by the government order include (cont'd):

Professional Certification Programmes

- Professional Certificate in General Insurance Underwriting (PCGIU)
- Professional Certification In General Insurance For Business Development Executive (PCGIB)
- Professional Certificate in General Insurance (PCGI)
- Basic Certificate Course in Insurance and Takaful Broking (BCCITB)

Providing safe and clean environments for our students, participants, members, visitors and colleagues is always a top priority for MII – even more so today. To know more about the steps we are taking, please click [here](#).

During this period, we at MII, would like to assure you that (although our offices will be closed), our team will remain at your service (in as much as we can) in providing the necessary clarity and assistance. For enquiries or assistance, please drop us a mail at customercare@mii.org.my or call us at +603 2712 8882 (8.30 a.m to 5.30 p.m. Monday to Friday).

MII will continue to closely monitor the situation to ensure that the well-being of our community of students, participants, members and staff is safeguarded. We are committed to supporting you during this time of uncertainty. We thank you for your patience and understanding as we work through these challenging times.

Until there are further updates from the relevant authorities, we would urge everyone to follow the Ministry of Health's advice and adopt measures to protect yourself and the community.

On behalf of the MII Team, we are here for you.

Best wishes.

For The Malaysian Insurance Institute

Shalini Pavithran
Chief Executive Officer