

7 July 2022

**Chief Executive Officer / Principal Officer / General Manager /  
Training Head of Insurance Companies, Brokers, Loss Adjusters and Associations**

**Dear Industry Leaders**

**DISCIPLINARY ACTIONS FOR MISCONDUCT IN AN EXAMINATION  
ADMINISTERED BY THE MALAYSIAN INSURANCE INSTITUTE (MII)**

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Taking of the MII examinations is part of the journey towards becoming an insurance professional and we thus expect candidates to act in a professional manner when taking their examinations. Therefore, fair administration of examinations and enforcement of the highest standards of conduct is important. MII has a responsibility to maintain these standards in support of the profession and for the majority of candidates whose conduct is of the highest caliber. It is extremely important that no candidate have an unfair advantage over another, and that no candidate give or receive assistance of any kind during an examination.

However, in recent years we have noted an increasing trend of misconduct in examinations administered by MII. In view of this, a review of disciplinary actions for misconduct in MII examinations was undertaken which included benchmarking against local and international institutes. Following the review, the disciplinary actions for misconduct in any examination administered by MII have been updated as detailed in Appendix A and take effect from **1<sup>st</sup> August 2022**.

Please note that the exam regulations and disciplinary actions for misconduct in any examination administered by MII apply to candidates sitting for Centre and Remotely-Invigilated exams. Candidates are required to adhere at all times to [MII's Examinations Rules and Regulations](#).

MII will follow up on any evidence that a candidate has cheated or failed to follow the Examinations Rules and Regulations or the Examinations Guidelines for candidates either in letter or spirit. Any irregularity or suspected infraction will be investigated. If we determine an infraction has occurred, appropriate discipline will be imposed. The following information outlines the disciplinary actions related to MII examinations.

We seek your kind assistance to disseminate this information to all relevant personnel and agency force. For any questions regarding the information provided in this document, please contact the following Assessment team members:

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Thank you for your continued support in ensuring highest professional standards are maintained in the insurance industry.

Yours Sincerely  
For The Malaysian Insurance Institute



**Shalini Pavithran**  
Chief Executive Officer

**APPENDIX A – DISCIPLINARY ACTIONS FOR MISCONDUCT IN AN EXAMINATION  
ADMINISTERED BY THE MALAYSIAN INSURANCE INSTITUTE (MII)**

No.	Nature of Breach	Licensing Examinations (e.g. PCEIA / CEILLI / PCIL / BAMC / BCCILA / BCCITB, etc )	Professional Qualifications and Certification Examinations (e.g. CMII, AMII L1, AMII L2, PCGIU, PCGIA, PCGI, etc)
1.	Candidate / student caught  a) Impersonating b) being impersonated; and /or c) cross impersonation	a) Results will be invalidated.  b) Candidate will be <b>permanently barred</b> from taking MII Agents' examinations, whether the candidate admits to the offence or not.  c) Barred for life for both parties i.e. candidate and impersonator.  <i>Note: If the impersonator is a current agent, he/she will be terminated.</i>	a) Results will be invalidated.  b) Student will be <b>permanently barred</b> from taking <b>ALL</b> MII examinations, whether the candidate admits to the offence or not.  c) Permanently barred for both parties i.e. student and impersonator.  d) If the impersonator is a current MII student, same penalty will be imposed.
2.	Forgery of documents  a) <b>At the point of Registration</b> - Submit forged SPM / Academic qualification certificate / Identity Card	a) If proven that candidate submitted forged certificate, candidate will be <b>permanently barred</b> from taking MII Agent's examination and examination fee will not be refunded.  b) If candidate is suspected of submitting forged certificate, the candidate is required to provide other certificates within 30 days, otherwise the candidate will be <b>barred</b> from taking MII examinations for a <b>maximum 5 years</b> from registered examination date and examination fee will not be refunded.	a) If student is suspected of submitting forged certificate, the student will be <b>barred</b> from enrolling in MII professional programmes and examinations for <b>5 years</b> . No paid fee will be refunded.  b) Consideration will be given, and bar may be lifted earlier than 5 years if the student provides other supporting documents or certificate to meet the entry requirement.

No.	Nature of Breach	Licensing Examinations (e.g. PCEIA / CEILLI / PCIL / BAMC / BCCILA / BCCITB, etc )	Professional Qualifications and Certification Examinations (e.g. CMII, AMII L1, AMII L2, PCGIU, PCGIA, PCGI, etc)
2	<p>Forgery of documents</p> <p>b) <b>After the Examination</b> - candidate / student is found to have submitted forged examination result/s and/or certificate/s.</p>	<p>a) Results and/or Certificate will be invalidated.</p> <p>b) Candidate will be <b>permanently barred</b> from taking MII Agents' examinations, regardless of if candidate admits to the offence or not.</p>	<p>a) Results and/or Certificate will be invalidated.</p> <p>b) Student will be <b>permanently barred</b> from taking MII examinations, regardless of if candidate admits to the offence or not.</p> <p>c) If proven candidate submitted forged certificate or result, student will be <b>permanently barred</b> from enrolling for MII professional programmes and MII examination. No paid fee will be refunded.</p>
3	<p>Candidate / student caught cheating during examination session such as; by</p> <p>a) using written notes;  b) copying another candidate's answer;  c) communicating with other candidate/person;  d) using mobile phone;  e) via a dual screen sharing monitor or by other prohibited means.</p>	<p>a) Student will be removed from the examination.</p> <p>b) Results will be invalidated.</p> <p>c) Candidate will <b>be barred</b> from taking MII examinations for a <b>maximum 5 years</b> from the examination date.</p> <p>d) MII reserves the right to notify relevant regulatory body / Association(s) / Company for any disciplinary action taken.</p>	<p>a) Student will be removed from the examination.</p> <p>b) Results will be invalidated.</p> <p>c) Student will <b>be barred for 1 year from</b></p> <ul style="list-style-type: none"> <li>i. enrolling in any MII professional programmes</li> <li>ii. taking any MII examinations</li> <li>iii. Applying for any MII exemptions or Recognition of Prior Learning (RPL)</li> </ul> <p>d) MII reserves the right to notify relevant regulatory body / Association(s) / Company for any disciplinary action taken.</p>

No.	Nature of Breach	Licensing Examinations (e.g. PCEIA / CEILLI / PCIL / BAMC / BCCILA / BCCITB, etc )	Professional Qualifications and Certification Examinations (e.g. CMII, AMII L1, AMII L2, PCGIU, PCGIA, PCGI, etc)
4	<p>Candidate caught writing or copying examination questions:</p> <p>a) on a piece of tissue/paper;  b) on electronic devices (via mobile phone, tablet / print screen);  c) on examination entry permit;  d) via a dual screen sharing monitor or by other prohibited means.</p>	<p>a) Student will be removed from the examination.  b) Results will be invalidated.  c) Candidate will <b>be barred</b> from taking MII examinations for a <b>maximum 5 years</b> from the examination date.  d) MII reserves the right to notify relevant regulatory body / Association(s) / Company for any disciplinary action taken.</p>	<p>a) Student will be removed from the examination.  b) Results will be invalidated.  c) Student will <b>be barred for 1 year from</b>  i. enrolling in any MII professional programmes;  ii. taking any MII examinations;  iii. Applying for any MII exemptions or RPL.  d) MII reserves the right to notify relevant regulatory body / Association(s) / Company for any disciplinary action taken.</p>
5	<p>Communicating via any form of communication (verbal / non-verbal) including electronic devices, smart phones, tablet or by other prohibited means</p>	<p>a) Results will be invalidated.  b) Candidate will <b>be barred</b> from taking MII examinations for a <b>maximum 6 months</b> from the examination date.</p>	<p>a) Results will be invalidated.  b) Student will <b>be barred</b> from taking MII professional examinations for a <b>maximum 6 months</b> from the examination date</p>
6	<p>Repeated Misconduct</p>	<p>a) If the same candidate is caught from any of the following breaches, the penalty will be <b>extended to the Agency Leader</b> where the Agency Leader will be barred from registering candidate to sit PCEIA, CEILLI or PCIL for a period of 90 days (for candidates that are barred and recruited by the agency leader).</p>	<p>a) If caught for <b>2<sup>nd</sup> cheating offence</b>, the student will be permanently barred and expelled from the programme.</p>

No.	Nature of Breach	Licensing Examinations (e.g. PCEIA / CEILLI / PCIL / BAMC / BCCILA / BCCITB, etc )	Professional Qualifications and Certification Examinations (e.g. CMII, AMII L1, AMII L2, PCGIU, PCGIA, PCGI, etc)
<b>On the Exam Day</b>			
1	Candidate / student produces photocopy of Identity Card or birth certificate.	a) Candidate will <b>not be allowed</b> to enter the examination hall/room/lab/virtual exam space.  a) Candidate is allowed to re-register with a fee for the examination. Original Identification document to be produced on exam day.	a) Student will <b>not be allowed</b> to enter the examination hall/room/lab/virtual exam space.  b) Student is allowed to re-register with a fee for the next examination session. Original Identification document to be produced on exam day.
2	Candidate / student does not bring Identity Card (IC) but produces driving licence or police report  a) <b>Driving license</b> - Only a valid driving licence with photograph will be considered.  b) <b>Police report</b> - Only police report issued not more than 2 weeks (14 days) before the date of examination will be accepted	a) Candidate is allowed to sit for examination  b) Result will be released if: Candidate brings his/her original IC to MII's office or MII Exam Centre (outstation centre) for verification using biometric device.  c) Result will be invalidated if the candidate fails to turn up with the original IC for verification by the deadline set.  d) However, the candidate may re-register for the examination with fee for the next examination session.	a) Student is allowed to sit for examination  b) Result will be released if: Student brings his/her original IC to MII's office or MII Exam Centre (outstation centre) for verification using biometric device.  c) Result will be invalidated if the student fails to turn up with the original IC for verification by the deadline set.  d) However, the student may re-register for the examination with fee for the next examination session.

3	<b>For Virtual Examination candidate</b>	<ul style="list-style-type: none"> <li>a) Candidate will <b><u>not be allowed</u></b> to enter the virtual examination space.</li> <li>b) Candidate is allowed to re-register with a fee for the examination.</li> </ul>	<ul style="list-style-type: none"> <li>a) Student will <b><u>not be allowed</u></b> to enter the virtual examination space.</li> <li>b) Student is allowed to re-register with a fee for the examination.</li> </ul>
	<ul style="list-style-type: none"> <li>b) Candidate / student logs out from proctoring system (irrespective of reason).</li> </ul>	<ul style="list-style-type: none"> <li>a) Candidate is required to re-login immediately (3 to 5 minutes).</li> <li>b) Candidate to call the Invigilator on duty to notify on the issue faced.</li> <li>c) If Candidate fails to login after 5 minutes of logging out from the proctoring system, the candidate will be disqualified.</li> <li>d) However, candidate is allowed to re-register with a fee and for Centre Based Exam mode only.</li> </ul>	<ul style="list-style-type: none"> <li>a) Student is required to re-login immediately (within 5 minutes).</li> <li>b) Student to call the Invigilator on duty to notify on the issue faced.</li> <li>c) If student fails to login after 5 minutes of logging out of the proctoring system, the candidate will be disqualified.</li> <li>d) However, student is allowed to re-register with a fee and for Centre Based Exam mode only.</li> </ul>
4	<b>For Virtual and Centre Based Examination candidate</b>	<ul style="list-style-type: none"> <li>a) Candidate will be given up to 3 warnings and will be disqualified on the 3<sup>rd</sup> warning.</li> <li>b) Candidate is allowed to re-register with a fee for the examination</li> </ul>	<ul style="list-style-type: none"> <li>a) Student will be given up to 3 warnings and will be disqualified on the 3<sup>rd</sup> warning.</li> <li>b) Student is allowed to re-register with a fee for the examination.</li> </ul>
	<ul style="list-style-type: none"> <li>a) Candidate / student tries to open other application(s) or allows an unauthorised person to enter the examination space during examination.</li> </ul>		

4	<p><b>For Paper &amp; Pencil and Centre Based Exam candidate / student only</b></p> <p>a) Candidate / student turns up AFTER 30 minutes from examination scheduled start time (irrespective of reason).</p> <p>b) Candidate / student present for the examination in a centre different from the one registered for.</p>	<p>a) Candidate will <b><u>not be allowed</u></b> to enter the examination hall/room/lab.</p> <p>b) Candidate is allowed to re-register with a fee for the examination.</p>	<p>a) Student will <b><u>not be allowed</u></b> to enter the examination hall/room/lab.</p> <p>b) Student is allowed to re-register with a fee for the next examination session.</p>
	<p>c) Student does not bring Examination Entry Permit</p>	<p>a) Student will <b><u>not be allowed</u></b> to enter the examination hall/room/lab.</p> <p>Note :</p> <ul style="list-style-type: none"> <li>▪ MII may grant exemption on case-to-case basis if identity can be verified.</li> <li>▪ However, candidate is allowed to re-register with a fee for the next examination session.</li> </ul>	<p>a) Student will <b><u>not be allowed</u></b> to enter the examination hall/room/lab.</p> <p>Note :</p> <ul style="list-style-type: none"> <li>▪ MII may grant exemption on case-to-case basis if identity can be verified.</li> <li>▪ However, student is allowed to re-register with a fee for the next examination session.</li> </ul>
5	<p><b>For Paper &amp; Pencil Exam (PPE) candidate only</b></p> <p>a) Candidate / student removes the examination question paper from the examination hall.</p>	<p>a) If candidate can be traced:</p> <ol style="list-style-type: none"> <li>i. Candidate will be requested to return the question paper immediately to MII;</li> <li>ii. Results will be released upon return of question paper.</li> </ol> <p>b) If candidate can be traced but fails to return the question paper:</p> <ol style="list-style-type: none"> <li>i. Results will be invalidated;</li> <li>ii. Candidate will be barred from taking the particular MII examination for 6 months from the examination date.</li> </ol>	<p>a) If Student can be traced:</p> <ol style="list-style-type: none"> <li>i. Student will be requested to return the question paper immediately to MII;</li> <li>ii. Results will be released upon return of question paper.</li> </ol> <p>b) If Student e can be traced but fails to return the question paper:</p> <ol style="list-style-type: none"> <li>i. Results will be invalidated;</li> <li>ii. Student will be barred from taking the particular MII examination for 6 months from the examination date.</li> </ol>

	<p>b) Candidate / student writes his / her Candidate Exam Number (CEN) wrongly on the Attendance Form B and on the Objective Answer Sheet</p>	<p>a) If it is a genuine mistake:  i. Candidate must provide a written explanation.  ii. Results will be released if it is proven to be a genuine mistake.</p> <p>b) If it is the result of cross impersonation:  i. Both candidates must provide a written explanation;  ii. Results of both candidates will be invalidated if it is proven to be a case of cross impersonation;  iii. Both candidates will be barred permanently from the particular examination.</p>	<p>c) If it is a genuine mistake:  i. Student must provide a written explanation.  ii. Results will be released if it is proven to be a genuine mistake.</p> <p>d) If it is the result of cross impersonation:  i. Both Student must provide a written explanation;  ii. Results of both students will be invalidated if it is proven to be a case of cross impersonation;  iii. Both student will be barred permanently from the particular examination.</p>
	<p>c) During the examination, candidate produces IC with a different IC number from the IC number indicated in the registration form.</p>	<p>a) Student will <b><u>not be allowed</u></b> to enter the examination hall/room/lab.</p> <p>b) However, student is allowed to re-register with a fee for the new examination.</p>	<p>a) Student will <b><u>not be allowed</u></b> to enter the examination hall/room/lab.</p> <p>b) However, student is allowed to re-register with a fee for the new examination.</p>

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Assessment & Education Department  
The Malaysian Insurance Institute