

Dear MII valued members and customers,

**Subject: Customer Satisfaction Survey**

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Please be informed that The Malaysian Insurance Institute ("MII") is conducting a **Customer Satisfaction Survey** from 3<sup>rd</sup> December 2021 to 31<sup>st</sup> December 2021. To ensure the integrity of this survey, we have commissioned Metrix Research ("Metrix") to carry out this exercise.

As MII strives to improve its products and provide effective support to the industry, we are committed to measure progress against our Vision, Mission and Critical Success Factors. The results of this survey provide valuable information about the effectiveness of MII's work and form the basis for action points to shape the future of MII's work.

Metrix will contact customers directly for feedback and the selection of our customers for this survey is done randomly by Metrix.

Please be assured that all responses will be treated in the strictest confidence. Should you have any queries pertaining to this survey, kindly contact our customer service representatives at [customercare@mii.org.my](mailto:customercare@mii.org.my) and +603 2712 8882.

We thank you for your continuous support of MII.

Sincerely,



**Shalini Pavithran**  
Chief Executive Officer