

# MII e-Learning Modules - FAQs

This FAQs document are divided into **TWO (2) main section**, namely, **Product Inquiries** and **Technical Issues** for easy reference.

## A. Products inquiries

e-RFP Module 1 and 2 (Individual and Bulk)		
No.	Questions	Answers
1	What format is this e-Learning? Can I download the learning materials?	<p>Our e-Learning module is called Online Learning Content (OLC), in the form of multimedia slides.</p> <p>It is not downloadable and require internet connection to access the learning materials.</p> <p>Herewith is a demo link: <a href="#">e-RFP</a></p>
2	What are the types of subscriptions available for OLC?	<p>There are <b>TWO (2)</b> types of subscriptions for OLC, which are <b>Individual</b> and <b>Bulk</b> subscriptions.</p> <p><b>Individual</b> subscription is for individuals who register and subscribe/pay for the e-RFP OLC by themselves (not via company PIC).</p> <p><b>Bulk</b> subscription is for a company Person-in-charged (PIC) who registers their company staff/agents on behalf of the staff/agents. The minimum requirement on the number of pax per subscription is 20 pax per subscription.</p>
3	How much does it cost for Individual subscription?	<b>RM 120 / USD 35</b> (inclusive of 6% SST)
4	How do I register for Individual subscription?	<p>Steps to subscribe e-RFP Module 1 &amp; 2:</p> <ol style="list-style-type: none"> <li>1. Advice candidate to log in to ILMS.</li> <li>2. Click "<b>e-Learning</b>" (at left top of the page)</li> <li>3. Click <b>Subscribe e-Learning</b>, choose category, "<b>e-BSC &amp; e-RFP Module</b>".</li> <li>4. Scroll down and choose the module.</li> <li>5. Then, click <b>Subscribe Now</b>.</li> </ol> <p>Refer to this manual:  <a href="#">e-RFP Subscription Manual (PDF)</a></p> <p><b>Important Note:</b>            Customer <b>CANNOT</b> conduct subscription in iLMS by using iPad / Tablet / Handphone.</p>

5	How much does it cost for Bulk subscription?	<b>RM 100</b> (inclusive of 6% SST) / per pax, with minimum <b>20 pax</b> per subscription.
6	How do I register for Bulk subscription?	Bulk subscription is only valid for PIC from Insurance Companies. To do the registration, you may refer to this manual: <a href="#">e-RFP Bulk Subscription Manual (PDF)</a>  <b>Important Note:</b> Customer <b>CANNOT</b> conduct subscription in iLMS by using iPad / Tablet / Handphone.
7	As for PIC, how long is the period to assign the module to candidate?	PIC will have <b>30 days</b> validity period to assign the module to candidates.
8	Are the subscription fees inclusive of MFPC Copyright Fee?	Yes, the fees are inclusive of <b>RM 50 MFPC Copyright Fee</b> per subscription for both Individual and Bulk Subscription.
9	How long is the validity period for user to access the module?	<b>1. Individual subscription – 90 days</b>  <b>2. Bulk subscription – 90 days</b>
10	AFTER the validity period expires, if I still fail to pass the online test, is the MFPC Copyright Fee refundable?	Yes, MII will reimburse the copyright fee.  Illustration of refund process is as per the following:  <b>1. Individual subscription</b>  i. iLMS to notify candidate (unpassed) via email. ii. Candidate to update bank details in iLMS. iii. MII to proceed with refund process. iv. Refund will be paid to candidate individually.  <b>2. Bulk subscription</b>  i. MII will processing refund of copyright fee for unpassed candidate and unutilised token. ii. Refund will be paid to company.
11	What language is available for this module?	<b>English</b>
12	How many online test attempts can I make?	<b>Unlimited attempt</b> within the validity period.
13	Is there a timer during the Online Test?	<b>No timer.</b> It is advisable to complete as soon as you can to avoid any issues such as line abruptly disconnected.
14	What is the passing mark?	The passing mark is <b>50%</b> .

15	How can I retrieve my CPD hours record?	<p>If in iLMS, refer the following STEPS:</p> <ol style="list-style-type: none"> <li>1. Click the <b>“e-Learning”</b> button at the iLMS homepage,</li> <li>2. Click <b>“My e-Learning”</b>, then <b>“CPD Modules”</b>.</li> </ol> <p>If via other system or company, please check with PIC from the respective company on how to retrieve the CPD hours record.</p>
16	What should I do if I want to view or print my result?	<p>To view/print your /e-CPD Letter:</p> <ol style="list-style-type: none"> <li>1. Click the <b>“e-Learning”</b> button at the iLMS homepage,</li> <li>2. Click <b>“My e-Learning”</b>, then <b>“CPD Modules”</b> and followed by clicking <b>“magnifying glass icon”</b> to view/print the e-CPD Letter.</li> </ol>
17	How should I know whether I should subscribe to e-RFP?	<p>Usually, principle company or agency would advise you when to complete the modules.</p>
18	How to update my CPD Hour?	<p>For CPD updates, MII will send monthly report to the following companies:</p> <ol style="list-style-type: none"> <li>1. AIA Berhad</li> <li>2. Prudential Assurance Malaysia Berhad</li> <li>3. Allianz Life Insurance Malaysia Berhad</li> <li>4. AXA Affin Life Insurance Berhad</li> <li>5. Ammetlife Insurance Berhad</li> <li>6. Gibraltar BSN Life Berhad</li> <li>7. Great Eastern Life Assurance (Malaysia) Berhad</li> <li>8. Hong Leong Assurance Berhad</li> <li>9. Zurich Insurance Malaysia Berhad</li> <li>10. Tokio Marine Life Insurance</li> <li>11. Sun Life Insurance Berhad</li> </ol> <p>If you are not from the above companies, you can submit the e-CPD Letter directly to your agency/principle (whenever applicable) as proof of completion.</p>

**LIAM BSC – Client Building Sustainable Result (Individual and Bulk)**

No.	Questions	Answer
1	What format is this e-Learning? Can I download the learning materials?	<p>Our e-Learning module is called Online Learning Content (OLC), in the form of multimedia slides.</p> <p>It is not downloadable and require internet connection to access the learning materials.</p> <p>Herewith is a demo link: <a href="#">LIAM BSC</a></p>
2	How many types of offering for this OLC?	There are <b>TWO (2)</b> types of offering under this OLC which are <b>Individual</b> and <b>Bulk</b> .
3	How much does it cost for Individual subscription?	<b>RM 5.30</b> (inclusive of 6% SST)
4	How do I register for Individual subscription?	<p>Steps to subscribe LIAM BSC:</p> <ol style="list-style-type: none"> <li>1. Advice candidate to log in to ILMS.</li> <li>2. Click “<b>e-Learning</b>” (at left top of the page)</li> <li>3. Click <b>Subscribe e-Learning</b>, choose category, “<b>e-BSC &amp; e-RFP Module</b>”.</li> <li>4. Scroll down and choose the module.</li> <li>5. Then, click <b>Subscribe Now</b>.</li> </ol> <p><b>OR</b></p> <p>Refer to this manual:  <a href="#">LIAM BSC Subscription Manual (PDF)</a></p> <p><b>Important Note:</b>  Customer <b>CANNOT</b> conduct subscription in iLMS by using iPad / Tablet / Handphone.</p>
5	How much does it cost for Bulk subscription?	<b>RM 5.30</b> (inclusive of 6% SST) / per pax, with minimum <b>100 pax</b> persubscription.
6	How do I register for Bulk subscription?	<p>If you are a company PIC and would like to know more about Bulk subscription, please contact our e-learning department directly at <a href="mailto:elarning@mii.org.my">elarning@mii.org.my</a> for further explanation.</p> <p><b>Important Note:</b>  Customer <b>CANNOT</b> conduct subscription in iLMS by using iPad / Tablet / Handphone.</p>
7	How many online test attempts can I make?	<b>Unlimited attempt</b> within the validity period.
8	Is there any specific time frame to complete the Learning Assessment?	Learning Assessment must be completed within <b>20 minutes</b> .
9	What is the passing mark?	The passing mark is <b>75%</b> .

10	What should I do if I want to view or print my result?	<p>To view/print your e-Certificate:</p> <ul style="list-style-type: none"> <li>• Click the “<b>e-Learning</b>” button at the iLMS homepage.</li> <li>• Click “<b>My e-Learning</b>”, then “<b>CPD Modules</b>” and followed by clicking “<b>magnifying glass icon</b>” to view/print the e-Certificate.</li> </ul>
11	How can I retrieve my CPD hours record?	<p>If you passed the LIAM BSC via company, please check with PIC from the respective company on how to retrieve your CPD hours record.</p> <p>If you are taken from MII iLMS, refer <b>Item 10 of this LIAM BSC’s product inquiries</b>.</p>
12	When can I take the LIAM BSC?	It is available in iLMS. Usually, principle company or agency would advise you when to complete the modules.
13	How to update my CPD Hour?	<p>For CPD updates, MII will send monthly report to the following companies:</p> <ol style="list-style-type: none"> <li>1. AIA Berhad</li> <li>2. Prudential Assurance Malaysia Berhad</li> <li>3. Allianz Life Insurance Malaysia Berhad</li> <li>4. AXA Affin Life Insurance Berhad</li> <li>5. Ammetlife Insurance Berhad</li> <li>6. Gibraltar BSN Life Berhad</li> <li>7. Great Eastern Life Assurance (Malaysia) Berhad</li> <li>8. Hong Leong Assurance Berhad</li> <li>9. Zurich Insurance Malaysia Berhad</li> <li>10. Tokio Marine Life Insurance</li> <li>11. Sun Life Insurance Berhad</li> </ol> <p>If you are not from the above companies, you can submit the e-Certificate directly to your agency/principle (whenever applicable) as a proof of completion.</p>

Short Courses with CPD		
No.	Questions	Answers
1	What format is this e-Learning? Can I download the learning materials?	<p>Our e-Learning module is called Online Learning Content (OLC), in the form of multimedia slides.</p> <p>It is not downloadable and require internet connection to access the learning materials.</p> <p>Herewith is a demo link: <a href="#">Short Course with CPD</a></p>
2	How many types of offering for this OLC?	There are <b>FOUR (4)</b> types of offering under this OLC which are Individual, Group, Bulk and Bundle.
3	How do I register for Individual subscription?	<p>For individual subscription, refer the following steps:</p> <ol style="list-style-type: none"> <li>1. Advice candidate to log in to ILMS.</li> <li>2. Click “<b>e-Learning</b>” (at left top of the page)</li> <li>3. Click <b>Subscribe e-Learning</b>, choose category, “<b>General Insurance Short Course Modules (with CPD)</b>” or, “<b>Life Insurance Short Course Modules (with CPD)</b>”</li> <li>4. Scroll down and choose the module.</li> <li>5. Then, click <b>Subscribe Now</b>.</li> </ol> <p><b>Important Note:</b> Customer <b>CANNOT</b> conduct subscription in iLMS by using iPad / Tablet / Handphone.</p>
4	How do I register for Group / Bulk / Bundle subscription?	Please contact our Sales Department at <a href="mailto:sales@mii.org.my">sales@mii.org.my</a> for further info.
5	How much does it cost for Individual subscription?	<p><b>Individual Subscription Price</b> (inclusive of 6% SST):</p> <ul style="list-style-type: none"> <li>• Foundation Course in Miscellaneous Accident Insurance: <b>RM 350 / USD 85</b></li> <li>• Foundation Course in Fire Insurance: <b>RM 300 / USD 75</b></li> <li>• Foundation Course in Medical and Health Insurance: <b>RM 160 / USD 40</b></li> <li>• Foundation Course in General Insurance Company Operations: <b>RM 250 / USD 60</b></li> <li>• Foundation Course in Reinsurance: <b>RM 250 / USD 60</b></li> <li>• Foundation Course in Marine Cargo Insurance: <b>RM 250 / USD 60</b></li> <li>• Introduction to General Insurance: <b>RM 550 / USD 130</b></li> <li>• Ethics for General Insurance Agents: <b>RM 250 / USD 60</b></li> <li>• Foundation Course in Personal Accident Insurance: <b>RM 250 / USD 60</b></li> <li>• Foundation Course in Motor Insurance: <b>RM 400 / USD 95</b></li> </ul>

6	How much does it cost for Group / Bulk / Bundle per subscription?	<p><b>Group Subscription Price</b> (inclusive of 6% SST):</p> <ul style="list-style-type: none"> <li>• <b>RM 150</b> for any ONE (1) OLC Short Course with minimum <b>3 to 39</b> subscriptions.</li> </ul> <p><b>Bulk Subscription Price</b> (inclusive of 6% SST):</p> <ul style="list-style-type: none"> <li>• <b>RM 100</b> for any ONE (1) OLC Short Course with minimum <b>40 to 99</b> subscriptions.</li> </ul> <p><b>Bundle Subscription Price</b> (inclusive of 6% SST):</p> <ul style="list-style-type: none"> <li>• <b>RM 300</b> for any FOUR (4) OLC Short Course with minimum <b>100 pax or more</b> per subscriptions.</li> </ul>
7	What language available for Short Courses (with CPD)?	<b>English</b>
8	How long is the validity period?	<ul style="list-style-type: none"> <li>• Individual subscription – <b>3 months</b></li> <li>• Group subscription – <b>6 months</b></li> <li>• Bulk subscription – <b>6 months</b></li> <li>• Bundle subscription – <b>12 months</b></li> </ul>
9	How many online test attempts can I make?	<b>Unlimited attempt</b> within the validity period.
10	Is there any specific time frame to complete the Learning Assessment?	<b>No timer.</b> It is advisable to complete as soon as you can to avoid any issues such as line abruptly disconnected.
11	What is the passing mark for the module?	The minimum passing mark is <b>75%</b> .
12	What should I do if I want to view or print my result?	<p>To view/print your e-Certificate:</p> <ul style="list-style-type: none"> <li>• Click the “<b>e-Learning</b>” button at the iLMS homepage,</li> <li>• Click “<b>My e-Learning</b>”, then “<b>CPD Modules</b>” and followed by clicking “<b>magnifying glass icon</b>” to view/print the e-Certificate/e-CPD Letter.</li> </ul>
13	How can I retrieve my CPD hours record?	Your CPD hours record can be retrieve in ILMS.
14	When can/should I take the Short Courses?	Usually, principle company or agency would advise you when to complete the modules.
15	How to update my CPD Hour?	For CPD updates, you can submit the e-Certificate directly to your agency/principle (whenever applicable) as a proof of completion.

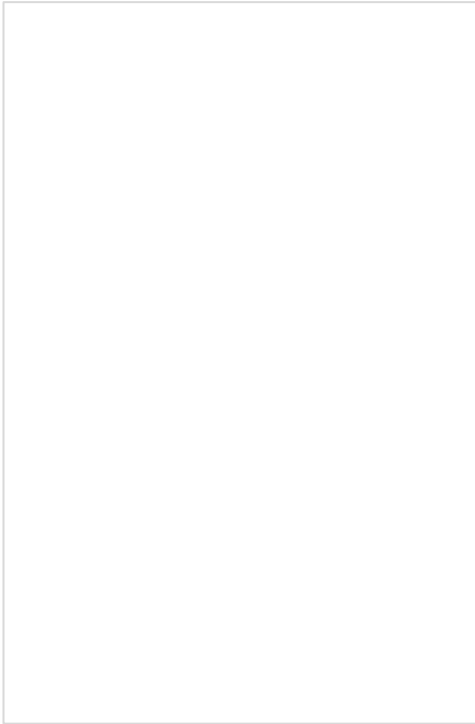
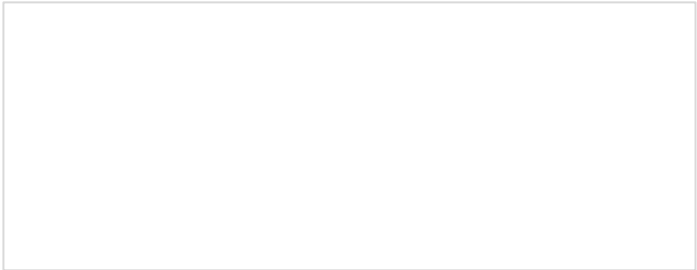
<b>e-CMII for Revision (without Examination)</b>		
<b>No.</b>	<b>Questions</b>	<b>Answers</b>
1	What format is this e-Learning? Can I download the learning materials?	The e-Learning module is called Online Learning Content (OLC), in the form of multimedia slides.  It is not downloadable and require internet connection to access the learning materials.
2	How much does it cost per subscription?	e-CMII without Examination (General & Life Insurance): <b>RM 307.40 / USD 100</b>
3	What language is available?	<b>English</b> only.
4	How long is the validity period?	<b>6 months.</b>
5	What can I get from this subscription?	You will get access to OLC and e-book.
6	How to download or view e-book?	You can refer to the troubleshooting document in the e-learning portal.

<b>Agent's Licensing Modules (Without Examination) – PCEIA / CEILI / PCIL</b>		
<b>No.</b>	<b>Questions</b>	<b>Answers</b>
1	What format is this e-Learning? Can I download the learning materials?	Our e-Learning module is called Online Learning Content (OLC), in the form of multimedia slides.  It is not downloadable and require internet connection to access the learning materials.  You can only download the e-book into your computer, but it is not printable.  Herewith is a demo link: <a href="#">PCEIA</a>
2	How much does it cost per subscription?	<ul style="list-style-type: none"> <li>• PCEIA without Examination: <b>RM 60</b></li> <li>• CEILI without Examination: <b>RM 80</b></li> </ul>
3	How much does it cost per subscription?	<ul style="list-style-type: none"> <li>• PCEIA without Examination: <b>RM 60</b></li> <li>• CEILI without Examination: <b>RM 80</b></li> </ul>
4	What language is available?	<b>English, Bahasa Malaysia and Mandarin</b>
5	How long is the validity period?	<b>3 months</b>
6	What can I get from this subscription?	You will get access to OLC and e-book.
7	How to download or view e-book?	You can refer to the troubleshooting document in the e-learning portal.



## B. Technical Issues (Login issues and system related)

No.	Questions	Answers
1	How to view my e-Learning module after successful payment?	<p>To access your e-Learning module:</p> <ol style="list-style-type: none"> <li>1. Log on to <a href="http://www.mii4u.org">www.mii4u.org</a></li> <li>2. Username: NRIC Number / Passport Number</li> <li>3. Default Password: 12345 (first time user only)</li> <li>4. Click the "<b>Online Learning Content</b>" icon button on your dashboard (main page).</li> </ol> <p><b>Important note:</b>            If you are an existing user, please use your current password to login. If you encounter login issue, such as 'invalid login', please use 'Reset Password' feature to reset your password.</p>
2	How would I know if my subscription is successful?	<p>Upon successful subscription, you will receive a notification email. Your e-Learning access will be activated within <b>12 hours</b>.</p>
3	What should I do if I have not received an email upon my successful subscription?	<p>If you cannot find in it your inbox, please check in your 'Junk mail'.</p> <p>OR</p> <p><b>Refer to Item 1 (above)</b></p>
4	What should I do if encounter 'invalid login' / page error after clicked "Online Learning Content" button?	<p>This is an example of 'invalid login' issue where you may encounter after click "Online Learning Content" button.</p> <div data-bbox="735 1149 1394 1787" style="border: 1px solid black; height: 285px; width: 413px; margin: 10px auto;"></div> <p>If you encounter invalid login / page error after clicking the "<b>Click Online Learning</b>" button, please re-login into iLMS and click the "<b>Click Online Learning</b>" button again after <b>10 minutes</b>.</p> <p>This is iLMS login page and its link (same as mentioned <b>Item no. 1 in Technical Inquiries</b>):</p>

		<p><a href="https://www.mii4u.org/ilms/user/login">https://www.mii4u.org/ilms/user/login</a></p>  <p>If, after few trials and problem persist, please screen shot your screen and email it to <a href="mailto:customercare@mii.org.my">customercare@mii.org.my</a> for further checking.</p>
5	What should I do if I cannot view the module after clicking the Online Learning Content (OLC)?	<p>For this case, the system might want you to update your <b>“Surname”</b> before proceeding to the module.</p>  <p>You just fill in the details and click <b>“Update”</b>.</p>
6	Why is my test result always “0”?	<p>It is because you did not click <b>“Submit”</b> button before you proceed to the next question. You must click the button (on each question) to confirm your answer.</p>
7	Can I request for refund if I have made the wrong subscription?	<p>MII practises non-refundable policy. Please ensure you are subscribing the correct product before proceeding with the payment.</p>

8	Can I use iPad / Tablet to access Online Learning Content (OLC)?	<p>No, it is highly recommended to use desktop PC or laptop for better view and must use Google Chrome for better experience and to avoid any incompatibility issues.</p> <p><b><u>Important Note:</u></b> iPad / Tablet / Handphone is not advisable due limited screen size and to minimize incompatibility issues.</p>
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