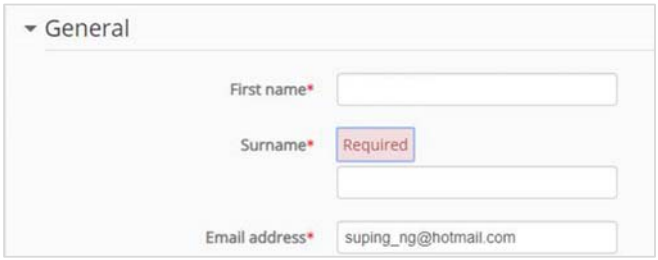
e-RFP & LIAM BSC FAQs

No.	Question	Answer
1	How do I subscribe to the e-RFP and LIAM BSC modules?	The e-RFP (Registered Financial Planner) Module 1 and Module 2, and LIAM BSC (Balance Score Card) modules can be subscribed online through iLMS at https://www.mii4u.org/. The subscription manuals and demo video on how to subscribe to the modules are available at the following links: 1. e-Learning Subscription Tutorial Video 2. E-RFP Subscription Manual (PDF) 3. LIAM BSC Subscription Manual (PDF)
2	How much do I need to pay to subscribe to the e-RFP and LIAM BSC modules?	• e-RFP: **RM 70** (inclusive of 6% SST) • LIAM BSC: **RM 5.30** (inclusive of 6% SST)
3	What are the languages available for e-RFP and LIAM BSC modules?	• e-RFP: **English** only • LIAM BSC: **English, Bahasa Malaysia** and **Mandarin**
4	How long is the access validity period for the e-RFP and LIAM BSC modules?	• e-RFP: **90 days** • LIAM BSC: **By calendar year (**refer examples) For Example: 1. Subscribed in January 2019, expires on 31 December 2019. 2. Subscribed in November 2019, expires on 31 December 2019.
5	How would I know if my subscription is successful?	Upon successful subscription, you will receive an email notification. Your e-Learning access will be activated within **12 hours** of receiving the email notification.
6	What should I do if I have not received an email upon successful subscription?	If you cannot find the email notification in your inbox, check your 'Spam' or 'Junk' mail. Even without email, you can view e-Learning module. **Refer FAQ no. 7.**
7	How to view my e-Learning module after successful payment?	To access your e-Learning module: 1. Log on to www.mii4u.org 2. Username: NRIC Number / Passport Number 3. Default Password: 12345 (first time user only) 4. Click the "**Online Learning Content"** icon button on your dashboard (main page).

		Important note: 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.
8	Can I request for refund if I have made a wrong subscription?	MII practises a non-refundable policy for its e-Learning products. Please ensure you choose the correct product before proceeding with the payment.
9	What should I do if I cannot view the module after clicking the Online Learning Content (OLC)?	The system requires your updated profile. Therefore, update your **"Surname"** before proceeding to access the Online Learning Content (OLC). 
10	What should I do if the system requires me to log in again after I clicked the Online Learning Content (OLC)?	Try to re-login iLMS (**Refer FAQ no. 7**). If the problem persists, screen shot your screen where the problem occurs and email it to customercare@mii.org.my.
11	How many online test attempts can I make?	• e-RFP: **Unlimited attempt** within the validity period. • LIAM BSC: **Unlimited attempt** within the validity period.
12	Is there any specific time frame to complete the Online Test/Learning Assessment?	• e-RFP: **No time frame**. However, it is advisable to complete the module and assessment as soon as you can to avoid any issues such as line abruptly disconnected. • LIAM BSC: Learning Assessment must be completed within **20 minutes** once you open the Assessment page.
13	What are the passing marks for the e-RFP and LIAM BSC modules?	• e-RFP: The minimum passing mark is **50%.** • LIAM BSC: The minimum passing mark is **75%**.
14	After attempting all the assessment questions, why is my result "0"?	When attempting the assessment questions, you must click the **"Submit"** button before you proceed to the next question. You must click that button for each question for the system to save your answer.
15	What should I do if I want to view or print my result?	To view/print your e-Certificate or e-CPD letter: 1. Click the **"e-Learning"** button at the iLMS homepage, 2. Click "**My e-Learning"**, then **"CPD Modules"** and followed by clicking **"magnifying glass icon"** to view/print the e-Certificate or e-CPD Letter. If you passed the e-RFP, you will receive an e-CPD Letter.

		If you passed the LIAM BSC, you will receive an e-Certificate.
16	How can I retrieve record of my CPD hours?	If you passed the e-RFP assessment from a system other than MII's iLMS, please check with the PIC from the respective system provider on how to retrieve record of your CPD hours.
17	When can I take the e-RFP and LIAM BSC?	Usually, principle company or agency would advise you when to complete the modules.
18	How to update my CPD Hour?	For CPD updates, MII will send monthly reports to the following companies: 1. AIA Berhad 2. Prudential Assurance Malaysia Berhad 3. Allianz Life Insurance Malaysia Berhad 4. AXA Affin Life Insurance Berhad 5. Ammetlife Insurance Berhad 6. Gibraltar BSN Life Berhad 7. Great Eastern Life Assurance (Malaysia) Berhad 8. Hong Leong Assurance Berhad 9. Zurich Insurance Malaysia Berhad 10. Tokio Marine Life Insurance 11. Sun Life Insurance Berhad If you are not from the above companies, you can submit the e-CPD Letter and/or e-Certificate directly to your agency/principle (whichever applicable) as a proof of completion.