



**Malaysian Insurance  
Institute**

27<sup>th</sup> June 2024

**Attention to:**

Chief Executive Officers, Principal Officers, General Managers, Training Heads, Insurance Companies, Agency Managers, and Associations

**Closure of MII Computer-Based Examination (CBE) Centres outside Klang Valley from 1<sup>st</sup> October 2024**

Dear Valued Clients,

The Malaysian Insurance Institute (MII) is writing to inform you about the upcoming closure of our Computer-Based Examination (CBE) Centres outside Klang Valley from 1<sup>st</sup> October 2024.

We understand this change will impact some clients and want to ensure a smooth transition. Here's what you need to know:

- **Closure of CBE Centres outside Klang Valley:** All CBE Centres outside Klang Valley will cease operations after 30<sup>th</sup> September 2024.
- **Virtual Computer-Based Exams (VCBE):** All MII examinations are available virtually. This convenient and practical format allows you to take the exams from the comfort of your location.
- **Continued Availability of CBE in Klang Valley:** You can still have the option to take your exam at the CBE Centre located in Bangunan AICB, Kuala Lumpur.
- **Affected Examinations:** This closure affects all examinations offered by MII, including Agent's Licensing, Professional and Certification Programs.

This decision comes after careful consideration of the following factors:

- **Advancement in Virtual Services:** Since transitioning to virtual examinations in 2020, MII has continuously improved and invested in technology to ensure a seamless and secure examination experience. This has been well-received, demonstrating the effectiveness and convenience of virtual examinations. This transition allows us to utilize these advancements for your benefit.



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Malaysian Insurance Institute 197701004772 (35445-H),  
Level 6, Bangunan AICB, No. 10 Jalan Dato' Onn, 50480 Kuala Lumpur, Malaysia.

☎ +603 2712 8882 ✉ [customercare@mii.org.my](mailto:customercare@mii.org.my) 🌐 [www.mii.org.my](http://www.mii.org.my)



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- **Lower Take-Up Rate of Class-Based Exams:** We have observed a significant decrease in candidates opting for class-based CBE exams. This suggests that the virtual format better meets our client's needs.

We are committed to supporting all our clients during this transition. For further information or clarification regarding the closure of the CBE Centres outside Klang Valley and the transition to virtual exams, please do not hesitate to contact us at 03-27128882 or email [agentexam@mii.org.my](mailto:agentexam@mii.org.my) or [customercare@mii.org.my](mailto:customercare@mii.org.my).

Thank you for your understanding and continued cooperation.

Sincerely,

Paul Low  
CEO, Malaysian Insurance Institute (MII)



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