

Dear Customers,

### **MII OPENS A CITY CENTRE (MII City Centre)**

With your kind support and commitment to the human capital development of the insurance industry, the MII City Centre has been set up as an alternate site for our examination and training activities. This is in response to our customers' requests for better accessibility and more parking space. We hope our City Centre would facilitate better convenience for our customers.

We highly appreciate if you could kindly help to extend the information below to your colleagues and any other relevant parties.

Please find the following details for your information:

#### **a) Location of MII City Centre**

S17-S28, 2<sup>ND</sup> Floor, (below the food court)  
Maju Junction Mall  
1001, Jalan Sultan Ismail,  
50250 Kuala Lumpur  
(Corner of Jalan Sultan Ismail and Jalan Tuanku Abd Rahman)

#### **b) Facilities at MII City Centre**

- Computer Based Examination (CBE) Room @ 60 pax  
**All our CBEs** (PCEIA and CEILLI) will be relocated and **conducted at MII City Centre**. The Headquarters in Damansara Heights **will not conduct** CBE anymore. Please refer to the effective date below.
- 3 Training Rooms @ 30 pax each  
Some of our public or in house technical programmes and membership related activities will be held here. This will serve as an alternative site for our training programmes. Two of the rooms can be joined as one big room. The training rooms in Damansara Heights will continue for most of our other programmes.
- 1 Knowledge and Information Centre  
This will serve as our main resource centre. The resource centre in Damansara Heights will serve as a smaller library with more focus on archives and research reference.
- 1 Service Counter  
The service counter will be opened to facilitate registration, payment and enquiries. However, until we have successfully linked the system, the service counter would only be able to answer enquiries.

#### **c) Effective date of operation**

- **Monday 7 January 2008**

All CBE for PCEIA and CEILLI will be held at MII City Centre with the following schedule:

Day	Exam	Time
Monday to Thursday (All languages)	PCEIA	10.00am – 12.00noon
	CEILLI	1.30pm – 3.00pm
	PCEIA	3.30pm – 5.30pm
Friday (All languages)	PCEIA	10.00am – 12.00noon
	CEILLI	3.00pm – 4.30pm

- **Monday 14 January 2008**

Our Resource Centre will be in operation from 9.00 am – 6.00 pm. Some of our Training courses will start to be conducted here. Please check the venue for your training courses when you receive the confirmation.

- **Full Service – 1 March 2008**

We are presently working on linking the MII City Centre to the MII Damansara Heights systems and trying our best to make the transition a smooth one. Please bear with us for any initial teething problems that may occur.

We hope to finalise everything for full operation by 1 March 2008 where our Customer Service Counter at MII City Centre would be able to accept registrations, issue exam entry permit and result duplicates, receipt of payment and enquiry services to our customers from 9.00 am – 6.00 pm. Until then, the customer service counter will only be able to answer enquiries.

Therefore until 1 March 2008, all registrations, issuance of exam entry permit and results duplicates, receipt of payment will be at our MII Headquarters in Damansara Heights.

Once everything is in place, we will issue another announcement to the industry through our website, [www.insurance.com.my](http://www.insurance.com.my) by 1 March 2008.

For further information and enquiries, kindly contact our customer service officers at 03-20878882

With the setup of MII City Centre, we hope to better serve your needs and we look forward to your continued support in human capital development for our insurance industry.

Thank you.

Yours sincerely,

Khadijah Abdullah  
Chief Executive Officer