



**THE MALAYSIAN INSURANCE INSTITUTE**

(COMPANY NO. 35445-H)

NO 5, JALAN SRI SEMANTAN SATU, DAMANSARA HEIGHTS, 50490 KUALA LUMPUR.

P.O.BOX 11798, 50758 KUALA LUMPUR

GENERAL LINE: 03-20878882 CUSTOMER SERVICE: 03-20878883

11<sup>th</sup> March 2010

Chief Executive Officer / Principal Officer / General Manager  
Insurance Companies, Insurance Brokers and Loss Adjusters

Dear Sir / Madam,

**MII City Centre Customer Service Counter opens during Lunch**

We are pleased to announce that our Customer Service counter at the MII City Centre in Maju Junction Mall will serve our customer throughout the day beginning 17<sup>th</sup> March 2010. The decision was based on the increasing demand for our services since end of 2009 at the MII City Centre and the feedback that we received from our customer opinion survey.

Since the beginning of the year, we have stationed two Customer Service Executives to attend to our customers in our effort to provide our customers with a better service. And now is a good time to give you more.

The Knowledge Centre will still be closed from 1.00pm to 2.00pm as per the present practice.

We hope you find the service satisfactory and please feel free to provide feedback on any of our products and services.

Thank you

Yours sincerely

Mohd Yusoff Hassan  
Customer Services