

Dear our esteemed Customer/Company Person In Charge (PIC),

We seek your cooperation to inform all your Agencies and potential agents to take note of the following MII Virtual Computer Based Examination **(VCBE) rules and procedures** to avoid any issues during the examination.

1. Candidate is required to produce their **original identity card (NRIC)** during the verification session. Failure to do so he/she will NOT be allowed to sit for the examination.
2. Candidate will be received **ZOOM Meeting link** between 24 – 48 hours before the commencement of the examination via email. The candidate is required to check his/her email “Inbox” or Junk/Spam Folder. If the candidate did not receive the email and the ZOOM link, please contact MII personnel at agentexam@mii.org.my / customercare@mii.org.my **at least 1 day before the examination date.**
3. Candidate must login the Zoom Meeting **not later than 30 minutes before the examination time starts**. He/she will be considered as “absent” if failed to be in the “virtual examination room” by 30 minutes before the Examination time. The Institute reserves the right to disallow the candidate from taking the examination if he/she is late. Please note that we **will NOT entertain** any late comers i.e after the entrance for exam is closed.
4. Candidate must adhere to the **examination space requirement**; i.e must be in a room. Sharing room or in open public space is not allowed. If the candidate is taking the exam in the office or agency office, it also must be in a room, in an office cubicle is not allowed. To avoid any interruption during the exam, the candidate must make sure the internet line connectivity is high and good and able to meet the minimum bandwidth requirement.
5. The candidate must be ready with a mobile phone and a laptop/PC.
(a) Mobile phone
 - to login ZOOM meeting
 - must in good audio and video condition
 - battery in full capacity

If during the exam, the candidate log out from ZOOM meeting irrespective for any reason, the candidate is required to re-login as soon as possible within 5 minutes, otherwise the candidate will not be allowed to continue the exam and will be disqualified. However, the candidate is allowed to re-register the examination with fee.

(b) Laptop/PC

- must be in good condition and battery in full capacity
- equipped with **Windows 10 and Google Chrome**
- with **Security Browser (SB)** which candidate is required to download at least 1 day before the examination time

No consideration will be given if candidate failed to meet the above requirement where the candidate will not be allowed to sit and proceed with the examination. No reschedule of exam will be considered, however candidate is allowed to re-register the examination with fee.

6. For further details on the VCBE rules and regulations, candidate is advised to read the important document via the following link :

<https://www.insurance.com.my/learning2/exam/virtual-cbe>

7. The **technical requirement** for the Laptop/PC as follows :

| | | |
|---|--|--|
| 1 | Laptop with Microsoft Windows Operating System | |
| | Software | Minimum Specification |
| | Operating Systems | Windows 10 Professional edition Windows 10 Home Edition Note: 10 S mode is not supported |
| | Browsers | Chrome Version 80.0 Firefox Version 69.0 |
| | Pop-up Blocker | <u>Popup Blocker</u> should be <u>disabled</u> to launch Test |
| | Antivirus | Any Registered Antivirus Product [No Freeware tools] |
| 2 | Mac Operating System (OS) | |
| | MAC OS | BROWSER |
| | MAC Book Pro, Mini, Air Operating System Version - 10.15.5 Catalina | Google Chrome 75.0.3770.142 + Safari 12.1.2 + Firefox 69.0 + |

8. Link to **download the SECURE BROWSER** :

| | | |
|---|---|--|
| 1 | Laptop with Microsoft Windows Operating System | |
| | Secure Browser link https://exams.excelsoftcorp.com/ExamHome/Files/MII/ES-WIN-SecureBrowser.zip | |
| | Video Tutorial to download Secure Browser https://ems.insurance.com.my/TNA/ExamHome/Files/Secure%20Browser%20Installation%20for%20WindowsOS.mp4 | |
| 2 | Mac Operating System (OS) | |
| | Secure Browser link https://exams.excelsoftcorp.com/ExamHome/Files/MII/ES-MAC-SecureBrowser.zip | |
| | Video Tutorial to download Secure Browser https://ems.insurance.com.my/TNA/ExamHome/Files/Secure%20Browser%20Installation%20for%20Mac%20OS.mp4 | |

NOTE : Candidate **MUST** download **SECURE BROWSER** at least **1 (one)** day before the examination day to avoid any interruption during the exam day or unable to sit for the exam.