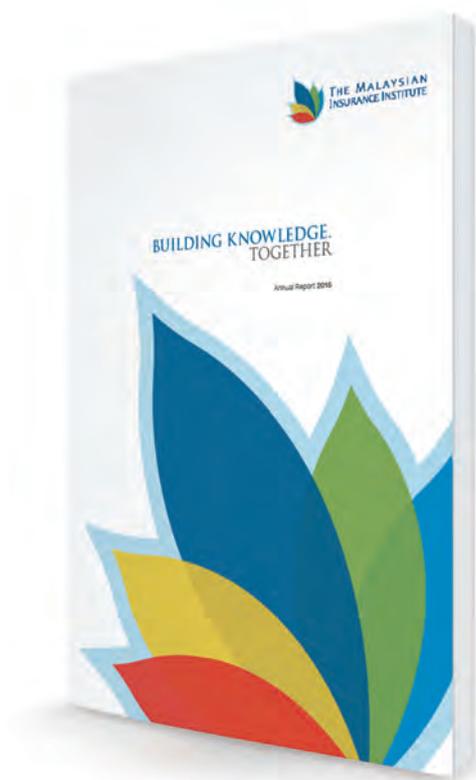


**BUILDING KNOWLEDGE.
TOGETHER**

Annual Report 2015





BUILDING KNOWLEDGE. TOGETHER

At MII, knowledge is conceived and transformed to feed performance and enable members to achieve their potential and maximise their intellectual development as professionals at the pinnacle of their profession.

The cover of this year's Annual Report features the new logo of the Malaysian Insurance Institute (MII) to highlight our commitment towards building knowledge together in our effort to evolve into the premier provider and authority on professional development within the insurance industry.

The harmonious form of the logo alludes to the cooperative and collaborative initiatives of MII in building knowledge for quality education and training in the insurance and financial services industry. MII's new logo is the unifying theme that represents our aspirations and the passion for what we do. It stands proud as an indicator of the highest standards of learning and ethical behaviour in our industry and profession as we endeavour in building knowledge together, to evolve and improve together.



LOGO RATIONALE

The multi-coloured leaves of the new MII logo symbolise our commitment to promote sustainability and indicate a promising future of growth and a renewed sense of enthusiasm and optimism. Each leaf corresponds to MII's five core values, while the overlapping form of the leaves and its harmonious colours signify the solidarity of MII and its associates – LIAM, PIAM, AMLA and MITBA – in contributing to the purpose of MII as a learning platform aimed at nurturing and heightening skills and knowledge of its members. The leaves are also interpreted as flames, signifying MII's burning desire to continuously innovate, evolve and excel by building knowledge, together.



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OUR VISION

MII is the preferred institution for education in insurance, financial and risk management.

OUR MISSION

We conduct professional examinations, qualifying assessments and applied training programs to raise the professional standards of the industry by delivering value added products and quality services

CORE VALUES

- Learning culture
- Quality mind-set
- Service centred leadership
- Growth & teamwork mind-set
- Highest ethical and moral standards





NOTICE OF ANNUAL GENERAL MEETING

NOTICE is hereby given that the 38th Annual General Meeting of The Malaysian Insurance Institute will be held at Conference Hall 1, Sasana Kijang, Jalan Dato' Onn, 50480 Kuala Lumpur, on Thursday, 2nd June 2016 at 10:00 a.m. for the following purposes:

AGENDA

AS ORDINARY BUSINESS

- | | | |
|---|---|---------------------|
| 1 | To receive the audited financial statements for the year ended 31 st December 2015 together with the Directors' and Auditors' Reports thereon.* | |
| 2 | To elect the following Directors in accordance with Articles 72(1)(b) of the Institute's Articles of Association: | |
| | (i) Zainal Abidin Mohd Noor (Article 72 (1)(b)(i)) | Resolution 1 |
| | (ii) Francis Lai Vun Sen (Article 72 (1)(b)(ii)) | Resolution 2 |
| | (iii) Gan Leong Hin (Article 72 (1)(b)(ii)) | Resolution 3 |
| 3 | To re-appoint Messrs Deloitte as the auditors of the Institute, to hold office until the conclusion of the next Annual General Meeting and to authorise the Board of Directors to fix their remuneration. | Resolution 4 |
| 4 | To transact any other business which may be properly transacted at an Annual General Meeting for which due notice shall have been given. | |

By Order of the Board

LIM SECK WAH (MAICSA 0799845)
M. CHANDRASEGARAN A/L S. MURUGASU (MAICSA 0781031)
Company Secretaries

Dated: 11th May 2016

Notes:

- (a) A member entitled to attend and vote at this meeting is entitled to appoint a proxy to attend and vote in his stead.
- (b) A proxy shall be an individual member of the Institute. No proxy shall be a proxy for more than two (2) individual members.
- (c) The instrument appointing a proxy or accredited representative and the power of attorney or other authority (if any) under which it is signed or notarially certified or office copy thereof shall be deposited at the Registered Office of the Institute, No. 5 Jalan Sri Semantan Satu, Damansara Heights, 50490 Kuala Lumpur, not less than forty eight (48) hours before the time appointed for holding the meeting.

* The Annual Report and Financial Statements can also be accessed and obtained through our homepage address, www.insurance.com.my.

CORPORATE INFORMATION

BOARD OF DIRECTORS

Hashim bin Harun (*Chairman*)

Aznan bin Abdul Aziz

Y.Bhg. Dato' Adrian Low Heong Chow
@ Loh Heong Chow

Y.Bhg. Dato' Koh Yaw Hui

Alex Foong Soo Hah
(*resigned on 4th March 2016*)

Md. Adnan bin Md. Zain

Francis Lai @ Lai Yun Sen

Chua Seck Guan
(*resigned on 4th June 2015*)

Abdul Aziz bin Mohamed Nor
(*resigned on 29th September 2015*)

Zainal Abidin bin Mohd Noor

YM Raja Zailan Putra bin Raja Dato' Seri Hj. Azam
Toi See Jong

Antony Fook Weng Lee
(*appointed on 4th June 2015*)

Wong Ah Kow
(*appointed on 10th June 2015*)

Tan Kok Guan
(*appointed on 10th June 2015*)

T. Sivapalan a/l Tharmapalan
(*appointed on 10th June 2015*)

Wong Teck Wai
(*appointed on 29th September 2015*)

Ezamshah bin Ismail
(*appointed on 4th March 2016*)

MII EXECUTIVE COMMITTEE (EXCO)

Aznan bin Abdul Aziz
(*Executive Committee Chairman*)

Y.Bhg. Dato' Adrian Low Heong
Chow @ Loh Heong Chow

Alex Foong Soo Hah
(*resigned on 4th March 2016*)

Chua Seck Guan
(*resigned on 4th June 2015*)

Abdul Aziz bin Mohamed Nor
(*resigned on 29th September 2015*)

Zainal Abidin bin Mohd Noor

Toi See Jong

Antony Fook Weng Lee
(*appointed on 4th June 2015*)

Wong Teck Wai
(*appointed on 29th September 2015*)

Ezamshah bin Ismail
(*appointed on 4th March 2016*)

AUDIT COMMITTEE

Md. Adnan bin Md. Zain
(*Audit Committee Chairman*)

Y.Bhg. Dato' Koh Yaw Hui

Francis Lai @ Lai Yun Sen
(*appointed on 17th March 2015*)

Tan Kok Guan
(*appointed on 10th June 2015*)

BOARD RISK MANAGEMENT COMMITTEE

YM Raja Zailan Putra bin Raja
Dato' Seri Hj. Azam
(*appointed on 10th June 2015*)

Wong Ah Kow
(*appointed on 10th June 2015*)

T. Sivapalan a/l Tharmapalan
(*appointed on 10th June 2015*)

CHIEF EXECUTIVE OFFICER

Y.Bhg. Dato' Hj. Syed Moheeb
bin Syed Kamarulzaman

COMPANY SECRETARIES

Lim Seck Wah
(MAICSA: 0799845)

M. Chandrasegaran a/l S.
Murugasu
(MAICSA: 0781031)

AUDITORS

Deloitte
Level 16, Menara LGB
No. 1 Jalan Wan Kadir
Taman Tun Dr. Ismail
60000 Kuala Lumpur, Malaysia
(Firm No: AF 0080)

BANKERS

Malayan Banking Berhad
RHB Bank Berhad

MII WEBSITE

www.insurance.com.my

MII MEMBERS' E-MAIL

miimembers@mii.org.my

MII GENERAL ENQUIRY'S E-MAIL

customercare@mii.org.my

REGISTERED OFFICE AND PRINCIPAL PLACE OF BUSINESS

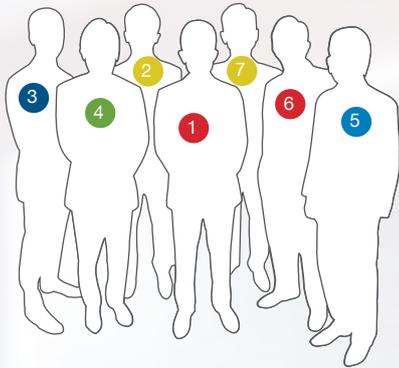
No. 5 Jalan Sri Semantan Satu
Damansara Heights
50490 Kuala Lumpur, Malaysia
Tel: 03 2087 8882/3
Fax: 03 2093 7885

MII CITY CENTRE

Suite 6.0W, 6th Floor
Wisma Sime Darby
50350 Jalan Raja Laut
Kuala Lumpur, Malaysia
Fax: 03 2692 0898

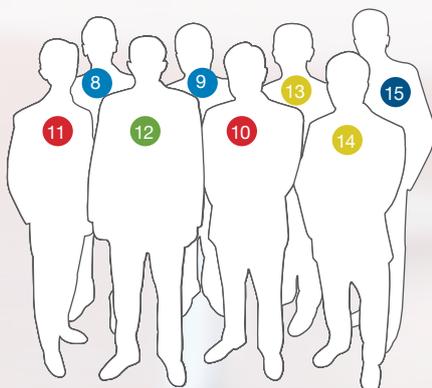


BOARD OF DIRECTORS



1. **Hashim Harun**
MII Chairman
2. **Aznan Abdul Aziz**
Director
Financial Sector Development
Department
Bank Negara Malaysia
3. **Antony Fook Weng Lee**
Chief Executive Officer
AIG Malaysia Insurance Berhad
(Chairman of PIAM)
4. **Toi See Jong**
Chief Executive Officer
Tokio Marine Life Insurance
Malaysia Bhd (President of LIAM)
5. **YM Raja Zailan Putra Raja Dato' Seri Hj. Azam**
Managing Director / Chief
Executive Officer
MIT Insurance Brokers Sdn Bhd
(Chairman of MITBA)
6. **Zainal Abidin Mohd Noor**
MII Director
7. **Y.Bhg. Dato' Adrian Loh Heong Chow**
MII Director





- 8. Y.Bhg. Dato' Koh Yaw Hui**
Chief Executive Officer
Great Eastern Life Assurance
(Malaysia) Berhad
- 9. Francis Lai Yun Sen**
Chief Executive Officer
Progressive Insurance Berhad
- 10. Md. Adnan Md. Zain**
MII Director
- 11. Wong Teck Wai**
Chief Executive Officer
L.K. & Associates (M) Sdn Bhd
(Chairman of AMLA)
- 12. Ezamshah Ismail**
Dean, School of Professional
Studies International Centre For
Education In Islamic Finance
(INCEIF)
- 13. Tan Kok Guan**
Chief Executive Officer /
Executive Director
LPI Capital Berhad
- 14. Wong Ah Kow**
Chief Executive Officer
Asia Capital Reinsurance
Malaysia Sdn Bhd
- 15. T. Sivapalan Tharmapalan**
Senior General Manager
Pacific Insurance Berhad





MANAGEMENT TEAM



**Y.Bhg. Dato' Haji Syed Moheeb
bin Syed Kamarulzaman**
Chief Executive Officer



Dr. Rusli Othman
Chief Academic Officer (CAO)



Joseph Wong
Chief Operating Officer (COO)



Liew Yoke On
*Senior Vice President
(General Insurance)*



Hazlinda Yahaya
*Senior Vice President
(Life Insurance)*



Ng Teck Fay
*Senior Vice President
(Medical & Health Insurance)*



Tan Li Na
*Senior Vice President
(Faculty Management)*



Wahida Shariff
*Senior Vice President
(Registry and Examinations)*



Hasri Hamidan
Vice President
(Product and Course
Development)



Rosmaniwati Haji Agus
Vice President
(Agents Examinations)



Ann Margaret Joseph
Vice President
(Assessment and Exemption)



Nor Izmawati Mostapar
Vice President
(e-Learning)



Haslindah Atan
Vice President
(Finance, Human Resource and
Administration)



Mohd Azlin Ahmad
Vice President
(Information Technology)



Mohd Khairul Reeza Ruslan
Vice President
(Project Management)



Muhammad Mohsin
Vice President
(Internal Audit)



Rozieana Jamaluddin
Vice President
(Corporate Communications &
Events Management)



CHAIRMAN'S MESSAGE



DEAR FELLOW MEMBERS,

IT IS MY PLEASURE TO BE ADDRESSING YOU AS WE EMBARK ON THE 48TH YEAR OF THE MALAYSIAN INSURANCE INSTITUTE (MII), AND MY 7TH YEAR AS ITS CHAIRMAN. DURING THESE EXCITING SEVEN YEARS WITH MII, I HAVE BEEN GIVEN THE OPPORTUNITY TO SPEARHEAD THE OVERALL TRANSFORMATION PLAN FOR THE ORGANISATION IN OUR LIFE-LONG PURSUIT TO CREATE GREATER VALUE FOR OUR MEMBERS AND STAKEHOLDERS.

Hashim Harun
Chairman

2015 was a year of transformation for MII. A transformation that sets out our course to becoming the preferred institution for education in insurance, financial and risk management. Holding on to our mission in raising the professional standards of the industry through the delivery of value added products and quality services, this transformation could not have come at a better time as we embark on measures heading us in the right direction.

Before getting into the details about the past year, including our financial performance and activities report, I would like to share with you our aspiration and the journey that we have taken to becoming a renowned educational and professional body.

MIl looks forward to the forthcoming shift of its head office. The ACE Project (A Centre of Excellence) initiated by Bank Negara Malaysia and driven by the Asian Institute of Finance (AIF) entails the concept of housing all institutions within the financial services industry under one roof, in this case neighbouring Bank Negara Malaysia in Kuala Lumpur, by the end of 2018. Institutions involved are the Asian Institute of Chartered Bankers (AICB), Islamic Banking & Finance Institute Malaysia (IBFIM), Securities Industry Development Corporation (SIDC), and yours truly, the Malaysian Insurance Institute (MII). Historically, the existing building in Damansara Heights, Kuala Lumpur, which is jointly-owned by MII and AICB, was purchased in 1992 via the issuance of Zero Coupon Bonds to the insurance and banking sectors to finance the acquisition where in respect of MII, its Bonds will mature by the year 2022. With the impending maturity of the Bonds, plans are already in place for MII to sell the building and recompense the bondholders accordingly upon finalisation of sales. Knight Frank, the world's leading independent property advisor has been appointed to roll out the marketing campaign to profitably dispose of the property by early 2018.

MII has now implemented a new qualifications framework. In responding to the emphasis on human capital development and talent enrichment in all sectors including the insurance and financial services industry, MII has reviewed its overall governance and qualifications framework to strengthen its roles as a professional body and an education centre. Intense effort has been in progress for the last few years in developing the new MII qualifications framework to ensure that it continues to meet the current and future needs of the profession and the industry.

With a new framework comes the upgrade and enhancement of all our programmes that are relevant to the industry as we aspire to lead in knowledge sharing as far as insurance and risk management are concerned. Working closely with its stakeholders, namely the Board of Directors, industry's chief executive officers, training heads and human resource heads and representatives from the insurance industry associations LIAM, PIAM, MITBA and AMLA, the MII new qualifications framework caters to all levels of knowledge and serves all sectors of the insurance market.

We have a goal to thrive in the digital world.

Understanding that the needs of the market have changed where the acquisition of education and knowledge has gone wireless, seamless and fully interactive, going digital is imperative to compete in the long term. This simply means that moving our products and services from traditional to digital channels is paramount to cater to the mass appeal, especially the millennials who are the biggest talent potential that the industry should be looking at to enter the industry as a workforce. That is what we have succeeded to accomplish within the period under review where our e-Learning approach has developed an online learning environment to answer to the crucial need for continuous learning and professional growth without compromising people's daily commitment and work-life balance. This is in addition to the ongoing optimisation of the Integrated Learning Management System (ILMS), a key sales tool that will help to improve time efficiency and enhance customers' experience when dealing with us.

UPSCALING TRAINING

In an overall challenging year for the industry, MII continued to conduct technical training courses for brokers, adjusters, reinsurers and regulators from Malaysia and around the world.

MII recorded a decrease of 11% or 10 classes as compared to 2014 for general insurance training courses. The number of registered participants in 2015 was 1,407, a decrease of 16% as compared to 1,630 participants in 2014. The number of participants for basic courses in 2015 showed a tremendous decrease by 47%, with 697 participants as compared to 1,024 participants in 2014, probably due to cost savings initiatives industry-wide. However, Intermediate courses reported an increase of 65%, from 403 in 2014 to 666 in 2015.



CHAIRMAN'S MESSAGE (CONT'D)

In 2015, we conducted 10 Premier Series courses which attracted 85 participants. Comparatively, we recorded a decrease in number of participants, from 221 to 85 year-on-year. The participation from overseas participants also decreased from 25 participants to 9 participants in 2015.

In 2015, we recorded total participation of 46 foreign participants for the general insurance courses as compared to 77 in 2014, a decrease of 40%. Majority of the foreign participants who attended the technical training courses were from the neighbouring ASEAN countries, that is, Brunei, Cambodia, Indonesia, Laos and Vietnam with the remaining from Maldives, Arab Saudi, Iran and Papua New Guinea.

In 2015, we continued to offer customised and relevant training to meet the needs of employees and agents of life insurance companies and takaful operators. Since many of the industry's participants had attended the same courses conducted in the past years, the demand declined by 53%, from 1,143 in 2014 to 542 in 2015.

CONSOLIDATING EDUCATION

Being the official examination provider for the Malaysian insurance industry, MII undertakes the responsibility to organise and manage numerous examinations in varied qualifications for the employees and agency force of the industry throughout Malaysia.

We conducted 12 types of examinations in 2015 involving 85,095 candidates at 22 examination centres nationwide. This is a decrease by 5% or 4,325 candidates who sat for the examinations compared to 89,420 in 2014. Only CEILLI CBE and RFP reported an increase whilst the other examinations reported a drop in number sitting for the examinations; i.e. AMII/DMII, CMII, PCEIA, CEILLI, BAMC, BCCITB and BCCILA. PCEIA reported a major drop in the number of candidates who sat for the examination of 6% or 3,265 candidates to a total of 50,419 as compared to a total of 53,684 candidates in 2014.

The Pre-Contract Examination for Insurance Agents (PCEIA) recorded the largest number of examination candidates, numbering 50,419 candidates while the Certificate Examination in Investment-Linked Life Insurance (CEILLI) recorded 30,750 examination candidates.

HUMAN CAPITAL DEVELOPMENT

Recognising that employees are the most important asset in a Company, we are committed to consistently upgrade and upskill their competencies through learning and development which includes on-the-job-training and coaching, external courses, internal sharing sessions conducted by management staff, job rotation and further education through sponsorships and study loans.

In 2015, 71 of our employees participated in a total of 42 short courses and seminars in their respective areas ranging from IT and Insurance Programmes, Accounting, Knowledge Management, Auditing, Business English, Project Management, Risk Management and Human Resource Management.

EXPANDING PROFESSIONAL MEMBERSHIP

In 2015, we had 1,643 individual members including Fellow, Associate, Ordinary and Affiliate membership. Institutional members comprise all registered insurance and reinsurance companies, insurance brokers and loss adjusters in Malaysia, making a total of 118 Institutional members with approximately 27,000 staff.

There were 8 activities involving 554 members that were successfully organised in 2015 ranging from industry-wide events to specific activities for networking and information sharing that caters to the varied categories of memberships from technical insurance to non-technical insurance subjects such as Talent & Personality and Employee Engagement Strategies.

As part of our mission to provide a platform for social and networking opportunities within the insurance industry, the Inter-Insurance Companies Bowling Tournament 2015 was successfully organised for the 9th consecutive year on 31st October 2015 at Sunway Mega Lanes, Sunway Pyramid, Selangor. This served as an excellent opportunity for the industry to get together recreationally. 230 players from 28 companies from all sectors of the insurance industry including general and life companies, takaful operators, brokers and loss adjusters participated in the tournament.

CONFERENCES

We successfully organised 6 conferences for the insurance industry in 2016, namely the International Claims Convention, General Insurance Agents Convention, 5th Malaysian Insurance Summit, International Medical & Health Insurance Conference, Bumiputera Life Insurance Agents Convention (Konvensyen Ejen Insurans Hayat Bumiputera) and the Malaysia MDRT Day. All the conferences drew more than 2,600 participants in total from Brunei, Indonesia, Thailand, Iran, Philippines, Singapore and Malaysia with more than 75 international and local speakers who presented and shared their knowledge and expertise with the participants. We are very honoured to have received their invaluable support as we continue to strive towards providing world class knowledge and experience to delegates attending these conferences.

KNOWLEDGE MANAGEMENT

In 2015, MII Knowledge Centre (KC) has officially changed its name to MII Knowledge Management (KM) in line with our aspiration for MII to assume the leading role in raising the standards of knowledge in the Malaysian insurance industry. Aptly suited to MII's new tagline "Building Knowledge. Together", our Knowledge Management centre provides the platform for sharing and sourcing of knowledge and expertise for the industry's personnel to leverage on in enriching their career and educational advancement in the workplace.

Housing over 10,000 collections of library materials such as books, journals, magazine as well as more than 1,000 digital documents and links covering subjects on insurance, risk management, actuarial science, management up to financial planning and others, the centre offers a wealth of insurance knowledge and related disciplines that is accessible by its members.

Moving ahead in a digital world, KM has also recorded a steep growth in digital visitors in 2015. Our MII Digital Library visitor statistics has recorded more than 500,000 online accesses thus averaging 41,666 digital visitors per month while maintaining a total of 6,600 physical visitors and averaging 553 physical visitors per month in the same year.

With the transformation plan in place, MII is poised to grow further in 2016 with a focus on increasing the number of customers and further enhancing the value for our members and stakeholders. We expect to complete a number of strategic initiatives by this year which will contribute significantly to the achievement of our vision of being the preferred institution for education in insurance, financial and risk management.

In closing, we would like to express our appreciation to the MII Exco Members, the MII Audit Committee and the MII Board of Directors for their continued guidance and support. Last but not least, to our members, students, customers and stakeholders, thank you so much for your support in 2015.

Thank you.



Hashim Harun
Chairman



AUDIT COMMITTEE REPORT

1. CONSTITUTION

The Audit Committee was established by the Board of Directors (the Board) on 15th October 2001 to implement and support the oversight function of the Board relating to:

- accounting policies, financial reporting practices, risk management, control and governance processes; and
- provision of a line of communication between the Board and the external/internal auditors.

2. MEMBERSHIP AND COMPOSITION

The members of the Audit Committee are appointed by the Board. The Audit Committee comprises no fewer than 3 members, all of whom are non-executive directors. The Chairman is either appointed by the Board or elected by members of the Audit Committee from among themselves.

3. AUTHORITY

The Audit Committee is authorised by the Board to review or investigate any activity within its terms of reference. It has full and unrestricted access to any information, records, personnel, and properties of MII.

The Audit Committee is also authorised to have access to independent professional or external legal advice, and to secure attendance of outsiders with relevant experience and expertise, whenever it is deemed necessary. MII will meet the cost of such advice or attendance.

4. MEETING AND QUORUM

The Audit Committee meets at least 3 times each year. The quorum for each meeting is 2 members, which must include the Chairman.

The Chief Executive Officer, the Chief Operating Officer, the Chief Academic Officer and the Head of Internal Audit are required to attend each meeting. Any other directors and employees of MII or outsiders may attend the meeting upon invitation of the Audit Committee. The Audit Committee meets with the external auditors at least once a year.

In 2015, the Audit Committee met 3 times according to the requirement of the Terms of Reference i.e. on 9th April, 13th August and 9th December. The record of attendance is as follows:

Members	Attendance
Md. Adnan Md. Zain (Chairman)	3/3
Y.Bhg. Dato' Koh Yaw Hui	1/3
Francis Lai Vun Sen*	2/3
Tan Kok Guan**	2/2

Notes

* appointed on 17th March 2015

** appointed on 10th June 2015

The Chairman of the Audit Committee reports to the Board on all significant matters deliberated in each meeting.

5. DUTIES

The main duties of the Audit Committee are:

- to consider the appointment of a suitable accounting firm to act as external auditors. Among the factors that may be considered are adequacy of experience and resources of the firm, the credentials of the persons assigned to the audit, and the audit fee;
- to decide on the appointment and termination of the Head of Internal Audit;
- to discuss with the external and internal auditors, their audit plans, nature and scope;
- to review the half-year interim accounts (if any) and the audited annual financial statements;
- to discuss with the external auditors their evaluation of the quality and the effectiveness of the system of internal accounting controls;
- to review the internal audit reports and discuss with the internal auditors their evaluation of the risk management, control, and governance processes;

- to review the cooperation or assistance given by MII management and staff to the external and internal auditors;
- to examine the appropriateness of the accounting policies and management practices adopted;
- to review whether there is a reasonable ground to believe that the external auditors are not independent and/or not suitable for reappointment; and
- to consider any other matters, as proposed by the Board.

6. HIGHLIGHT OF ACTIVITIES

The Audit Committee undertook the following duties in 2015:

- reviewed the 2014 Audited Financial Statements;
- reviewed and approved the 2016 Internal Audit Plan;
- reviewed the Internal Audit assurance reports covering Examination Development, Project Management Office, Sales, and Human Resource;
- reviewed the investigation report issued by Internal Audit on suspected copying during an examination;
- considered and endorsed Internal Audit's recommendations and Management's responses; and
- reviewed the Audit Findings Dashboard and implementation of the agreed remedial measures.

During the year, the Audit Committee also reviewed the scope and deliverables of IT audit, which is expected to be conducted in 2016 by the appointed IT audit firm.

7. INTERNAL AUDIT DEPARTMENT

MIl has a dedicated Internal Audit department which was established in 2002. The Internal Audit department assists the Audit Committee and the management on matters pertaining to risk management, control and governance processes. The department is currently staffed with 2 personnel, including the Head of Internal Audit who reports functionally to the Audit Committee and administratively to the Chief Executive Officer.



ACTIVITY REPORT



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ACTIVITY REPORT

MII AS A TRAINING PROVIDER

1. OVERVIEW

Taking pride in our role in training to support and complement the human capital development initiatives of the insurance industry, we focus on technical, professional or specialised subjects not addressed at the company level.

We offer three main categories of training to the public, namely General Insurance Training, Life Insurance Training, and Professional and Certification Programmes. These programmes are developed to build technical knowledge and competencies of industry members ranging from staff of general and life insurance companies, brokers, loss adjusters, insurance agents, financial planners, risk managers and many others.

2. GENERAL INSURANCE TRAINING

General insurance training comprises two main streams, namely Technical Training Courses and Premier Series.

2.1. Technical Training Courses

The technical training courses offer three levels of programmes catering to the varying range of audiences from new entrants up to personnel at the management level. Structured in the basic, intermediate and advanced levels, each contains specific teaching units of the essential contents that a particular topic or subject matter must have.

In meeting the different and specific needs and requirements of individual companies in developing their staff competencies, all the above training can be customised accordingly as in-house training. In this case, the companies determine the training venue and the choice of trainers, while we recommend the topics based on the trainers' areas of specialisation, experience and market exposure. For international customers, in-house training can be held either in their home country or in Malaysia and such training is identified as special courses for foreign participants. In 2015, the special courses focusing on basic level was conducted in the home country of our customer, i.e. 19 participants in Maldives and 25 participants in Brunei. The two courses conducted were Introduction to General Insurance and Comprehensive Course in General Insurance.

The overall performance of general insurance training for 2015 reported a decrease of 11% or 10 classes as compared to 2014. The number of registered participants in 2015 was 1,407, a decrease of 16% as compared to 1,630 participants in 2014.

Out of 84 classes, 49 were conducted as public courses while the remaining 35 classes were conducted as in-house courses. Although in 2015 there was a decrease of 23% or 8 classes as compared to 2014, the demand for in-house training was still preferred by some insurance companies for cost efficiency.



ACTIVITY REPORT (CONT'D)

General Insurance Training Courses in 2015 and 2014:

No.	Course	2015		2014	
		No. of Classes	No. of Participants	No. of Classes	No. of Participants
1 Public					
	Technical	39	397	32	371
	Premier Series	10	85	16	221
	Special Courses for Local	0	0	3	164
	Sub-Total:	49	482	51	756
2 In-House					
	Technical	33	881	41	835
	Special Courses for Foreign Participants	2	44	-	-
	Certification	0	0	2	39
	Sub-total	35	925	43	874
	Grand Total (Public + In-house)	84	1,407	94	1,630

Details of the Number of Training Classes and Participants by Level in 2015 and 2014:

No.	Level	2015			2014		
		No. of Topics	No. of Classes	No. of Participants	No. of Topics	No. of Classes	No. of Participants
1	Basic	19	38	697	66	57	1,024
2	Intermediate	27	44	666	49	32	403
3	Advanced	0	0	0	0	0	0
4	Certification	0	0	0	2	2	39
5	Special Courses	2	2	44	3	3	164
	Total	48	84	1,407	120	94	1,630

Details of Public and In-House Training Classes by Level in 2015 and 2014:

No.	Level	2015				2014			
		Public		In-House		Public		In-House	
		No. of Classes	No. of Participants						
1	Basic	21	234	17	463	18	229	39	795
2	Intermediate	28	248	16	418	30	363	2	40
3	Advanced	0	0	0	0	0	0	0	0
4	Certification	0	0	0	0	0	0	2	39
5	Special Courses	0	0	2	44	3	164	0	0
	Total	49	482	35	925	51	756	43	874

The number of participants for basic courses in 2015 had shown a decrease of 47%, with 697 participants as compared to 1,024 participants in 2014. However, the Intermediate courses reported an increase of 65% or 263 participants, from 403 in 2014 to 666 in 2015.

2.2. Premier Series

The Premier Series are targeted at a more advanced audience and focus on topics meeting the current needs, trends and practices of local and regional markets. The courses blend the trainers' extensive working experience and exposure exclusive to their respective areas of expertise with study visits to bring classroom knowledge to the actual work site.

In 2015, we conducted 10 Premier Series courses, attracting 85 participants comprising of 76 local and 9 foreign participants. There was a decrease in the number of participants, from 221 participants in 2014 to 85 participants in 2015.

The participation from overseas participants also decreased from 25 participants to 9 participants in 2015. Majority of the international participants who attended the Premier Series Courses were from the neighbouring ASEAN countries, namely Brunei, Cambodia, Indonesia and Vietnam with one participant each from Arab Saudi and Maldives.



Premier Course:
Fire Clauses – How to Apply the Right Clauses for
Maximum Protection
21st – 22nd April 2015



Premier Course:
Financial & Budgetary Control for Managers in the
Insurance Industry
9th – 10th February 2015



ACTIVITY REPORT (CONT'D)



In-house Programme: Fire Insurance
AXA Affin General Insurance Berhad
3rd – 4th November 2015



In-house Programme: Negotiation Skills
Etiqa Insurance & Takaful
9th – 10th October 2015

2.3. Foreign Participants

In 2015, we recorded a total of 46 foreign participants for the general insurance courses as compared to 77 in 2014, a decrease of 31 participants or 40%. Majority of the foreign participants who attended the technical training courses were from ASEAN countries, namely Brunei, Cambodia, Indonesia, Laos and Vietnam with the remaining from Maldives, Arab Saudi, Iran and Papua New Guinea.

Foreign delegates' participation in General Insurance Training Courses in 2015 and 2014:

No.	Course	Total No. of Participants		Increase/(Decrease) %
		2015	2014	
1	Technical Training	37	52	(29)
2	Premier Series	9	25	(64)
	Total	46	77	(40)

Details of the number of Participants for Technical Training Courses and Premier Series Courses by Country in 2015 and 2014:

No.	Country	Technical Training Courses		Premier Series	
		No. of Participants		No. of Participants	
		2015	2014	2015	2014
1	Brunei	3	5	-	9
2	Cambodia	0	2	4	-
3	Indonesia	29	12	2	7
4	Laos	3	3	-	-
5	Iran	1	-	-	1
6	Maldives	-	1	1	-
7	Nepal	-	19	-	-
8	Papua New Guinea	1	1	-	-
9	Philippines	-	-	-	3
10	Saudi Arabia	-	7	1	-
11	Thailand	-	1	-	-
12	Vietnam	-	1	1	5
	Total	37	52	9	25

There were 2 special courses conducted in-house for overseas companies in 2015.

No.	Level	Name of Company	No. of Pax
1	Basic	Allied Insurance Company (AIC) Maldives	19
2	Basic	Syarikat Takaful Brunei	25
	Total		44

2.4. Event Management

MII continued its collaboration with Perbadanan Insurans Deposit Malaysia (PIDM) in offering our event management services for the fourth year, mainly in organising and supporting the industry briefings on PIDM Financial Consumer Protection System. In 2015, MII had expanded the role of organising such industry briefings to include the banking sectors.



ACTIVITY REPORT (CONT'D)

Roadshows were conducted throughout Malaysia and the number of participants who attended the PIDM Financial Consumer Protection System briefings in 2015 and 2014 are as shown in the diagram:

Session	Centre	2015		2014
		Insurance	Banking	Insurance
1	Alor Setar	21	24	64
2	Johor Bahru	34	30	52
3	Kota Kinabalu	13	8	53
4	Kuala Lumpur - Session 1	83	145	140
5	Kuala Lumpur - Session 2	61	18	95
6	Kuantan	57	16	64
7	Kuching	63	22	76
8	Ipoh / Manjung	26	7	76
9	Melaka	65	14	96
10	Seberang Jaya / Penang	72	48	51
	Total	495	332	767

In 2015, MII assisted PIDM in organising their 'Train-the-Trainer' session. All the three sessions were conducted as part of PIDM's initiatives in expanding the trainers' pool. The table below provides information of the sessions conducted:

Session	Date	No. of Participants
1	12 th – 13 th May 2015	5
2	8 th – 9 th June 2015	8
3	18 th – 19 th August 2015	8
	Total	21



PIDM Melaka Roadshow 2015



PIDM Kuala Lumpur Roadshow 2015

3. LIFE INSURANCE TRAINING

Life Insurance Training is divided into 4 main areas, namely Technical Training, Leadership & Teambuilding, Agency Management and Agents' Convention. Except for the training for agents which were conducted in-house, the rest of the technical courses were conducted as 'public' training.

In 2015, we continued to offer customised and relevant training to meet the needs of staff and agents of life insurance companies and takaful operators.

Life Insurance Training Activities Conducted in 2015 and 2014:

Activity	2015		2014	
	No. of Sessions	No. of Participants	No. of Sessions	No. of Participants
Life Insurance Technical Training	22	542	22	1,143

Number of Life Insurance Training Sessions and Participants in 2015 and 2014:

Training Category	No. of Sessions		No. of Agents Participating		No. of Staff Participating	
	2015	2014	2015	2014	2015	2014
Skill-Building	13	14	-	540	247	208
Leadership & Teambuilding	8	7	275	379	-	-
Agency Management Training Course (AMTC)	1	1	20	16	-	-
Total	22	22	295	935	247	208

As many of the industry participants had attended the same courses conducted in the past years, the demand dropped by 53% from 1,143 in 2014 to 542 in 2015.

There was only one class of the Agency Management Training Course (AMTC) organised in both 2014 and 2015.



Skill-Building training



ACTIVITY REPORT (CONT'D)



Leadership & Teambuilding training

3.1. Bumiputera Training Fund

The Bumiputera Training Fund (BTF) was established in 1996 with the main objective of encouraging more Bumiputera to join the agency force and providing Bumiputera life insurance agents and staff with opportunities to develop the necessary skills and knowledge towards a long term sales career in life insurance.

The number of participants in BTF Courses for 2015 and 2014 are as below:

Training Category	No. of Sessions		Agent Participation		Staff Participation		Total No. of Participants	
	2015	2014	2015	2014	2015	2014	2015	2014
Skill-Building	1	11	100	435	-	145	100	580
Leadership & Teambuilding	-	6	-	315	-	-	-	315
Life Agents Convention	-	1	-	445	-	-	-	445
Agency Management Training Course	1	-	3	-	-	-	3	-
Total	2	18	103	1,195	-	145	103	1,340

In 2015, RM 24,000.00 was drawn from the fund to subsidise courses that benefited 103 Bumiputera agents of life insurance companies.

4. PROFESSIONAL PROGRAMMES

4.1. Professional Qualifications

We continued our role in providing high quality professional education to support the human capital development of the insurance industry. 2014 also saw the continued implementation of the 3 progressive qualifications for general insurance professionals i.e. Certificate, Diploma and Associateship. The usual learning progression for the majority of students is from the Certificate of The Malaysian Insurance Institute (CMII) or Diploma of The Malaysian Insurance Institute (DMII) leading to the Associateship of The Malaysian Insurance Institute (AMII) within 3 to 4 years. However, students may also enter at any level provided they meet the entry requirement.

The three programmes reported a decrease in participation for 2015 as compared to 2014. CMII recorded a decrease of 42% or 208 students while DMII also recorded a decrease of 26% or 175 students. The AMII programme remains about the same trend with minimal decrease in registration rate, that is, 13% or 37 students.

In contrast, there was an increase of 66% in the number of students taking the International Certificate in Risk Management (CIRM) in 2015 with 20 students registered for this course. Majority of the students were from the non-insurance industry.

MII is one of the approved training providers for the Registered Financial Planner (RFP) programme. RFP is a designation that has been approved by Bank Negara Malaysia (BNM) as the qualifications to apply for the Financial Adviser's Licence and Financial Adviser's Representative Licence. Likewise, it has also been approved by the Securities Commission Malaysia (SC) as one of the qualifications to apply for the Investment Adviser's Licence and the Capital Markets Services Licence. RFP is offered in 2 streams: RFP (Conventional) and RFP (Shariah).

The demand for the RFP programmes, especially for the RFP (Conventional) programme, has decreased over the years as evidenced from the number of students registered for the RFP examination. For the past three consecutive years, there were no students enrolled for the RFP (Conventional) class compared to 20 students enrolled in 2011. Many companies conducted the programme in-house by their internal trainers certified by MII through the RFP Train-The-Trainer certification training organised and conducted by MII once a year. Likewise, the demand for the RFP (Shariah) classes also experienced the same trend with no classes held in 2015.

Number of Students and Classes for Professional Programmes in 2014 and 2015:

No.	Programme	No. of Classes		No. of Students	
		2014	2015	2014	2015
1	Associateship of The Malaysian Insurance Institute (AMII)	16	13	285	248
2	Diploma of The Malaysian Insurance Institute (DMII)	33	29	670	495
3	Certificate of The Malaysian Insurance Institute – (CMII)	24	15	489	281
4	International Certificate in Risk Management (CIRM)	1	2	12	20
5	Registered Financial Planner (RFP - Conventional)	0	0	0	0
6	Registered Financial Planner (RFP - Shariah)	0	0	0	0
	Total	74	59	1,456	1,044

4.1.1. In-House and Public Classes

The CMII, DMII and AMII programmes are offered as public and in-house programmes. For larger companies that have more students, classes can be conducted in-house. The trend of 2014 continued in 2015 where more public programmes were conducted as compared to in-house programmes. Out of 59 classes, only 18 classes or 31% were conducted as in-house programmes. The trend remains similar as in year 2014. As for the public programmes, the number of classes held in 2015 was 39 as compared to 56 in 2014, a decrease of 31%.



ACTIVITY REPORT (CONT'D)

Number of In-House and Public Classes and Students in 2014 and 2015:

No.	Programme	In-House				Public			
		No. of Classes		No. of Students		No. of Classes		No. of Students	
		2014	2015	2014	2015	2014	2015	2014	2015
1	Associateship of The Malaysian Insurance Institute (AMII)	4	3	87	49	12	10	198	199
2	Diploma of The Malaysian Insurance Institute (DMII)	6	4	105	61	27	25	565	434
3	Certificate of The Malaysian Insurance Institute – (CMII)	11	11	211	220	13	4	278	61
4	International Certificate in Risk Management (CIRM)	-	-	-	-	1	2	12	20
5	Registered Financial Planner (RFP) (Conventional)	-	-	-	-	-	-	-	-
6	Registered Financial Planner (RFP) (Shariah)	-	-	-	-	-	-	-	-
	Total	21	18	403	330	53	41	1,053	714

4.1.2. Classes Conducted Locally

In 2015, we conducted classes for professional programmes in Perlis, Penang, Batu Pahat, Seremban, Johor Bharu and Kuala Lumpur. 85% or 49 classes involving 818 students were held in Kuala Lumpur while 15% or 8 classes were conducted outside Kuala Lumpur.

Number of Associateship of The Malaysian Insurance Institute (AMII) Classes Conducted Locally (Kuala Lumpur) in 2015:

No.	Location	No. of Classes	No. of Students
1	Kuala Lumpur	11	213
	Total	11	213

Number of Diploma of The Malaysian Insurance Institute (DMII) Classes Conducted Locally (Kuala Lumpur and Outstation) in 2015:

No.	Location	No. of Classes	No. of Students
1	Kuala Lumpur	23	400
2	Kuching, Sarawak	1	10
3	Perlis	1	18
4	Johor Bharu, Johor	1	21
5	Seremban, Negeri Sembilan	1	19
6	Penang	2	27
	Total	29	495

Number of Certificate of The Malaysian Insurance Institute (CMII) Classes Conducted Locally and Overseas in 2015:

No.	Location	No. of Classes	No. of Students
1	Kuala Lumpur	13	228
2	Batu Pahat, Johor	1	15
3	Jakarta, Indonesia	1	38
	Total	15	281

In addition to the flagship programmes, we have also conducted 2 classes in International Certificate in Risk Management (CIRM) in 2015 for 20 participants held in MII City Centre.

4.1.3. Classes Conducted Overseas

The professional programmes were also conducted in Cambodia, Iran and Indonesia. Except Cambodia where the classes were facilitated by the local lecturers, classes for other countries were conducted by lecturers from MII. One CMII class was also conducted in Jakarta, Indonesia.

4.2. International Participation

Our flagship professional programmes, in particular the AMII, continued to attract international participants not only from the ASEAN market but also from other emerging markets such as the Middle East and Asia. The AMII is offered in two modes of study, self-study and class-based.

In 2015, 116 international students enrolled for the CMII, DMII and AMII class-based programme conducted in international centres. The international participation remained about the same trend as compared to 2014 with 123 students.

Number of International classes conducted in 2015 :

No.	Programme	Location	No. of Classes	No. of Students
1	Certificate of The Malaysian Insurance Institute (CMII)	Jakarta	1	38
2	Diploma of The Malaysian Insurance Institute (DMII)	Iran	1	21
3	Associateship of The Malaysian Insurance Institute (AMII)	Jakarta	2	35
4		Cambodia	1	22
	Total		5	116



ACTIVITY REPORT (CONT'D)

4.3. Industry Sponsorship

For the eighth consecutive year, Malaysian National Reinsurance Berhad (MNRB) continued its support in the promotion of professionalism for the insurance industry by generously extending 50% sponsorships to personnel from various insurance companies. In 2015, a scholarship worth RM182,925 was awarded to 27 students, 14 of whom were for the DMII programme and 13 for the AMII programme. 18 companies from the general, life, composite, takaful and broking sectors of the industry benefited from this sponsorship.

Since 2007, a total of 217 students have been awarded sponsorship, 101 students have graduated while the rest are still pursuing the programmes.

Number of Students Awarded MNRB Sponsorship from 2007 to 2015:

Year	Batch	DMII		AMII	
		No. of Students		No. of Students	
		Sponsored	Graduated	Sponsored	Graduated
2015	9 th	14	Programme in progress	13	Programme in progress
2014	8 th	4	Programme in progress	15	Programme in progress
2013	7 th	3	Programme in progress	11	Programme in progress
2012	6 th	12	10	13	Programme in progress
2011	5 th	14	7	13	9
2010	4 th	13	7	14	11
2009	3 rd	14	10	15	6
2008	2 nd	11	9	12	11
2007	1 st	12	7	14	14
	Total	97	50	120	51

Companies that Benefited from MNRB Sponsorship from 2007 to 2015:

1. AAO Global Insurance Brokers Sdn Bhd
2. AIG Malaysia Insurance Bhd
3. Allianz General Insurance Company (M) Bhd
4. AmG Insurance Bhd
5. AMLife Insurance Bhd
6. Anika Insurance Brokers Sdn Bhd
7. Antah Insurance Brokers Sdn Bhd
8. Aon Insurance Brokers (M) Sdn Bhd
9. Asia Insurance (M) Bhd
10. AXA Affin General Insurance Bhd
11. Berjaya Sompo Insurance Bhd
12. BH Insurance (M) Bhd (merged with AXA Affin General Insurance Berhad on 1/1/2011)
13. Covermoore Asia Pte Ltd
14. Etiqa Insurance & Takaful Bhd
15. General Insurance Corporation of India, Labuan Branch
16. Great Eastern Takaful (M) Sdn Bhd

Companies that Benefited from MNRB Sponsorship from 2007 to 2015: (cont'd)

17. Gibraltar BSN Life Berhad
18. Hong Leong Assurance Bhd
19. HSBC Amanah Takaful (M) Sdn Bhd
20. Insfields Insurance Brokers Sdn Bhd
21. Jardine Lloyd Thompson Sdn Bhd
22. Jerneh Insurance Berhad
23. Kurnia Insurans (Msia) Bhd
24. Labuan Reinsurance (L) Ltd
25. Lonpac Insurance Bhd
26. MAA Takaful Bhd
27. Malene Insurance Brokers (M) Sdn Bhd
28. Maphilindo International Sdn Bhd
29. Marsh Insurance Brokers (M) Sdn Bhd
30. McLarens Saksama (M) Sdn Bhd
31. MIT Insurance Brokers Sdn Bhd (also known as MSM International)
32. MSIG Insurance (M)Bhd
33. MUI Continental Insurance Bhd
34. Multi-Purpose Insurance Bhd
35. Oriental Capital Assurance Bhd
36. Overseas Assurance Corporation (M) Bhd
37. Progressive Insurance Bhd
38. Prudential Assurance Malaysia Bhd
39. RHB Insurance Bhd
40. Rosegate Insurance Brokers Sdn Bhd
41. Sime Darby Lockton Insurance Brokers Sdn Bhd
42. Sun Life Malaysia Assurance Berhad
43. State Insurance Brokers Sdn Bhd
44. Takaful Ikhlas Sdn Bhd
45. The Malaysian Insurance Institute
46. Tokio Marine Insurans (M) Bhd
47. Tokio Marine Life Insurance Malaysia Bhd
48. Tune Insurance Malaysia Berhad
49. Trust International Insurance & Reinsurance Co.
50. UniAsia General Insurance Bhd
51. Watkins Syndicate Labuan Limited
52. Zurich Insurance Malaysia Berhad



ACTIVITY REPORT (CONT'D)

4.4 Certification Programmes

MII Certification Programmes are programmes that are recognised by the insurance industry as qualifications to perform specific jobs or tasks. At the end of the programme, a certificate is awarded to participants who demonstrate that they have met the intended learning outcomes and pass the assessment. Our Certification Programmes are categorised as mandatory and non-mandatory programmes.

Included under the mandatory programmes are programmes for licensing and Train-The-Trainer (TTT), which are as follows:

- (a) Basic Certificate Course in Insurance Loss Adjusting (BCCILA)
- (b) Basic Certificate Course in Takaful and Broking (BCCITB)
- (c) Registered Financial Planner Train-The-Trainer (RFP-TTT)
- (d) Basic Agency Management Course Train-The-Trainer (BAMC-TTT)

The BCCILA is aimed at new entrants to the insurance loss adjusting field while the BCCITB is for potential insurance brokers. The BCCILA and BCCITB are offered 4 times a year as a public programme. The two programmes reported a decrease in participation for 2015 as compared to 2014

The RFP-TTT and BAMC-TTT are meant to certify in-house trainers to deliver the RFP and BAMC programmes in their respective companies. There was no demand for both Train-The-Trainer training in 2015.

Number of Participants Attending Certification Programmes in 2014 and 2015:

No.	Programme	No. of Participants	
		2014	2015
1	Basic Certificate Course in Insurance Loss Adjusting (BCCILA)	260	213
2	Basic Certificate Course in Insurance Takaful Broking (BCCITB)	134	125
3	Train-The-Trainer (TTT) for Registered Financial Planner (RFP)	30	-
4	Train-The-Trainer (TTT) for Basic Agency Management Course (BAMC)	29	-
	Total	453	338

MII AS AN EXAMINATION CENTRE

1. OVERVIEW

As the official examination centre for the Malaysian insurance industry, we handle numerous examinations for various qualifications for the staff and agency force of the industry at our various centres throughout Malaysia.

We conducted 12 types of examinations in 2015 involving 85,095 candidates who sat for the examinations at 22 examination centres in 14 states throughout Malaysia. This was a decrease of 5% or 4,325 candidates who sat for the examinations from 89,420 in 2014. Only CEILLI, CBE and RFP reported an increase whilst the other examinations reported a drop in number of candidates who sat for the examinations; i.e. AMII/DMII, CMII, PCEIA, CEILLI, BAMC, BCCITB and BCCILA. PCEIA reported a major drop in number of candidates who sat for the examination by 6% or 3,265 candidates to a total of 50,419 as compared to a total of 53,684 candidates in 2014.

The Pre-Contract Examination for Insurance Agents (PCEIA) recorded the largest number of examination candidates, numbering 50,419 candidates while the Certificate Examination in Investment-Linked Life Insurance (CEILLI) recorded 30,750 examination candidates.

Types of Examinations, Examination Sessions, Number of Candidates who Sat for Examination and Examination Centres in 2015:

No.	Examination		Month/Day of Examination in 2015	No. of Candidates who Sat for Examination	No. of Examination Centres
Professional Examinations					
1	Associateship of The Malaysian Insurance Institute	AMII	January, April, July, October	1,375	15
2	Diploma of The Malaysian Insurance Institute	DMII			
3	Registered Financial Planner	RFP	March, August, November	514	8
4	Shariah Registered Financial Planner	RFPS		9	
5	Registered Financial Planner Capstone	RFPC		121	
6	Shariah Registered Financial Planner Capstone	RFPSC		66	
Certificated Examinations					
7	Certificate of The Malaysian Insurance Institute – Insurance	CMII	January, April, July, October	354	10
8	Basic Certificate Course in Loss Adjusting	BCCILA	April, June, September, November	236	10
9	Basic Certificate Course in Insurance and Takaful Broking	BCCITB	March, May, August, September	157	6
10	Basic Agency Management Course	BAMC	March, June, September, December	1,128	15



ACTIVITY REPORT (CONT'D)

No.	Examination		Month/Day of Examination in 2015	No. of Candidates who Sat for Examination	No. of Examination Centres
Agents' Qualifying Examinations					
11(a)	Pre-Contract Examination for Insurance Agents	PCEIA paper-and-pencil (PPE)	Scheduled examinations: Every month Ad-hoc: On average every Saturday	7,082	22
11(b)		PCEIA computer-based (CBE)	KL Centre: Monday to Friday Outstation/Ad-hoc: Every Saturday	43,337	11
12(a)	The Certificate Examination in Investment-Linked Life Insurance	CEILLI paper-and-pencil	Scheduled examinations: Every month Ad-hoc: On average every Saturday	2,526	22
12(b)		CEILLI computer-based (CBE)	KL Centre: Monday to Friday Outstation/Ad-hoc: Every Saturday	28,190	11
	Total			85,095	

2. COMPUTER-BASED EXAMINATION (CBE)

We offer computer-based examination (CBE) as an alternative to paper-and-pencil (PPE) examination for the agents' qualifying examinations. The CBE, conducted via a web-based computer-based assessment system (C-BASS), comprises a robust question bank system (Q-Bank) and a computer-based examination system (CBES).

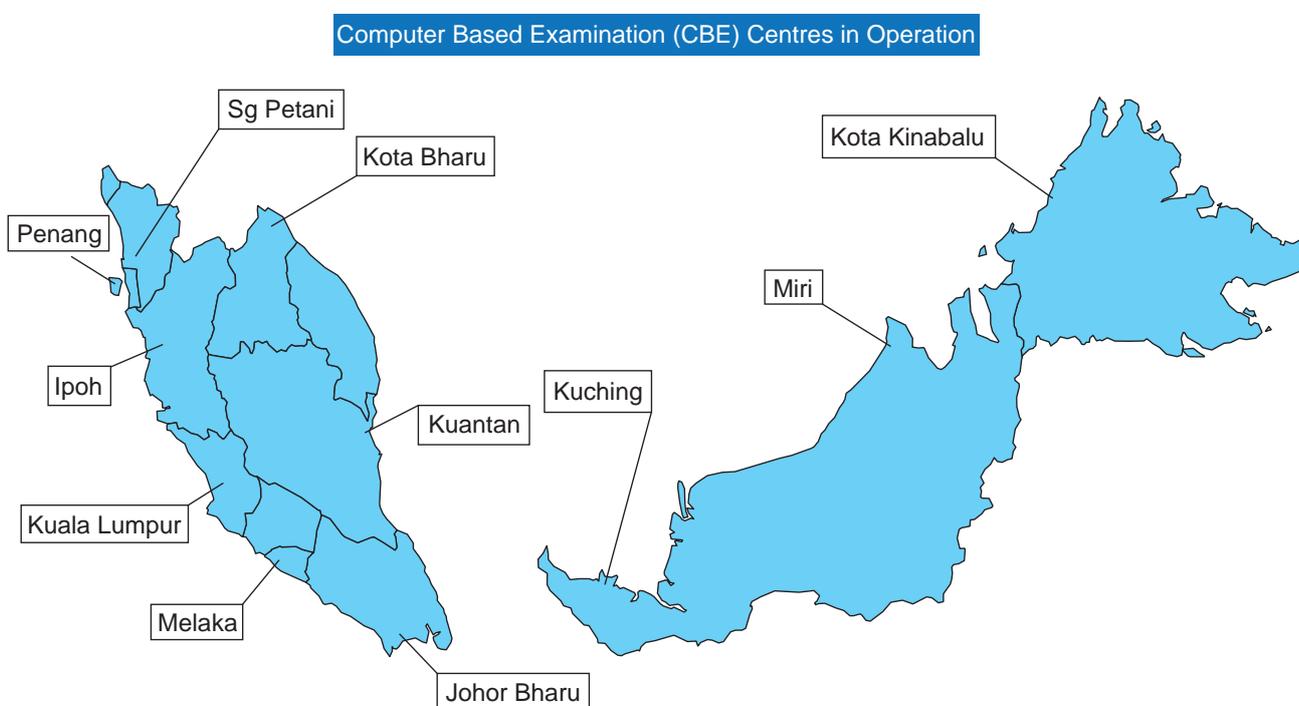
In July 2009, we began to offer CBE in Johor Bharu and Penang. In January 2012, we started to offer CBE at 3 other centres, namely Kota Bharu, Kota Kinabalu and Kuching. In October 2012, we opened another 3 new CBE centres in Ipoh, Melaka and Kuantan, earlier than the original plan of early 2013. In January 2013, another 2 new CBE centres were opened in Sungai Petani and Miri. We now have 11 CBE centres nationwide.

On 11th June 2013, we offered CBE exam at MII City Centre in Wisma Sime Darby, Kuala Lumpur to replace our previous venue at MII City Centre in Maju Junction Shopping Mall, Kuala Lumpur, apart from our outstation centres.

The industry has responded positively to the functions of the 11 CBE centres and the trend has shown a significant increase in the number of candidates taking CBE over the past few years.

The main advantage of candidates taking CBE is that results can be obtained immediately after each examination session and therefore potential agents can be recruited immediately upon them passing the agents' qualifying examinations. In addition, the examinations can be conducted more frequently, allowing more candidates to pass through the system for recruitment.

2.1. Computer-Based Examination Centres



(a) Kuala Lumpur Centre



Kuala Lumpur Centre



ACTIVITY REPORT (CONT'D)

(b) Outstation Centres



Penang Centre



Johor Bahru Centre



Kota Kinabalu Centre



Kota Bharu Centre



Kuantan Centre



Kuching Centre



Melaka Centre



Ipoh Centre



SG Petani Centre



Miri Centre

(c) In-House Centres



Zurich Kuala Lumpur Centre



Great Eastern Kuala Lumpur Centre

3. PROFESSIONAL PROGRAMMES

3.1. Associateship of the Malaysian Insurance Institute (AMII) and Diploma of the Malaysian Insurance Institute (DMII)

(a) AMII And DMII - Local Students

The AMII and the DMII programmes are offered in 2 study schemes: class-based and self-study. Self-study students are those not able to attend the class-based programme due to distance and time constraints and therefore take the examination on a 100% final examination basis. In the case of class-based students, the marks allocation for the DMII is 40% for the coursework and 60% for the final examinations while for the AMII it is 50% for the coursework and 50% for the final examination.

In 2015, 1,100 candidates sat for the AMII and the DMII examinations locally. 909 were class-based students and 191 were self-study students. The average rate of passes by session ranged between 37% and 68%, with 14 subjects taken. The number of candidates sitting for the examinations in 2015 decreased by 8% or 100 candidates as compared to 2014.

Examination sessions were conducted on 27th – 29th January, 21st – 23rd April, 28th – 30th July and 20th – 22nd October 2015 at various centres throughout the country.



ACTIVITY REPORT (CONT'D)

AMII and DMII Examinations Statistics (Local Students) for 2015 and 2014:

Examination Session	2015				2014			
	No. of Subject	Sat	Passed	Average Pass %	No. of Subject	Sat	Passed	Average Pass %
January	14	241	108	45%	13	206	129	63%
April	14	267	98	37%	13	332	183	63%
July	14	298	149	50%	15	338	185	55%
October	14	294	195	68%	15	324	194	60%
Total		1,100	550	50%		1,200	691	58%

(b) AMII and DMII (Class-Based) - International Students

In 2015, we continued to conduct the AMII and the DMII examinations outside Malaysia, in Phnom Penh, Cambodia; Male, Maldives; Jakarta, Indonesia; and Tehran, Iran.

275 candidates sat for the AMII and the DMII examinations at these international centres. The average rate of passes by session ranged between 6% and 58% with between 2 and 6 subjects taken.

The number of candidates sitting for the examinations reflected an increase of 7% or 17 candidates in 2015 as compared to 2014.

AMII Examination Statistics (International Students) for 2015 and 2014:

Examination Venue	2015				2014			
	No. of Subjects	Sat	Passed	Average Pass %	No. of Subjects	Sat	Passed	Average Pass %
Maldives, Male	6	17	1	6%	13	77	58	75%
Phnom Penh, Cambodia	2	22	5	23%	11	63	37	59%
Jakarta, Indonesia	6	165	82	50%	2	76	43	56%
Tehran, Iran	6	71	41	58%	2	42	23	55%
Total		275	129	47%		258	161	62%

3.2. Registered Financial Planner (RFP)

In 2015, MII was given the mandate by the Malaysian Financial Planning Council (MFPC) to facilitate the Shariah RFP, RFP Capstone and RFP Shariah Capstone examinations besides the conventional RFP.

3.2.1. Registered Financial Planner - Conventional

514 candidates sat for the RFP examination, an increase of 8% or 39 candidates for the various modules as compared to 2014. The average rate of passes also had shown the same trend, an increase from 60% to 77% in 2015 as compared to 2014. 4 modules, i.e. modules 1, 2, 5, 6 and 7, recorded an increase in the rate of passes for 2015 as compared to 2014.

Since the inception of the programme, the Risk Management and Insurance Planning module reported the highest rate of passes for all the examination sessions. However, for 2015, Estate Planning module reported the highest rate of passes of 95%.

RFP Statistics for Each Module for 2015 and 2014:

No.	Module	2015			2014		
		Sat	Passed	Pass %	Sat	Passed	Pass %
1	Fundamentals of Financial Planning	149	127	85%	183	92	50%
2	Risk Management and Insurance Planning	113	105	93%	52	48	92%
3	Investment Planning	118	69	58%	77	49	64%
4	Tax Planning	19	7	37%	37	23	62%
5	Estate Planning	39	37	95%	23	21	91%
6	Retirement Planning	47	35	74%	41	27	66%
7	Application of Financial Planning	29	18	62%	62	24	39%
	Total	514	398	77%	475	284	60%

3.2.2. Shariah Registered Financial Planner

In 2015, MII has been appointed as the examination facilitator for Shariah RFP examinations, offering the same examination sessions as RFP conventional. 3 examination sessions were conducted in 2015 i.e. in the month of March, August and November where 6 out of 9 candidates sat and passed the examination.

Shariah RFP Statistics for Each Module for 2015:

No.	Module	Sat	Passed	Pass %
1	Fundamentals of Shariah Financial Planning	4	3	75%
2	Risk and Takaful Planning	2	2	100%
3	Shariah Investment Planning	1	1	100%
4	Tax Planning	1	0	0%
5	Shariah Estate Planning	1	0	0%
	Total	9	6	67%

3.2.3. RFP Capstone & RFP Shariah Capstone

In 2015, MII has been appointed as the examination facilitator for RFP Capstone and RFP Shariah Capstone.

The RFP Capstone and RFP Shariah Capstone programmes aim to equip practitioners with the updating of the required professional and practical skills to practice financial planning. The programmes also prepared the practitioners with the knowledge on setting up a new business or to expand their existing business apart from preparing them in providing value-added advisory services to clients.

The examination was first started in March 2015 and is offered 3 times a year.



ACTIVITY REPORT (CONT'D)

121 candidates sat for the RFP Capstone examination as compared to 66 candidates who sat for RFP Shariah Capstone. The RFP Shariah Capstone reported a higher average rate of passes of 74% or 49 candidates out of 66 candidates as compared to RFP Capstone which reported 46% rate of passes or 58 candidates out of 121 candidates.

Module	2015				Overall	
	Final Exam			Project Paper Passed	Passed	% Pass
	Sat	Passed	% Pass			
RFP Capstone	121	102	84%	60	58	46%
RFP Shariah Capstone	66	63	95%	52	49	74%

4. CERTIFICATED EXAMINATIONS

4.1. Certificate of the Malaysian Insurance Institute - Insurance (CMII)

In 2015, 354 candidates sat for the CMII examination with the average rate of passes by session ranging between 48% and 76%. The overall rate of passes in 2015 registered an average of 67%, which was 11% lower as compared to the 2014 average rate of passes. The examination sessions were conducted in January, April, July and October 2015.

CMII Examination Statistics for 2015 and 2014:

Month	2015			2014		
	Sat	Passed	Pass %	Sat	Passed	Pass %
January	33	23	70%	52	38	73%
April	102	49	48%	151	132	87%
July	115	86	75%	78	57	73%
October	104	79	76%	214	159	74%
Total	354	237	67%	495	386	78%

4.2. Basic Certificate Course in Insurance Loss Adjusting (BCCILA)

In 2015, 236 candidates sat for the BCCILA examination. 4 examination sessions were conducted in February, April, August and November 2015 after the candidates attended a 4-day course at MII.

BCCILA Examination Statistics for 2015 and 2014:

Month	2015			2014		
	Sat	Passed	Pass %	Sat	Passed	Pass %
February	58	47	81%	No examination in February 2014		
March	No examination in March 2015			41	35	85%
April	60	41	68%	No examination in April 2014		
May	No examination in May 2015			34	27	79%
August	67	62	93%	63	58	92%
November	51	46	90%	121	105	87%
Total	236	196	83%	259	225	87%

4.3. Basic Certificate Course in Insurance and Takaful Broking (BCCITB)

Basic Certificate Course in Insurance and Takaful Broking (BCCITB) was introduced for the first time in April 2013 to replace the Basic Certificate Course in Insurance Broking (BCCIB). The examination consists of 2 parts. Part A – Conventional Broking and Part B – Takaful Broking. Candidates are required to pass both parts and the passing marks were increased to 60% instead of 50% under the old programme.

In 2015, 157 candidates sat for the BCCITB where the average rate of passes was 69%. The examination was conducted after the candidates completed a 6-day course at MII or IBFIM. The examination sessions were held in April, June, September and November 2015.

BCCITB Examination Statistics for 2015 and 2014:

Month	2015			2014		
	Sat	Passed	Pass %	Sat	Passed	Pass %
April	39	25	70%	46	20	43%
June	42	26	62%	43	18	42%
August	No examination in August 2015			No examination in August 2014		
September	35	25	71%	49	32	65%
November	41	33	80%	59	39	66%
December	No examination in December 2014			No examination in December 2014		
Total	157	109	69%	197	109	55%

4.4. Basic Agency Management Certificate (BAMC)

In 2015, 1,128 candidates sat for the BAMC examination, a decrease of 5% or 59 candidates as compared to 2014. The average rate of passes reported the same at 95% for both years. 4 examinations were conducted in March, June, September, and December 2015.

BAMC Examination Statistics for 2015 and 2014:

Examination Session	2015			2014		
	Sat	Passed	Pass %	Sat	Passed	Pass %
March	155	151	97%	240	232	97%
June	372	363	98%	375	365	97%
September	408	382	94%	337	325	96%
October (ad hoc)				16	13	81%
December	193	181	94%	219	198	90%
Total	1,128	1,077	95%	1,187	1,133	95%



ACTIVITY REPORT (CONT'D)

5. AGENTS' QUALIFYING EXAMINATIONS

5.1. Pre-Contract Examination for Insurance Agents (PCEIA)

(a) Overview

The Pre-Contract Examination for Insurance Agents (PCEIA) is a pre-qualifying examination for which a pass is a must to be a life or general insurance agent. This examination is offered in 2 modes, paper-and-pencil examination (PPE) and computer-base examination (CBE) and divided into 3 parts. Part A tests the Principles of Insurance, Part B focuses on General Insurance and Part C focuses on Life Insurance. Passing Part A of the PCEIA is compulsory for those wanting to join the agency force, whether in the life or the general insurance sector. The PCEIA (PPE) and the PCEIA (CBE) examinations are available in Bahasa Malaysia, English and Mandarin. The PCEIA (PPE) is also offered in Tamil upon request only.

In 2015, 50,419 candidates sat for the PCEIA examination throughout Malaysia. Of these, 7,082 candidates or 14% sat for the PCEIA (PPE) and 43,337 candidates or 86% sat for the PCEIA (CBE). Overall, 2015 saw decrease of 6% or 3,268 candidates for the PCEIA examination.

The number of candidates who sat for the PCEIA declined by 27% or 2,577 candidates and 2% or 691 candidates for PCEIA, PPE and CBE respectively as compared to 2014. In 2015, 862% of the candidates opted for the PCEIA (CBE) as compared to 82% in 2014.

PCEIA (PPE and CBE) Statistics for 2015 and 2014:

Year		Examination Mode						Total PPE & CBE
		Paper-and-Pencil Examination (PPE)			Computer-Based Examination (CBE)			
		Life	General	Total	Life	General	Total	
2015	Sat	5,261	1,821	7,082	36,423	6,914	43,337	50,419
	Passed	2,756	1,140	3,896	23,308	5,429	28,737	32,633
	Pass %	52%	63%	55%	64%	79%	66%	65%
2014	Sat	7,029	2,630	9,659	35,616	8,412	44,028	53,687
	Passed	3,680	1,616	5,296	22,675	6,675	29,350	34,646
	Pass %	51%	63%	55%	61%	74%	67%	65%
Variance 2015 vs. 2014	Sat	(1,768)	(809)	(2,577)	807	(1,498)	(691)	(3,268)
	Variance %	-25%	-31%	-27%	2%	-18%	-2%	-6%

5.1.1. PCEIA - Paper-and-Pencil Examination (PPE)

We conducted the PCEIA (PPE) on average twice a month at 23 examination centres in Malaysia. However, due to increasing demand and requests by companies, we also conducted the PCEIA (PPE) sessions on an unscheduled or ad-hoc basis every Saturday on average.

2015 saw a decline of 27% or 2,577 candidates sitting for the PCEIA (PPE) as compared to the figure for 2014. However, the average rate of passes remained the same at 55%.

PCEIA (PPE) Overall Statistics for 2015 and 2014:

	2015			2014		
	Life	General	Total	Life	General	Total
PCEIA Paper-and-Pencil Examination						
Sat	5,261	1,821	7,082	7,029	2,630	9,659
Passed	2,756	1,140	3,896	3,680	1,616	5,296
Pass %	52%	63%	55%	52%	61%	55%
Variance 2015 vs. 2014						
	Life		General		Total	
Sat	(1,768)	-25%	(809)	-31%	(2,577)	-27%

(a) PCEIA (PPE) – Life Insurance Route

In 2015, the number of candidates sitting for the PCEIA (PPE) - life insurance route decreased by 25% or 1,768 candidates from 7,029 candidates in 2014 to 5,261 candidates. These candidates contribute 74% of the total number of candidates who sat for the PCEIA (PPE) in 2015 as compared to 73% in 2014. The average rate of passes of 52% remained the same for both years.

PCEIA (PPE) Life Route Statistics for 2015 and 2014:

	2015	2014	Variance 2015 vs 2014
Sat	5,261	7,029	(1,768) / -25%
Passed	2,756	3,680	(924)
Pass %	52%	52%	

In 2015, the number of candidates taking the examination for all languages dropped except for Tamil. The candidates taking the examination in Bahasa Malaysia decreased by 49%, followed by Mandarin 22% and English 10%.

PCEIA (PPE) Life Route Statistics by Language for 2015 and 2014:

	2015					2014				
	Bahasa Malaysia	English	Mandarin	Tamil	Total	Bahasa Malaysia	English	Mandarin	Tamil	Total
Sat	1,162	2,761	1,324	14	5,261	2,266	3,064	1,691	8	7,029
Passed	403	1,620	733	0	2,756	823	1,941	916	0	3,680
Pass %	35%	59%	55%	0%	52%	36%	63%	54%	0%	52%

(b) PCEIA (PPE) – General Insurance Route

The number of candidates sitting for the PCEIA (PPE) - general insurance route decreased by 31% or 809 candidates to 1,821 candidates in 2015 as compared to 2,630 candidates in 2014. The overall rate of passes reported an increase of 2% to 63% as compared to 61% in 2014.



ACTIVITY REPORT (CONT'D)

PCEIA (PPE) General Route Statistics for 2015 and 2014:

	2015	2014	Variance 2015 vs 2014
Sat	1,821	2,630	(809) / -31%
Passed	1,140	1,616	(476)
Pass %	63%	61%	

In 2015, the English version of the examination remains preferred. However, the number of candidates sitting for the examination decreased by 31% as compared to 2014. Candidates for the examination for all languages showed the same trend with a decrease of 34% for English, 29% for Mandarin and 26% Bahasa Malaysia.

PCEIA (PPE) General Route Statistics by Language for 2015 and 2014:

	2015					2014				
	Bahasa Malaysia	English	Mandarin	Tamil	Total	Bahasa Malaysia	English	Mandarin	Tamil	Total
Sat	584	833	404	0	1,821	794	1,263	573	0	2,630
Passed	324	574	242	0	1,140	407	851	358	0	1,616
Pass %	55%	69%	60%	0%	63%	51%	67%	62%	0%	61%

5.1.2. PCEIA: Computer-Based Examination (CBE)

In 2015, the PCEIA (CBE) was conducted from Mondays to Friday except on public holidays at MII City Centre in Wisma Sime Darby, Kuala Lumpur. 4 sessions were conducted on Mondays to Thursdays, and 3 sessions on Fridays. The increase of sessions during weekdays was to cater to the demand from companies and the public. Thus, it shortened the waiting period for the next available dates/sessions.

4 sessions of the CBE were conducted each month from 9.00 am to 7.00 pm at the other outstation centres, namely Kota Kinabalu, Kuching, Kota Bharu, Ipoh, Melaka, Kuantan, Miri and Sungai Petani.

Due to increasing demand and requests by companies, the CBE sessions were conducted on Saturdays at the MII City Centre and on Sundays at the Johor Bharu and Penang centres on an ad-hoc basis in addition to the pre-determined schedule. We have also increased the number of days for Ipoh, Melaka, Sungai Petani, Kuching and Kota Kinabalu by having the examination on Saturdays on a bi-weekly basis.

2015 recorded a decline of 2% or 691 candidates as compared to 2014. The CBE is preferred due to the immediate release of results after each examination, speeding up the candidates' recruitment registration process as insurance agents. The average rate of passes reported a slight drop of 1% to 66% as compared to 67% in 2014.

PCEIA (CBE) Overall Statistics for 2015 and 2014:

	2015			2014		
	Life	General	Total	Life	General	Total
PCEIA Computer-Based Examination						
Sat	36,423	6,914	43,337	35,616	8,412	44,028
Passed	23,308	5,429	28,737	22,675	6,675	29,350
Pass %	64%	79%	66%	64%	79%	67%
Variance 2015 vs. 2014						
	Life		General		Total	
Sat / %	807	2%	(1,498)	-18%	(691)	-2%

(a) PCEIA (CBE) - Life Insurance Route

In 2015, the number of candidates who sat for the PCEIA (CBE) - life insurance route increased by 2% or 633 candidates as compared to 2014. The average rate of passes remained the same at 64% for both years.

PCEIA (CBE) Life Route Statistics for 2015 and 2014:

	2015	2014	Variance 2015 vs 2014
Sat	36,423	35,616	807 / 2%
Passed	23,308	22,675	633
Pass %	64%	64%	

(b) PCEIA (CBE) - General Insurance Route

The number of candidates taking the PCEIA (CBE) - general insurance route decreased by 18% or 1,498 candidates as compared to 2014. The average rate of passes remained the same at 79% for both years.

PCEIA (CBE) General Route Statistics for 2015 and 2014:

	2015	2014	Variance 2015 vs 2014
Sat	6,914	8,412	(1,498) / -18%
Passed	5,429	6,675	987
Pass %	79%	79%	



ACTIVITY REPORT (CONT'D)

5.2 The Certificate Examination In Investment-Linked Life Insurance (CEILLI)

Overview

CEILLI is a pre-qualifying examination for life insurance agents who want to sell investment-linked life insurance products for life insurance companies. This examination is offered in 2 modes, PPE and CBE. The PPE and CBE examinations are available in Bahasa Malaysia, English and Mandarin.

In 2015, 30,750 candidates sat for the CEILLI examinations throughout Malaysia. 2,564 candidates sat for the PPE and 28,186 sat for the CBE. Overall, the total number of candidates who sat for the examination in 2015 reported a decrease of 3% or 912 candidates as compared to 2014. The overall average rate of passes was 58%, an increase of 1% as compared to 2014.

The number of candidates who sat for the CEILLI (PPE) declined by 35% or 1,378 candidates as compared to 2014. However, the number of candidates sitting for the CEILLI (CBE) reported an increase of 2% or 466 candidates as compared to 2014. In 2015, 92% of the candidates opted for the CEILLI (CBE) while in 2014 the figure stood at 88%.

CEILLI Overall Statistics for 2015 and 2014:

Year	Examination Mode	Pencil Examination	Based Examination	Total PPE and CBE
2015	Sat	2,526	28,190	30,716
	Passed	1,174	16,731	17,905
	Pass %	46%	59%	58%
2014	Sat	3,942	27,720	31,662
	Passed	2,008	16,142	18,150
	Pass %	51%	58%	57%
Variance 2015 vs. 2014	Sat	-1,416	470	-946
	Variance %	-36%	2%	-3%

(a) CEILLI Paper-and-Pencil Examination (PPE)

The CEILLI (PPE) is conducted on average twice a month at 23 examination centres all over the country. However, due to increasing demand and requests by companies, the CEILLI (PPE) sessions were also conducted as unscheduled or on an ad-hoc basis on average every Saturday.

The number of candidates sitting for the CEILLI (PPE) declined by 36% or 1,416 candidates in 2015 as compared to 2014. The average rate of passes reported a drop of 5% to 46% as compared to 51% in 2014.

CEILLI (PPE) Overall Statistics for 2015 and 2014:

	2015	2014	Variance 2015 vs 2014
Sat	2,526	3,942	(1,416) / (36%)
Passed	1,174	2,008	(834)
Pass %	46%	51%	

In 2015, the number of candidates taking the examination in all available languages declined as compared to 2014. The number of candidates sitting for the examination in English in 2014 decreased by 51%. Candidates taking the examination in Mandarin and Bahasa Malaysia showed the same trend, with a drop of 41%.

Candidates who sat for the examination in English reported the highest rate of passes of 55%, followed by Mandarin at 47% and Bahasa Malaysia at 26%. The overall average rate of passes decreased by 5% from 46% in 2015 compared to 51% in 2014.

CEILLI (PPE) Statistics by Language for 2015 and 2014:

	2015				2014			
	Bahasa Malaysia	English	Mandarin	Total	Bahasa Malaysia	English	Mandarin	Total
Sat	427	924	1,175	2,526	777	1,494	1,671	3,942
Passed	110	506	558	1,174	231	980	797	2,008
Pass%	26%	55%	47%	46%	30%	66%	48%	51%

(b) CEILLI Computer-Based Examination (CBE)

The CEILLI (CBE) was conducted throughout 2015 from Mondays to Friday except on public holidays at MII City Centre in Wisma Sime Darby, Kuala Lumpur. 4 sessions were conducted on Mondays to Thursdays, and 3 sessions on Fridays. The increase of sessions during weekdays was to cater to the demand from companies and the public. Thus, it shortened the waiting period for the next available dates/sessions.

4 sessions of the CBE were conducted each month from 9.00 am to 7.00 pm at the other outstation centres, namely Kota Kinabalu, Kuching, Kota Bharu, Ipoh, Melaka, Kuantan, Miri and Sungai Petani.

Due to increasing demand and requests by companies, the CBE sessions were conducted on Saturdays at the MII City Centre and on Sundays at the Johor Bharu and Penang centres on an ad-hoc basis in addition to the pre-determined schedule. We have also increased the number of days for Ipoh, Melaka, Sungai Petani, Kuching and Kota Kinabalu by having the examination on Saturdays on a bi-weekly basis.

The number of candidates sitting for the CEILLI (CBE) increased by 2% or 470 candidates in 2015 as compared to 2014. The average rate of passes was 59%, an increase of 1% as compared to 58% in 2014. CBE has become the preferred mode of examination due to the immediate release of results after each examination, speeding up candidates' recruitment registration process as insurance agents.

CEILLI (CBE) Overall Statistics for 2015 and 2014:

	2015	2014	Variance 2015 vs 2014
Sat	28,190	27,720	470 / 2%
Passed	16,731	16,142	589
Pass %	59%	58%	



ACTIVITY REPORT (CONT'D)

The number of candidates sitting for the CEILLI (CBE) examinations in English and Mandarin languages increased, with the examination in Mandarin and English increased by 7% and 6% respectively. Candidates who sat for the examination in English reported the highest rate of passes of 70%, followed by Mandarin at 52% and Bahasa Malaysia at 40%. The overall average rate of passes increased by 1% from 57% in 2015 to 58% in 2014.

CEILLI (CBE) Statistics by Language for 2015 and 2014:

	2015				2014			
	Bahasa Malaysia	English	Mandarin	Total	Bahasa Malaysia	English	Mandarin	Total
Sat	3,944	13,929	10,317	28,190	5,005	13,110	9,605	27,720
Passed	1,597	9,797	5,337	16,731	2,003	9,188	4,951	16,142
Pass %	40%	70%	52%	59%	40%	70%	52%	58%

6. EXTERNAL EXAMINATIONS

We continued to be given the trust and mandate as the regional examination centre by several international examining bodies during the year. We facilitated the following examinations for 486 candidates taking various external examinations.

External Examinations Facilitated by MII in 2015 and 2014:

No.	Examinations	No. of Candidates	
		2015	2014
1	Casualty Actuarial Society (CAS), UK	63	51
2	The Chartered Insurance Institute (CII), UK	90	90
3	The Chartered Institute of Loss Adjusters (CILA), UK	2	2
4	Society of Actuaries (SOA), USA	285	259
5	The Institute of Risk Management (IRM), UK	46	31
	Total	486	433

7. EXAMINATIONS DEVELOPMENT AND EXEMPTIONS

The Examinations Development and Exemptions Unit (EDEU) under the Registry and Examinations Centre ensures quality standards while maintaining our question bank for all examinations conducted by MII.

The development of question papers involves appointing question setters, moderators, translators and proof readers, right up to the production of the final examination papers.

EDEU also assesses and awards accreditation of prior learning for some of the major and compulsory examinations offered by MII.

The Unit is committed to continuously enhancing the quality and standard of the examinations offered to be in line with international standards. As such, the Unit:

1. develops the questions using the guidelines given by Majlis Peperiksaan Malaysia (MPM), The Chartered Insurance Institute (CII), UK, and other professional bodies to ensure reliability, validity and quality;
2. continuously reviews the questions periodically to ensure that the questions remain current, relevant and in tandem with the needs of the industry;
3. ensures the setting of, moderation and review of examination questions by subject matter experts (SME); and
4. imposes a high level of security in the process of ensuring the questions are reliable and valid.

Significant Activities in 2015

The Examinations Development and Exemptions Unit (EDEU)

1. revised 2 examination blueprints for PCEIA and BCCITB based on new requirements and syllabus change;
2. developed 107 new multiple choice questions (MCQ) for CEILLI and CMII and developed 163 new essay questions for DMII and AMII;
3. developed 1,662 sets of e-question papers for PCEIA (CBE) and CEILLI (CBE). As for PPE, a total of 647 sets of question papers for 9 different type examinations were developed. About 27% or 172 sets of these question papers developed were mainly for CMII, PCEIA and CEILLI ad-hoc examinations;
4. calibrated a total of 5,765 Essay and MCQ items through the process of moderation, proofreading, editing and translations carried out by SME's for the various examinations conducted by MII. The calibration process is to uphold the quality, standards and relevancy of the examination items; and
5. received and processed a total of 126 exemptions applications for AMII, DMII, CMII, PCEIA and CEILLI examinations in 2015. Recognition of prior learning allows individuals to claim exemptions / credits for relevant exams and qualifications obtained through awarding bodies other than the MII, such as professional bodies or universities.



ACTIVITY REPORT (CONT'D)

2015 MII Graduation Ceremony

The Malaysian Insurance Institute (MII) has successfully organised its 2015 MII Graduation Ceremony on Saturday, 22nd August 2015 at Lanai Kijang, Bank Negara Malaysia.

The Chairman of The Malaysian Insurance Institute, En Hashim Harun, delivered the graduation keynote address and presented the certificates to the graduates, accompanied by the Chief executive Officer of MII, Y.Bhg. Dato' Hj. Syed Moheeb Syed Kamarulzaman.

The ceremony celebrated the success and recognition of the academic achievements of 1,120 local and international graduates who completed their studies from 2013 to 2014 in any one of the following programme :

- 862 graduates of Certificate of The Malaysian Insurance Institute (CMII)
- 144 graduates of The Diploma of the Malaysian Insurance Institute (DMII)
- 114 graduates of the Associateship of the Malaysian Insurance Institute (AMII)

52 international graduates were from Bangladesh, Cambodia, Indonesia, Maldives and Saudi Arabia.



MII AS A PROFESSIONAL BODY

1. OVERVIEW

As a professional body, we maintain a membership register comprising Individual and Institutional members that includes Fellow, Associate, Ordinary and Affiliate membership categories. In 2015, we had 1,643 individual members. Institutional members comprise all registered insurance and reinsurance companies, insurance brokers and loss adjusters in Malaysia, making a total of 118 Institutional members with approximately 27,000 staff.

Our membership offers a platform for members to enjoy privileges in our products and services and professional networking through invitation to our activities and events. Selected benefits are also extended to the staff of our Institutional members.

1.1. Membership Status in 2015

As at 31st December 2015, MII had 118 institutional members and 1,643 individual members.

1.1.1. Number of Individual Members in 2015:

No.	Category	Year	
		2014	2015
1	Fellow	13	13
2	Associate	400	404
3	Ordinary	694	560
4	Affiliate	884	666
	Total	1,991	1,643

The substantial decrease of 17% or 348 in the total number of Individual members in 2015 was due to the decrease in the number of Affiliate and Ordinary.

1.1.2. Number of Institutional Members in 2015:

No.	Sector	Year	
		2014	2015
1	Reinsurance	7	7
2	Composite	4	4
3	General	18	18
4	Life	10	10
5	Brokers	36	32
6	Adjusters	35	34
7	Others (Non- Insurance)	13	13
	Total	123	118

All current registered insurance and reinsurance companies, insurance brokers and loss adjusters in Malaysia which are licensed under the Insurance Act 1963 remained as MII Institutional members in 2015. The overall total of Institutional members decreased from 123 in 2014 to 118 company members in 2015.



ACTIVITY REPORT (CONT'D)

2. MEMBERSHIP ACTIVITIES

8 activities involving 554 members were successfully organised in 2015. The activities ranged from industry-wide events to specific activities for members for networking and also to gain knowledge-sharing.

In order to cater to all categories of members that include insurance industry staff and the agency force, the topics of membership talks in 2015 ranged from technical insurance to non-technical insurance subjects such as Talent and Personality and Employee Engagement Strategies.

We also continuously participated in exhibitions at seminars and conventions organised by external parties. These initiatives were to create awareness of our membership to potential individual members.

2.1. Membership Talks in 2015

List of Membership Activities in 2015:

No	Date	Topic
1	23 rd January 2015	Talent and Personality
2	25 th March 2015	Employee Engagement Strategies
3	10 th June 2015	37 th Annual General Meeting 2015
4	13 rd July 2015	Natural Medicine
5	21 st August 2015	Safety by PDRM
6	21 st September 2015	Cosmetic & Aesthetic
7	23 rd October 2015	Essential Oil and Wellness
8	31 st October 2015	9 th MII Inter-Insurance Companies Bowling Tournament 2015



Talk on Talent and Personality on 23rd January 2015 at MII City Centre



Talk on Employee Engagement Strategies on 25th March 2015 at MII City Centre

2.2. MII INTER-Insurance Companies Bowling Tournament 2015

As part of our mission to provide a platform for social and networking opportunities to people across the insurance industry, the Inter-Insurance Companies Bowling Tournament 2015 was successfully organised for the Ninth year on 31st October 2015 at Sunway Mega Lanes, Sunway Pyramid, Selangor. This served as an excellent opportunity for the industry to get together as a unified industry. 230 players from 28 companies from all sectors of the insurance industry including general and life companies, takaful operator, brokers and loss adjusters participated in the tournament.

Final Standings

Place	Company/Team	Total Score Pins
Champion	Etiqa Insurance Berhad – X300	2,100
1 st runner-up	AXA Affin General Insurance Berhad – AXA Gen. A	1,880
2 nd runner-up	Great Eastern Life Assurance (Malaysia) Berhad – Hell Boy	1,820
4 th place	MSIG Insurance (Malaysia) Berhad – MSIG A	1,805
5 th place	Takaful Ikhlas Berhad – Ikhlas Fisabilillah	1,786

Best Bowlers

Category	Name/Company	Total Score Pins
Men	Saifull Harrol Mohd – Etiqa Insurance Berhad	573
Women	Masytah – MSIG Insurance (Malaysia) Berhad	487



Team Etiqa X300, Champion



Team AXA Gen. A, 1st Runner Up



Team GELA A, 2nd Runner Up



Mr. Mohd Riduan, Best Male Bowler



Ms. Shahlawati, Best Female Bowler



Bowlers in action at the bowling tournament



ACTIVITY REPORT (CONT'D)

MII AS A CONFERENCE ORGANISER

1. OVERVIEW

We successfully organised 6 conferences for the insurance industry in 2016 namely the International Claims Convention, General Insurance Agents Convention, 5th Malaysian Insurance Summit, International Medical & Health Insurance Conference, Bumiputera Life Insurance Agents Convention (Konvensyen Ejen Insurans Hayat Bumiputera) and the Malaysia MDRT Day. All the conferences drew more than 2,600 participants from Brunei, Indonesia, Thailand, Iran, Philippines, Singapore and Malaysia with a total of more than 75 international and local speakers who presented and shared their knowledge and expertise with the participants. We are very honoured to have received their invaluable support as we continue to strive towards providing world class knowledge and experience to delegates attending these conferences.

Conferences Organised in 2015:

No	Conferences	Date	No. of participants	No. of speakers
General Conferences/Conventions				
1	International Claims Convention 2015	28 th – 29 th April 2015	132	20
2	General Insurance Agents Convention 2015	3 rd September 2015	333	11
3	5 th Malaysia Insurance Summit 2015	7 th – 8 th October 2015	338	32
4	International Medical & Health Insurance Conference 2015	3 rd November 2015	61	11
5	Malaysia MDRT Day	8 th September 2015	1,913	20
Life Insurance Conferences/Conventions				
6	Konvensyen Ejen Insurans Hayat Bumiputera	17 th October 2015	457	9
Total			3,234	103

2. CONFERENCES ORGANISED

2.1. International Claims Convention 2015

With the support from General Insurance Association of Malaysia (PIAM), Life insurance Association of Malaysia (LIAM), Association of Malaysia Loss Adjusters (AMLA), The Malaysia Insurance and Takaful Brokers Association (MITBA), National Insurance Claims Society (NICS) and Malaysia Takaful Association (MTA), the fourth International Claims Convention was held at the Renaissance Hotel, Kuala Lumpur on 28th and 29th April 2015.

The convention brought together 20 renowned industry experts from Singapore and Malaysia to share their experience as speakers at this event.

We are honoured to have YDH SAC Dato' Haji Mohd Fuad Abdul Latif, Federal Traffic Chief, The Royal Malaysian Police as the Guest of Honour and to officiate the convention. The convention continues to be an important and a relevant convention for the insurance industry as it brings the discussion platform on topical issues and lessons learned from various, dynamic and complex claims experience in the recent past and potential claims risk which could undermine the future of underwriting profits.

Testimonials from participants:

“Able to gain compact & current technical claims knowledge in one excellent convention day.”

Noorazlin Mohd Samsudin, Manager-Property & Casualty, Mestari Adjusters Sdn Bhd

“It is a good experience to be update on many issues in the insurance industry within South East Asia, particularly on claims issues.”

Hadirah Idris, AVP, Takaful IKHLAS

“Organiser and administrative support were very helpful and accommodating. It was a full blown convention. The speakers are exceptionally great in their field of expertise.”

Mary Annem, Senior Manager – Claim, Corporate Guarantee and Insurance Company (Philippines)

“Resourceful, the speakers are internationally well known individuals. Claims personnel should not miss this conference.”

Azril J. Zahari, Deputy Manager, Labuan Reinsurance (L) Ltd



Dato' Hj. Syed Moheeb Syed Kamarulzaman addressing the attendees at the convention through his welcome speech



YDH SAC Dato' Hj. Mohd Fuad Abdul Latif, the Chief of Federal Traffic from the Royal Malaysia Police giving the keynote address



Forum Session on Day 1 with the topic “What Can We Learn from Recent Natural Catastrophes: Global Risk, Challenges and Decision”. The session was moderated by Davis Piesse, the Managing Director of Asia Pacific, Ultimate Risk Solutions, Hong Kong



ACTIVITY REPORT (CONT'D)

2.2. General Insurance Agents Convention

The General Insurance Agents Convention is an annual event organised by MII with the support of PIAM. Subsequent to the success of the event in previous years, the convention was held on 3rd September 2015 at Renaissance Hotel, Kuala Lumpur with the theme *Dare to Lead*.

The event was officiated by Y.B Datuk Johari bin Abdul Ghani, Deputy Finance Minister of Malaysia. This one-day convention provides a platform for agents to gain new skills that enable them to play bigger roles in the insurance industry. The convention also served as continuous professional development (CPD) to the agents. The event was well attended by 333 participants.

11 speakers spoke on various topics and share their experiences and expertise, which aimed at inspiring agents to succeed in the business. The speakers line up were; Jeremy Lee from Financial Mediation Bureau, Carsten Cziborr, Professional Trainer & Speaker from Navigo NLP Centre, Fiona Tahir from the Charisma Wealth Advisors and Harith Iskander, The Godfather of Malaysian Stand Up Comedy.

Testimonials from participants:

"I learnt tips from successful industry leaders in having the right attitude to become a leader."
Ho Yoon Shin - QBE

"Enlightening and informative for anyone who has a stake in the general insurance industry."
Lee Hin Thong - QBE

"Informative & provided a good platform for networking."
S Y Chee - AXA Affin General

"Event management was well done. Variety of speakers and the topics covered in the seminar are well managed and well thought out."
Sabrina - OAC



Part of the attendees



The attendees networking during the coffee break session



From right; Mark Lim, CEO of PIAM, The Guest of Honor, YB Dato' Johari bin Abdul Ghani, Deputy Finance Minister, Yen Saw, CEO of Tokio Marine Insurance (Malaysia) Berhad

2.3. 5th Malaysian Insurance Summit 2015

The 5th Malaysian Insurance Summit was jointly organised by the Malaysian Insurance Institute and Fleming Gulf with the theme “Beyond Borders: Bridging New Horizon in Asia Pacific.” The theme of the event reflects growing ideas on the opportunities for the industry as well as the challenges that the insurance industry faces from the changing regulation enforcement, globalisation and distributive innovation.

The summit brought over 200 insurance experts and other financial professionals from across the region to discuss the dynamic insurance sector, which is seeing a spurt in growth. The keynote address was delivered by Dato’ Muhammad bin Ibrahim, Deputy Governor of Bank Negara Malaysia.

The summit covered various topics such as Capitalising on Asia’s Growth Opportunities, a special session on NAT – CAT, robust regulatory frameworks and how they are affecting the insurance industry. Data analytics and other new technologies were presented to the delegates through presentations, case studies and interactive panel discussions.

Event highlights

- Keynote address by YB Dato’ Muhammad bin Ibrahim, Deputy Governor of Bank Negara Malaysia
- A special “Bank Negara Closed Door Dialogue” with more than 50 participating CEO’s



YB Dato’ Muhammad bin Ibrahim received the New Textbook of AMII from Y.Bhg. Dato’ Hj. Syed Moheeb



From left: Abdul Halim bin Jantan, Y.Bhg. Dato’ Hj. Syed Moheeb, Dr. Rusli Othman



The attendees



One of the speakers, Mr. Arup Chatterjee, Principal Financial Sector Specialist, Asian Development Bank, Philippines



ACTIVITY REPORT (CONT'D)

2.4. International Medical and Health Insurance Convention

The Malaysian Insurance Institute successfully organised a one day medical and health conference that was officiated by Y.A.Bhg. Toh Puan Dato' Seri Dr. Hajjah Aishah Ong, Chairman of IJN Foundation, accompanied by Y.Bhg. Dato' Haji Syed Moheeb Syed Kamarulzaman, CEO of The Malaysian Insurance Institute.

The International Medical and Health Insurance Conference 2015 (IMHI2015) provided a platform for lively debate, meaningful content and acknowledge sharing sessions by insurance experts and leaders in health care insurance in the region.

2.5 Malaysia MDRT Day

MII and the MDRT Communication Committee Malaysia (MCC) organised the Malaysia MDRT Day 2015 with the theme *Going Beyond Limits* on 8th September 2015 at Dewan Merdeka, PWTC, Kuala Lumpur. A line-up of top MDRT, COT and TOT speakers shared their success stories at the event.

This one-day convention aimed to inspire insurance agents and financial planners to face challenges to ensure survivorship and sustainability in the business. The convention also provided a platform for insurance agents and financial planners to acquire new knowledge, skills and experiences. 2015 saw the attendance of 1,788 agents, a decrease of 7% or 125 participants from 1,913 participants in 2014.



The opening ceremony of the event



MDRT Malaysia and MII presented the donation derived from the sale of MDRT T-shirts for the Malaysia MDRT Day 2013 to the Maikidz Learning Centre



Participants at the convention

Testimonials from participants:

"Enjoyable & Valuable"

Paulin Lam, Zurich Insurance (M) Berhad

"Valuable sharing from all the speakers!"

Ang Li Li, AIA Berhad

"Learn from the Experienced!"

CK Phang, Manulife Insurance Berhad

"Well done to the Organising Team!"

Freddy Siow, Hong Leong Assurance Berhad

"Great convention ever!"

Shohan Rao, AIA Berhad



ACTIVITY REPORT (CONT'D)

2.6 Konvensyen Ejen Insurans Hayat Bumiputera (Bumiputera Life Insurance Agents Convention and Award)

The Bumiputera Life Insurance Agents Convention is an annual event organised with the support of LIAM. The convention organised on 17th October 2015 at Renaissance Hotel, Kuala Lumpur was graciously officiated by En. Hashim Harun, MII Chairman.

The objective of the event is to create a platform for Bumiputera agents in the life insurance industry to learn and share new knowledge, skills and experiences on how to sustain and persevere towards business success. 55 Top Agency Leaders, Top Personal Producers and MDRTs from 9 life insurance companies received their awards during the convention. The awards were introduced to acknowledge and recognise the achievements of agents of life insurance companies. It was extremely well received and highly appreciated not only by the companies but also Bumiputera agency leaders and agents.

The convention themed *Kekal & Cekal Bersaing*, were attended by 457 Bumiputera agents, an increase of 2% or 6 participants from 471 participants in 2014.

Testimonials from participants:

"Sangat bagus! Perlu diteruskan."

Anonymous

"Keep It Up!"

Ahyauddin, AIA

"Bagus! Teruskan untuk masa akan datang."

Abdul Razak bin Samad, MCIS Insurance





Participants at the convention



ACTIVITY REPORT (CONT'D)

MII AS A KNOWLEDGE MANAGEMENT CENTRE

1. OVERVIEW

In 2015, MII Knowledge Centre (KC) changed its name to MII Knowledge Management (KM). This is in line with the aspiration of MII to assume a bigger role in raising the level of knowledge among the personnel in the Malaysian Insurance industry.

A well-functioning knowledge management centre is vital to achieve MII's objectives in driving national development. Our MII tagline 'Building Knowledge. Together' has inspired our members to further promote the usage of KM and in providing a learning culture that is receptive to change, new knowledge and skills sets. KM provides the platform for sharing of knowledge and expertise so that the industry will be able to apply the knowledge and skills gained in the workplace.

KM has over 10,000 collections of library materials such as books, journals, magazine as well as more than 1,000 digital documents and links. From subject titles on insurance, risk management, actuarial science, management up to financial planning and others, KM offers a wealth of insurance knowledge and related disciplines that is accessible by its members.

KM has also recorded a steep growth in digital visitors in 2015. Our MII Digital Library visitor statistics has recorded more than 500,000 online accesses thus averaging of 41,666 digital visitors per month while maintaining a total of 6,600 physical visitors and averaging 553 physical visitors per month in 2015.



2. DEVELOPMENT IN 2015

2.1. Capacity Building Project Fund Utilisation

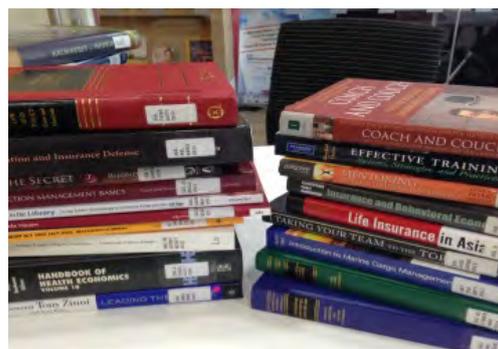
The Capital Building Project for KM started in 2010 and will be closed by the end of 2016. Six projects had been closed with one more project extended until the end of 2016 (Purchasing of library materials) and one more new project (Knowledge Management for Insurance Industry) which will be completed by the end 2016.

The KM CBP Projects that have successfully been completed are:

- Purchasing of Online Databases
- Purchasing of Audio Visual Materials
- Library Management System (LMS)
- Library Equipment
- Insurance and Takaful Journal - INTAJ
- Library System Backup and Internet Line

The KM CBP projects that are still ongoing are:

- Purchasing of Library Materials: Books and Other References
- Knowledge Management for Insurance Industry





ACTIVITY REPORT (CONT'D)

2.2 New KM Library Membership

MII has launched a new KM library membership drive campaign in 2015 with an affordable annual subscription of RM15. This KM Library membership has been introduced to all new members in June 2015 and 71 new members have signed up. KM has also recorded an increase in borrowing facilities by its members in 2015. The total number of KM Library members totalled 854 with a total combined deposit of RM114,698.50 collected. More activities are planned in 2016 to increase KM membership subscription.



Photo 1: Library Membership card

3. PROGRAMMES AND ACTIVITIES

3.1 DVD Show And User Education Session

This activity was aimed at promoting KM's audio and visual collection. Selected titles and special DVD collections were played on that day. After the video session, participants were introduced to the MII KM Website, MII Library Catalogue, MII Digital Library and new services offered at MII KM during the User Education session.

The titles of the DVD

- 25th February 2015 – Would you do business with you?
- 26th March 2015 – Practical Team Building By Mark Sanborn
- 22nd April 2015 – Relationship Strategies By Dr. Tony Alessandra
- 20th May 2015 – Phone Power By George Walther
- 24th June 2015 – Street Smart Selling & Marketing By Jeff Slutsky



DVD Show on 25th February 2015

3.2 Visit From Politeknik Sultan Muadzam Shah, Pahang / 28th Sept 2015

KM received a delegation of 80 students and 2 lecturers from Politeknik Sultan Muadzam Shah, Pahang, on 28th September 2015. The aim of the visit was to introduce MII to the students and for them to know more about the services offered by MII Knowledge Management.

MII Senior Vice President, Ms. Hazlinda Yahaya, presented a talk on careers in the insurance industry to the students during the visit.



4. PUBLICATION

Publication is one of KM pillars. We publish our own INSURANCE magazine on a quarterly basis. This is the only magazine in Malaysia specific to the insurance industry.

4.1 Insurance

In 2015, INSURANCE magazine have published another four quarterly issues, from issue 29 to issue 32.



INSURANCE magazine keeps the industry members in touch with the Institute's local and international activities and developments. It is a prestigious magazine and has a circulation of approximately 3,000 copies nationwide and overseas and the readership is growing.

INSURANCE magazine is distributed to all MII members, both corporate and individual, industry associations, and academic institutions locally and abroad, it is read by top decision makers and industry professionals. The INSURANCE magazine is also made available at the major International conference organised by MII and since its existence in 2009, both the contents have improved with interesting and topical issues and also the readership has increased. INSURANCE magazine also encourage the insurance industry to take up an advertisement space in it and it provides the advertiser with excellent opportunity to enhance its corporate image and improve its market positioning as well in reaching out to the talent pools within industry.

INSURANCE magazine is also available online to our members and hence capturing an even wider audience, both locally and internationally.

5. NETWORKING

5.1. Knowledge Management Task Force (KMTF)

The KMTF has been established since 2010 with the mutual effort to strengthen collaboration via MOU in 2012. MII continue to support KMTF in upgrading knowledge management of the financial services industry. The leadership role now is under Asian Institute of Chartered Bankers (AICB) starting from January 2015. AICB has created a broad base where all AIs can work together on a common platform leading to ACE 2018

KMTF aims towards being a global leader in finance ontology with three strategic approaches:

- Operationalise the one-stop financial KM portal that cuts across all financials sectors with leading financial ontology technology



ACTIVITY REPORT (CONT'D)

- Facilitate the sharing of content, facilities, resources and leverage subject matter expertise among institutes
- Enhance and promote knowledge sharing among members, stakeholders and the financial community through various KM initiatives.

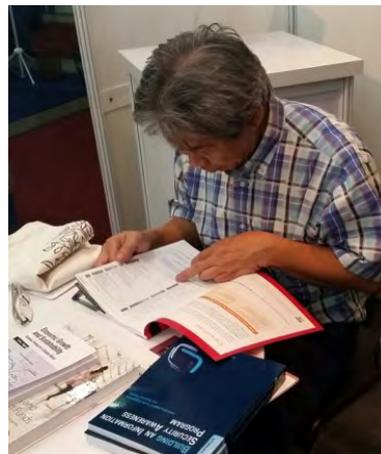


5.2. MII Knowledge Centre Committee (MKCC)

MKCC was formed in October 2011 to bring together members of the insurance industry as a committee to advise us on our initiatives to enhance MII KM's capacity and serve the industry better.

On 24th April 2015, we visited Kuala Lumpur Book Fair at Putra World Trade Centre (PWTC). The purpose was to select and purchase new books for the Knowledge Management collection. An invitation was extended to all MII trainers and members to participate in this activity to help us purchase relevant books for MII education purpose.

One MKCC member, Mr. Ong Ah Sung and two MII trainers, Ms. Tan Eng Bee and Mr. Peter Yong participated and helped on the books selection. 45 new books were purchased on that day.



Books selection at KL Book Fair 2015

5.3 Special Library Committee (SLC)

MII has been appointed as the committee of SLC since 2011. The Special Library Committee (SLC), under the umbrella of the Persatuan Pustakawan Malaysia (PPM) is an active committee. Many activities have been carried out by the SLC on a yearly basis such as conducting of meetings, visits, seminars, workshops and others.



Librarianship Competencies workshop for Special Library which was organised by SLC and PRC at Petroleum Resource Centre, PETRONAS 15th-16th December 2015.

SLC published its first publication in 2014, with the title: 'Garis Panduan Lawatan Amalan Terbaik Perpustakaan' which is now being used as the guideline for library visits for best practices. SLC now in the midst of publishing the 2nd publication titled 'Competency Guideline for Special Library in Malaysia'. This will be launch in March 2016 during the Annual General Meeting of PPM. This will serves as a reference and SLC will achieve excellence in library services in Malaysia.



ACTIVITY REPORT (CONT'D)

6. TESTIMONIALS FROM VISITORS

"This is a great and excellent facility of MII, hopefully Jasindo could cooperate with MII for Indonesia environment."
Irnandal – Jasindo Chairman, Indonesia

"Excellent facilities for student by MII. I am impressed. Staff members are very helpful and guarantee that this institute is in able hands."
Darius H. Sidhwa - EFU general Ins Ltd, Pakistan

"Great facility in line with KM concept."
Arief Amron Ariffin - Securities Commission

"Very nice and interesting KMC. Keep up the good work!"
Zulhilmi Ideris - IBFIM

"Sangat membantu untuk mencari maklumat."
Adibah Fauzi - Institut Professional Baitumal

"Very nice, everything was great, so great."
Nor Suraini Mohd Hassan, Politeknik Muadzam Shah, Pahang

"Everything is good. All references are here."
Moutazeri and Muhamad Alif, Prudential Kota Bharu

"Resource centre good design and great collections."
Mohd Hassan Salleh - ICT Tech Practice

Conclusion

MII KM aims to increase the usage of its KM centre for the benefit of the insurance industry. All the employees of the insurance industry are also member of KM. KM would like to see more employees of insurance industry contribute knowledge and expertise through the active participation in KM in order to enhance the insurance knowledge among them. Through aggressive promotion, KM hopes its member will utilise its well-equipped facilities for their knowledge enhancement and to translate it into more knowledgeable qualified graduates and knowledge workers in insurance industry.

Excellent knowledge gain is a priority and KM is constantly seeking innovation in creating knowledge and in the use of the latest technology in delivering knowledge to the insurance industry. KM will continue to build knowledge capability to meet regional and local needs and in this regards is committed to strengthen its industry engagement.

LIFE & MEDICAL / HEALTH INSURANCE

2015 Programme Report

Life & Medical / Health Curriculum Development have organised various programmes to the insurance companies, 'Takaful operators', brokers' personnel.

The programmes were divided into 5 main categories:

- Medical & Health
- Life Underwriting
- Life Claims
- Corporate Governance
- Others

Medical & Health programmes mainly covered the interpretation of the standard clauses and policy wording as well as the understanding on medical claims management and cost containment. Under life underwriting, the training covered the medical part such as ECG interpretation and non-medical aspects on occupational hazards. As for claims, programmes on fraud detection and distribution of 'Faraed' – distribution of the estate in Islamic principles, were conducted. A refresher programme on Financial Service Act / Islamic Financial Service Act under corporate governance took place too. Last but not least, special programmes on 'Shariah Audit' and statistics were introduced to overseas participants.

The successful combination of relevant programme contents and experienced speakers have attracted the attention of numerous international and local insurance industries – for instance medical claims & cost containment, claims fraud and Financial Service Act.

No.	Programmes	Trainer
1.	Life Underwriter's Non-Medical	1. Dr. Mohd Nahar 2. Mohd Rosdin 3. Dr. Greg Jakubowski 4. Victor Chin 5. Sr. Martina Jasoffa Koeng
2.	Basic Course in Medical & Health Insurance	Christine Teh
3.	Medical Claims & Cost Containment	Chan Wei Fay
4.	FSA & IFSA – 2013 Insurance and Family Takaful	K. Karunamoorthy
5.	Medical & Health Insurance – Non Medical Aspect of Claims	Tan Eng Bee
6.	Claims Fraud	1. John Horswell 2. Ismail Johari
7.	MII International Programme for foreign participants: Shariah Audit	Assoc. Prof. Dr. Ahcene
8.	MII International Programme for foreign participants: Medical and Health Insurance	Christine Teh



ACTIVITY REPORT (CONT'D)

No.	Programmes	Trainer
9.	MII International Programme for foreign participants: Statistics in Insurance and Takaful	Jeffery Zain
10.	Intermediate Course in Medical & Health Insurance – Medical Aspect of the Hospital and Surgical Insurance	Tan Eng Bee
11.	The Relationship between Claims and Faraed from The Legal Perspective	Amir Bahari
12.	Medical Claims and Cost Containment	Chan We Fay
13.	Heart and Interpretation of ECG 21 Oct 2015	Dr. Jasvinder

The wide range of participants not only attended from life insurance companies and ‘Takaful operators’, but also from the insurance brokers, third party administration (TPA) and universities as well as the regulator Bank Negara Malaysia (BNM) and Financial Mediation Bureau (FMB).

The MII International Program for overseas participant made its first debut last year with nine participations from:

- Allied Insurance Company of Maldives
- Al-Taawuniya Insurance Co. Ltd, Sudan
- Asuransi Jasindo, Indonesia
- Insurance Commissioner Office of Papua New Guinea
- Islamic Insurance Co. Ltd, Sudan
- PT Asuransi Allianz Life Indonesia
- PT Reasuransi Internasional Indonesia
- PT Reasuransi Nasional Indonesia
- Takaful Brunei Darussalam Sdn Bhd

Participants from Local Companies/Universities

1. ACE Jerneh
2. ACR Retakaful Berhad
3. AIA Berhad
4. AIA Public Takaful Berhad
5. Agrobank (Bank Pertanian Malaysia Berhad)
6. Allianz Life Insurance Malaysia Bhd
7. AIG Malaysia Insurance Berhad
8. Antah Insurance Brokers
9. Ambank (M) Berhad
10. Ammetlife Insurance Berhad
11. Ammetlife Takaful Berhad
12. AON Insurance Brokers (M) Sdn Bhd
13. Asia Pacific University
14. AXA Affin General Insurance Berhad
15. Bank Negara Malaysia
16. Bank Rakyat
17. Berjaya SOMPO Insurance Berhad
18. BIB Insurance Brokers
19. CIGNA International Health Services Sdn Bhd
20. Etiqa Insurance and Takaful Berhad
21. Gibraltar BSN Life Berhad
22. Great Eastern Life Assurance (M) Berhad
23. Great Eastern Takaful Berhad
24. Hannover Re Malaysian Branch
25. Hong Leong MSIG Takaful
26. HSBC Amanah Takaful (M) Sdn Bhd
27. Kuwait Finance House (Malaysia) Bhd
28. Liberty Insurance Berhad
29. MAA Takaful Berhad
30. MAG Insurance
31. Malene Insurance Brokers Sdn Bhd
32. Manulife Insurance (Malaysia) Berhad
33. MCIS Insurance Berhad
34. MNRB Holdings Berhad
35. MPNIS Broker
36. Multi-Purpose Insurance Berhad
37. Overseas Assurance Corporation (Malaysia) Berhad
38. Perinsura (Broker Insurance) Sdn Bhd
39. PM Care
40. PNSB Insurance Brokers Sdn Bhd
41. Progressive Assurance Malaysia Berhad
42. Prudential Assurance Malaysia Berhad
43. QBE Insurance (Malaysia) Berhad
44. RHB Insurance Bhd
45. Sun Life Malaysia Assurance Berhad
46. Sunway University
47. Sterling Insurance Brokers Sdn Bhd
48. Syarikat Takaful Malaysia Berhad
49. Takaful Ikhlas
50. The Pacific Insurance Berhad
51. Tokio Marine Life
52. Tradewinds International Insurance Brokers Sdn Bhd
53. Tune Insurance Malaysia Berhad
54. Universiti Islam Sains Malaysia
55. Universiti Utara Malaysia
56. Zurich Insurance Malaysia Berhad



ACTIVITY REPORT (CONT'D)

MII AS AN E-LEARNING

Introduction

The Malaysian Insurance Institute has developed an online learning environment to launch the industry's e-pedagogy initiative. Teaching and learning industry-related courses is now made available without the constraints of time, space and location. Traditional contents are converted into interactive, age-appropriate and self-paced modules. e-Learning offers countless benefits to the users as it is accessible anywhere and at any time. As an alternative and complementary solution to learning, MII's e-Learning answers to the crucial need for continuous learning and professional growth; without jeopardising daily commitments and work-life balance.

Benefits of e-Learning

- Lower costs
- Customisable
- Faster delivery
- Lower environmental impact
- Minimal time-space constraints

MII e-Learning Features

- Affordable
- SCORM-compliant
- User-friendly navigation
- Trackable Self-assessment activities
- Attractive multimedia interface and animations
- Interactive content designed using sound Instructional Design
- Comprehensive content approved by Subject Matter Experts of the insurance industry

System requirements

- Windows
- 1 GHz or faster processor Intel® Pentium® 4, Intel Centrino®, Intel Xeon®, or Intel Core™ Duo (or compatible) processor Microsoft® Windows® XP with Service Pack 3, Windows 7 with Service Pack 1, or Windows 8
- 2 GB minimum of RAM (4 GB recommended)
- 3 GB hard disk space
- DVD-ROM drive (for offline content)
- 1024 x 768 display (1280 x 1024 recommended) with 16-bit graphics adapter Broadband Internet connection (for online content) Java Runtime Environment 8 (for online content) Adobe Flash Player 11

e-Learning is Cost-effective

e-Learning is more cost effective to deliver than traditional classroom-based training.

The single largest cost of training in organisations is the cost of staff attending the training course, rather than the direct costs in delivering the trainings such as in terms of trainers, course materials, travel and accommodation. e-Learning provides benefits by reducing the time it takes to train people because:

- learners can learn at their own pace (not at the pace of the slowest student in the class);
- it takes less time to start and end a learning session;
- learners are not obliged to sit in during Q&A sessions which most often than not, solely benefits the curious/confused student;
- there is less travel time to and from a training event; and
- learners can select what they need to learn and omit parts that are irrelevant/ redundant to their personal knowledge.

Localisation & Customisation

MII's e-Learning is customisable and does not promote generic content. Companies can easily customise content based on the learning needs of the employees. Taking into consideration diversity of cultures and languages, e-Learning enables localisation of content whether images or text; to benefit different groups of learners with different needs. Real-time assessments can be made available with instantaneous results and useful references for future learning.

A Multimedia Melting Pot

MII's e-Learning module is not merely an animated version of traditional training slides. It constitutes instructional capabilities that are essential in learning and curriculum delivery; as well as allowing learners to experience multimedia – all on a single screen. Static content is made visually attractive and useful to learners. Learners are able to read, download, copy, comment, watch videos, listen to narration, and undergo assessment activities; all of which are integral to the entire sphere of learning.



ACTIVITY REPORT (CONT'D)

MII continuously supports the use of e-technology in education. With this, MII is producing a collection of interactive e-books which are unlike the common e-books available off-the-shelf. MII interactive e-books incorporates user-interactivity with the content displayed. Readers can further enhance their understanding via various clickable buttons and links that enables them to do more than just read. Interactive e-books transforms readers into users.

Title (available starting May 2016)	Available language	Price (per subscription)
PCEIA	<ul style="list-style-type: none"> English BM 	RM15 per language
CEILLI	<ul style="list-style-type: none"> English BM 	RM20 per language
RFP Module 1	English	RM40
RFP Module 2	English	RM40
Insurance Principles and Market Practice	English	RM40
Insurance Business and Economics	English	RM40
Legal Principles	English	RM40
Insurance Operations and Finance	English	RM40
Insurance Claims	English	RM40
Insurance Underwriting	English	RM40
Commercial Property and Business Interruption Insurance	English	RM40
Personal Lines Insurance	English	RM40
Motor Insurance	English	RM40
Liability Insurance	English	RM40
Insurance Marketing	English	RM40
Title (available starting September 2016)	Available language	Price (per subscription)
Insurance Law	English	RM40
Insurance Risk Management	English	RM40
Insurance Underwriting Management	English	RM40
Insurance Claims Management	English	RM40
Medical and Health Insurance	English	RM40
Reinsurance	English	RM40
Takaful	English	RM40
Life Assurance	English	RM40
Life & Disability Underwriting	English	RM40

Interactive e-Book

MII's e-Learning Content Development Services

The Malaysian Insurance Institute provides e-Learning development services to help convert, develop and modify e-Learning content to suit industry and organisational needs.

Customised e-Learning Content Development

MII's customised e-Learning content development service is attuned to the specific needs and requirements of each of our clients and their user base. For time critical information, this may involve creating short courses. For larger scale projects, it may involve the design, development and delivery of highly interactive multimedia content.

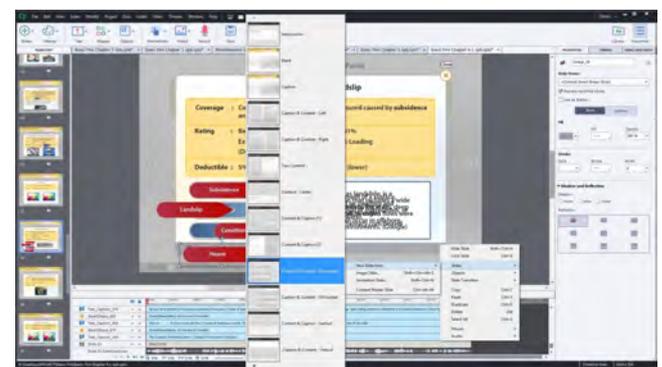
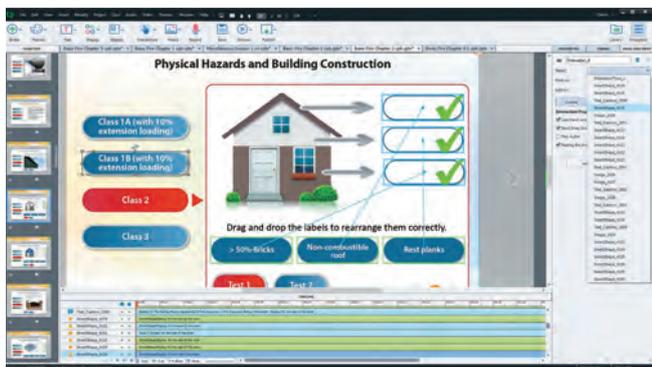
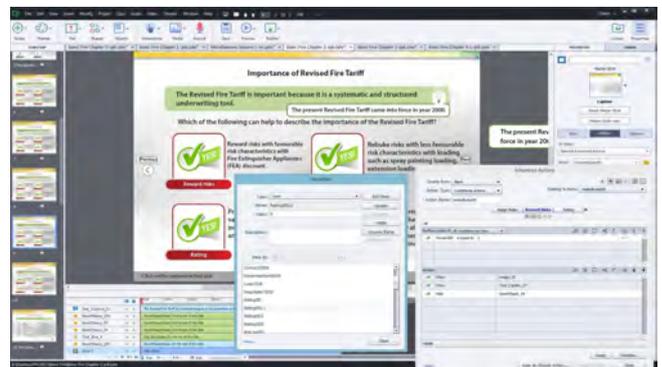
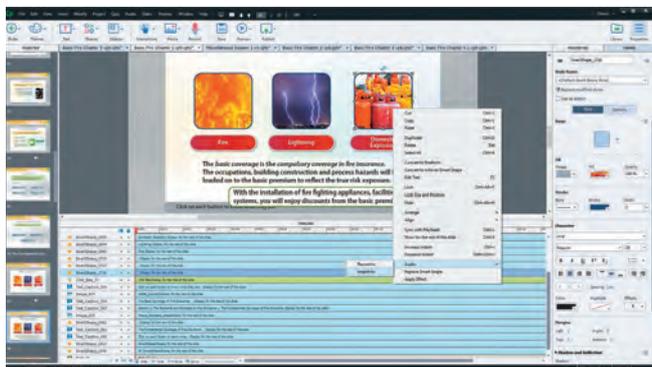
Our strength lies in the application of best-in-class instructional design techniques. With job-relevant storylines and client-specific scenarios, our experts are able to transfer core knowledge in an engaging manner, assuring users' confidence in learning. As an industry-specific learning institution, MII understands industry requirements and expectations, offering only the best content for the holistic growth of the insurance industry.

e-Learning Strategic Assessment Service

MII's e-Learning experts can assess your current resources and capabilities and develop an e-Learning plan of action tailored to your needs. In developing an organisation's bespoke solution, we are focused on the learner experience and the business issue.

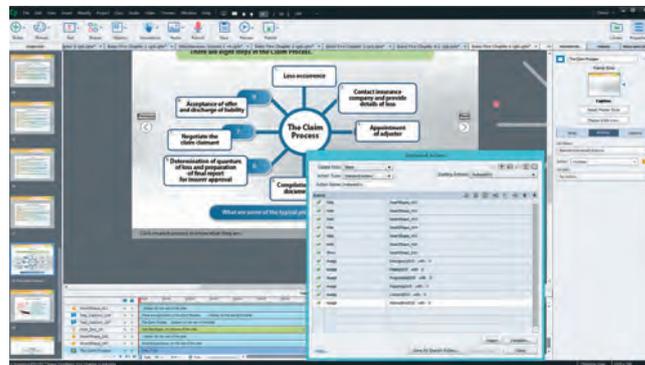
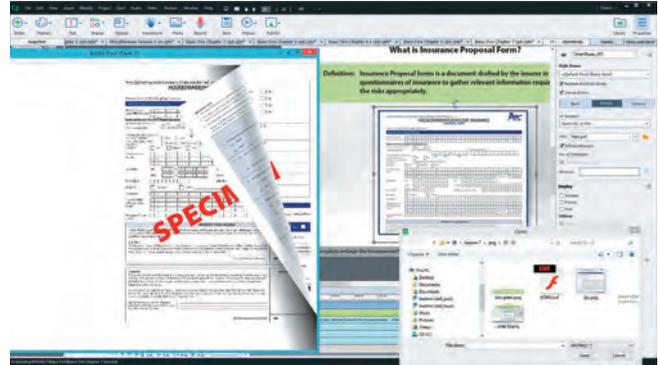
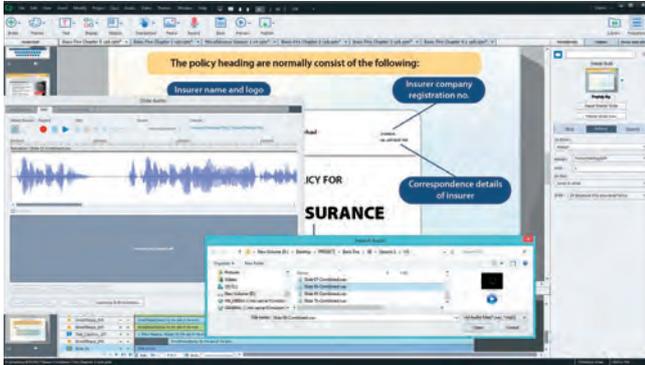
Cost Efficiency

By building a course once and deploying to desktop, iPad and Android tablets, organisations have the flexibility to support corporate devices and BYOD policies.





ACTIVITY REPORT (CONT'D)



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MII as e-Learning Provider and Developer

Conversion of traditional learning content into e-content

The Malaysian Insurance Institute is expanding their e-business as, not only a provider but also a developer of e-Learning contents. MII is offering their services as an e-Learning developer to the industry. With a promising creative team and the support of a pool of Subject Matter Experts under one roof, e-Learning content created by MII is reliable, affordable and of the highest quality in terms of knowledge and design.

Localisation & Customisation

e-Learning is customisable in the sense that it does not promote generic content. Companies can easily customise content based on the learning needs of the employees. Taking into consideration diversity of cultures and languages, e-Learning enables localisation of content whether images or text to benefit a certain group of learners. Real-time assessments can be made available with instantaneous results and useful references for future learning.

Inquiries

For corporate demos and/or any inquiries regarding our e-Learning products, please write to us at: elearning@mii.org.my

MII AS AITRI SECRETARIAT

1. OVERVIEW

The ASEAN Insurance Training and Research Institute (AITRI), a non-profit organisation established by the Insurance Regulators of the 10 ASEAN member countries, was officially incorporated on 1st December 2004 in Malaysia. MII was given the honour to lead and drive the mandate as the Secretariat of AITRI. AITRI continues to fulfil its mandate to serve and facilitate human capital development needs through education, training and research for ASEAN regulators and insurers.

2. PROGRAMMES FOR REGULATORS

In 2015, AITRI successfully conducted 4 programmes for insurance regulators in Malaysia, Indonesia, Philippines and Thailand respectively. These training programmes were delivered by 50 field experts from regulatory bodies and private institutions.

AITRI managed to obtain funding and sponsorship from Central Bank of Malaysia, Indonesia Financial Services Authority, Insurance Commission Philippines, Office of Insurance Commission Thailand, International Association of Insurance Supervisors, Toronto Centre, The Financial Stability Institute, GIZ RFPI Asia and AITRI Members Contribution Fund for the regulators' programmes.

In 2015, 163 participants from ASEAN countries and 38 participants from non-ASEAN countries, namely Australia, Bangladesh, China, France, Japan, Kazakhstan, Namibia, Nepal, New Zealand, Pakistan, Papua New Guinea, Portugal, Russia, Sri Lanka, Tanzania, Turkey, United Arab Emirates, United Kingdom and United States attended the programmes.



Workshop on On-Site and Off-Site Examination for Insurance Supervisors
20th – 23rd April, 2015
Manila, Philippines



4th Workshop Series on Implementation of IAIS Self-Assessment
22nd – 26th June, 2015
Bangkok, Thailand



ACTIVITY REPORT (CONT'D)



Regional Seminar for Insurance Supervisors on Enterprise Risk Management (ERM) for Solvency Purposes
25th – 27th August, 2015
Yogyakarta, Indonesia



Global Seminar on Disaster Risk Financing
17th – 18th September, 2015
Kuala Lumpur, Malaysia

AITRI Programmes for Regulators Conducted in 2015:

Title	Date	Host/Venue	Funded/Supported
Workshop on On-Site and Off-Site Examination for Insurance Supervisors	20 th - 23 rd April 2015	Manila, Philippines	<ul style="list-style-type: none"> Insurance Commission, Philippines Toronto Leadership Centre International Association of Insurance Supervisors
Regional Training Seminar on IAIS - Insurance Core Principles (ICP) Assessment	22 nd - 26 th June 2015	Bangkok, Thailand	<ul style="list-style-type: none"> Office of Insurance Commission, Thailand Toronto Leadership Centre International Association of Insurance Supervisors
Regional Seminar for Insurance Supervisors on Enterprise Risk Management (ERM) for Solvency Purposes	25 th - 27 th August 2015	Yogyakarta, Indonesia	<ul style="list-style-type: none"> Indonesia Financial Services Authority Financial Stability Institute, Bank for International Settlements Australian Prudential Regulation Authority, Australia Towers Watson, Singapore BaFin, Germany International Association of Insurance Supervisors AITRI Members Contribution Fund
Global Seminar on Disaster Risk Financing	17 th - 18 th September, 2015	Kuala Lumpur, Malaysia	<ul style="list-style-type: none"> Central Bank of Malaysia Organisation for Economic Co-operation and Development (OECD) Asian Development Bank (ADB)

Participants from ASEAN Member Countries in 2015 AITRI Programmes for Regulators:

Country	On-Site and Off-Site Examination	Insurance Core Principles (ICP) Assessment	Regional Seminar on ERM for Solvency Purposes	Global Seminar on Disaster Risk Financing	Total
Brunei	2	2	-	-	4
Cambodia	1	2	2	1	6
Indonesia	-	1	15	5	21
Laos	-	2	2	2	6
Malaysia	3	2	3	57	65
Myanmar	-	-	-	2	2
Philippines	20	2	2	7	31
Singapore	3	-	3	3	9
Thailand	2	11	2	2	17
Vietnam	-	-	-	2	2
Total	31	22	29	81	163

Participants from Non-ASEAN Member Countries in 2015 AITRI Programmes for Regulators:

Country	On-Site and Off-Site Examination	Insurance Core Principles (ICP) Assessment	Regional Seminar on ERM for Solvency Purposes	Global Seminar on Disaster Risk Financing	Total
Australia	-	-	-	2	2
Bangladesh	-	-	-	2	2
China	-	-	-	1	1
France	-	-	-	1	1
Japan	-	-	-	5	5
Kazakhstan	-	-	-	1	1
Namibia	-	-	1	-	1
Nepal	-	-	-	3	3
New Zealand	1	-	-	1	2
Pakistan	-	-	-	3	3
Papua New Guinea	-	2	-	-	2
Portugal	-	-	-	1	1
Russia	-	-	-	1	1
Sri Lanka	-	1	-	2	3
Tanzania	1	-	-	-	1
Turkey	-	-	-	1	1
UAE	-	-	1	-	1



ACTIVITY REPORT (CONT'D)

Country	On-Site and Off-Site Examination	Insurance Core Principles (ICP) Assessment	Regional Seminar on ERM for Solvency Purposes	Global Seminar on Disaster Risk Financing	Total
UK	-	-	-	3	3
USA	-	-	-	4	4
Total	2	3	2	31	38
Grand Total	33	25	31	112	201

3. INDUSTRY EVENT

3.1. Young ASEAN Manager Award 2015

The Young ASEAN Manager Award (YAMA) is a project initiated by the ASEAN Insurance Council (AIC) and organised by the ASEAN Insurance Training and Research Institute (AITRI). This prestigious award is inspired under the spirit of ASEAN to honour outstanding young managers for their achievement, contribution and dedication to the insurance industry and to recognise their potential, talent and leadership qualities.

The Young ASEAN Manager Award 2015 event was held in Phnom Penh, Cambodia and in conjunction with the annual ASEAN Insurance Regulators Meeting (AIRM) and ASEAN Council Meeting. A total of 18 candidates from 6 ASEAN countries competed for this prestigious award in 2015 and only 3 were shortlisted for the final selection interview with the judges. The breakdown of participation by country is as follow:

Countries	2014	2015
Cambodia	-	3
Indonesia	1	7
Malaysia	3	1
Philippines	-	2
Singapore	4	4
Vietnam	2	-
Thailand	-	1

3.1.1. YAMA 2015 Judges

The panel of judges for the award comprised 10 industry leaders from Brunei, Indonesia, Malaysia, Philippines and Singapore. The judges had a challenging time to name the recipient of the award due to the high quality of the finalists. The process involved online assessment based on essay write-up and interview with the finalists.



3.1.2. YAMA 2015 Recipient

The recipient of the award for 2015 was Ms. Oudamsoriya Hun, Head of Legal and Corporate Integrity from Prudential Cambodia Life Assurance Plc. She was chosen based on her commendable leadership qualities, series of achievements and significant contributions to the growth and development of the insurance industry.

The award was presented by Her Excellency Madam Nguon Sokha, Secretary of State, Ministry of Economy & Finance, Cambodia accompanied by Mr. Chua Seck Guan, Chairman of AIC and Ms. Evelina Fadil Pietreuschka, the AIC Secretary General at the Gala Dinner held at Sokha Phnom Penh Hotel & Resort. The two finalists were Ms. Srisakul Jaikosolkijpakorn, Senior Associate Director, AIA Thailand and Mr. Mokhammad Krismara, Manager for Oil and Gas Underwriting, Pt. Asuransi Jasa Indonesia. Both received tokens of recognition.



Ms. Oudamsoriya Hun accepting the YAMA 2015 award from Her Excellency Madam Nguon Sokha, Secretary of State, Ministry of Economy & Finance, Cambodia



Standing proud: Finalists of YAMA 2015
From left: Mr. Mokhammad Krismara (Pt. Asuransi Jasa Indonesia), Ms. Oudamsoriya Hun (Prudential Cambodia Life Assurance Plc) and Ms. Srisakul Jaikosolkijpakorn (AIA, Thailand)

3.2. 10th ASEAN Insurance Congress



It was an honour for AITRI to be appointed as the permanent secretariat for this event under the auspices of the ASEAN Insurance Council (AIC). AITRI and Insurance Association of Cambodia (IAC) had teamed up to co-organise the 10th ASEAN Insurance Congress on 26th October, 2015 at Sokha Phnom Penh Hotel and Residence, Cambodia.

The chosen theme for the congress was “**ASEAN Economic Community – A Brave New World**”. This is in supporting to the incoming ASEAN Economy Community (AEC) that will transform ASEAN into a region with free movement of goods, services, investment, skilled labour and free flow of capital.

The Congress discussed the changing landscape, opportunities and challenges related to the concept of a single market. The congress was gracefully officiated by H.E. Chhay Rattanak.



ACTIVITY REPORT (CONT'D)

A total of 12 field experts from Cambodia, Malaysia, Philippines, Singapore, Thailand, United States and Hong Kong participated in the delivery of presentations. The Congress was attended by 58 delegates from 10 ASEAN countries namely Brunei, Cambodia, Indonesia, Malaysia, Philippines, Singapore, Thailand and Vietnam and non-ASEAN country India and Sri Lanka.

Table: Resource persons and companies contributed towards the success of the congress

Company	Name	Designation	Country
Asia Insurance Review	Sivam Subramaniam and Ridwan Abas	Editor-In-Chief and Deputy Editor	Singapore
Founder & Actuary, Nicholas Actuarial Solutions	Nicholas Yeo	Founder & Actuary	Malaysia
RGA Re	Foo Soo Meng	Head of Thailand, Philippines and Vietnam	Singapore
Prudential Cambodia	Looi Puey Chyan	Chief Operations Officer	Cambodia
CIGNA	Julian Mengual	Country Manager and CEO of CIGNA	Thailand
Swiss Re, East and Southeast Asia	Thomas Kessler	Head of Global Partnership	Hong Kong
Scor Global Life SE	Lawrence Yew	Regional Director	Singapore
Guy Carpenter & Company Private Limited	Graham C Jones	Senior Vice President	Singapore
Actuarial Partners Consulting	Hassan Scott Odierno	Actuarial Partners Consulting	Malaysia
Institute of Faculty of Actuaries	Caryn Chua	Actuary Representative of South East Asia	Singapore
Malaysian Life Reinsurance Berhad	Adrian Chan	Head, Actuarial and Business Development	Malaysia

The congress met its objective which was to gather the management level executives as they are the decision makers and shape the direction and strategy of the company.



4. RESEARCH

4.1. AITRI as a Research Body

AITRI undertakes regional study projects on a collective need basis for the member countries. Two researches have been carried out by AITRI, so far. They are “A Comparative Analysis on Current Insurance Law and Its Supervision in the ASEAN Region” and “Study on Human Resource Development Needs for ASEAN Insurance Regulators and Insurance Industry”.

STAFF TRAINING AND DEVELOPMENT

1. OVERVIEW

MII recognises its employees as the most important resource and are committed to consistently upgrading staff competencies and skills through training and development such as on-the-job-training and coaching, external courses, internal sharing sessions conducted by management staff, job rotation and further education through sponsorships and study loans.

As an on-going effort in developing human capital, the learning needs of the staff are carefully planned. The objective is to determine the appropriate training programmes for the staff to further strengthen and further expand their knowledge and skills. These efforts will be a catalyst in pursuing the mandates entrusted to us as a professional body and an education centre.

In 2015, 71 staff participated in a total of 42 short courses and seminars in their respective areas ranging from related IT and Insurance Programmes, Accounting, Knowledge Management, Auditing, Business English, Project Management, Risk Management and Human Resource Management. They were either conducted internally, inhouse, or by external providers which were attended by the staff. There were also 2 Internal Briefings conducted which were attended by all staff.

No.	Type of Training	No of programmes	Attendance
1	In-house Training Programme	6	109
2	External Training	36	93
3	Internal Briefing	2	All Staff
	Total	44	

2. IN-HOUSE TRAINING

In 2015, MII conducted 6 inhouse courses facilitated by an external trainer. A total of 63 staff were involved and attended the courses. The courses were held at MII Head Office in Damansara Heights, Kuala Lumpur.

In-house Training for Staff Conducted in 2015:

No.	Category	Date	Programme	Attendance
1	Management Staff	17 th – 18 th Jan 2015	MII Development of Management Excellence Workshop	20
2	Executive (Group 1)	27 th – 28 th Jul 2015	Mind Your Business English!	15
3	Executive (Group 2)	19 th – 20 th Aug 2015	Mind Your Business English!	21
4	Selected Academic Division Staff	6 th Aug 2015	Curriculum Development Workshop	17
5	Management Staff	11 th Aug 2015	HRM FOR Line Managers	20
6	Management Staff	16 th Dec 2015	ERM Briefing Session	16
	Total			109



ACTIVITY REPORT (CONT'D)

3. EXTERNAL TRAINING

Throughout the year, 38 staff attended 36 courses conducted by external training providers. They comprise of 15 Management Staff, 21 Executive Staff and 2 Non-Executive Staff covering various topics relevant to the jobs:

Month	Programme	Non-Exec	Executive	Manager & Above	Total
Jan	MFPC Certified Examiner Programme 2015			1	1
	Adobe Photoshop Training: Level 2	1	1		2
Feb	Post-Workshop Session: Effective Project Risk Management		2		2
	Peningkatan Professionalisme Bagi Setiausaha, Penolong Peribadi & Pentadbir Pejabat		1		1
Mar	Healthcare Forum 2015			1	1
	Computerworld Security Summit			2	2
	Seminar Hasil Pembelajaran (Learning Outcomes) Modul 1 & 2		2		2
	Workshop on Conducting Knowledge Audits		1	1	2
	The Art of Leadership in Project Management		7		7
	2nd Conference on Islamic Wealth Management and Financial Planning				2
Apr	3 rd Education Nation Conference			3	3
	Designing Directors' Performance Assessment for Director's Independence & Effectiveness			1	1
May	Kursus Induksi: Pegawai Penilai/Pegawai Pengesah Dalam/Pengurus Pusat Bertauliah (PD/PPD/PPB)			2	2
	Departmental Planning & Budgeting For Executive/Managers		2		2
Jun	Rejuvenating The Governance Process & Framework For Sustainable Performance			1	1
Aug	AIF International Symposium			1	1
	Foundation Course in Risk Management			1	1
Sep	2015 IIA Conference			1	1
	Pre Conference Workshop and Conference on Librarians for the Cyber World		2		2
Oct	Design for print: The Visual Journal of Multi-cultural Malaysia	2	3		5
	Basic Java Programming		3	1	4
	Development Tools		3	1	4

Month	Programme	Non-Exec	Executive	Manager & Above	Total
Oct	Java Object Oriented Programming		3	1	4
	Database Programming		3	1	4
	2015 MIA Conference			1	1
	Data Centre World Asia 2015			1	1
	Web Application Development		3	1	4
Nov	Advanced Programming		3	1	4
	Meeting - Valid or Invalid?			1	1
	Report Programming		3	1	4
	Software Testing		4	2	6
	Bridging Learners & Educators			2	2
	System Deployment		4	2	6
	Emotional & Behavioural Finance			1	1
Dec	HRDF Conference & Exhibition 2015			1	1
	Emotional Intelligence (EQ) In Managing Projects		1	4	5
	Total	3	51	39	93

4. INTERNAL BRIEFINGS

Besides the training programmes, MII also organised internal briefings to its staff force to keep them updated on the current development as well as enhancing their knowledge. 2 briefings were conducted:

No.	Category	Date	Programme	Provider
1	All Staff	Throughout Mar 2015	GST Briefing	Internal
2	All Staff	Mar – May 2015	Training on SOP Documentation	Internal

5. INDUSTRY AND EXTERNAL SUPPORT

Included in the training attended by staff above were training conducted by Asian Institute of Finance (AIF). We continued to receive good support from the AIF that organised a number of training courses as part of the ongoing initiative in the development of human capital. The supportive climate benefited many individuals to gain new knowledge continuously and further strengthen their capacities to drive them forward and contribute optimally.

Several MII staff members attended the following training courses:

Date	Topic Shared	Attendance
9 th Feb 2015	Post-Workshop Session: Effective Project Risk Management	3
24 th – 25 th Mar 2015	The Art of Leadership in Project Management	7
4 th – 5 th Aug 2015	AIF International Symposium	1
15 th - 16 th Dec 2015	Emotional Intelligence (EQ) In Managing Projects	5



ACTIVITY REPORT (CONT'D)

INFORMATION TECHNOLOGY

1. OVERVIEW

Information Technology (IT) is an integral part of any businesses as it provides scalability and the ability to manage the complexity of an organisation, its processes and business model. To this effect, MII developed an IT strategy to support its strive towards differentiating from competition. The focus for 2015 was the successful rollout of Integrated Learning Management System modules and the new Computer Based Examination system, relocation of MII Data Centre, and the ILMS Disaster Recovery Centre, implementation of a monitoring system for MII server and network equipment and the internet upgrade for MII headquarters.

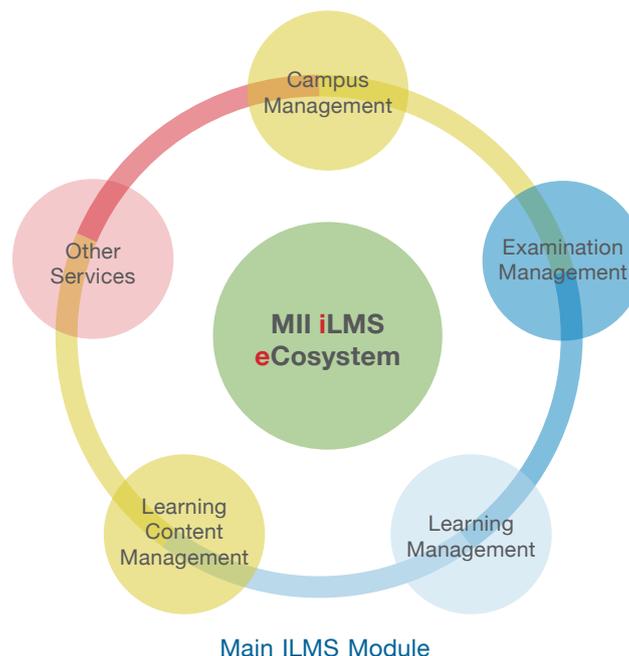
1.1 Integrated Learning Management System (ILMS)

MII embarked on the implementation of ILMS project with a focus of strengthening its IT strategies and operations. This project is aimed at increasing MII's business efficiency to drive the transformation in learning and education for the Malaysian insurance industry.

The implementation of the enterprise-wide system is an enabler to increase customer service quality with cost efficiency. It will expand our reach to customers, improve operations and enhance overall learning experience of insurance professional enrolled in MII education programmes and initiatives.

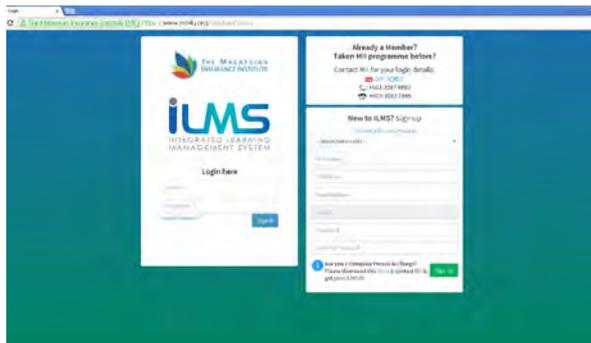
The ILMS consists of five main modules, where the following modules have gone live in August 2015:

- (a) Campus Management
 1. Student & Member Management (Online registration)
 2. Bursary and Accounting Management
 3. Faculty & Facilities Management
 4. Customer Service Management
- (b) Examination & Assessment Management
- (c) Other Services
 1. Online Payment Gateway
 2. Reporting
 3. Integration to Finance Management System & Library Management System
 4. MII Enterprise Portal



The following modules are expected to 'go-Live' by June 2016:

1. Professional Program (DMII, AMII & FMII)
2. Human Resource
3. E-Commerce



Corporate website portal



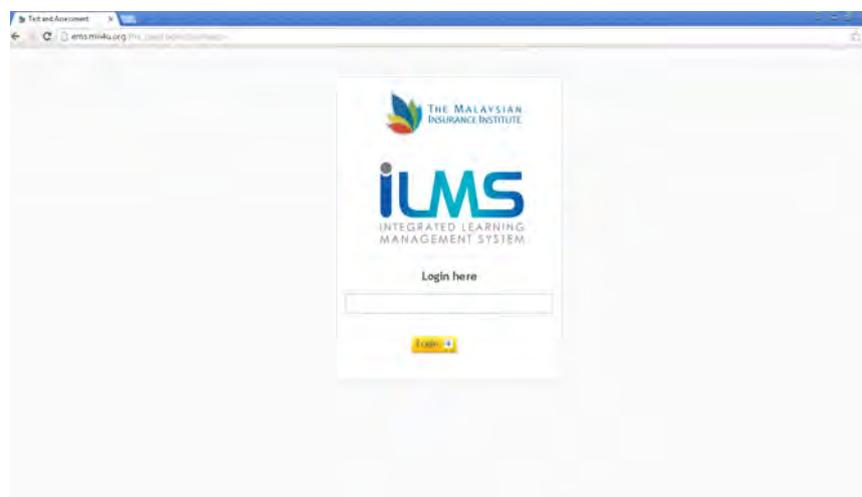
Online registration portal

1.2 New Computer-Based Examination System for Agency Examinations

One of the iLMS modules that have gone Live in August 2015 is the Computer-Based Examination (CBE). This new CBE system is one of the crucial business operation functions that supports the industry.

With enhanced features compared to the legacy CBE system, it was also built with the current technology to replace the obsolete technology that is no longer supported by the provider.

In conjunction with the new CBE system roll out, we visited CBE lab centres nationwide to ensure that the system is able to run smoothly and to advise the centre on the setup and configuration upgrade. This is also to ensure that the centre have at least the most current technology that differs from the previous CBE system.



New CBE portal – Login page



ACTIVITY REPORT (CONT'D)

1.3 Relocation of MII Data Centre (MDC) & MII Disaster Recovery Centre (MDRC)

Since 2014, the MII Data Centre (MDC) was hosted at JARING, Technology Park Malaysia and this includes the hosting of ILMS and other systems such as corporate email, accounting system and Library Management System (LMS).

We also have the MII Disaster Recovery Centre (MDRC) at JARING, Johor Bharu. This MDRC hosts ILMS Disaster Recovery (DR) only that is part of ILMS project. Both of the centres need to relocate because of JARING liquidation exercise and they are not able to provide the hosting service.

After evaluating a few data centres provider, we have relocated the MDC to AIMS CJ1 (AIMS), Cyberjaya and MDRC to STRATEQ, Petaling Jaya (STRATEQ). The evaluation and selection have been reviewed by a third party consultant in risk assessment for datacentre provider.

The reason AIMS has been selected was because of the time constraint that impacted business operation due the termination of main supplier services to JARING that can caused non-operational at the centre. Furthermore, AIMS have the capability to relocate and reduce risk on operation down time due to relocation process.

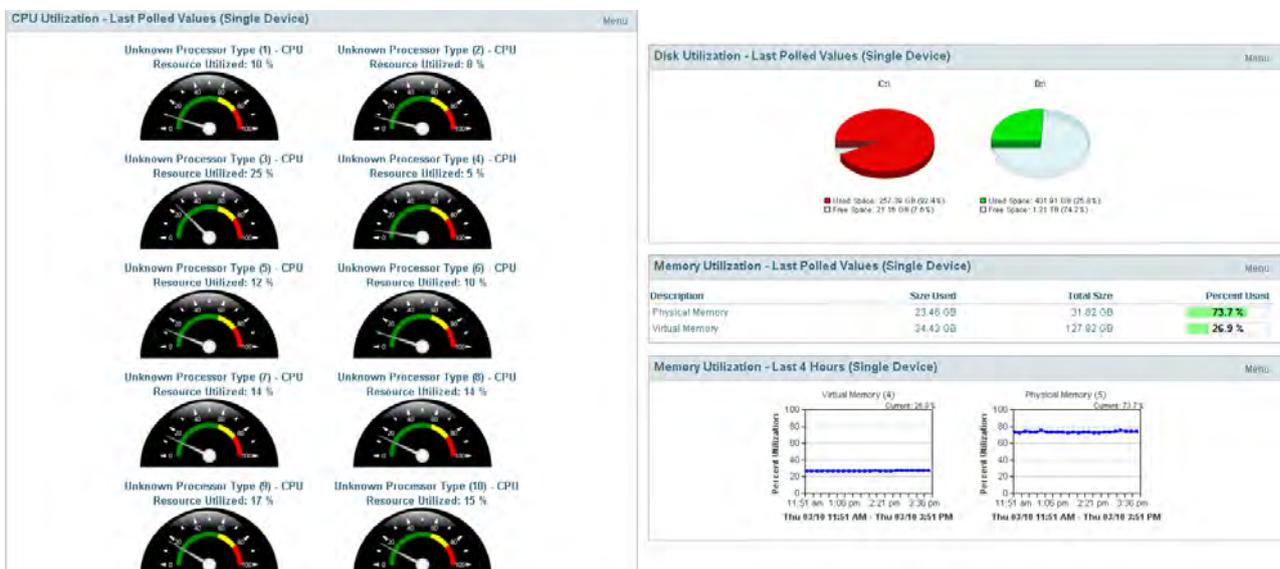
Whereby the reason the MDRC relocate to STARTEQ is because of their experience in DR and the centre is disaster recovery site ready. That MII can acquire the service later when require and as per need basis. This will allow MII to have flexibility to strategise on DR and business continuity management.

1.4 Monitoring System

In order to enhance IT operation in monitoring MII server and network equipment, we have implemented performance monitoring tools that monitor and notify IT administrator for performance or failing of MII computer and server network.

We have chosen this performance monitoring tool because current IT operation does not require advance monitoring tool such as performance analysis tool, that can be acquired in case in case basis services.

The tool detects and report failures and performance of the equipment that reach threshold set. This will help the IT administrator to have early detection of any performance issues and do analysis on the hardware that reach threshold for further action plan. Further, it will help to reduce business operation interruption due to system breakdown caused by hardware failure.



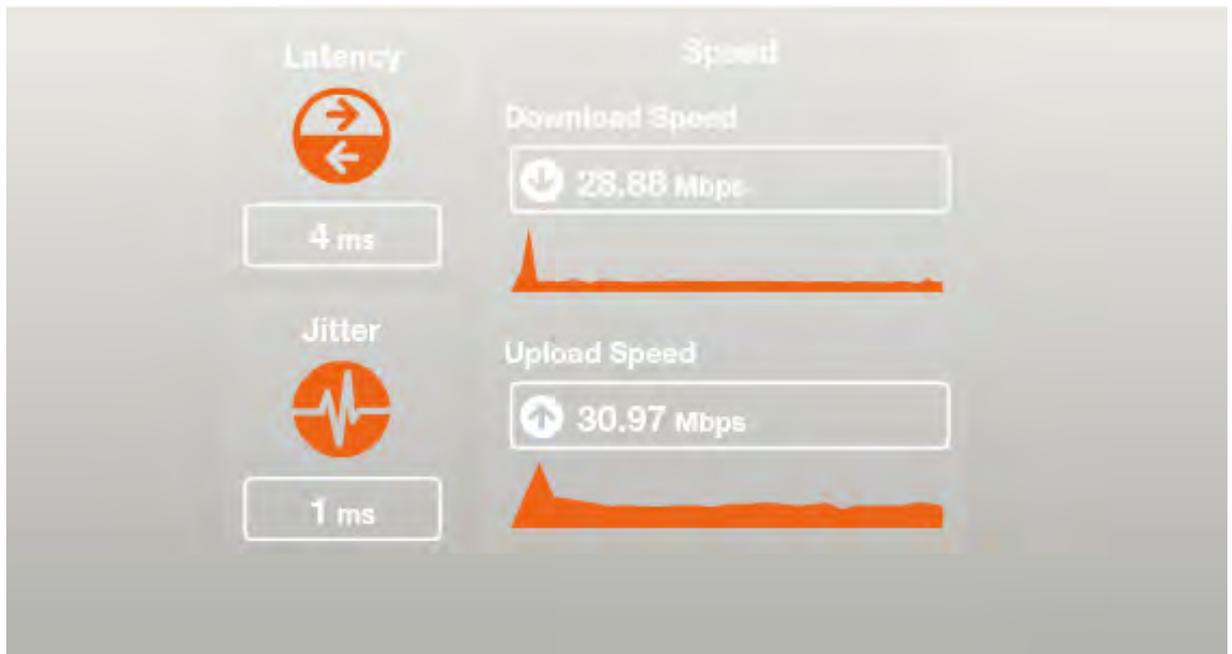
Individual server monitoring performance reports

1.5 MII Internet Upgrade

Internet line is crucial and critical in MII as certain systems require the internet facility to run and access. Based on the internet usage analysis, the internet bandwidth is highly being used for business operations to do research that involves multimedia.

This upgrade is also to prepare initial requirement for MII ILMS to go-live. Therefore, we have increased the internet bandwidth by adding another internet line that is using broadband fibre services.

The reason we are using this service is because it provides higher bandwidth with low operational cost and quick installation. This will allow flexibility for future upgrading the internet line service bandwidth should the ILMS bandwidth requirement increases.



Internet bandwidth subscribed



ACTIVITY REPORT (CONT'D)

CAPACITY BUILDING PROJECTS

1. CAPACITY BUILDING PROJECT STATUS

Below is the significant development status of MII Capacity Building Projects:

Status of Approved MII Projects as at December 2015:

No.	Projects	Project Status
A Curriculum and Programme Enhancement		
1	Competency Framework Development	Completed
2	External Advisory Council (EAC)	Closed
3	Development of Study Texts for the DMII and the AMII Programmes	In progress
4	Development of Professional Qualifications Programmes	In progress
5	Development of Technical Training Programmes	In progress
6	Subsidised Courses	In progress
7	CII Accreditation	Closed
8	MII Education Framework	In progress
9	Competency Framework for Insurance and Takaful Brokers	Completed
B Web-Based Learning System		
10	Integrated Learning Management System (ILMS)	In Progress
11	Online Learning Content	In Progress
12	e-Learning@MII	Re-categorised to ILMS
C IT Infrastructure		
13	IT Infrastructure – Data Centre Project	Completed
14	IT Infrastructure – Accounting System	Completed
D Knowledge and Resource Upscaling		
15	Research and Resource Centre – Purchase of Books, Magazines, Periodicals, Journals	In progress
16	Research and Resource Centre – Library Management System	Completed
17	Research and Resource Centre – Purchase of Audio Visual Materials	Completed in 2015
18	Research and Resource Centre – Purchase of Electronic Database	Completed in 2015
19	Research and Resource Centre – Purchase of Library Equipment	Completed in 2015
20	Research and Resource Centre – Library Management System IT Backup Solution/ Internet Line	Completed in 2015
E Research and Publication		
21	Research and Publication Centre - Insurance and Takaful Journal (INTAJ)	Completed
F Faculty Enhancement and Expansion		
22	Internal Faculty and Support Facilities	In progress
G Customer Service and Branding		
23	Corporate Branding and Value Added Partnership	Completed
24	MII City Centre	Completed

CBP Projects List & Budget Allocation as at December 2015:

Category	Project Name	Budget Amount (RM)	Budget (%)	Project Progress (%)	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
Curriculum and Programme Enhancement	Competency Framework Development	1,500,000.00	3.35%	100.0%										
	Development of Study Text for the DMII and AMII	4,100,000.00	9.15%	95.0%										
	Development of Professional Qualifications	1,000,000.00	2.23%	92.0%										
	Development of Technical Training Programmes	2,500,000.00	5.58%	80.0%										
	Subsidised Courses	1,200,000.00	2.68%	80.0%										
	MII EDUCATION FRAMEWORK	2,000,000.00	4.46%	79.0%										
	Competency Framework for Ins Takaful & Brokers	198,000.00	0.44%	100.0%										
	Skill-Based Certification Programme	720,000.00	1.61%	20.0%										
	AMII Fast Track Programme	1,020,000.00	2.28%	44.0%										
	Insurance Undergraduate Internship Programme	700,000.00	1.56%	65.0%										
iLMS	ONLINE LEARNING CONTENT	1,500,000.00	3.35%	94.0%										
	iLMS	7,450,000.00	16.63%	97.5%										
Knowledge & Resource Up-scaling	Purchase Library Management System	960,000.00	2.14%	100.0%										
	Purchase Audio Visual Materials	300,000.00	0.67%	100.0%										
	Purchase Books/ Magazines/Journals/ Periodicals	2,250,000.00	5.02%	99.0%										
	Purchase Electronic Database	900,000.00	2.01%	100.0%										
	Purchase Library Equipments	45,000.00	0.10%	100.0%										
	LMS Backup Solution & Internet Line	623,000.00	1.39%	100.0%										
	Knowledge Management Activities	145,000.00	0.32%	10.0%										
Research & Publication	Publication of Insurance & Takaful Journals (INTAJ)	460,000.00	1.03%	100.0%										
	Caselet & Research Articles	700,000.00	1.56%	10.0%										



ACTIVITY REPORT (CONT'D)

Category	Project Name	Budget Amount (RM)	Budget (%)	Project Progress (%)	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
Customer Service & Branding	Corp Branding & Value Added Partnership	2,500,000.00	5.58%	100.0%	[Progress bar at 100%]									
	MII City Centre	2,300,000.00	5.13%	100.0%	[Progress bar at 100%]									
	New MII City Centre	3,300,000.00	7.37%	100.0%	[Progress bar at 100%]									
	University Collaboration	300,000.00	0.67%	30.0%	[Progress bar at 30%]									
Internal Faculty and Support Facilities	Internal Faculty & Support Facilities	3,400,000.00	7.59%	90.0%	[Progress bar at 90%]									
IT Infrastructure	Back End System (2.2% is for iLMS) - Acc System	300,000.00	0.67%	100.0%	[Progress bar at 100%]									
	IT Infrastructure (Data Centre)	2,600,000.00	5.80%	100.0%	[Progress bar at 100%]									

2 CAPACITY BUILDING PROJECT HIGHLIGHTS

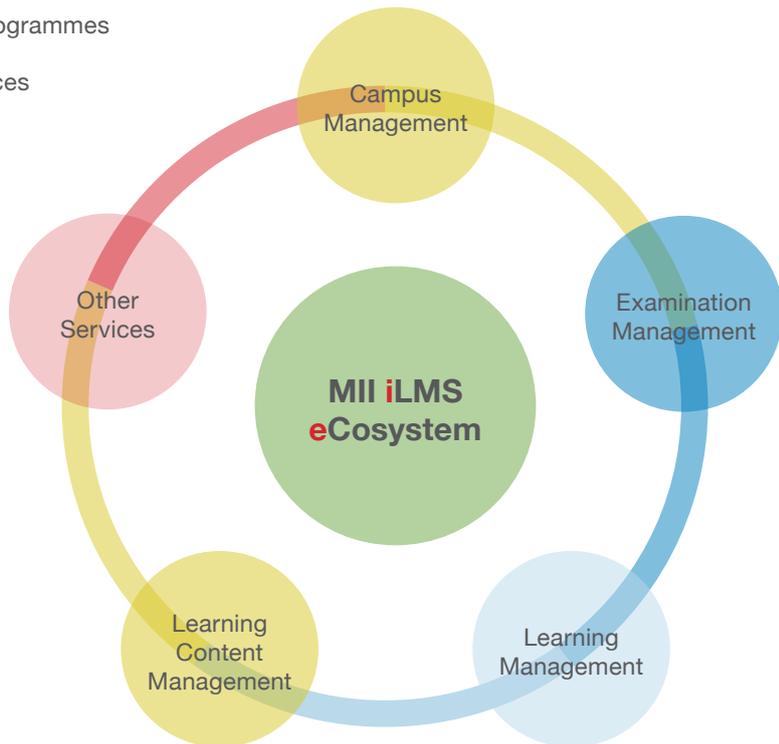
Below are some of the notable highlights of the projects:

2.1 WEB - BASED LEARNING SYSTEM

2.1.1. MII integrated Learning Management System

The following modules are expected to complete in 2016:

1. Professional Programmes
2. Human Resources
3. E-Commerce



MII Project Management Office conducted roadshows to create awareness and to train insurance personnel and agents on iLMS.

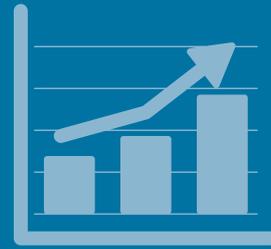
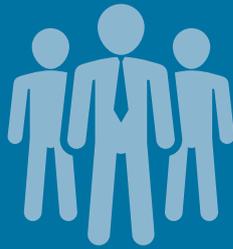
Central Region (1 st , 2 nd & 3 rd Session)	Northern Region	East Coast Region	Southern Region	Borneo Region
Date : 14 th August 2015 Venue : MII City Centre 6 th Floor, Wisma Sime Darby Time : 10.00am – 12.30pm	Date : 19 th August 2015 Venue : Tower Regency Hotel & Apartments No 6-8 Jalan Dato' Seri Ahmad Said, 30450 Ipoh Perak Darul Ridzuan Time : 10.00am – 12.00pm	Date : 25 th August 2015 Venue : Hotel Perdana Kota Bharu Jalan Mahmood 15200 Kota Bharu Kelantan Time : 02.00pm – 04.00pm	Date : 2 nd September 2015 Venue : Klana Resort Seremban PT 4388 Jln Penghulu Cantik Taman Tasik Seremban 70100 Seremban, Negeri Sembilan Time : 10.00am – 12.00pm	Date : 8 th September 2015 Venue : Shervington Hotel Tawau TB 224-227, Lot 1-4, Jalan Bunga 91000 Tawau Sabah Time : 09.00am – 11.00am
Date : 14 th August 2015 Venue : MII City Centre 6 th Floor, Wisma Sime Darby Time : 2.00pm – 4.30pm	Date : 19 th August 2015 Venue : The Northam All Suite Penang 55 Jalan Sultan Ahmad Shah, George Town 10050 Penang Time : 04.00pm – 6.00pm	Date : 26 th August 2015 Venue : Primula Beach Hotel Jalan Persinggahan 20400 Kuala Terengganu Terengganu Time : 10.00am-12.00pm	Date : 2 nd September 2015 Venue : Puteri Resort Ayer Keroh Jalan Puteri Resort 1 Ayer Keroh 75450 Melaka Time : 04.00pm – 06.00pm	Date : 9 th September 2015 Venue : AVANGIO Hotel Kota Kinabalu Metro Town, Jalan Bunga Ulam Raja, 88300 Sabah Time : 09.00am – 11.00am



ACTIVITY REPORT (CONT'D)

Central Region (1 st , 2 nd & 3 rd Session)	Northern Region	East Coast Region	Southern Region	Borneo Region
<p>Date : 15th September 2015</p> <p>Venue : MII City Centre 6th Floor, Wisma Sime Darby</p> <p>Time : 10.00am – 12.00pm</p>	<p>Date : 20th August 2015</p> <p>Venue : Swiss-Garden Sungai Petani, No 1, Jalan Pahlawan, 08000 Sungai Petani, Kedah, Malaysia</p> <p>Time : 10.00am – 12.00pm</p>	<p>Date : 27th August 2015</p> <p>Venue : M.S. Garden Hotel Kuantan Lot 5 & 10, Lorong Gambut Off Jalan Beserah 25300 Kuantan, Pahang</p> <p>Time : 10.00am – 12.00pm</p>	<p>Date : 3rd September 2015</p> <p>Venue : Pulai Spring Resort 20KM, Jalan Pontian Lama 81110 Pulai, Johor</p> <p>Time : 03.00pm – 05.00pm</p>	<p>Date : 10th September 2015</p> <p>Venue : ParkCity Everly Miri Hotel Jalan Temenggong Datuk Oyong Lawai 98000 Miri, Sarawak Malaysia</p> <p>Time : 09.30am – 11.30pm</p>
	<p>Date : 20th August 2015</p> <p>Venue : TH Hotel & Convention Centre Alor Setar, Lot 3860, Mukim Titi Gajah, Seksyen 2, Bandar Anak Bukit, Daerah Kota Setar, 06020 Kedah Darul Aman</p> <p>Time : 03.00pm – 05.00pm</p>			<p>Date : 11th September 2015</p> <p>Venue : Merdeka Palace Hotel & Suite Jalan Tun Abg Haji Openg 93000 Kuching, Sarawak</p> <p>Time : 09.30am – 11.30pm</p>

FINANCIAL STATEMENTS



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DIRECTORS' REPORT

The directors of **THE MALAYSIAN INSURANCE INSTITUTE** (“the Institute”) have pleasure in submitting their report and the audited financial statements of the Institute for the year ended December 31, 2015.

PRINCIPAL ACTIVITIES

The Institute is engaged in the provision and promotion of insurance education, training and research in insurance and related disciplines. The Institute is the sole examining body for professional insurance examinations in the country leading to the award of the Associateship of the Malaysian Insurance Institute (AMII). It is also a membership body of insurance professionals. The Institute is affiliated to other insurance examining institutes internationally and works closely with local institutions of higher learning in promoting the development of insurance education in Malaysia.

The subsidiary company was incorporated on September 3, 1999 and has not commenced operations since the date of incorporation. It was placed under member’s voluntary liquidation on July 22, 2015.

Other than stated above, there have been no significant changes in the nature of the activities of the Institute and of its subsidiary company during the financial year.

RESULTS OF OPERATIONS

The results of operations of the Institute for the financial year are as follows:

	RM
Surplus before tax	164,708
Tax expense	(123,998)
Surplus for the year	40,710

In the opinion of the directors, the results of operations of the Institute during the financial year have not been substantially affected by any item, transaction or event of a material and unusual nature.

RESERVES AND PROVISIONS

There were no material transfers to or from reserves or provisions during the financial year other than those disclosed in the financial statements.

OTHER STATUTORY INFORMATION

Before the statement of profit or loss and other comprehensive income and statements of financial position of the Institute were made out, the directors took reasonable steps:

- (a) to ascertain that proper action had been taken in relation to the writing off of bad debts and the making of allowance for doubtful debts, and have satisfied themselves that no bad debts need to be written off and that adequate allowance had been made for doubtful debts; and
- (b) to ensure that any current assets which were unlikely to realise their book values in the ordinary course of the business had been written down to their estimated realisable values.

At the date of this report, the directors are not aware of any circumstances:

- (a) which would require the writing off of bad debts or render the amount of the allowance for doubtful debts in the financial statements of the Institute inadequate to any substantial extent; or
- (b) which would render the values attributed to current assets in the financial statements of the Institute misleading; or
- (c) which have arisen which render adherence to the existing method of valuation of assets or liabilities of the Institute misleading or inappropriate; or
- (d) not otherwise dealt with in this report or financial statements which would render any amount stated in the financial statements of the Institute misleading.

At the date of this report, there does not exist:

- (a) any charge on the assets of the Institute which has arisen since the end of the financial year which secures the liabilities of any other person; and
- (b) any contingent liability of the Institute which has arisen since the end of the financial year.

No contingent or other liability has become enforceable, or is likely to become enforceable within the period of twelve months after the end of the financial year which, in the opinion of the directors, will or may substantially affect the ability of the Institute to meet their obligations as and when they fall due.

In the opinion of the directors, no item, transaction or event of a material and unusual nature has arisen in the interval between the end of the financial year and the date of this report which is likely to affect substantially the results of the Institute for the succeeding financial year in which this report is made.

DIRECTORS

The following directors served on the Board of the Institute since the date of the last report:

Encik Hashim bin Harun (Chairman)
 Y.Bhg Dato' Koh Yaw Hui
 Y.Bhg Dato' Adrian Low Heong Chow @ Loh Heong Chow
 Encik Md. Adnan bin Md. Zain
 Encik Francis Lai @ Lai Yun Sen
 Encik Aznan bin Abdul Aziz
 Encik Zainal Abidin bin Mohd Noor
 YM Raja Zailan Putra bin Raja Dato' Seri Hj. Azam
 Encik Toi See Jong
 Encik Antony Fook Weng Lee
 Encik Wong Ah Kow
 Encik Tan Kok Guan
 Encik T. Sivapalan a/l Tharmapalan
 Encik Wong Teck Wai (appointed on 29 September 2015)
 Encik Ezamshah bin Ismail (appointed on 4 March 2016)
 Encik Abdul Aziz bin Mohamed Nor (resigned on 29 September 2015)
 Encik Foong Soo Hah (resigned on 4 March 2016)



DIRECTORS' REPORT (CONT'D)

DIRECTORS' BENEFITS

Since the end of the previous financial year, none of the directors of the Institute has received or become entitled to receive any benefit by reason of a contract made by the Institute with a firm of which he is a member, or with a company in which he has a substantial financial interest.

During and at the end of the financial year, no arrangement subsisted to which the Institute was a party whereby the directors of the Institute might acquire benefits by means of the acquisition of shares in, or debentures of, the Institute or any other body corporate.

AUDITORS

The auditors, Messrs. Deloitte, have indicated their willingness to continue in office.

Signed on behalf of the Board
in accordance with a resolution of the Directors,

HASHIM BIN HARUN
(DIRECTOR)

AZANAN BIN ABDUL AZIZ
(DIRECTOR)

Kuala Lumpur,
April 15, 2016

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF THE MALAYSIAN INSURANCE INSTITUTE (INCORPORATED IN MALAYSIA)

Report on the Financial Statements

We have audited the financial statement of **THE MALAYSIAN INSURANCE INSTITUTE**, which comprise the statement of financial position of the Institute as of December 31, 2015 and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows of the Institute for the year then ended, and a summary of significant accounting policies and other explanatory information, as set out on pages 99 to 127.

Directors' Responsibility for the Financial Statements

The directors of the Institute are responsible for the preparation of these financial statements so as to give a true and fair view in accordance with Malaysian Financial Reporting Standards, International Financial Reporting Standards and requirements of the Companies Act, 1965 in Malaysia. The directors are also responsible for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with approved standards on auditing in Malaysia. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the entity's preparation of the financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence that we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements give a true and fair view of the financial position of the Institute as of December 31, 2015 and of its financial performance and cash flows for the year then ended in accordance with Malaysian Financial Reporting Standards, International Financial Reporting Standards and the requirements of the Companies Act, 1965 in Malaysia.



INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF THE MALAYSIAN INSURANCE INSTITUTE (INCORPORATED IN MALAYSIA) (CONT'D)

Report on Other Legal and Regulatory Requirements

In accordance with the requirements of the Companies Act, 1965 in Malaysia, we also report that in our opinion, the accounting and other records and the registers required by the Act to be kept by the Institute have been properly kept in accordance with the provisions of the Act.

Other Matters

This report is made solely to the members of the Institute, as a body, in accordance with Section 174 of the Companies Act, 1965 in Malaysia and for no other purpose. We do not assume responsibility towards any other person for the contents of this report.

DELOITTE

AF 0080

Chartered Accountants

KHONG SIEW CHIN

Partner - 3049/03/17 (J)

Chartered Accountant

April 15, 2016

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED DECEMBER 31, 2015

	Note	2015 RM	2014 RM
Revenue	6	15,851,015	15,777,439
Other income		1,023,080	890,560
Employee benefits expense		(7,236,314)	(6,799,448)
Depreciation of property, plant and equipment	9	(464,762)	(545,152)
Amortisation of prepaid lease payments	10	(65,039)	(65,039)
Interest on zero coupon bonds	21	(547,125)	(524,891)
Other expenses		(8,396,147)	(8,363,506)
Surplus before tax	7	164,708	369,963
Tax expense	8	(123,998)	(317,788)
Surplus for the year		40,710	52,175

The accompanying Notes form an integral part of the Financial Statements.



STATEMENT OF FINANCIAL POSITION

AS OF DECEMBER 31, 2015

	Note	2015 RM	2014 RM
ASSETS			
Non-Current Assets			
Property, plant and equipment	9	9,540,056	9,659,856
Prepaid lease payments	10	3,739,736	3,804,775
Investment in a subsidiary company	11	200,002	200,002
Fixed deposits	12	7,275,445	7,005,409
Total Non-Current Assets		20,755,239	20,670,042
Current Assets			
Inventories	13	54,996	31,365
Trade receivables	14	1,571,145	679,555
Other receivables and prepaid expenses	15	1,429,356	1,599,368
Amount due from a subsidiary company	16	59,720	55,234
Bumiputra Training Fund	17	-	-
Capacity Building Fund	18	1,617,846	1,028,838
Fixed deposits	12	20,804,155	14,570,717
Cash and bank balances	23	852,935	8,358,412
Total Current Assets		26,390,153	26,323,489
Total Assets		47,145,392	46,993,531

STATEMENT OF FINANCIAL POSITION

AS OF DECEMBER 31, 2015 (CONT'D)

	Note	2015 RM	2014 RM
RESERVES AND LIABILITIES			
General reserves	19	6,673,042	6,673,042
Surplus		20,934,353	20,893,643
Accumulated Fund		27,607,395	27,566,685
Non-Current Liabilities			
Deferred tax liabilities	20	2,314,182	2,426,863
Zero coupon bonds - Secured	21	13,463,202	12,916,077
Total Non-Current Liabilities		15,777,384	15,342,940
Current Liabilities			
Trade payables	22	786,048	483,841
Other payables and accrued expenses	22	2,942,314	3,315,998
Tax liabilities		32,251	284,067
Total Current Liabilities		3,760,613	4,083,906
Total Liabilities		19,537,997	19,426,846
Total Reserves and Liabilities		47,145,392	46,993,531

The accompanying Notes form an integral part of the Financial Statements.



STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED DECEMBER 31, 2015

	General Reserves RM	Surplus RM	Total RM
As of January 1, 2014	6,673,042	20,841,468	27,514,510
Total comprehensive income for the year	-	52,175	52,175
As of December 31, 2014	6,673,042	20,893,643	27,566,685
As of January 1, 2015	6,673,042	20,893,643	27,566,685
Total comprehensive income for the year	-	40,710	40,710
As of December 31, 2015	6,673,042	20,934,353	27,607,395

The accompanying Notes form an integral part of the Financial Statements.

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED DECEMBER 31, 2015

	2015 RM	2014 RM
CASH FLOWS (USED IN)/FROM OPERATING ACTIVITIES		
Surplus before tax	164,708	369,963
Adjustments for:		
Depreciation of property, plant and equipment	464,762	545,152
Interest on zero coupon bonds	547,125	524,891
Amortisation of prepaid lease payments	65,039	65,039
Gain on disposal of property, plant and equipment	-	(54,999)
Interest income	(937,417)	(752,538)
Operating Profit Before Working Capital Changes	304,217	697,508
(Increase)/Decrease in:		
Inventories	(23,631)	70,527
Trade receivables	(891,590)	235,707
Other receivables and prepaid expenses	266,531	(144,395)
Amount due from subsidiary company	(4,486)	(5,715)
Increase/(Decrease) in:		
Trade payables	302,207	133,330
Other payables and accrued expenses	(373,684)	(437,454)
Cash (Used In)/Generated From Operations	(420,436)	549,508
Income tax paid	(488,495)	(254,219)
Net Cash (Used In)/From Operating Activities	(908,931)	295,289
CASH FLOWS FROM/(USED IN) INVESTING ACTIVITIES		
Interest received	840,898	717,072
Proceeds from disposal of property, plant and equipment	-	55,000
Increase in fixed deposits	(270,036)	(717,841)
Additions to property, plant and equipment	(344,962)	(520,041)
Net Cash From/(Used In) Investing Activities	225,900	(465,810)



STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED DECEMBER 31, 2015 (CONT'D)

	Note	2015 RM	2014 RM
CASH FLOWS FROM/(USED IN) FINANCING ACTIVITIES			
Bumiputra Training Fund received		15,000	79,640
Utilisation of Bumiputra Training Fund		(15,000)	(79,640)
Capacity Building Fund received		2,915,797	8,854,644
Utilisation of Capacity Building Fund		(3,504,805)	(6,230,920)
Net Cash (Used In)/From Financing Activities		(589,008)	2,623,724
NET (DECREASE)/INCREASE IN CASH AND CASH EQUIVALENTS		(1,272,039)	2,453,203
CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR		22,929,129	20,475,926
CASH AND CASH EQUIVALENTS AT END OF YEAR	23	21,657,090	22,929,129

The accompanying Notes form an integral part of the Financial Statements.

NOTES TO THE FINANCIAL STATEMENTS

1. GENERAL INFORMATION

The Institute is a private company limited by guarantee, incorporated and domiciled in Malaysia.

The Institute is engaged in the provision and promotion of insurance education, training and research in insurance and related disciplines. The Institute is the sole examining body for professional insurance examinations in the country leading to the award of the Associateship of the Malaysian Insurance Institute (AMII). It is also a membership body of insurance professionals. The Institute is affiliated to other insurance examining institutes internationally and works closely with local institutions of higher learning in promoting the development of insurance education in Malaysia.

The subsidiary company was incorporated on September 3, 1999 and has not commenced operations since the date of incorporation. It was placed under member's voluntary liquidation on July 22, 2015.

Other than stated above, there have been no significant changes in the nature of the activities of the Institute and of its subsidiary company during the financial year.

The principal place of business and registered office of the Institute is located at No.5, Jalan Sri Semantan 1, Damansara Heights, 50490 Kuala Lumpur, Malaysia.

The financial statements of the Group and of the Institute have been authorised by the Board of Directors for issuance on April 15, 2016.

2. BASIS OF PREPARATION OF THE FINANCIAL STATEMENTS

The financial statements of the Institute have been prepared in accordance with Malaysian Financial Reporting Standards ("MFRS"), International Financial Reporting Standards ("IFRS") and the provisions of Companies Act, 1965 in Malaysia.

Application of new and revised Malaysian Financial Reporting Standards

In the current financial year, the Institute has adopted a number of amendments to MFRSs and new interpretations issued by the Malaysian Accounting Standards Board ("MASB") that are mandatorily effective for an accounting period that begins on or after January 1, 2015 as follows:

Amendments to MFRS 19	Employees Benefits (Amendments relating to Defined Benefit Plans: Employee Contributions)
Amendments to MFRSs	Annual Improvements to IFRSs 2010 – 2012 Cycle
Amendments to MFRSs	Annual Improvements to IFRSs 2011 – 2014 Cycle

The adoption of these revised Standards and Amendments have not affected the amounts reported in the financial statements of the Institute.



NOTES TO THE FINANCIAL STATEMENTS (CONT'D)

Standards and Amendments in issue but not yet effective

At the date of authorisation for issue this financial statements, the new and revised Standards relevant to the Institute which were in issue but not yet effective and not early adopted by the Institute are as listed below:

MFRS 9	Financial Instruments ²
Amendments to MFRS 9 and MFRS 7	Mandatory Effective Date of MFRS 9 (IFRS 9 as issued by IASB in November 2009 and October 2010) and Transition Disclosures ²
MFRS 14	Regulatory Deferral Accounts ¹
MFRS 15	Revenue from Contracts with Customers ²
Amendments to MFRS 10 and MFRS 128	Sale or Contribution of Assets between an Investor and its Associate or Joint Venture ¹
Amendments to MFRS 10 and MFRS 12 and MFRS 128	Investment Entities: Applying the Consolidation Exception ¹
Amendments to MFRS 11	Accounting for Acquisitions of Interest in Joint Operations ¹
Amendments to MFRS 101	Disclosure Initiative ¹
Amendments to MFRS 116 and MFRS 138	Clarification of Acceptable Methods of Depreciation and Amortisation ¹
Amendments to MFRS 116 and MFRS 141	Agriculture: Bearer Plants ¹
Amendments to MFRS 127	Equity Method in Separate Financial Statements ¹
Amendments to MFRSs contained in the document entitled Annual Improvements to MFRSs 2012 - 2014 Cycle ¹	

¹ Effective for annual periods beginning on or after January 1, 2016

² Effective for annual periods beginning on or after January 1, 2018

The directors anticipate that the abovementioned Standards and Amendments will be adopted in the annual financial statements of the Institute when they become effective and that the adoption of these Standards and Amendments will have no material impact on the financial statements of the Institute in the period of initial application.

3. FINANCIAL AND CAPITAL RISK MANAGEMENT POLICIES

The Institute's financial risk management policies seeks to ensure that adequate financial resources are available for the development of the Institute's business whilst managing their risks. The Institute operates within guidelines that are approved by the Board, and the Institute's policy is not to engage in speculative transactions.

The main areas of financial risks faced by the Institute and the policies in respect of the major areas of treasury activities are set out as follows:

(a) Foreign currency risk

The Institute are exposed to foreign currency risk as a result of its normal operating activities, where the currency denomination differs from the local currency, Ringgit Malaysia (RM). The Institute's policy is to minimise the exposure to foreign currency risk by monitoring and approving requisitions which involves foreign currencies. No sensitivity analysis is prepared as the Institute do not expect any material effect on the Institute's profit net of tax and equity arising from the effect of reasonably possible changes to exchange rates on the foreign currency denominated monetary assets and monetary liabilities at the end of the reporting period as the balances are immaterial. The Institute did not engage in any transactions involving financial derivative instruments during the financial year.

(b) Credit risk

The credit risk is controlled by not granting any credit to individuals and companies with the exception of entities within the insurance industry, which have a special arrangement with the Institute.

The maximum credit risk associated with recognised financial assets is the carrying amount shown in the statements of financial position.

The Institute have no significant concentration of credit risk with any single counterparty.

(c) Liquidity and cash flow risks

The Institute seeks to achieve a balance between certainty of funding even in difficult times for the markets of the Institute and to meet its cash obligation in a timely and cost-effective manner. This is to ensure that at the minimum, all projected net funding needs are covered by committed contributions. Also, the objective for debt maturity is to ensure that the amount of debts maturing in any one year is not beyond the Institute's means to repay and refinance.

The following tables detail the Institute's remaining contractual maturity for its financial assets and financial liabilities. The tables have been drawn up based on the undiscounted cash flows for financial assets and financial liabilities based on the earlier date on which the Institute expected to earn or may be required to pay. The tables included both interest and principal cash flows.

To the extent that interest flows are floating rates, the undiscounted amount is derived from interest rate curves at the end of the reporting period.

	Effective interest rate during the year %	Less than 1 year/on demand RM	1 to 5 Years RM	More than 5 years RM	Total RM
2015					
Financial assets:					
Fixed deposits	3.00 to 4.00	21,532,300	7,530,086	-	29,062,386
Cash and bank balances	-	852,935	-	-	852,935
Trade receivables	-	1,571,145	-	-	1,571,145
Other receivables and refundable deposits	-	1,098,028	-	-	1,098,028
Amount due from subsidiary company	-	59,720	-	-	59,720
Capacity building fund	-	1,617,846	-	-	1,617,846
Financial liabilities:					
Trade payables	-	786,048	-	-	786,048
Other payables	-	618,678	-	-	618,678
Accrued expenses	-	1,280,238	-	-	1,280,238
Zero coupon bonds	-	-	-	18,000,000	18,000,000



NOTES TO THE FINANCIAL STATEMENTS (CONT'D)

	Effective interest rate during the year %	Less than 1 year/on demand RM	1 to 5 years RM	More than 5 years RM	Total RM
2014					
Financial assets:					
Fixed deposits	3.00 to 4.00	15,080,692	7,250,598	-	22,331,290
Cash and bank balances	-	8,358,412	-	-	8,358,412
Trade receivables	-	679,555	-	-	679,555
Other receivables and refundable deposits	-	1,332,783	-	-	1,332,783
Amount due from subsidiary company	-	55,234	-	-	55,234
Capacity building fund	-	1,028,838	-	-	1,028,838
Financial liabilities:					
Trade payables	-	483,841	-	-	483,841
Other payables	-	503,874	-	-	503,874
Accrued expenses	-	1,327,310	-	-	1,327,310
Zero coupon bonds	-	-	-	18,000,000	18,000,000

Sensitivity analysis for interest rate

At the end of reporting period, if the Institute's average interest rate increased or decreased by 24 basis point (2014: 24 basis point), with all other variables held constant, the Institute's surplus for the year will be higher or lower by RM68,444 (2014: RM52,592).

The assumed movement in interest rates for interest rate sensitivity analysis is based on the current observable market environment.

Capital risk management

The Institute manages its capital to ensure that the Institute will be able to continue as going concerns, through regular reviews of the capital structure.

The capital structure of the Institute consists of net debts (zero coupon bonds as disclosed in Note 21 offset by cash and cash equivalents as disclosed in Note 23) and reserves and surplus as disclosed in the statement of changes in equity.

The Institute is not subject to any externally imposed capital requirements.

4. SIGNIFICANT ACCOUNTING POLICIES

Basis of Preparation

The financial statements of the Institute have been prepared under the historical cost convention, unless otherwise indicated in the accounting policies stated below. Historical cost is generally based on the fair value of the consideration given in exchange for assets.

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date, regardless of whether that price is directly observable or estimated using another valuation technique. In estimating the fair value of an asset or a liability, the Institute takes into account the characteristics of the assets and liability if market participants would take those characteristics into account when pricing the asset or liability at the measurement date. Fair value for measurement and/or disclosure purposes in these consolidated financial statements is determined on such a basis, except for share-based payment transactions that are within the scope of IFRS 2, leasing transactions that are within the scope of IAS 17, and measurements that have some similarities to fair value but not fair value, such as net realisable value in IAS 12 or value in use in IAS 36.

In addition, for financial reporting purposes, fair value measurements are categorised into level 1, 2 or 3 based on the degree to which the inputs to the fair value measurements are observable and the significance of the inputs to the fair value measurement in its entirety, which are described as follows:

- Level 1 inputs are quoted prices (unadjusted) in active markets for identical assets or liabilities that the entity can access at the measurement date;
- Level 2 inputs are inputs, other than quoted prices included within Level 1, that are observable for the asset or liability, either directly or indirectly; and
- Level 3 inputs are unobservable inputs for the asset or liability.

Revenue

Revenue is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of returns and trade discounts.

Revenue consists of seminar and course fees, membership fees, examination fees and sale of books. Fees revenue is accounted for on an accrual basis.

Revenue from sale of books is accounted for when the risks and rewards of ownership have passed.

Foreign Currency

The Institute's financial statements are presented in the currency of the primary economic environment in which the entity operates (its functional currency).

In preparing the financial statements of the Institute, transactions in currencies other than the functional currency (foreign currencies) are recorded at the rates of exchange prevailing on the dates of the transactions. At the end of each reporting period, monetary items denominated in foreign currencies are retranslated at the rates prevailing at that date. Non-monetary items carried at fair value that are denominated in foreign currencies are retranslated at the rates prevailing on the date when the fair value was determined. Non-monetary items that are measured in terms of historical cost in a foreign currency are not retranslated.



NOTES TO THE FINANCIAL STATEMENTS (CONT'D)

Exchange differences arising on the settlement of monetary items, and on the retranslation of monetary items are included in profit or loss for the period. Exchange differences arising on the retranslation of non-monetary items carried at fair value are included in profit or loss for the period except for differences arising on the retranslation of non-monetary items in respect of which gains and losses are recognised in other comprehensive income. For such non-monetary items, any exchange component of that gain or loss is also recognised in other comprehensive income.

Taxation

Income tax expense represents the sum of the tax currently payable and deferred tax.

The tax currently payable is based on taxable profit for the year, calculated using tax rates that have been enacted or substantively enacted by the end of the reporting period. Current tax for current and prior periods is recognised as a liability (or asset) to the extent that it is unpaid (or recoverable).

Deferred tax is provided for, using the “liability” method, on temporary differences at the end of the reporting period between the tax bases of assets and liabilities and their carrying amounts in the financial statements. In principle, deferred tax liabilities are recognised for all taxable temporary differences and deferred tax assets are recognised for all deductible temporary differences, unused tax losses and unused tax credits to the extent that it is probable that future taxable profits will be available against which the deductible temporary differences, unused tax losses and unused tax credits can be utilised. Deferred tax is not recognised if the temporary difference arises from goodwill or from the initial recognition of an asset or liability in a transaction which is not a business combination and at the time of the transaction, affects neither the accounting profit nor taxable profit.

Deferred tax is measured at the tax rates that are expected to apply in the period when the asset is realised or the liability settled, based on tax rates that have been enacted or substantively enacted by the end of the reporting period. Deferred tax is recognised in profit or loss, except when it arises from a transaction which is recognised outside profit or loss (whether in other comprehensive income or directly in equity), in which case the deferred tax is also recognised outside profit or loss, or when it arises from a business combination that is an acquisition, in which case the deferred tax is included in the resulting goodwill.

The carrying amount of deferred tax assets, if any, is reviewed at the end of each reporting period and reduced to the extent that it is no longer probable that sufficient future taxable profits will be available to allow all or part of the asset to be recovered.

Deferred tax assets and liabilities are offset when there is a legally enforceable right to offset current tax assets against current tax liabilities and when they relate to income taxes levied by the same taxation authority and the Institute intends to settle its current tax assets and liabilities on a net basis.

Employee Benefits

(i) Short-term benefits

Wages, salaries, bonuses and social security contributions are recognised as an expense in the period in which the associated services are rendered by employees. Short-term accumulating compensated absences such as paid annual leave are recognised when services are rendered by employees that increase their entitlement to future compensated absences, and short-term non-accumulating compensated absences such as sick leave are recognised when the absences occur.

(ii) Defined contribution plans

The Institute is required by law to make monthly contributions to the Employees Provident Fund (“EPF”), a statutory defined contribution plan for all their eligible employees based on certain prescribed rates of the employees’ applicable remuneration. Contributions are charged to profit or loss in the period in which they relate. The Institute’s contributions to EPF are disclosed separately and the employees’ contributions to EPF are included in salaries, bonuses, allowances and other staff benefits. Once the contributions have been paid, the Institute has no further payment obligations.

Leases

Leases are classified as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessee. All other leases are classified as operating leases.

Rentals payable under operating leases are charged to profit or loss on a straight-line basis over the term of the relevant lease. Benefits received and receivable as an incentive to enter into an operating lease are also spread on a straight-line basis over the lease term. However, contingent rentals arising from operating leases are recognised as an expense in the periods in which they are incurred.

Impairment of Non-Financial Assets

At the end of each reporting period, the Institute reviews the carrying amounts of its non-financial assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any). Where it is not possible to estimate the recoverable amount of an individual asset, the Institute estimates the recoverable amount of the cash-generating unit to which the asset belongs. When a reasonable and consistent basis of allocation can be identified, corporate assets are also allocated to individual cash-generating unit, or otherwise they are allocated to the smallest group of cash-generating unit for which a reasonable and consistent allocation basis can be identified.

Recoverable amount is the higher of fair value less costs to sell and value-in-use. In assessing value-in-use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessment of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset (or cash-generating unit) is estimated to be less than its carrying amount, the carrying amount of the asset (or cash-generating unit) is reduced to its recoverable amount. An impairment loss is recognised immediately in profit or loss.

Where an impairment loss subsequently reverses, the carrying amount of the asset (or cash-generating unit) is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset (or cash-generating unit) in prior years. A reversal of an impairment loss is recognised immediately in profit or loss.



NOTES TO THE FINANCIAL STATEMENTS (CONT'D)

Property, Plant and Equipment

Property, plant and equipment are stated at cost less accumulated depreciation and any impairment loss.

Subsequent cost is included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future benefits associated with the item will flow to the Institute and the cost can be measured reliably. The carrying amount of the part of the asset being replaced is derecognised. All other repairs and maintenance costs are charged to profit or loss in the year in which they are incurred.

Depreciation of property, plant and equipment are computed on the straight-line method at the following annual rates based on the estimated useful lives of the various property, plant and equipment:

Leasehold building	2%
Furniture and fittings, audio visual and office equipment	10% - 33.33%
Motor vehicles	20%
Computers and peripherals	20% - 33.33%
Renovation	20% - 33.33%

At the end of each reporting period, the residual values, useful lives and depreciation method of the property, plant and equipment are reviewed, and the effects of any changes are recognised prospectively.

An item of property, plant and equipment is derecognised upon disposal or when no future economic benefits are expected to arise from the continued use of the asset. Any gain or loss arising on the disposal or retirement of an item of property, plant and equipment is determined as the difference between the sales proceeds and the carrying amount of the asset, and is recognised in profit or loss.

Prepaid Lease Payments

Lease of land where title is not expected to pass to the lessee at the end of the lease term is classified as operating leases as land normally has an indefinite useful life. The upfront payments made on entering into or acquiring a leasehold land that is an operating lease represents prepaid lease payments which are amortised on a straight line basis over the lease term.

Investment in Subsidiary Company

Investment in subsidiary company held on long term basis is stated at cost less any impairment losses in the Institute's separate financial statements.

Inventories

Inventories are valued at the lower of cost and net realisable value. Inventories represent books and publications for sale.

In arriving at net realisable value, due allowance is made for obsolete and slow moving inventories.

Cost included the cost of purchase plus the cost incurred in bringing the inventories to their present location and condition. Net realisable value represents the estimated selling price for inventories less all estimated cost necessary to make the sale.

Provisions

Provisions are made when the Institute has a present legal or constructive obligation as a result of past events, when it is probable that an outflow of resources will be required to settle the obligation, and when a reliable estimate of the amount can be made.

Provisions are measured at the directors' best estimate of the expenditure required to settle the obligation at the end of each reporting period, and are discounted to a present value where the effect is material.

At the end of each reporting period, provisions are revised by the directors and adjusted to reflect the current best estimate. Provisions are reversed if it is no longer probable that the Institute will be required to settle the obligation.

Financial Instruments

Financial assets and financial liabilities are recognised in the statements of financial position when, and only when, the Institute becomes a party to the contractual provisions of the financial instruments.

(i) Financial Assets

Financial assets are classified into the following specified categories: financial assets "at fair value through profit or loss" (FVTPL), "held-to-maturity" investments, "available-for-sale" (AFS) financial assets and "loans and receivables". The classification depends on the nature and purpose of the financial assets and is determined at the time of initial recognition.

The financial assets of the Institute are designated as "loans and receivables".

Loan and receivables are measured at initial recognition at fair value, and are subsequently measured at amortised cost using the effective interest method less impairment losses, if any. Interest income is recognised by using the effective interest rate, except for short-term receivables where the recognition of interest would be immaterial.

The effective interest method is a method of calculating the amortised cost of a financial asset and of allocating interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset, or (where appropriate) a shorter period, to the net carrying amount on initial recognition.

Impairment of financial assets

Receivables are assessed for indicators of impairment at the end of each reporting period. Receivables are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the trade receivables, the estimated future cash flows of the receivables have been impacted.

For receivables, objective evidence of impairment could include:

- Significant financial difficulty of the customers; or
- Default or delinquency in interest or principal payments; or
- It becoming probable that the customers will enter bankruptcy or financial re-organisation.

Receivables that are assessed not to be impaired individually are subsequently assessed for impairment on a collective basis. Objective evidence of impairment for a portfolio of receivables could include the Institute's past experience of collecting payments, an increase in the number of delayed payments in the portfolio, as well as observable changes in national or local economic conditions that correlate with default on receivables.



NOTES TO THE FINANCIAL STATEMENTS (CONT'D)

The carrying amount of the receivables is reduced by the impairment loss through the use of an allowance account. When a receivable is considered uncollectible, it is written off against the allowance account. Subsequent recoveries of amounts previously written off are credited against the allowance account. Changes in the carrying amount of the allowance account are recognised in profit or loss.

The amount of impairment loss recognised is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the financial asset's original effective interest rate.

Derecognition of financial assets

Financial assets are derecognised when the contractual right to receive cash flows from the asset has expired or when the Institute transfers the financial asset and substantially all the risks and rewards of ownership of the asset to another entity. If the Institute neither transfer nor retain substantially all the risks and rewards of ownership and continue to control the transferred asset, the Institute recognises its retained interest in the asset and an associated liability for amounts it may have to pay. If the Institute retains substantially all the risks and rewards of ownership of a transferred financial asset, the Institute continues to recognise the financial asset and also recognise a collateralised borrowing for the proceeds received.

On derecognition of a financial asset in its entirety, the difference between the carrying amount and the sum of the consideration received and any cumulative gain or loss that had been recognised in other comprehensive income is recognised in profit or loss.

(ii) Financial liabilities and equity instruments

Classification as debt or equity

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements.

Equity instruments

An equity instrument is any contract that evidences a residual interest in the assets of an entity after deducting all of its liabilities. Equity instruments are recorded at the proceeds received, net of direct issue costs. Ordinary shares are equity instruments.

Ordinary shares are recorded at the proceeds received, net of directly attributable transactions costs. Dividends on ordinary shares are recognised in equity in the period in which they are declared.

Financial liabilities

Financial liabilities are classified as either financial liabilities at 'FVTPL' or 'other financial liabilities'.

Other financial liabilities comprising payables, accrued expenses and debt instruments such as bonds are initially measured at fair value net of transaction costs. These financial liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective yield basis.

Effective interest method

The effective interest method is a method of calculating the amortised cost of a financial liability and of allocating interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments through the expected life of the financial liability, or (where appropriate) a shorter period, to the net carrying amount on initial recognition.

Derecognition of financial liabilities

The Institute derecognise financial liabilities when, and only when, the Institute's obligations are discharged, cancelled or they expire. The difference between the carrying amount of the financial liabilities derecognised and the consideration paid or payable is recognised in profit or loss.

Cash and Cash Equivalents

The Institute adopts the indirect method in the preparation of the statement of cash flows.

Cash equivalents are short-term, highly liquid investments and are readily convertible to cash with insignificant risk of changes in value.

5. CRITICAL ACCOUNTING JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY**(i) Critical judgements in applying the Institute's accounting policies**

In the process of applying the Institute's accounting policies, which are described in Note 4 above, management is of the opinion that there are no instances of application of judgement which are expected to have a significant effect on the amounts recognised in the financial statements.

(ii) Key sources of estimation uncertainty

Management believes that there are no key assumptions made concerning the future, and other key sources of estimation uncertainty at the end of the reporting period that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

6. REVENUE

	2015	2014
	RM	RM
Fees received	15,245,445	15,526,346
Sale of books	605,570	251,093
	15,851,015	15,777,439



NOTES TO THE FINANCIAL STATEMENTS (CONT'D)

7. SURPLUS BEFORE TAX

Surplus before tax is arrived at after crediting/(charging):

	2015 RM	2014 RM
Interest income	937,417	752,538
Rental income	25,121	37,245
Realised gain on foreign exchange	159	232
Gain on disposal of property, plant and equipment	-	54,999
Rental of venue and office premises	(1,383,927)	(1,465,905)
Rental of equipment	(183,940)	(74,288)
Auditors' remuneration	(35,000)	(35,000)

Employee benefits expense includes salaries, contributions to EPF and all other staff related expenses. During the financial year, contributions of EPF made by the Institute amounted to RM940,926 (2014: RM868,120).

Included in other income is Hibah, a voluntarily gift on saving account in licenced banks, amounted to RM45,204 (2014: RM37,605).

8. TAX EXPENSE

	2015 RM	2014 RM
Current year:		
Estimated tax payable	243,459	391,545
Deferred tax (Note 20)	(1,224)	(53,886)
	242,235	337,659
Over provision in prior years:		
Estimated tax payable	(6,780)	(12,278)
Deferred tax (Note 20)	(111,457)	(7,593)
	123,998	317,788

A numerical reconciliation of tax expense applicable to the surplus before tax at the statutory income tax rate to tax expense at the effective tax rate of the Institute is as follows:

	2015 RM	2014 RM
Surplus before tax	164,709	369,963
Tax of RM11,900 (2014: RM13,850) for the first RM100,000 of chargeable income and the remaining at 24% (2014: 26%)	27,430	84,040
Tax effects of:		
Expenses not deductible for tax purposes	269,806	312,683
Non-taxable items	(55,001)	(59,064)
Overprovision in prior years:		
Current tax	(6,780)	(12,278)
Deferred tax	(111,457)	(7,593)
Tax expense for the year	123,998	317,788

The Budget 2014 gazetted on December 30, 2014 enacts the reduction of corporate income tax from 25% to 24% with effect from year of assessment 2016. Following this, the applicable tax rates to be used for the measurement of any applicable deferred tax will be the respective expected rates.

9. PROPERTY, PLANT AND EQUIPMENT

	Leasehold building RM	Furniture and fittings, audio visual and office equipment RM	Motor vehicles RM	Computers and peripherals RM	Renovation RM	Total RM
Cost						
As of January 1, 2014	13,212,131	1,722,073	449,789	3,333,428	1,138,795	19,856,216
Additions	-	49,820	312,931	157,290	-	520,041
Disposals	-	-	(274,568)	-	-	(274,568)
As of December 31, 2014	13,212,131	1,771,893	488,152	3,490,718	1,138,795	20,101,689
As of January 1, 2015	13,212,131	1,771,893	488,152	3,490,718	1,138,795	20,101,689
Additions	-	23,099	-	238,543	83,320	344,962
As of December 31, 2015	13,212,131	1,794,992	488,152	3,729,261	1,222,115	20,446,651



NOTES TO THE FINANCIAL STATEMENTS (CONT'D)

	Leasehold building RM	Furniture and fittings, audio visual and office equipment RM	Motor vehicles RM	Computers and peripherals RM	Renovation RM	Total RM
Accumulated Depreciation						
As of January 1, 2014	4,182,569	1,500,877	392,797	2,960,885	1,134,120	10,171,248
Charge for the year	151,757	94,991	77,665	216,105	4,634	545,152
Disposals	-	-	(274,567)	-	-	(274,567)
As of December 31, 2014	4,334,326	1,595,868	195,895	3,176,990	1,138,754	10,441,833
As of January 1, 2015	4,334,326	1,595,868	195,895	3,176,990	1,138,754	10,441,833
Charge for the year	151,757	66,213	76,556	151,675	18,561	464,762
As of December 31, 2015	4,486,083	1,662,081	272,451	3,328,665	1,157,315	10,906,595
Net Book Value						
As of December 31, 2015	8,726,048	132,911	215,701	400,596	64,800	9,540,056
As of December 31, 2014	8,877,805	176,025	292,257	313,728	41	9,659,856

The following assets were acquired using the Capacity Building Fund (Note 18) during the current year:

	Furniture and fittings, audio visual and office equipment RM	Computers and peripherals RM	Renovation RM	Total RM
2015				
Cost	-	379,238	1,350	380,588
Fund received	-	(379,238)	(1,350)	(380,588)
Net book value	-	-	-	-
2014				
Cost	24,100	3,780,268	-	3,804,368
Fund received	(24,100)	(3,780,268)	-	(3,804,368)
Net book value	-	-	-	-

The leasehold building has been charged as a security for the Zero coupon bonds as disclosed in Note 21. Included in property, plant and equipment of the Institute are fully depreciated assets which are still in use, with costs totalling RM5,571,294 (2014: RM5,465,088).

10. PREPAID LEASE PAYMENTS

	2015 RM	2014 RM
Cost		
At beginning and end of year	5,662,342	5,662,342
Accumulated Amortisation		
At beginning of year	1,857,567	1,792,528
Amortisation for the year	65,039	65,039
At end of year	1,922,606	1,857,567
Carrying amount	3,739,736	3,804,775

The unexpired portion of the said leasehold land as of December 31, 2015 is 57 years (2014: 58 years).

The leasehold land has been charged as a security for the Zero coupon bonds as disclosed in Note 21.

11. INVESTMENT IN A SUBSIDIARY COMPANY

	2015 RM	2014 RM
Unquoted shares, at cost	200,002	200,002

The details of subsidiary company incorporated in Malaysia are as follows:

Name of Institute	Effective equity interest		Principal activity
	2015 %	2014 %	
M.I.I. Academy Sdn Bhd	-	100	Dormant

The establishment of M.I.I. Academy Sdn Bhd is a requirement under Section 12 of Akta IPTS 1996. Compliance with Akta IPTS 1996 is for the Institute to obtain accreditation from Malaysian Qualifications Agency (MQA). However, now since the Institute has decided to seek the accreditation from Financial Accreditation Agency (FAA), the subsidiary is not a requirement any more.

As disclosed in Note 1, the Institute resolved to place the subsidiary company under member's voluntary liquidation. Accordingly, the Institute has ceased consolidating the subsidiary company during the year.

The directors of the Institute has performed an assessment on the recoverability of the investment in the subsidiary company and concluded that the said amount will be recovered in full and no impairment is required to be made.



NOTES TO THE FINANCIAL STATEMENTS (CONT'D)

12. FIXED DEPOSITS

	2015 RM	2014 RM
Short-term:		
Deposits placed with licensed bank	20,804,155	14,570,717
Long-term:		
Deposits placed with licensed bank	7,275,445	7,005,409
	28,079,600	21,576,126

The long-term fixed deposits of the Institute placed with a licensed bank amounting to RM7,275,445 (2014: RM7,005,409) is deposited for the purpose of redemption of the Zero coupon bonds as disclosed in Note 21.

Fixed deposits placed with licensed banks earn interest at rates ranging from 3.00% to 4.00% (2014: 3.00% to 4.00%) per annum.

All fixed deposits are denominated in Ringgit Malaysia.

13. INVENTORIES

	2015 RM	2014 RM
Bookshop books	54,996	31,365

The cost of inventories recognised as an expense for the year was RM 23,631 (2014: RM70,527).

14. TRADE RECEIVABLES

Trade receivables comprise amounts receivable from customers for academic and training courses conducted. These are non-interest bearing and recognised at their original invoice amounts which represent their fair values on initial recognition. In general, the Institute practices no credit to its customers. However, the Institute allows credit to customers with special arrangement with the Institute.

The Institute's historical experience in collection of trade receivables and other receivables (as disclosed in Note 15) falls within the recorded allowances and management believes that there is no additional credit risk inherent in the Institute's trade and other receivables.

Trade receivables as disclosed include amounts (see below for aged analysis) that are past due at the end of the reporting period for which the Institute has not recognised an allowance for doubtful debts because there has not been a significant change in credit quality and the amounts are still considered recoverable. The Institute does not hold any collateral over these balances.

Ageing analysis of trade receivables

	2015 RM	2014 RM
Neither past due nor impaired	518,610	158,622
Past due but not impaired:		
1-30 days	409,906	228,392
31-60 days	201,181	165,225
61-90 days	441,448	127,316
	1,052,535	520,933
	1,571,145	679,555

Movement in the allowance for doubtful debts

	2015 RM	2014 RM
At beginning of year	-	143,358
Doubtful debts written off against allowance	-	(143,358)
At end of year	-	-

In determining the recoverability of a trade receivable, the Institute considers any change in the credit quality of the trade receivable from the date credit was initially granted up to the end of the reporting period.

15. OTHER RECEIVABLES AND PREPAID EXPENSES

	2015 RM	2014 RM
Prepaid expenses	331,328	266,585
Other receivables	561,673	908,912
Refundable deposits	300,784	284,819
Interest receivable	235,571	139,052
	1,429,356	1,599,368

Included in other receivables of the Institute is an amount of RM169,716 (2014: RM535,377) representing amount owing by the ASEAN Insurance Training and Research Institute. This amount arose mainly from expenses paid on behalf, is unsecured, interest-free and repayable on demand.



NOTES TO THE FINANCIAL STATEMENTS (CONT'D)

16. AMOUNT DUE FROM A SUBSIDIARY COMPANY

Amount due from a subsidiary company, which arose mainly from payment on behalf, is interest-free and repayable on demand.

As disclosed in Note 1, the Institute resolved to place the subsidiary company under member's voluntary liquidation. Accordingly, the Institute has ceased consolidating the subsidiary company during the year.

The directors of the Institute has performed an assessment on the recoverability of the amount due from the subsidiary company and concluded that the said amount will be recovered in full and no impairment is required to be made.

17. BUMIPUTRA TRAINING FUND

	2015 RM	2014 RM
At beginning of year	-	-
Payment of subsidies for Bumiputra life insurance agents	15,000	79,640
Subsidy received	(15,000)	(79,640)
At end of year	-	-

The Bumiputra Training Fund ("BTF") was set up with the objective of assisting the development of the Bumiputra life insurance agents and staff in Malaysia.

The contributions are collected by Life Insurance Association of Malaysia ("LIAM") from the various life insurance companies. Eligible Bumiputra life agents and staff would utilise this fund to subsidise the course fees for approved programmes conducted by the Institute. The basis of subsidy depends on the programme and it is determined and approved by LIAM.

18. CAPACITY BUILDING FUND

	2015 RM	2014 RM
At beginning of year	1,028,838	3,652,562
Activities	3,504,805	6,230,920
Fund received	(2,915,797)	(8,854,644)
At end of year	1,617,846	1,028,838

Following the idea of having a permanent funding mechanism from the industry, Bank Negara Malaysia initiated the move to set up a capacity building fund to be jointly funded by Bank Negara Malaysia and the insurance industry. The basis of the contribution is that Bank Negara Malaysia will match ringgit-for-ringgit the contribution by the insurance industry. The funds will be channelled through the Board of Trustees of Asian Institute of Finance which will disburse the necessary funds for any approved projects. The balance at the end of the reporting period of RM1,617,846 (2014: RM1,028,838) is pending reimbursement by the fund. The fund was also utilised to acquire assets as disclosed in Note 9.

19. GENERAL RESERVES

	2015 RM	2014 RM
Building and renovation fund	157,037	157,037
Scholarship fund	85,646	85,646
Institute Insurans Malaysia (IIM) fund	122,171	122,171
General reserves	6,308,188	6,308,188
	6,673,042	6,673,042

General reserves arose mainly from contributions by insurance companies, brokers, agents and adjusters and the surplus arising on the disposal of a subsidiary company in prior years.

20. DEFERRED TAX LIABILITIES

	2015 RM	2014 RM
At beginning of year	2,426,863	2,488,342
Credited to profit or loss for the year (Note 8)	(112,681)	(61,479)
	2,314,182	2,426,863

The deferred tax liabilities comprise the following:

	2015 RM	2014 RM
Tax effects of taxable temporary differences arising from:		
Property, plant and equipment	2,256,467	2,281,314
Other receivables	57,715	34,068
	2,314,182	2,315,382



NOTES TO THE FINANCIAL STATEMENTS (CONT'D)

21. ZERO COUPON BONDS - SECURED

	2015 RM	2014 RM
Zero coupon bonds	18,000,000	18,000,000
Less: Accumulated amortisation		
At beginning of year	(5,083,923)	(5,608,814)
Interest charged to profit or loss	547,125	524,891
At end of year	(4,536,798)	(5,083,923)
Amortised cost	13,463,202	12,916,077

The bonds are secured by way of a fixed charge over the leasehold land and the building erected thereon and a floating charge over the assets of the Institute.

These bonds carry a 30 year maturity period which is subject to early redemption by the Institute. The directors of the Institute do not expect to undertake an early redemption of these bonds.

Date of redemption of the bonds is December 1, 2022.

The bonds are measured at amortised cost. The interest expense is calculated by applying an effective interest rate of 4.11% (2014: 4.20%).

22. TRADE PAYABLES, OTHER PAYABLES AND ACCRUED EXPENSES

Trade and other payables comprise amounts outstanding for trade purchases and ongoing costs. These payables are non-interest bearing and the credit period granted to the Institute for trade purchases ranges from 30 days to 90 days (2014: 30 days to 90 days).

Other payables and accrued expenses consist of the following:

	2015 RM	2014 RM
Deferred income	1,043,398	1,484,814
Other payables	618,678	503,874
Accrued expenses	1,280,238	1,327,310
	2,942,314	3,315,998

23. CASH AND CASH EQUIVALENTS

	2015 RM	2014 RM
Cash and bank balances	852,935	8,358,412
Fixed deposits (Note 12)	20,804,155	14,570,717
	21,657,090	22,929,129

The currency profile of cash and bank balances is as follows:

	2015 RM	2014 RM
Ringgit Malaysia	833,734	8,341,428
United States Dollar	19,201	16,984
	852,935	8,358,412

24. CAPITAL COMMITMENTS

As of the end of the financial year, the Institute has the following capital commitments in respect of property, plant and equipment:

	2015 RM	2014 RM
Approved but not contracted for	651,351	639,471

25. RENTAL COMMITMENT

As of the end of the financial year, the Institute has the following rental commitment in respect of office premises and equipment:

	Future Minimum Lease Payments	
	2015 RM	2014 RM
Financial years ending December 31,		
2015	-	981,826
2016	399,293	315,143
2017 onwards	159,260	46,287
	558,553	1,343,256



NOTES TO THE FINANCIAL STATEMENTS (CONT'D)

26. COMPENSATION OF KEY MANAGEMENT PERSONNEL

The compensation of key management personnel which comprises key members of senior management of the Institute during the financial year are as follows:

	2015 RM	2014 RM
Short-term employee benefits	1,596,341	1,599,600
Contributions to EPF	210,445	250,253
	1,806,786	1,849,853

27. FINANCIAL INSTRUMENTS

Categories of financial instruments

	2015 RM	2014 RM
Financial assets		
Fixed deposits	28,079,600	21,576,126
Cash and bank balances	852,935	8,358,412
Trade receivables	1,571,145	679,555
Other receivables and prepaid expenses (excluding prepaid expenses)	1,098,028	1,332,783
Amount due from a subsidiary company	59,720	55,234
Capacity Building Fund	1,617,846	1,028,838
Loans and receivables at amortised cost	4,346,739	3,096,410
Financial liabilities		
Trade payables	786,048	483,841
Other payables and accrued expenses (excluding deferred revenue)	1,898,916	1,831,184
Zero coupon bonds	13,463,202	12,916,077
Other financial liabilities at amortised cost	16,148,166	15,231,102

Fair values

The carrying amounts of all financial assets and liabilities of the Institute at the end of the reporting period approximate their fair values of these assets and liabilities because of the immediate or short-term maturity of these financial instruments except for the following financial liability:

	2015		2014	
	Carrying value RM	Fair value RM	Carrying value RM	Fair value RM
Zero coupon bonds	13,463,202	13,577,674	12,916,077	13,041,662

The above fair value is estimated based on Level 2 fair value measurement using discounted cash flow analysis based on current borrowing rates for similar type of borrowing arrangement. The discount rate used is 4.11% (2014: 4.11%).



STATEMENT BY DIRECTORS

The directors of **THE MALAYSIAN INSURANCE INSTITUTE** state that, in their opinion, the accompanying financial statements are drawn up in accordance with Malaysian Financial Reporting Standards, International Financial Reporting Standards and the provisions of the Companies Act, 1965 in Malaysia so as to give a true and fair view of the financial position of the Institute as of December 31, 2015 and of the financial performance and the cash flows of the Institute for the year ended on that date.

Signed in accordance with
a resolution of the Directors,

HASHIM BIN HARUN
(DIRECTOR)

AZNAN BIN ABDUL AZIZ
(DIRECTOR)

Kuala Lumpur,
April 15, 2016

DECLARATION BY THE OFFICER PRIMARILY RESPONSIBLE FOR THE FINANCIAL MANAGEMENT OF THE INSTITUTE

I, **DATO' HAJI SYED MOHEEB BIN SYED KAMARULZAMAN**, the Officer primarily responsible for the financial management of **THE MALAYSIAN INSURANCE INSTITUTE**, do solemnly and sincerely declare that the accompanying financial statements are, in my opinion, correct and I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the Statutory Declarations Act, 1960.

**DATO' HAJI SYED MOHEEB
BIN SYED KAMARULZAMAN**

Subscribed and solemnly declared by the abovenamed **DATO' HAJI SYED MOHEEB BIN SYED KAMARULZAMAN** at **KUALA LUMPUR** this April 15, 2016

Before me,

COMMISSIONER FOR OATHS

PROXY FORM

THE MALAYSIAN INSURANCE INSTITUTE 38TH ANNUAL GENERAL MEETING

I, _____ Membership No.: _____

of _____

a member of The Malaysian Insurance Institute, hereby appoint _____ individual member,

Membership No.: _____ of _____

_____ and failing him/her, _____

also an individual member, (Membership No.: _____) of _____

_____ to attend and vote on my behalf at the **38th Annual General Meeting of the Institute** to be held on **Thursday, 2nd June 2016 at 10:00 a.m.** and at any adjournment thereof.

My proxy is to vote as indicated below:

(Please indicate with an "x" in the space provided on how you wish your vote to be cast)

Ordinary resolution		For	Against
1	To elect En. Zainal Abidin Mohd Noor as Director		
2	To elect Mr. Francis Lai Yun Sen as Director		
3	To elect Mr. Gan Leong Hin as Director		
4	To re-appoint Messrs Deloitte as the auditors of the Institute		

Dated this _____ day of _____, 2016.

Signature of individual member

Notes:

- A member entitled to attend and vote at this meeting is entitled to appoint a proxy to attend and vote in his/her stead.
- A proxy shall be an individual member of the Institute. No proxy shall be a proxy for more than two (2) individual members.
- The instrument appointing a proxy under which it is signed thereof shall be deposited at the Registered Office of the Institute, No. 5 Jalan Sri Semantan Satu, Damansara Heights, 50490 Kuala Lumpur, not less than forty eight (48) hours before the time appointed for holding the meeting.



ACCREDITED REPRESENTATIVE FORM

THE MALAYSIAN INSURANCE INSTITUTE 38TH ANNUAL GENERAL MEETING

We, _____ Membership No.: _____

of _____

an institutional member of The Malaysian Insurance Institute, hereby appoint _____

NRIC No.: _____ of _____

and failing him/her, _____ NRIC No.: _____

of _____

to attend and vote for us on our behalf at the **38th Annual General Meeting of the Institute** to be held on **Thursday, 2nd June 2016 at 10:00 a.m.** and at any adjournment thereof.

Our nominee is to vote as indicated below:

(Please indicate with an "x" in the space provided on how you wish your vote to be cast)

Ordinary resolution		For	Against
1	To elect En. Zainal Abidin Mohd Noor as Director		
2	To elect Mr. Francis Lai Vun Sen as Director		
3	To elect Mr. Gan Leong Hin as Director		
4	To re-appoint Messrs Deloitte as the auditors of the Institute		

In witness whereof the Common Seal of the Company is affixed on this _____ day of _____, 2016.



Signature(s) & Common Seal

Notes:

- A member entitled to attend and vote at this meeting is entitled to appoint an accredited representative to attend and vote in its stead.
- The instrument appointing an accredited representative shall be in writing under the seal of the institutional member.
- The instrument appointing an accredited representative and the power of attorney or other authority (if any) under which it is signed or notarially certified thereof shall be deposited at the Registered Office of the Institute, No. 5 Jalan Sri Semantan Satu, Damansara Heights, 50490 Kuala Lumpur, not less than forty eight (48) hours before the time appointed for holding the meeting.

Head office**THE MALAYSIAN INSURANCE INSTITUTE** (35445-H)

No 5, Jalan Sri Semantan Satu

Damansara Heights

50490 Kuala Lumpur

Malaysia.

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