

Remote Proctored Examination Candidate Guide: Rules & Regulations

Issued by Asian Institute of Insurance (Aii)

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1. Identification Requirements

You must present a valid original national identification document for identity verification.

- For Malaysian citizens, MyKad is the primary identification document.
- If MyKad is unavailable (e.g. lost, expired, or under replacement), a valid Driving License or Passport may be accepted as a secondary document, subject to Aii's discretion.
- For non-Malaysian citizens, a valid original Passport is required.
- The name on your ID must match your exam registration. Entry may be denied if identity cannot be verified.

2. Technical Requirements

- Use a laptop or desktop computer. Tablets, iPads, and mobile phones are not allowed.
- Install the LockDown Browser at any time before the start of your exam: <https://ems.insurance.com.my/TNA/ExamHome/index2.html>
- Once the lockdown browser is installed, complete the demo test using the same device and setup you will use for the exam day. Early completion is strongly recommended to ensure technical readiness.
- Use the latest version of Google Chrome.
- Your device must allow access to the webcam and microphone.
- Disable bluetooth, remote desktop, virtual displays, and background applications.
- Ensure a stable, high-speed internet connection (avoid mobile hotspots).

3. Exam Day Access Window

- On your selected exam date, you may log in to begin your exam anytime between 12:00am and 9:00pm (Malaysia time).
- The system will perform identity verification and automated environment checks before the exam begins.
- You must allow sufficient time to complete your exam and the required pre-exam checks before the 9:00pm cutoff.
- Access will be automatically denied after 9:00pm (Malaysia time). This cutoff is strictly enforced with no grace period.
- If you miss the 9:00pm cutoff, you will be required to re-register for the exam and pay a new exam fee.

4. Exam Environment Requirements

- Sit in a quiet, private, and well-lit room free from noise and distractions.
- Use front-facing lighting to ensure your face is clearly visible.
- Your desk must be clear, except for:
 - A transparent water bottle
 - An approved calculator (if permitted for your exam)
- The following are strictly prohibited:
 - Books, notes, mobile phones, smartwatches, headphones or earphones (wired or wireless), tablets
 - Dual monitors, mirrored displays, virtual backgrounds
 - Presence of other individuals in the room
- You must remain seated and clearly visible throughout the exam.

Your exam environment must remain secure and free from distractions or unauthorized materials.

5. Monitoring and Candidate Conduct

Your exam session will be monitored and recorded throughout. Any behaviour that appears to violate exam rules may be flagged for review. Serious or repeated violations may result in your session being paused, disqualified, or invalidated after review.



Examples of conduct that may be flagged include:

- Presence of unauthorized materials or devices
- Attempting to leave the exam area or conceal activity
- Speaking aloud, suspicious sounds, or background movement
- Tampering with the secure browser or monitoring setup

Aii reserves the right to take appropriate action, including disqualification or withholding of results, based on system alerts or post-exam review, even if the exam was not paused during the session.

6. Auto-Pause and Disconnection Policy

- If your exam session is paused due to suspected rule violations, Aii will review the incident to determine whether you may resume or if the exam will be terminated.
- You will be notified whether you are allowed to resume or if the exam has been terminated.
- Please ensure you check your email inbox (including junk/spam folders) or log in to the exam platform to view the notification.
- If approved to resume, you may continue your exam within 7 calendar days, any time between 12:00am and 9:00pm (Malaysia time).
- If your exam is terminated, it will be considered disqualified, and you will be required to re-register for the exam and pay a new exam fee.

7. Examination Violations and Penalties

Violations include, but are not limited to:

- Use of unauthorized materials or devices
- Tampering with the secure browser or monitoring setup
- Talking to others or allowing others into the room
- Impersonating another candidate



Penalties may include:

- Immediate disqualification
- Invalidation or withholding of results
- Suspension or ban from future Aii exams
- Issuance of a formal disciplinary letter
- Reporting to regulatory or professional bodies

8. Candidate Consent

By proceeding with the Remote Proctored Examination, you:

- Agree to comply with all Aii rules and procedures
- Consent to being monitored and recorded throughout the exam
- Understand that violations may result in disqualification, invalidation of results, or other disciplinary action

9. Support and Enquiries

If you encounter any technical issues or have questions related to your exam, please contact:

- Email: agentexam@aiaasia.org or customercare@aiaasia.org
- Call Centre: 03-2712 8882

