

## **ANNOUNCEMENT:**

### **Refund Requests of Examination Fees**

Please be advised that all refund requests for examinations must be submitted in writing **within 5 working days** from the exam date. Any requests received after this cutoff will not be accepted or processed.

Eligible reasons for refund:

- 1. Medical condition (self) – Medical reports from a doctor are required to confirm that the candidate is unfit to sit for the examination.**
- 2. Bereavement of parents, parents-in-law, spouse, child, or siblings – Death certificate and/other supporting documents is required as proof of the relationship.**
- 3. Traffic accident (self) – A police report is required to be furnished.**
- 4. Court appearance (self) – Court summon/notice is required to be furnished.**

The application is subject to the Management's approval. Upon approval, 50% of the examination fees will be refunded. Please note that this refund will be subject to a deduction of e-Learning fee of RM5 and administration fee of RM10.

If you have any enquiries or require further clarifications, please email to [agentexam@aiaasia.org](mailto:agentexam@aiaasia.org).

**\*\*It is mandatory to submit a color copy of the certificate that is required for PCEIA, CEILLI & PCIL. No refund will be entertained if the submission certificate does not meet minimum requirements.**

**\*\*Kindly submit the complete bank account refund form and authorization form (for third party only) attached within the cutoff date.**

**\*\*This announcement will be effective as of January 1, 2024**