

25 September 2026

Attention to:

Students of Basic Certificate Course in Insurance Loss Adjusting (Part B and C) for Examination Date 24 October 2026 / Association of Malaysian Loss Adjusters

ANNOUNCEMENT: IMPORTANT UPDATE ON BCCILA TEXTBOOK

We wish to inform all resit candidates that the prescribed textbook for the **Basic Certificate Course in Insurance Loss Adjusting (BCCILA)** has recently undergone a limited revision. The revisions were undertaken to ensure that the study material remains current, accurate and aligned with prevailing industry practices, regulatory requirements and claims management developments.

The updates primarily involve regulatory changes, claims handling procedures, reporting requirements and editorial clarifications. The overall syllabus structure, learning outcomes and examination format remain unchanged. The revised textbook will be the prescribed reference material for the **BCCILA Examination scheduled on 24 October 2026**.

To assist candidates in their preparation, the affected sections are summarised below.

Part B (Motor Insurance Stream):

Chapter	Pages Affected	Nature of Changes
Chapter 13: Investigation and Verification of Motor Claims	218, 219, 221, 223	Updates to claims procedures, investigation requirements, reporting requirements and digital claims investigation practices.
Chapter 14: Guidelines on Claims Settlement Practices	Entire Chapter (Pages 224–234)	Comprehensive update to align with Bank Negara Malaysia's Policy Document on Claims Settlement Practices, including claims handling timelines, vehicle valuation, betterment, theft claims, Compensation for Assessed Repair Time (CART), third-party claims, settlement procedures and repudiation principles.
Chapter 15: Loss Adjusters' Reports for Motor Claims	236, 239	Clarifications to reporting principles, reporting requirements and privilege-related guidance.

Part C (Non-Motor Insurance Stream):

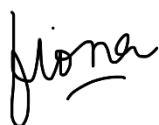
Chapter	Pages Affected	Nature of Changes
Chapter 16: Non-Motor Insurance Features and Cover Available	257	Updates and clarifications relating to Workmen's Compensation Insurance, Employers' Liability Insurance, and selected specialised insurance classes.
Chapter 18: Investigation and Verification of Non-Motor Claims	268-275, 277-278	Updates to claims notification requirements, claims handling procedures, assessment timelines, settlement practices, dispute resolution processes and claims investigation procedures.
Chapter 19: Loss Adjusters' Reports for Non-Motor Claims	281, 284	Clarifications to reporting principles and privilege-related guidance.

Candidates should note that the revisions are **limited in scope** and mainly enhance existing content rather than introduce entirely new subject matter. We therefore expect candidates to have sufficient time to review the revised sections and prepare adequately for the examination.

We wish you every success in your studies and the forthcoming examination.

Yours sincerely,

For and on behalf of **Asian Institute of Insurance**



Fiona Chew

Head of Faculty,

Chief Operations Officer of Aii