



## **Frequently Asked Questions (FAQs) – Membership and Qualification Registrations Under the Movement Control Order (MCO)**

Dear all

In view of growing concerns on the COVID-19 outbreak and to address enquiries related to AICB's membership and qualifications, the Asian Institute of Chartered Bankers (AICB) has developed the *Frequently Asked Questions (FAQs) – Membership and Qualification Registrations Under the Movement Control Order (MCO)* reference. For more information on AICB's membership and qualifications procedures under the MCO, kindly refer to the information in the pages below.

As we continue to monitor developments on the COVID-19 outbreak and updates issued by the relevant health authorities, we will continue to take the necessary actions to align our business operations and support our members' professional development.

Thank you for your cooperation and kind understanding.

Regards,  
The Asian Institute of Chartered Bankers (AICB)

## Frequently Asked Questions (FAQs)

### A. Membership

#### 1. Can I still register to become a member of AICB?

Applications for membership can be made online via AICB's [Member Portal](#) at any time of the year. [Click here](#) to register as a member. Please refer to the [User Guide](#).

#### 2. Can I still renew my membership, and if so, how much are the fees?

Yes, you can renew your annual subscription online via AICB's [Member Portal](#) on the AICB website. The membership subscription fee is available on the AICB website. Click [here](#) to view the membership admission and renewal fees.

#### 3. What are the payment methods available to renew my annual subscription fee, given the current situation?

You can pay your annual membership subscription fee online using your debit/credit card (Master/Visa) or online banking through the [Member Portal](#).

#### 4. I just realised that my membership has expired. Can my employer still sponsor my membership subscription fee?

Employers who are [Corporate Members](#) of AICB may opt to sponsor their employees' membership subscription fees. Members are required to submit the request for sponsorship via the [Member Portal](#). Members are highly encouraged to obtain approvals in advance from their respective employers.

#### 5. I cannot remember my username and password for the AICB Member Portal – how do I log in?

- a) Your username is your NRIC (for Malaysians) or passport number (for non-Malaysians).
- b) Click [here](#) to obtain your temporary password, which will be sent via email.

#### 6. What must I do to readmit myself for my designated membership?

All applications for re-admissions shall be made online. Upon approval, the applicant shall pay a re-admission fee equivalent to the total of the current year's subscription and the subscriptions for the previous years (at the applicable subscription rates) during which the individual's membership had lapsed. Click [here](#) for more information (page 7, para 11, Re-Admission to Membership)

### B. Qualification Enrolments and Examination Registrations/Deferments

#### 1. Are there any changes to the examination sessions scheduled for 2020?

Following the Government's decision to extend the Movement Control Order period, AICB has rescheduled all 2020 examination sittings to September, October and November 2020.

If you have already registered for an examination session prior to this, kindly note the revisions to the sessions, as detailed in the table below:

<b>Examination Sessions (2020)</b>	
<b>Current</b>	<b>Revised</b>
April	September
July/August	October
November/December	November/December (revised examination dates only)

Candidates who have registered for their respective examination sessions will be notified of these postponements via email. Please [click here](#) for further information.

The revised examination dates for IPPC, PKMC, CB and CAMCO will be announced in due course. There are no changes to the examination schedules for CAML, ACAML, CRC and ACRC.

## **2. Can I attend the next available examination sitting if I am unable to attend the one that I had initially registered for?**

Candidates are allowed to defer their examination sittings to the next available sitting and are required to complete the Deferment Form, which can be found [here](#).

## **3. My qualification timeline is about to expire. Will there be an extension to the time limit?**

Following the postponement of all workshops and examinations, AICB will automatically extend the time limit to complete the respective qualifications for all candidates who are affected by these circumstances. An extension of 6 months will be granted.

For PKMC, please send an email to Carole @ ACI-FMAM at [seccom33@gmail.com](mailto:seccom33@gmail.com) or contact her at +603-9282 0728 or +603-9282 3728.

## **4. If I have yet to submit my application to enrol for the examinations in 2020, can I still do so?**

Yes, AICB has extended the application submission dates for all examinations in 2020. Please [click here](#) for the updated enrolment schedule. Members are also advised to take note of the

examination registration closing dates, by which examination registrations, payments, and approvals for sponsorship by the respective employers must be completed.

### **5. Have the workshops been postponed too?**

AICB has postponed all workshops scheduled for March and April 2020. Affected candidates will be notified of the postponements via email.

Please access the following links for further information:

- PKMC and IPPC workshops – please [click here](#);
- CAMCO – please [click here](#);
- ACAML & ACRC workshops – please [click here](#); and
- For qualifications other than those stated above, please contact the [Asian Banking School](#) at [training@asianbankingschool.com](mailto:training@asianbankingschool.com)

### **6. Will there be any delay in the processing of my application due to AICB's office closure?**

Although AICB's physical offices are closed from 18 March to 28 April 2020, we will continue to operate business as usual from Mondays to Fridays, from 9 am to 6 pm. You may log in to the [Member Portal](#) to view the application status from time to time. Should you have further enquiries regarding your application submission, please contact our Admissions team at [admission@aicb.org.my](mailto:admission@aicb.org.my).

### **7. Are the L&Ds from my organisation aware of the changes to the schedule?**

Yes, all respective L&Ds have been updated accordingly via email and through announcements available on our [website](#).

### **8. Will I still receive my study text during this MCO period?**

Our courier company has assured us of a delivery timeframe of approximately 2–3 weeks. Materials will be processed for delivery upon successful examination registration with complete payment. AICB will continue to provide access to study materials via the Learning Management System upon successful registration.

### **9. Can I withdraw from the examination after I have registered? Will I get a refund of the examination fee?**

A candidate can choose to withdraw from an examination before the examination date. However, they will not be entitled to any refund or transfer of the fee paid. Refunds will be granted under extenuating circumstances only.

## **C. Others**

## **1. Have all AICB events been cancelled under the MCO?**

Yes, all events that require physical presence have been postponed until further notice. However, our online initiatives, such as webinars, are still ongoing. Please refer to our [website](#) for announcements on all event postponements and updates on our e-events.

## **2. How can I get in touch with AICB representatives for further information?**

Although AICB's physical offices are closed from 18 March to 14 April 2020, we will continue to operate business as usual from Mondays to Fridays, from 9 am to 6 pm. Please contact our Member Services team at [enquiries@aicb.org.my](mailto:enquiries@aicb.org.my) or call us at 1300-88-6833 or 03-2095 6833 should you have any enquiries.