

**FAQs on Insurance Intermediaries Qualifying Examination/  
Mandatory Provident Fund Schemes Examination  
(For the examinations held on or after 1 April 2024)**

**A) About the Enrolment**

**A1. What are the differences between Pencil-and-Paper Mode Examination (PPME) and Computer Screen Mode Examination (CSME)?**

In terms of the examination content and syllabus, PPME and CSME are the same. Yet, they are different in:

	PPME	CSME
i) Mode of Answering	Use an H.B. pencil to mark answers on the answer sheet.	Use a mouse to select answers on the screen.
ii) Examination Fee	Fee is lower than CSME.	Fee is higher than PPME.
iii) Distribution of Result	Check the result, download and print the Notifications of Result on the website of the PEAK Examination Centre starting from the 5th full working day after the examination.	Examination results will be shown on the computer screen immediately after completion of the examination. Download and print the Notifications of Result on the website of the PEAK Examination Centre starting from 1 hour after the designated end time of examination

**A2. Where can I find the examination timetable?**

Available PPME and CSME examination sessions are updated every day in the morning (except Saturdays, Sundays and public holiday) in the Online Enrolment System ([www.vtc.edu.hk/cpdc/eonline](http://www.vtc.edu.hk/cpdc/eonline)).

**A3. How can I enrol the examination?**

All enrolments of the examinations (PPME & CSME) can only be made online at Online Enrolment System ([www.vtc.edu.hk/cpdc/eonline](http://www.vtc.edu.hk/cpdc/eonline))

**A4. Can I enroll the same paper twice a week?**

For PPME, you cannot enroll more than one session of the same paper within the same calendar week (Sunday – Saturday). For CSME, there is no such restriction on enrolment.

**A5. Can I cancel, change or re-schedule my enrolment?**

NO cancellation, change or re-scheduling will be allowed after the enrolment is accepted. Examination fees paid are NOT refundable or transferable.

**A6. How can I pay for the examination fee?**

Payment can only be made in the Online Enrolment System by Visa, Master or UnionPay Card.

**A7. Can I reserve examination seat before the submission of the enrolment form?**

Seats in all examination sessions are assigned to applicants who have successfully settled of the examination fee in full and completed the enrolment on a **first-come-first-served** basis. Therefore, no examination seat can be reserved.

## **B) About the Examination**

### **B1. How long does the examination take and how many questions for the examination?**

Paper	Duration	No. of Question (in Multiple-choice question)
Paper I (Principles and Practice of Insurance)	2 hours	75
Paper II (General Insurance)	1 hour 15 minutes	50
Paper III (Long Term Insurance)	1 hour 15 minutes	50
Paper V (Investment-linked Long Term Insurance)	2 hours	80
Paper VI (Travel Insurance Agents)	2 hours	80

Paper	Duration	No. of Question (in Multiple-choice question)
MPF Schemes Examination	2 hours	80

The examination questions are bilingual (Traditional Chinese and English).

### **B2. What is the passing mark for the examination?**

To pass the examination of each paper, you are required to attain a minimum score of 70%.

### **B3. Can I know my exact score?**

Examination results are graded as: PASS / FAIL. The exact score, the examination questions and the corresponding correct answers will not be disclosed.

### **B4. Any examination regulations should I follow during the examination?**

You should read carefully the Regulations of the Examination at Appendix I of the Examination Handbook, and Paragraph 9 – Disqualification of the Examination Handbook. Failure to observe any of these regulations will result in disqualification from taking all the papers of examination up to 3 years.

## C) Preparation for the Examination

### C1. Does the PEAK Examination Centre issue past papers for examinations?

NO, the PEAK Examination Centre does not issue any past papers for examinations.

### C2. How can I prepare for the Examination?

You may download the IIQE Study Notes from [here](#) for free or download the MPFE Study Notes from [here](#) for free.

Alternatively, you can request for a hard copy of the Study Notes at the PEAK Examination Centre. A copying charge of HK\$50 by cash will be collected for each copy of Study Notes requested, charges paid are **not refundable**. If there is any failure in printing or binding (e.g. missing page), you are required to present the Study Note and original receipt at the PEAK Examination Centre within 7 calendar days of the date of purchase for exchange. The PEAK Examination will only exchange the sold Study Note for once.

### C3. This is my first time to take CSME. How does it operate?

You should follow the instructions from the invigilators and input the required information for logging in the examination system by yourself. Invigilators will not input the information for you.

Please view [<< System Demonstration - Online Tutorial for Computer Screen Mode Examination >>](#) to familiarize with the examination format and operations of CSME. The VTC will not be responsible for any disputes and consequences resulting from the commands incorrectly inputted by the candidates.

The above System Demonstration is using IIQE examination system as sample. However, the examination format and operations of the Mandatory Provident Fund Schemes Examination is similar to the IIQE.

## **D) On the Examination Day**

### **D1. What should I bring to the examination?**

You should bring:

- Valid Hong Kong Identity Card or Passport in original to the examination. The identification document must be the original of the one you submitted for the enrolment.
- Admission Form. Admission Form will be collected by Invigilators before the end of examination.
- Own stationery, i.e. H.B. pencils and erasers for PPME. For CSME, you can bring your own stationery if necessary. No stationery is provided in the examination venue.

### **D2. I forgot to bring my Hong Kong Identity Card or Passport to the examination. Can I use my driving license, staff card, credit card, Identity Card of other countries / regions (e.g. China, Macau, etc.) for the identification checking?**

**No.** Only the Hong Kong Identity Card or Passport is accepted for the identification checking. Therefore, you must bring your valid and original Hong Kong Identity Card or Passport to the examination venue for identification checking throughout the examination. The identification document must be the original of the one you submitted for the enrolment.

If you fail to produce such identification; your identity cannot be satisfactorily verified; or your identification document is no longer valid, you will not be permitted to sit for the examination.

### **D3. Can I bring calculator into the examination venue?**

Yes, if you want to bring a calculator into the examination venue, it must be a non-programmable electronic calculator (without cover), provided that the calculator is battery-powered, silent in operation and with neither print-out nor graphic/word display functions. Calculators brought into the examination venue are subject to inspection. Please refer to the [List of Approved Calculators](#).

### **D4. When should I arrive at the examination venue?**

You are advised to arrive at the examination venue at least 15 minutes before the start of the examination. Please note that candidates who arrive at the examination venue more than 15 minutes late for whatever reason will not be allowed to take the examination and the examination fee paid will not be refunded.

#### **D5. Can I take the examination without Admission Form?**

Yes, you can take the examination without Admission Form. However, you are advised to bring it with you for reminding yourself of the examination date, time and venue.

#### **D6. Can I keep my Admission Form after the examination?**

As all the Admission Forms will be collected by the invigilators during the examination, you have to seek our invigilator's approval of keeping your Admission Form after the examination. Please ask the invigilators during the examination.

#### **D7. For the PPME, how to answer the questions?**

You should use an H.B. Pencil to mark your answers on the multiple choice answer sheet. The mark should be bold. Mark one box only for each question and do not mark outside a box. Wrong marks may be erased with a rubber, please be sure to erase completely.

Do not use other pens for the examination, especially thermo-sensitive ink pens. As the computer-based marking process may produce heat, all your answers marked on the answer sheet may fade out. VTC will not bear any responsibility for the answers loss. Also, the use of correction fluid on the answer sheets is not permitted.

#### **D8. Can I have rough work sheets for the examination?**

No rough work sheets are provided in the PPME. You may draft on the blank spaces of Question Book if necessary. If you take the CSME, you may draft on the back of your Admission Form. Do not write on unauthorized papers or materials.

#### **D9. Can I bring my mobiles phones, smart watches or other communication devices into the examination venue?**

You are required to switch off all communication devices (e.g. mobile phones, pagers, tablets, smart watches and etc.) and electronic devices which produce sound of any kind (e.g. alarm watches) BEFORE entering the examination venue. Our invigilators will check your mobile phones and other devices at the entrance of the examination venue to ensure all the devices are switched off. All devices should be switched off and placed inside your bag under your seat.

#### **D10. Where should I place my personal belongings inside the examination venue?**

All personal belongings or articles including any textbooks, notes, dictionaries, electronic diaries and any other electronic devices, study materials must be placed in the designated area during the examination. Usually, your personal belongings should be placed under your seat.

**D11. Can I enjoy coffee, sandwich, candies or chewing gum inside the examination venue?**

No eating or drinking (except pure drinking water) will be allowed inside the examination venue.

**E) After the Examination**

**E1. What should I do if I was absent from the examination?**

Candidates who are not able to attend the examination for whatever reason are regarded as “ABSENT” (including those candidates who are late for 15 minutes or more after the start of the examination). Absentee will not be re-scheduled to another examination session and the fees paid are not refundable or transferable. You are required to enroll another examination session with full payment.

**E2. How can I get the result?**

For PPME:

Candidates can check their individual results, download and print the Notifications of Results at “Exam Result Checking” system on the website of the PEAK Examination Centre ([www.vtc.edu.hk/cpdc](http://www.vtc.edu.hk/cpdc)) starting from the 5th full working day after the examination.

For CSME:

Examination results will be shown on the computer screen immediately after completion of the examination. Candidates must inform the invigilators before they submit the answers. The invigilators will guide the candidates to submit the answers and record the results for candidates’ confirmation and signature. The on-screen examination result is for reference only and is subject to the result printed on the Notification of Result.

Candidates can download and print the Notifications of Results at “Exam Result Checking” system on the website of the PEAK Examination Centre ([www.vtc.edu.hk/cpdc](http://www.vtc.edu.hk/cpdc)) starting from 1 hour after the designated end time of examination.

Hard copy of the Notification of Result will not be provided. By virtue of confidentiality, the examination results will not be disclosed by phone, facsimile or email.

### **E3. How can I check the result, download and print the Notification of Result on the website?**

You can input the following information to check your result, download and print the Notification of Result via the website of the PEAK Examination Centre:

- Full English Name (as printed on the Hong Kong Identity Card / Passport)
- Hong Kong Identity Card / Passport Number: Input first 4 prefix(s) /digit(s) only
- Examination Date
- Examination Paper

The examination results will exist in the system for 3 months since the respective date of examinations. After 3 months of the examination, candidates are required to apply for re-issuance of the Notification of Results.

### **E4. When can I get the certificate?**

If you pass the examination, you will be awarded a certificate. You can collect your certificate(s) at the enrolment counter of the PEAK Examination Centre 2 weeks after the examination, excluding the examination date.

Please collect your certificate(s) within two years from the date of the examination. If the certificate(s) has/have not been collected after 2 years of the examination date, you are required to request for re-issuance of certificate(s).

### **E5. I am not able to collect Certificates / Notification of Results / Receipts by myself. Can I ask my representative to collect for me?**

You can sign an [Authorization Letter](#) to authorize a representative to collect Certificates / Notification of Results / Receipts for you. Your representative should submit a signed and completed [Authorization Letter](#) together with a photocopy of your Hong Kong Identity Card or passport to the PEAK Examination Centre.

Alternatively, certificates can be sent to you by enroled mail upon your written request (a photocopy of Hong Kong Identity Card or Passport enclosed) and submission of a crossed cheque for HK\$25 payable to "Vocational Training Council" being payment for the postal expenses.

#### **E6. I have lost my certificate(s). Can I request for re-issuance?**

The Reissuance of Notification of Result/Certificate Application Form can be downloaded at “Insurance Intermediaries Qualifying Examination / Mandatory Provident Fund Schemes Examination” on the PEAK Examination Centre website or collected from the PEAK Examination Centre counter.

Application for reissuance of Certificate offers Normal Application and Express Application options. Normal Application processing time is 7 working days after confirmation of the application (excluding the confirmation date). Normal Application for the reissuance of Certificate is HK\$200 per copy. Express Application processing time is 3 working days after confirmation of the application (excluding the confirmation date). Express Application for the reissuance of Certificate is HK\$250 per copy.

Please refer to the Application Details in the Reissuance of Notification of Result/Certificate Application Form for application methods, procedures and details.

A chop “Duplicate” will appear on the certificate to indicate that it is a reissued certificate.

The certificates will be reissued only once.

#### **E7. I have lost my Notification of Result. Can I request for re-issuance?**

The Reissuance of Notification of Result/Certificate Application Form can be downloaded at “Insurance Intermediaries Qualifying Examination / Mandatory Provident Fund Schemes Examination” on the PEAK Examination Centre website or collected from the PEAK Examination Centre counter.

Application for reissuance of Notification of Result offers Normal Application and Express Application options. Normal Application processing time is 7 working days after confirmation of the application (excluding the confirmation date). Normal Application for the reissuance of Notification of Result is free of charge. Express Application processing time is 3 working days after confirmation of the application (excluding the confirmation date). Express Application for the reissuance of Notification of Result is HK\$50 per copy.

Please refer to the Application Details in the Reissuance of Notification of Result/Certificate Application Form for application methods, procedures and details.

**E8. I have lost my receipt. Can I request for re-issuance?**

From 1 May, 2009, all receipts will be issued ONCE only. Please keep the original receipt carefully. You can request for re-issuance of receipt. The charge is HK\$10 per receipt. Please come to the PEAK Examination Centre in person for application. The PEAK Examination Centre will contact you by phone 7 working days after receipt of the application (excluding the application date) to collect the Re-issued Receipt in person.

**E9. I forgot when I have passed my examination(s). Can I check my passing date of examination(s)?**

You can present your Hong Kong Identity Card or Passport in original in person at the enrolment counter of the PEAK Examination Centre for checking your passing date of examination(s). Alternatively, you can submit a written request with your contact number and signature along with a photocopy of your Hong Kong Identity Card or passport to the PEAK Examination Centre by fax (fax no.: 2574 0213) or by email ([cpdc\\_dms@vtc.edu.hk](mailto:cpdc_dms@vtc.edu.hk)). After receipt of the written request and related document, the PEAK Examination Centre will reply you by phone within 2 working days.

Please refer to the Examination Handbook or contact the PEAK Examination Centre for details.

PEAK Examination Centre  
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