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ACIIA CAE Forum 2023

CAEs Pivot to Meet Challenges

17th May 2023 (Wednesday)

PARKROYAL COLLECTION
Kuala Lumpur Hotel, Malaysia

IIA MALAYSIA 8 CPD POINTS

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OVERVIEW

In today's rapidly changing economic, social, and business landscapes, Chief Audit Executives (CAEs) face a host of challenges that require them to operate differently and adapt to new risks. With technological advances, economic uncertainty, regulatory requirements, and social factors all impacting internal audit leaders, it is essential to stay up to date with the latest best practices. The ACIIA CAE Forum 2023 offers the perfect opportunity to do just that. Join us at this event, where internal audit leaders from 17 Asia Pacific countries will come together to engage in presentations and panel discussions by subject matter experts. We will deep dive into the matter and unpack best practices in the region, with the hope that CAEs will be better equipped to pivot and meet the challenges ahead. Don't miss out on this chance to stay ahead of the curve and thrive in the face of disruption. Register now for the ACIIA CAE Forum 2023!

OBJECTIVES:

- To provide a platform for Chief Audit Executives (CAEs) to discuss the challenges they face in the rapidly changing economic, social, and business landscapes.
- To equip CAEs with the latest best practices and strategies to adapt to new risks caused by technological advances, economic uncertainty, regulatory requirements, and social factors.
- To deepen understanding of the internal audit function's role in ensuring organizational resilience and agility.
- To facilitate knowledge-sharing and networking opportunities among internal audit leaders from 17 Asia Pacific countries.

WHO SHOULD ATTEND

- Chief Audit Executive/Chief Internal Audit
- Board members
- Head of Internal Audit

STANDARD FEES

All fees will be subject to 6% SST.

IIA Member Fee: **RM1,500.00**

Non-Member Fee: **RM1,700.00**

International Delegate Fee: **USD350**

REGISTER NOW!

TIME	DETAILS OF PROGRAMME
8.30 am	Registration & Welcoming participants
9.00 am	**Opening / Welcome Remarks** **Stephen Coates** President, ACIIA
9.15 am	**Session 1** I Navigating the Complexities of AI Risk Management in the 21st Century As Sundar Pichai, CEO of Google, once said, "AI is one of the most profound things we're working on as humanity. It's more profound than fire or electricity." This quote speaks to the transformative power of AI, which has the potential to change the world in ways we can't even imagine. AI will impact most industries around the world. As AI continues to evolve and become more complex, managing the risks associated with its implementation has become a critical business imperative. The risks associated with AI can have serious consequences, both financially and in terms of reputation. In recent years, we've seen several instances of AI causing significant harm, including biased decision-making, model drift, and data privacy breaches. For exam ple, a prominent social media platform recently faced a major data privacy scandal that resulted in significant fines and loss of public trust. Similarly, a credit card provider faced public backlash due to the bias in their AI model, leading to reputational damage. These in cidents illustrate the importance of effective AI risk management in today's fast-evolving world. The potential risks of AI implementation can be daunting, but with the right knowledge and tools, organizations can navigate these challenges and unlock the benefits of AI. This presentation is your chance to learn how to navigate the complex world of AI risk management and increase the probability that your organization's AI initiatives will show a higher level of success. We'll explore the latest trends and innovations in the field, including the impact of large language models like ChatGPT on the landscape of AI risk management. Speaker: **Dr Jodie Lobana** Board Member, International Internal Audit Standards Board (IIASB), IIA Global
10.15 am	Coffee Break
10.45 am	**Session 2** I Auditing ESG Measures: Enhancing Non-Financial Performance and Value Creation As a Chief Internal Auditor, understanding the importance of good governance is critical for enhancing non-financial performance and value creation through sustainability initiatives. Encouraging firms to prioritize good governance is necessary for ensuring ethical business practices, minimizing risks, and meeting stakeholder expectations. Stakeholders, including internal audit teams, play a vital role in encouraging firms to prioritize good governance. Effective sustainability reporting involves defining performance goals and metrics, measuring, evaluating, and managing performance. Selecting appropriate sustainability performance indicators is crucial for effective sustainability reporting, and firms must consider their financial, human, and information technology resources. However, firms face challenges in implementing the sustainability reporting process, such as data availability and comparability. Corporate sustainability involves balancing the three pillars of environmental, socially responsible, and economic sustainability. As a Chief Internal Auditor, ensuring that the organization achieves this balance is essential for achieving long-term sustainability and meeting stakeholder expectations. It is essential to stay updated with examples of firms that have successfully balanced the three pillars and for stakeholders, including internal audit teams, to promote corporate sustainability. Moderator: **Dominic Chegne** President, IIA Malaysia Panellists: **Dr Kalanithi Nesaretnam** Independent Non-Executive Director, IOI Corporation Berhad **Steven Lee** President, ESG Associates **Zalily Mohd. Zaman Khan** Chief Internal Auditor, FGV Holdings Berhad

TIME	DETAILS OF PROGRAMME
11.45 am	**Session 3** I Risk & Vulnerabilities Using a 3rd Party Vendor The use of third-party vendors has become increasingly common in today's business environment, but it also introduces new risks and vulnerabilities. Companies must manage these risks effectively and ensure that their vendors are meeting their expectations for security and compliance. Internal audit plays a critical role in assessing the risks associated with third-party vendors and providing insights to the audit and risk committees. In this discussion, experts explore best practices for managing third-party vendor risks, including due diligence, contract management, and ongoing monitoring. The session highlights the importance of collaboration between internal audit, risk management, and other stakeholders to ensure that vendors are meeting the necessary standards for security and compliance. Moderator: **Derek Lee** Governor, IIA Malaysia Panellists: **Lee Min On** Independent Director of Several PLCs **Nik Nazifah Nik Ahmad** Part Time Advisory, Prasarana Malaysia Berhad
1.00 pm	Lunch Break
2.00 pm	**Session 4** I Audit Committee: How to be Effective? The role of the Audit Committee in organizations is crucial in ensuring effective risk management, internal controls, and financial reporting. To be effective, the committee needs to have a clear understanding of its responsibilities, establish a strong working relationship with internal and external auditors, and regularly review the adequacy of internal controls. The committee should also prioritize the areas of risk that require attention and focus on providing guidance and oversight. Effective communication within the committee, as well as with other stakeholders, is key to success. The committee's performance should be evaluated regularly to ensure that it is functioning optimally and adding value to the organization. Moderator: **Wee Hock Kee** Chairman, IIA Malaysia's Audit and Risk Management Committee Panellists: **Stephen Coates** President, ACIIA **Alvin Chiang** Consultant, Russel Reynolds Associates **Christina Foo** Senior Independent Director and Audit Committee Chair of UEM Sunrise Bhd
3.30 pm	Coffee break
4.00 pm	**Session 5** I Under the Pump: Navigating Demands and Expectations The topic "Under the Pump" aims to prepare Chief Audit Executives (CAEs) for board roles and to equip them with the necessary skills and knowledge to handle the pressures and demands of serving on a board. The discussion focuses on the expectations of board members, the role of the CAE in providing valuable insights to the board, and the challenges that CAEs may face when transitioning to a board role. The session emphasizes the importance of developing strategic thinking skills and building strong relationships with board members, as well as the need for ongoing professional development to stay up to date with the latest trends and best practices in governance. Speaker: **Adelena Lestari Chong** Managing Partner, Paddee Connexions
5.00 pm	End of Conference

SPEAKERS

Adelena Lestari Chong

Adelena is the Managing Partner of Paddee Connexions Group, a global provider of 21st century leadership skills for senior leaders and business owners. Paddee Connexions serves clients in US, Singapore, Hong Kong, Indonesia and Malaysia.

Adelena works with high- performing clients to help them know ways to have new thinking and possibilities to accomplish their higher vision.

Prior to founding Paddee Connexions, she founded and led Lestari Ventures Sdn Bhd, a boutique corporate services firm for family managed companies and foreign investors. She was Chair for Malaysian Institute of Accountants Penang Branch. She held positions as Council Member of ACCA Malaysian Advisory Council and a recipient of Le'Prestige Top 40 under 40 awards.

Her Board experiences spans over a decade across medium to large privately held companies and non profit organisations. She currently serves on the board of Malaysian Alliance of Corporate Directors, Pacific Basin Economic Council (HK) and several privately owned companies.

She speaks internationally on Industry, Technology and Innovation, diversity on boards, sustainability governance, future of work and self-leadership practices.

Alvin Chiang

Alvin Chiang partners with regional and international clients on their leadership and governance challenges. Based in Singapore, Alvin utilizes his expertise and experience to help directors and CEOs better understand the nuances of governance, as well as enhancing performance and improving dynamics within their boards. Alvin's work comes as part of a specialized division of Russell Reynolds Associated aimed at helping boards and CEOs face the unprecedented challenges that shape our world.

Alvin has spent time in commercial and consulting roles, his last role as the Chief Strategy Officer of a Singapore-listed construction firm. Before that he was a Senior Manager in PwC's Risk Assurance practice, where he advised boards on corporate governance and enterprise risk. He often collaborates with director institutes like the Institute of Corporate Directors Malaysia and serves on the Singapore Institute of Directors' Advocacy and Research Committee, where he was one of the principal writers for the Board and Audit Committee Corporate Governance Guidebooks.

Christina Foo

Christina was in Ernst & Young & Priority One Consultancy & Tax Services for over 30 years serving clients in Accounting, Tax, Strategic & Business Advisory services. She now serves as a Corporate Director and has been on boards since 2007. From 2018 to 2019, she was appointed as a Senior Practice Fellow of Sunway Business School, Sunway University, Malaysia.

She is currently the Senior Independent Director and Audit Committee Chair of UEM Sunrise Bhd. She also sits on the Board and Audit Committee of Amcom Nylex Bhd, Star Media Group Bhd as well as Malaysian Technology Development Corporation Sdn Bhd. Christina also serves, on a pro bono basis, as the Chair of Sunway University Business School's Industry Advisory Board.

Christina graduated with Bachelor of Business Studies (Accounting) degree from Deakin University, Australia. She is a Chartered Accountant and a member of Malaysian Institute of Accountants; Fellow of CPA Australia; Fellow of Malaysian Institute of Management; Fellow of Institute of Corporate Directors Malaysia; Qualified Risk Director, Institute of Enterprise Risk Practitioners; a member of ASEAN Chartered Professional Accountants and a member of Malaysian Institute of Corporate Governance.

She previously served as a Board Director of inter alia, KPJ Healthcare Bhd from 2018 to 2021 and CPA Australia Ltd from 2007 to 2014.

SPEAKERS

Derek Lee Siew Weng

Derek Lee is a professional who has accumulated more than 30 years of experiences in the areas of strategic advisory; enterprise risk management; business continuity management; governance; audit (financial & internal); and financial management.

Derek has served commercial organisation as the head of internal audit (PLC) as well as leading corporate and financial functions in both Malaysia and the UK.

Derek is currently leading the Strategic Business Advisory division of Tricor Malaysia (namely Tricor Axcelasia Sdn Bhd), advising and working with business leaders on various business advisory engagements. Derek is passionate to assist organisations in building their risk management capability and enhancing organisation's resiliency in dealing with business crisis, via Business Continuity Management ('BCM') advisory.

Derek has been a speaker at various public conferences and seminars on Governance, Risk & Compliance ('GRC') topics. He is highly committed to engage the business community and professionals to advocate and advance the GRC implementation for business corporations.

Derek is currently serving on the Board of Governors of the Institute of Internal Auditors Malaysia.

Dr Jodie Lobana

Empowering the future through AI governance," Dr. Lobana, a distinguished Director, Educator, and Author, is set to release her book, "Holistic Governance of Artificial Intelligence," based on her Ph.D. research. She demonstrates prowess in AI governance, risk management, internal audit, project management, HR, and accounting & finance.

Dr. Lobana imparts her knowledge as a sessional instructor at York University, teaching IT Governance, and at McMaster University, focusing on "Customer Value Generation" in digital technologies and AI. Her qualifications include a doctoral degree in business administration with a focus on AI governance and designations like CPA, CA, CIA, and CISA.

While serving on the International Internal Audit Standards Board, she also chairs McMaster Artificial Intelligence Society's Advisory Board and has held key positions in numerous boards and committees. Dr. Lobana has contributed to over 50 national and multinational organizations, spanning various industries, and traveled to more than 40 countries.

Her achievements include the prestigious "2013 Award of Distinction" from CPA Ontario, the "2019 Mary Keyes Award for Outstanding Leadership and Service to McMaster," and being named a "McMaster Women in Tech Aug 2020 Changemaker.

Dominic Chegne

Dominic is a Partner in the Risk Assurance Services (RAS) unit within PricewaterhouseCoopers (PwC) Kuala Lumpur office. His employment history spans over 24 years of work experience. He also sits as President for the Institute of Internal Auditors Malaysia (IIAM).

Dominic has taken on several risk & governance leadership role during his tenure in PwC. His portfolio prevails in the jurisdiction of internal audit, risk management, controls, regulation compliances, corporate governance and process reviews/ improvements. He previously led the Risk & Governance practice within PwC Consulting and prior to the that, Dominic led and grew the internal audit practice for the Kuala Lumpur office.

Dominic's existing portfolio also resides in a large number of Financial Institutions (both local and international) on Compliance matters predominantly on AML/CFT, Regulatory and Compliance Risk Assessments. He has worked on several end-to-end AML/CFT engagements ranging from thematic assessments, gap analysis reviews, implementation design, scenario tuning, sustainability testing and KYC file reviews. His current focus is on the Regulatory and AML/CFT ecosystems surrounding Digital Banking landscape.

Dominic also leads the eGRC practice in PwC Malaysia. His team provides end to end services on eGRC system implementation. This includes providing advisory services to configuration and design of the solution, PMO and change management services for the client. His team works with a number of notable solution providers in the eGRC space.

The Institute of Internal Auditors Malaysia

ACIIA CAE Forum 2023
CAEs Pivot to Meet Challenges

SPEAKERS

Dr Kalanithi Nesaretnam

Dr Kalanithi Nesaretnam is currently an Independent Non-Executive Director (INED) at IOI Corporation Berhad, a public listed company. She was formerly an INED at FGV Holdings Berhad. She is co-founder and deputy chairperson of Climate Governance Malaysia (CGM) which is the country chapter of the World Economic Forum's Climate Governance Initiative. She is also on the Steering Committee of the CEO's Action Network (CAN), a coalition of leaders for sustainability action and leadership. She is an ESG advocate and recently completed The Oxford University's Leading Sustainable Corporations Programme at the Said Business School.

She holds a PhD in Biochemistry and Molecular Biology from the University of Reading, UK. She has over 100 publications to her credit and 6 patents. She was the founding member of the Society for Free Radical Research (SFRR) Malaysia and was Past-President of SFRR Asia. She is familiar with international markets having worked and travelled extensively in Europe, Australia, America and Asia.

She held the position of Director, Product Development and Advisory Services at the Malaysian Palm Oil Board and subsequently as Minister in the Embassy of Malaysia to Belgium and Mission to the European Union. In June 2022 she was appointed advisor to Barbados Investment and Development Corporation (BIDC).

Lee Min On

Lee Min On holds professional qualifications, including Chartered Accountant (CA), Certified Public Accountant (CPA), and Fellow Member (CFIIA). He is a member of the Malaysian Institute of Accountants and the Malaysian Institute of Certified Public Accountants. He retired as a Partner of KPMG Malaysia after 37 years of experience. His expertise includes sustainability, corporate governance, enterprise risk management, risk-based internal audit, and board effectiveness evaluation. He has conducted external audits for public and private corporations, including mergers and acquisitions. He also participates in public seminars and conferences as a speaker and moderator on various topics related to corporate governance, enterprise risk management, and internal controls. He serves as an Audit and Risk Management Committee member of the Malaysian Institute of Accountants and an Independent Director of several Main Market Listed Issuers.

Wee Hock Kee

Wee Hock Kee (Wee) is a Faculty Member and Fellow of Institute of Corporate Director Malaysia (ICDM). He is a member of Singapore Institute of Directors (SID). He specializes in subjects relating to corporate governance, board effectiveness evaluation and risk management. He was the past President of Institute of Internal Auditors Malaysia (IIAM) and Asian Confederation of Institute of Internal Auditors (ACIIA), former board member of IIA Global, former board member of ACCA Malaysia's Advisory Council and past Chairman of the Internal Audit Working Group of Malaysia Institute of Accountants (MIA). He won the Malaysian Internal Auditor of the Year Award for 2001. Wee was the Chairman of the 2011 Institute of Internal Auditor s International Conference in KL. He has spoken in numerous international, regional, and national conferences organized by professional bodies throughout the span of his career. He was a Research Fellow in HELP University ELM Faculty.

He has worked in a number of multinational companies as Chief Audit Executive. His last position was with AstraZeneca (UK) as the Regional Audit Director of Asia Pacific, Middle East and Africa.

Wee has sat on a number of public listed companies in Malaysia and in his capacity as a board member of these PLCs, he also chai red the Audit and Risk Management Board Committees. He was recently appointed as a board member of a listed company in Singapore Stock Exchange (SGX).

Currently, Wee is the Chairman of the Governance, Ethics, Assurance and Risk Committee of Pertubuhan Keselamatan Sosial (PERKESO). He is also a member of the Licensing and Air Traffic Rights Committee of Malaysian Aviation Commission (MAVCOM). He was a former Board and Audit and Risk Management Committee Chairman of MIMOS Berhad, the national agency for ICT R& D.

He is currently the Chairman of IIA Malaysia's Audit and Risk Committee.

REGISTER NOW!

SPEAKERS

Nik Nazifah Nik Ahmad

Nik Nazifah has almost 30 years of experience in finance, internal audit, shared services, organisation restructuring and change management having gained in-depth finance and leadership experience from both the Axiata Group and Shell.

Currently she is doing part time consultancy for Prasarana having retired in Sep 2020. In this capacity she provides advisory services in the areas of overall governance, Internal Audit, Risk and Ethics and Integrity. Prior to this she was also providing advisory services to Axiata Group Wholesale upon the completion of it transformation and turnaround activities.

Her last executive role from 2018 to September 2020 was as the Director, Finance and Business Support for Axiata Enterprise and Axiata Group Wholesale. Axiata Enterprise was a new focus area of the Group to expand its Enterprise business including the IOT platform and solutions across its footprint. She was instrumental in transforming and consolidating the Wholesale business across the Group and had contributed in the successful implementation of its turnaround initiatives.

In May 2015, she was appointed as the Group Chief Internal Auditor (GCIA) for Axiata Group Berhad and a member of Axiata's Senior Leadership Team (SLT). With cyber security risks being a major risk recognized by the Board, she helped to establish the Cyber Security Steering Committee (CSSC) – a sub-committee of Axiata's Board Audit Committee. This included close monitoring of improvement initiatives and establishing the Chief Information Security Officer (CISO) function. In addition, she initiated and subsequently kicked off the implementation of the Fraud and Investigations improvement plan with the objective of further strengthening governance and internal controls across the Group. Her entrance into the telco industry was back in 2013 when she took on the Celcom Controller role where she led the implementation of the Business Continuity Plan, automation of the key finance and business processes and was the project sponsor for the GST implementation.

Prior to the Axiata Group, Nik Nazifah was in Shell for over 15 years having performed a variety of finance and business roles including leading the Revenue Process in its Shared Services organisation and as the Assistant Treasurer for Gas & Power and Renewables – a global role in Shell's headquarters in The Hague, Netherlands. As the Assistant Treasurer, she had provided treasury advisory for Shell operating companies globally including reviewing their Business Plan and Investment and Finance proposals from a funding perspective.

Her initial years were in a major Accounting firm in Kuala Lumpur as an external auditor for local and international companies. She holds a BSc (Hons) in Accountancy, is a fellow member of the ACCA (The Association of Chartered Certified Accountants), UK and a Chartered Accountant with the Malaysian Institute of Accountants (MIA).

Stephen Coates

Stephen is Immediate Past President of IIA Australia, President of the Asian Confederation of Institutes of Internal Auditors (ACIIA), and a member of the IIA's International Internal Audit Standards Board (IIASB). Stephen's focus within Asia includes working with business leaders and internal audit professionals across 19 jurisdictions (including India) to strengthen and enhance their representation of the profession and engaging with likeminded industry groups.

With a background as an experienced internal audit professional, he continues to advise governments, leading companies, and not-for-profit organisations on protecting and enhancing organisational value, and share what good internal auditing services look like. He Chairs several Audit Risk & Improvement Committees and leads boards towards strategy, in line with transparent and accountable governance.

Stephen guides organisations as they manage emerging risks across the Asian region. Recent engagements in Australia, Brunei, Malaysia, Indonesia, India and Vietnam attest to his regional focus.

Stephen is a foodie, loving casual dining in all its versions and complexity. In his spare time, he creates online content, and mentors new professionals. He divides his time between boating and fishing Australia's Gold Coast and enjoying the delights of Vietnam's Ha Long Bay.

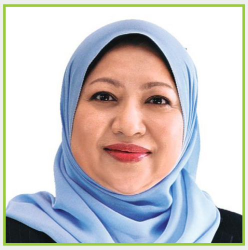
SPEAKERS

Steven Lee

Steven has over more than 15 years' experience in Green Technology and Sustainability after working over 20 years in Information Technology. His expertise in sustainability covers various areas such as ESG, Carbon Accounting, Net Zero, Carbon Neutral, Product Carbon Footprint, Life Cycle Assessment, Circular Economy, Corporate Sustainability, Carbon Auditing, Energy Efficiency, Renewable Energy, Sustainable and Smart Cities, Building Management Systems, Internet-of-Things, Solid Waste Management, Sustainable Policies and Planning, and Social Auditing.

He was a consultant that developed the Selangor Green Technology Blueprint 2021-25, aimed at achieving a 45% carbon reduction. Additionally, Steven has also worked as a green building consultant for various projects such as TRX Exchange 106, Equatorial Plaza, 8 Conlay Residences & Kempinski Hotel, Setia City Mall, and Ikea Cheras Store, and a project coordinator overseeing the green elements of the Sultan Abdul Halim Muadzam Shah Bridge (Penang Second Bridge) toll plazas.

Steven graduated with a Master's degree in Sustainable Development Management from Sunway University and he holds numerous certifications, including being a 14064- 1 & -2 GHG Accounting Lead Verifier, GPM360 Registered Consultant & Assessor, Certified Green Project Manager (GPM-b), Green Building Index Facilitator, GreenRE Accredited Professional, and Patchview Consultant and Certified Cabling Installer.



Zalily Mohd. Zaman Khan

Zalily has accumulated a total of 23 years of experience in senior internal audit leadership positions in large public listed companies and is currently the Chief Internal Auditor of FGV Holdings Berhad, a position she has held for 11 years now. She also spent 10 years earlier in her career in a Big 4 public accounting firm and in finance.

Zalily is a Certified Internal Auditor. She holds CCSA and CRMA certifications and had served as a member of IIAM's Research & Technical Advisory Committee for several years.

Zalily holds a BA (Accounting) from University of South Australia and is a Fellow of CPA Australia. She is also a Chartered Accountant with the Malaysian Institute of Accountants.

Zalily has spearheaded certain aspects of ESG auditing in FGV for several years now. She is also a prime mover of FGV's Women Empowerment initiative.

The Institute of Internal Auditors Malaysia

Are you claiming under HRDC SBL Khas? ☐ **Yes** ☐ **No**

CONFERENCE DETAILS

Conference Title 2023/OC01 ACIIA CAE Forum 2023

Conference Code 2023/OC01 Course Date(s) 17 May 2023

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Full Name (as per IC) ____________________

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NRIC ____________________ Gender ☐ Male ☐ Female Race ____________________

Mobile No. ____________________ Email Address ____________________

☐ Member ☐ Non-Member Membership No. (only applicable for members) ____________________

Dietery Preferences ☐ Vegetarian ☐ Non-Vegetarian

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Mobile No. ____________________ Email Address ____________________

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Dietery Preferences ☐ Vegetarian ☐ Non-Vegetarian

If you are sending more than 2 delegates, kindly send the delegates details in an Excel File format.

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CONTACT DETAILS

Organisation Name ____________________

Mailing Address ____________________

Contact Person ____________________ Designation ____________________

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Fax ____________________ Email Address ____________________

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☐ please tick if billing details are the same as contact details.

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Payment Details	Member Rate (per person) for Conference	Non-Member (per person)	6% SST	Total with SST
Fee (per pax) RM				
No. of pax				
Subtotal				

All registrations **MUST** be accompanied with full payment. Upon receipt of your registration, you are deemed to have read and understood the registration procedures and accepted the terms and conditions contained therein. (Please tick (✓) the chosen method)

☐ Enclosed is a cheque/bank draft no. ______________________ for the sum of RM ______________ payable to **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

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FEE

- Fee is payable to **"THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA"**. Please state your name, payment advice number, phone number and **"ACIIA CAE FORUM 2023"** at the back of the cheque/ bank-in slip. Admittance will only be permitted upon receipt of full payment.
- All fees will be subject to 6% SST.

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- Claimants are fully responsible:
  - To provide IIA Malaysia with the HRDC grant approval notification (letter or email) minimum 7 working days before the commencement of the conference.
  - To provide IIA Malaysia with Letter of Undertaking (LOU) for full settlement of the conference fees if grant approval notification is received from HRDC prior to the commencement of the conference.
  - To adhere to all terms and conditions set by HRDC (i.e., full attendance of the conference.
  - For timely completion and submission of all required HRDC documents as per their requirement.
  - To follow up and respond to any queries from HRDC and attain the approval of grant claim(s) within 60 days from the completion of the conference. If no grant claim approval is attained within 60 days, claimants are responsible to arrange for an immediate full settlement of the conference fee(s). Should a late approval is attained post the full settlement, IIA Malaysia will arrange for the reimbursement accordingly based on the approved grant claim.

CANCELLATION

- Upon registering, participant(s) are considered successfully enrolled in the conference. Should participant(s) decide to cancel/transfer their registration, a cancellation/ transfer policy shall be applied as follows.
  a) Written cancellations should be received by 14 working days before the workshop date to get the refund.
  b) Written cancellations should be received by 7 working days before the workshop date to get a partial refund after deduction of 50% administrative charge. Unpaid registrations will also be liable for 50% administrative charge.
  c) Written cancellations/no-show on the day of the workshop.
    - No refund will be entertained.
    - Unpaid registrations will also be liable to full payment of the registrations fee. Partial cancellation is not allowed.
  d) You can substitute an alternate delegate(s) if you wish to avoid cancellation charges. Any differences in fees will be charged accordingly.

RESERVATION

- The Institute reserves the right to make changes to the venue, date, topic, speaker including cancellation if warranted by circumstances beyond its control.
- The Institute reserves the right to utilize any recordings or photographs taken during the delivery of the conference for marketing and advertising purposes.
- The Institute is not responsible for the action, advise or representations of the trainer / speaker.
- Registration will be on first-come, first-serve basis.
- Certificates of Attendance will be issued an "E-certificate" via email. For this purpose, it is COMPULSORY to fill in the email address clearly. Certificate will only be given to participant who attended the session in full.
- Upon signing this form, you have deemed to have read and understand the registration term and condition and therefore have accepted the terms contained herein.

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