

MEMBERSHIP APPLICATION FORM

New Application ☐ (Please Tick ✓ Wherever Applicable)

Renewal ☐

SECTION 1 MEMBERSHIP CATEGORY				
TYPE OF MEMBERSHIP	TOTAL EMPLOYEES	FEE STRUCTURE (RM) Excluding GST	VOTING RIGHT	TICK WHERE APPLICABLE
Ordinary Members (Corporate)	50 and below	2,000.00	1	
	51 to 99	3,000.00	1	
	100 and above	5,000.00	1	
Associate Members	-	2,000.00	1	
Individual Members	-	100.00	-	

DEFINITION OF MEMBERS CATEGORY	
Ordinary Members (Corporate)	<p>A) Ordinary Member</p> <ul style="list-style-type: none"> a) Companies that operate a Contact Centre (known as Corporate). b) The Ordinary Member has the rights to vote as described under Clause 5.1(B) Membership categories for Ordinary Members and may hold office in the Executive Committee (EXCO).
Associate Members	<p>B) Associate Member</p> <ul style="list-style-type: none"> a) All vendors and suppliers dealing with Contact Centre organization in Malaysia (must be a corporate body). <ul style="list-style-type: none"> • Users/Employee of vendors or suppliers dealing with Contact Centre Organizations which the company is not a member (will be classified as Individual Member). b) An Associate Member is eligible to nominate two (2) of its employees related to their Contact Centre as their representative Ordinary Member to the Association. c) The Associate Member has one (1) voting rights as described under Clause 5.1(A) Membership categories for Associate Members and may hold office in the Executive Committee (EXCO).
Individual Members	<p>C) Individual Member</p> <ul style="list-style-type: none"> a) Individuals residing in Malaysia. b) Individuals working in an organization that has a Contact Centre operation. c) Individuals studying in areas relating to Contact Centre industry. d) The Individual Member has no voting rights as described under Clause 5.1(C) Membership categories for Individual Members and may be voted in as Executive Committee (EXCO) but not as Office Bearers (OB).

SECTION 2 COMPANY GENERAL INFORMATION				
Contact Centre Type	IN-HOUSE		MSC STATUS (YES/NO)	
	OUTSOURCE/BPO			
Company Name				
Business /Company Registration No.			Website	
Company Full Address				
Office Tel. No.	# 1		# 2	

SECTION 3 DEPARTMENT INFORMATION			
Department Name			
Head of Department			
Designation		Mobile No.	
Direct Line No.		E-mail	

SECTION 4 LIST 3 KEY CONTACT PERSON FOR LIASION ON CCAM MATTERS			
Details	Contact 1: Primary	Contact 2: Secondary	Contact 3: Invoicing
Name			
Designation			
Email address			
Secondary Email address			
Office (DL)			
Mobile No			

SECTION 5 TYPE OF BUSINESS *(Please tick ✓ where applicable)*

Telecommunication		Bank	
Insurance		Government Agencies	
Logistic		Utilities	
Hotel		Food & Beverage	
Healthcare		Broadcasting	
Oil and Gas		Information, Communication & Technology (ICT)	
Education		Travel	
Outsourcing/BPO		Consultancy	
Solution Provider		Retail	
Others (Please Specify)			

SECTION 6 CONTACT CENTRE DETAILS

Total No of Contact Centre in your Organization	
Total No of Employees in your Contact Centre	
What type of calls does your Contact Centre handle?	
Brief description of your business	

SECTION 7 MEMBERS CORPORATE LOGO

Kindly provide us with your corporate logo in A.i. format which will be used on our website under Members Parade.

SECTION 8 PREFERRED PAYMENT MODE *(Please tick ✓ where applicable)*

Bank Transfer

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Others (please specify below)

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Please ensure you have provided us the contact details of the person-in-charge of invoicing and payment provided in **SECTION 4** above.

Please attach your Organization Chart*

- The organization chart must clearly illustrate the Organization latest Hierarchy with the names of the key people.
- If there are multiple Call Centers in the organization, then this must be clearly identified and illustrated in the organization chart.
- Please attached some picture of your call floor.

Personal Data Protection Act

As part of our compliance with the Malaysia Personal Data Protection Act 2010 (PDPA), Contact Centre Association of Malaysia (CCAM) requests the applicant/member to read and understand our PDPA Notice regarding how we may process your personal information and/or any other information provided to CCAM by virtue of your engagement with CCAM.

To obtain more information, our privacy policy can be viewed and downloaded from the membership section of our website at www.ccam.org.my

By signing the below, you have indicated to acknowledge your acceptance and understanding of this notice.

I/We hereby declared that all information stated above is correct and agree to:-

- Provide the permission to the Association to publish (online / printed) our Organization Details.
- Accept any incoming correspondence related to the Association.

Thank you.

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Name :

.....
Official Stamp

Designation :

Date :

* e-signature and e-stamp are accepted as official declaration.