CCAM
MAKING CONNECTIONS

CONTACT CENTRE ASSOCIATION OF MALAYSIA (CCAM)
Formaly known as Customer Relationship Management and Contact Centre Association of Malaysia (CRM&CCAM)
(Reg. No. PPM-001-10-0407 1999) (SST Reg. No. B16-1810-32000044)

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MINUTES OF TWENTY FIFTH (25TH) ANNUAL GENERAL MEETING

Date:	**Friday, 12 July 2024**
Time:	**4.15PM – 5.45PM**
Venue:	**Intan Room, Hilton Petaling Jaya**

Agenda

1. Registration | Start off 25th CCAM Annual General Meeting
2. Item 1: To receive the President's Address
3. Item 2: Activities of the Association
4. Item 3: To confirm the Minutes of the 24th AGM held on Friday, 7 July 2023
5. Item 4: To approve the Audited Financial Statements for the financial year ended 31st December 2023
   - Election of 2 Internal Auditors
   - Appointment of Messrs. T L Lim & Associates as the External Auditors of the Association 2024/2025
6. Item 5: Special Resolutions (CCAM Constitution)
   - Exceptional Approval of Celine Chan as Deputy President till the end of Term 2025
   - Election to fill 2 Vacant Posts for Executive Committee Members
7. Close of 25th CCAM Annual General Meeting.

The AGM commenced at 4.15pm by the CCAM President, Vigneswaran Sivalingam. The Hon Secretary, Robin Chen Jit Chieh confirmed quorum of 37 voting members which met the constitution clause to hold the annual general meeting.

1. The President 2023 – 2025, Vigneswaran Sivalingam gave his opening address
2. Executive Director, Manju Thavamoney, presented the activities of the association from July 2023 – Dec 2024
3. Hon Secretary, Robin Chen Jit Chieh, asked for confirmation of the Minutes of the 24th AGM held on Friday, 7th July 2023. The 24th AGM minutes approval was proposed by Chan Fook Yee of Eunoia and seconded by Aminuddin of Affin Bank. It was unanimously approved by all.
4. Hon Treasurer, Raj Chaudhuri went through the audited financial statement for the financial year ended 31st December 2023. The motion was proposed by Dato Zuhri of Pharmaniaga and seconded by Thilakavathi of DXC. It was unanimously approved.
5. Two (2) members were elected as Internal Auditors for the year 2024/2025.
   - Deva Murugan Nallathamby – Talreso (Self Nomination)
   - Waqas Moghal – TDCX (Self Nomination)

   The motion was proposed by Robin Chen of CIMB and seconded by Jude Infant of Sutherland Global. It was unanimously received.
6. Messrs. T L Lim & Associates was appointed as External Auditor of the Association 2024/2025. The motion was proposed by Fatimah Hussien of RHB and seconded by Cynthia Tang of Thompson Hospital Sdn Bhd. It was unanimously approved.

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7. The president went through the two (2) new and three (3) amendments to the CCAM constitution.

7.1 **Clause 4 Membership**

	Current	Proposed Amendment
CLAUSE 4 – MEMBERSHIP		
4.A	(ii) Associate Member a) All vendors and suppliers dealing with Contact Centre organisation in Malaysia (must be a corporate body). Users/Employees of vendors or suppliers dealing with Contact Centre Organisations of 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 two (2) voting rights and may hold office in the Executive Committee (EXCO). Refer to clause 20.**	(ii) Associate Member a) All vendors and suppliers dealing with Contact Centre organisation in Malaysia (must be a corporate body). Users/Employees of vendors or suppliers dealing with Contact Centre Organisations of 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.
4.D	The Honorary Secretary shall keep a register of members which shall be kept up to date and consist of details such as companies' name, company registration number, contact details of the representative of the company, **identity card number, date and place of birth**, office address, telephone number and place of employment. The register of members shall be conclusive evidence of the membership of the Association.	The Honorary Secretary shall keep a register of members which shall be kept up to date and consist of details such as companies' name, company registration number, contact details of the representative of the company, office address, telephone number and place of employment. The register of members shall be conclusive evidence of the membership of the Association.

The motion was proposed by Jeremy Lee of Atcen and seconded by Sreeratha Govindasamy of PMI. It was unanimously approved.

7.2 **Clause 8.C & 9.H – Committee and Duties of Office Bearers**

	Current	Proposed Amendment
CLAUSE 8 - COMMITTEE		
C	The Executive Committee (EXCO), which shall hold office for a term of two (2) years, shall consist of: - (i) A President; (ii) A Deputy President; (iii) A Vice President; (iv) An Honorary Secretary; (v) An Honorary Treasurer; and (vi) Nine (9) Ordinary Committee Members.	The Executive Committee (EXCO) shall consist of:- i. A President; ii. A Deputy President; iii. A Vice President; iv. An Honorary Secretary; v. An Honorary Treasurer; vi. Nine (9) Ordinary Committee Members; and **vii. The Immediate Past President** **Save for the Immediate Past President, the Executive Committee (EXCO) shall be elected at a General Meeting and hold office for a term of two (2) years.** **No person shall be elected President more than twice, and no person who has held the office of President, or acted as President, for more than two years of a term to which some other person was elected President shall be elected as President more than once.** **The outgoing President at the General Meeting shall be appointed as Immediate Past President of the Association.**

	Current	Proposed Amendment
CLAUSE 9 - DUTIES OF OFFICE BEARERS		
H	None	**Immediate Past President:-** **I. Serving as an advisor to the current President providing continuity, guidance, and support as needed.** **II. Help facilitate the transition of leadership from one term to the next, including** **III. providing insights on what worked well during their tenure and what could be improved upon.** **IV. Continue to represent the Association at industry events or meetings, helping to maintain its visibility and influence.** **V. Support ongoing initiatives or programs, lending his/her expertise and knowledge to help ensure their success.** **VI. Preserve institutional memory, ensuring important historical information and knowledge are not lost between leadership transitions.**

The motion was proposed by Norshikin Md Nawi of VADS and seconded by Muhammad Haris of TM Tech. It was unanimously approved.

7.3 Clause 10.C Financial Provision

	Current	Proposed Amendment
CLAUSE 10.C - FINANCIAL PROVISION		
C	Expenditure below Malaysian Ringgit Five Thousand **(RM5,000.00)** shall be approved as stipulated in Clause 10.1	Expenditure below Malaysian Ringgit Ten Thousand **(RM10,000.00)** shall be approved as stipulated in Clause 10.B

The motion was proposed by Chan Fook Yee of Eunoia CX Sdn Bhd and seconded by Ng Kein Kuan of Atcen. It was unanimously approved.

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7.4 New Clause 20.A Membership Annual/Subscription Fee

	Current	Proposed Amendment
CLAUSE 20.A - MEMBERSHIP ANNUAL / SUBSCRIPTION FEE		
A	A) The membership subscription is divided into three (3) categories: - (i) Associate Members Associate Member pays RM2,000.00 per annum with two **(2) voting rights.** (ii) Ordinary Members a) Corporate entity with fifty (50) employees and below pays RM2,000.00 with **two (2) voting rights**. b) Corporate entity with fifty-one to ninety-nine (51-99) employees pay RM3,000.00 with three **(3) voting rights**. c) Corporate entity with one hundred (100) and above employees pay RM5,000.00 with **five (5) voting rights**. (iii) Individual Members Individual member pays RM100.00 with no voting rights.	**A) The membership subscription is divided into five (5) categories: -** **(i) Associate Member pays RM2,000.00 per annum** **(ii) Corporate entity with fifty (50) employees and below pays RM2,000.00** **(iii) Corporate entity with fifty-one to ninety-nine (51-99) employees pay RM3,000.00** **(iv) Corporate entity with one hundred (100) and above employees pay RM5,000.00** **(v) Individual member pays RM100.00** **A.i) Voting Rights** **(i) Each Associate Member and Ordinary Member, shall have one (1) voting right each.** **(ii) Individual Members shall have no voting rights**

The motion was proposed by Kamaleshwary of Great Eastern seconded by Sheela Tanggaraju of VADS. It was unanimously approved.

7.5 New Clause 21- Establishment of Chapters

	Current	Proposed Amendment
CLAUSE 21 - ESTABLISHMENT OF CHAPTERS OF THE ASSOCIATION		
	None	**The establishment of chapters is an initiation by CCAM to reach and extend support to CCAM members in the areas of interest eg Contact Centre, and Customer Experience etc. They are 'branches' of CCAM functioning as teams of committed and dedicated members organising conferences, seminars, workshops, forums and other professional development activities. Each Chapter functions on its own with a committee led by a Chapter Leader at the helm. The Committee is made up of CCAM members.** **A. Where the CCAM EXCO exercises its powers to establish a Chapter of the Association the following shall apply:** **(i) The CCAM EXCO shall define the sanctioned area of focus and activities to be undertaken by the said Chapter.** **(ii) The CCAM EXCO shall define the eligibility criteria and fees for membership in the said Chapter.** **(iii) The CCAM EXCO shall appoint an executive committee for the said Chapter comprising such number of members with such powers as the CCAM EXCO deems appropriate** **(iv) The CCAM EXCO shall have the right to regulate the proceedings of the Chapter and require reports of proceedings of the Chapter and its Executive Committee to be submitted to the CCAM EXCO as and when it deems it necessary.** **(v) The CCAM EXCO shall have the continuing right to set such terms and conditions pertaining to any aspect of the said Chapter.** **(vi) The CCAM shall have the power to suspend or dissolve the said Chapter as and when it deems it appropriate and/or necessary.** **B. Objectives of the Chapters** **The objectives of the Chapter shall be the same and identical to the objectives of the Association as outlined under Clause 3 of the Constitution except that the operation of the Chapter may differ as per the said Chapter.**

The motion was proposed by Ramit of Denave seconded by Wency of TDCX. It was unanimously approved.

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8. The President proposed an exceptional approval for Celine Chan Hooi Li as Deputy President till the end of Term 2023 - 2025. *EXCO approved this request at the 10th EXCO Meeting on 18th April 2024. Celine Chan is an individual member as she has left the corporate organisation.* This motion was proposed by Cynthia Tang of Thompson Hospital and seconded by Sreeratha Govindasamy of PMI. It was unanimously approved.

9. To elect 2 Executive Committee members for 2024/2025 as replacement for two (2) who have resigned (Jasminder Kaur and Marco Malupa).

ORDINARY COMMITTEE MEMBERS 2024/2025

No	Nominee	Company	Proposed by	Seconded by	Total Votes
1	KEN NG	ATCEN	CHAN FOOK YEE	THILA	22
2	JUDE INFANT	SUTHERLAND	VINNIE	FOONG	8
3	TIM SAW	INDIVIDUAL	ROBIN	KEVIN CHRISTIE	18
4	MUHD HARIS	TM	TOMMY	RAJ	4
5	RANA RANVEER	IGT	EMILY	FALIQ	3
6	SREE RATHA	PMI	CYNTHIA	PARAM	**DECLINED**
7	NORSHIKIN	VADS	HARIS	ZULIYANA	5
8	VINNIE RAJ	FOUNDEVER	JUSRI	NORHANA	**DECLINED**

THE NOMINATION OF EXECUTIVE COMMITTEE POSITION IS CLOSED.
THIS MOTION IS PROPOSED BY: DATO ZUHRI (PHARMANIAGA)
THIS MOTION IS SECONDED BY: WAN (TNG)

Base top two most vote received Ken Ng and Tim Saw were elected to 2024 – 2025 Executive Committee. This motion was proposed by Dato Zuhri Iskandar of Pharmaniaga and seconded by Muhamad Shazwan Yaacob of TNG. This was unanimously approved.

10. Any Other Matters
The president asks the floor whether there are any other matters to be brought up.

10.1 Question from Adi Nasreen of DHL IT Svcs – When a new chapter is created will a subcommittee be formed? The answer from the President – It may or may not have its own subcommittee which will be decided at a later date.

10.2 Question from Parameswaran, Individual Member – Will CCAM members be automatic members of the chapter and do need to pay a fee? The answer from President is that CCAM members will be members of the chapter. They don't have to pay a separate fee to be part of the chapter. Eligibility to be a member of the chapter is through CCAM membership.

10.3 Suggestion from Ramit of Denave – CCAM to charge a variable fee to be a member of the chapters to cover additional market spend. President thanked him for the suggestion and mentioned that all projects eg Conferences & Awards have respective charges for the P&L to break even.

10.4 Question from Ken Ng / Atcen - Is there a possibility for the chapter to break off and become an association on its own? The President answered that it may happened in the future, but the Association need to govern this properly and have the chapters co-exist without cannibalising one another.

11. **Close of the 25th Annual General Meeting.**

Vigneswaran Sivalingam concluded the 25th Annual General Meeting, thanking all the members for their attendance and participation.

With no other business, the AGM was called to a close at 5.45 pm.

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Vigneswaran Sivalingam	Robin Chen	Raj Chaudhuri
President	Honorary Secretary	Honorary Treasurer
2023/2025	2023/2025	2023/2025