

MINUTES OF TWENTY SIX (26TH) ANNUAL GENERAL MEETING

Date: Friday, 11 July 2025
Time: 3.45PM – 7.40PM
Venue: Sheraton Petaling Jaya

Agenda

1. Registration | Start off 26th CCAM Annual General Meeting
2. Item 1: To receive the President's Address
3. Item 2: Activities of the Association & To confirm the Minutes of the 25th AGM held on Friday, 12 July 2024
4. Item 3: To approve the Audited Financial Statements for the financial year ended 31st December 2024
 - 3.1. Treatment of Past Years (2018-2023) Trade Receivables
 - 3.2. Appointment of Messrs. T L Lim & Associates as the External Auditors of the Association 2025/2026
5. Item 4: Special Resolutions (CCAM Constitution)
 - 4.1 To review and Approve: Amendments to Clause 4, Clause 7, Clause 8, Clause 20
 - 4.2 To review and approve the revised Constitution, incorporating the clauses for the formation of the CX Malaysia Chapter into CCAM Constitution. **(Clause 21 to Clause 28)**
6. Dissolution of Executive Committee 2023-2025
7. Appointment of Election Chair
8. Election of Executive Committee 2025-2027 & Appointment of Internal Auditors
9. Close of 26th CCAM Annual General Meeting.

The AGM commenced at 3.45pm by the Executive Director, Ben Thiagu. The Hon Secretary, Robin Chen Jit Chieh confirmed quorum of 37 voting members which met the constitution clause to hold the annual general meeting.

Agenda Item 1

2. Opening Address by The 2023 – 2025 President
 - a. The President 2023–2025, Vigneswaran Sivalingam, in his opening address reflected on CCAM's journey between 2023 and 2024 and outlining the Association's progress.
 - b. He highlighted the motion to write off bad debt on trade receivables due to past accounting treatments arising from inadequate reconciliation and systems, which was to be tabled in detail by the Honorary Treasurer.
 - c. He assured members that these issues have since been resolved in 2025 through improved controls and systematic accounting within the Secretariat, ensuring accurate and transparent reporting.
 - d. Vigneswaran also shared updates on strengthened sponsorships, expanded training and upskilling programs via COPC including the Certified ESG Leadership Program for Contact Centre Professionals, collaborations with public sector agencies and the SME market, and key highlights from Awards 2024 and CX Summit 2024.
 - e. He further outlined the success of the 14th National Contact Centre Conference held on 21 May 2025, which brought in some new brands and logos as sponsors from local to ASEAN and International and attended by 340 over pax.
 - f. He Highlighted on other ongoing networking activities, industry roundtables, and the State of CX in Malaysia research project with an appointed consultant.
 - g. Vigneswaran concluded by emphasizing CCAM's active Asian collaborations through CCAPAC and reaffirmed the Association's commitment to governance, member value, industry growth and nation building.

Agenda Item 2

3. Honorary Secretary Updates

- a. Robin Chen Jit Chieh, asked for confirmation of the Minutes of the 25th AGM held on Friday, 12th July 2024.
- b. The 25th AGM minutes approval was proposed by Dato Zuhri of Pharmaniaga and seconded by Thilakavathi of DXC Technology. It was unanimously approved by all.
- c. Robin also presented the activities of the association between July 2024 – Dec 2025.

Agenda Item 3

4. Honorary Treasurer Updates

- a. Raj Chaudhuri, presented the audited financial statement for the financial year ended 31st December 2024.
- b. It was highlighted that a motion was placed to write off the bad debt on trade receivables, arising from past accounting treatments due to the lack of proper reconciliation and systems previously in place.
- c. This motion was passed at the AGM with a majority vote. It was further noted that these issues have since been rectified in 2025 with the implementation of better controls, ensuring that relevant and accurate accounting balances are now presented.
- d. The motion was proposed by Kevin Christie of Intouch CX and seconded by Sreeratha of Philip Morris International. It was unanimously approved.

3.1 Two (2) members were elected as Internal Auditors for the year 2024/2025.

- i. Naweshad Shariff – Ubase (Self Nomination)
- ii. Sreeratha S.Govindasamy – PMI (Self Nomination)

- The motion was proposed by Waqas Moghal of TDCX and seconded by Yvonne Ng of Orliq Sdn Bhd. It was unanimously received.

3.2 Messrs. T L Lim & Associates was appointed as External Auditor of the Association 2025/2026.

- The motion was proposed by Waqas Moghal of TDCX and seconded by Yvonne Ng of Orliq Sdn Bhd. It was unanimously received.

Agenda Item 4 – Special Resolution

- 5. The President went through the thirteen (13) amendments to the CCAM constitution.

Clause 4 Membership – Individual Membership

	Current	Proposed Amendment
CLAUSE 4 – MEMBERSHIP		
4.A	(iii) Individual Member a) Individuals residing in Malaysia. b) Individuals working in an organization that has a Contact Centre operation. Limited to one (1) membership per organization. c) Individuals studying in areas relating to the Contact Centre industry. d) The Individual Member has no voting rights. e) The individual Member may be voted in as Executive Committee (EXCO) but not as Office Bearers (OB).	(iii) Individual Member a) Individuals which includes Malaysian and non-Malaysian residing in Malaysia and serving the larger Customer Experience (CX) and Contact Centre industry. b) The Individual Member has no voting rights. c) The individual Member may be voted in as Executive Committee (EXCO) but not as Office Bearers (OB).

- The motion was proposed by Manju Thavamoney and seconded by Ken Ng of Atcen. It was unanimously approved.

Clause 4 Membership – International Affiliated Membership

	Current	Proposed Amendment
CLAUSE 4 – MEMBERSHIP		
4.A	NA	(iv) International Affiliate Members a) Corporate entities, associations, or organizations incorporated outside of Malaysia may be admitted as International Affiliate Members of the Association. b) This membership category is intended for international bodies seeking collaboration, engagement, and knowledge exchange with the Association. c) The International Affiliate Member has no voting rights. d) They are not eligible to be elected or appointed as Office Bearers or members of the Executive Committee (EXCO). e) All privileges and benefits shall be extended at the discretion of the Executive Committee, in line with the objectives of the Association.

- The motion was proposed by Chan Fook Yee of Eunoia and seconded by Sudhar Sanan of Teleperformance. It was unanimously approved.

Clause 7 General Meeting – New Clause J

	Current	Proposed Amendment
CLAUSE 7 – GENERAL MEETING		
J	I) In the event of there being insufficient quorum, the meeting shall be adjourned to the same day in the following week at a place and time to be appointed and should the number then present be insufficient to form a quorum, those present shall be considered a quorum, but they shall have no position to alter, amend or make additions to any of the existing rules.	J) The Association shall decide and appoint a representative to attend the AGM of the Chapter.

- The motion was proposed by Yvonne Ng of Orlig Sdn Bhd and seconded by Kumar Tharamalingam of Kexxel BPO. It was unanimously approved.

New Clause 8 - Committee

	Current	Proposed Amendment
CLAUSE 8 – COMMITTEE		
A	A) Definition: - The Association will be managed by a committee consisting of Office Bearers (OB), an Executive Committee (EXCO), and a Secretariat.	A) Definition: The Association will be managed by a committee of Malaysian and/or non-Malaysian nationals consisting of Office Bearers (OB), an Executive Committee (EXCO), and a Secretariat.

- The motion was proposed by Shreekant of COPC seconded by Balamurugan of Transcosmos. It was unanimously approved.

New Clause 20 – Membership Annual/Subscription Fee

	Current	Proposed Amendment (New)
CLAUSE 20 – MEMBERSHIP ANNUAL / SUBSCRIPTION FEE		
20.A	NA	(iv) International Affiliate Member International Affiliate Member pays RM3,000.00 per annum with no voting rights.

- The motion was proposed by Waqas Moghal of TDCX seconded by Vinnie Raj of Foundever. It was unanimously approved.

Clause 21 to Clause 28

	Current	Proposed Amendment
CLAUSE 21 – ESTABLISHMENT OF CHAPTERS OF THE ASSOCIATION		
A	Where the CCAM EXCO exercises its powers to establish a Chapter of the Association the following shall apply: (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.	(iii) The CCAM EXCO shall appoint a leadership council 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 Leadership Council to be submitted to the CCAM EXCO as and when it deems it necessary.

	Proposed (New)
CLAUSE 22 - DISSOLUTION OF THE CHAPTER OF THE ASSOCIATION	
	<p>A) The Chapter shall be dissolved with the consent of not less than three-fifth (3/5) of the members of the Association expressed, either in person or by proxy at a General Meeting of the Association convened for the purpose.</p> <p>B) The appointment of a proxy by any member of the Association shall be made in the prescribed instrument, in writing and signed by the said member. An appointed proxy has the right to attend the General Meeting of the Association to represent, participate and vote on behalf of the said member.</p> <p>C) In the event of the Chapter being dissolved in accordance with the Rules, the Chairperson, Honorary Secretary and Honorary Treasurer for the Chapter shall surrender, deliver and hand over all books, records, statement of accounts, monies and other assets that is under the ownership of the said Chapter as at the date of the dissolution to the Honorary Secretary of the Association.</p> <p>D) In the event of the Chapter being dissolved in accordance with the Rules, all debts and liabilities legally incurred on behalf of the Chapter shall be fully discharged, and any remaining funds will be transferred to the Association.</p> <p>E) Notice of dissolution shall be given to the Registrar of Societies within fourteen (14) days of its dissolution.</p>

Proposed (New)

CLAUSE 23 - ANNUAL GENERAL MEETING FOR THE CHAPTER

A) The Chapter shall hold an Annual General Meeting every calendar year at such time and place as may be determined by the Leadership Council and the honorable Secretary of the Chapter shall notify all relevant and entitled persons under the Chapter to attend such Annual General Meeting in physical attendance or by way of online attendance whether voting or not, provided that every Annual General Meeting except the first shall be held within fourteen (14) months after the holding of the last preceding Annual General Meeting.

The agenda together with the audited accounts of the previous year shall be sent and circulated to all Members of the Chapter at least fourteen (14) working days before the meeting.

B) The agenda at the Annual General Meeting of the Chapter shall be as follows: -

- (i) To approve the Minutes for the previous year's Annual General Meeting.
- (ii) To receive and adopt the Annual Report of the Chairman of the Chapter on the working of the Association during the previous year.
- (iii) To receive and adopt the honourable Treasurer's report and the audited accounts of the Chapter for the previous year.
- (iv) The election of a team of Leadership Council shall be appointed for every two (2) years term.
- (v) To appoint external license auditors for the ensuing year.
- (vi) To deal with such other matters as may be put before the Chapter.

C) Any member who wishes to propose an item on the Agenda of the General Meeting may do so, provided that the member gives notice in writing to the Honorary Secretary of the Chapter at least fourteen (14) working days before the meeting is due to be held.

D) At the Annual General Meeting (AGM), the Leadership Council of the Chapter, at the expiry of their two-year (2) term of office, shall retire and shall be eligible for re-election.

Proposed (New)

CLAUSE 23 - ANNUAL GENERAL MEETING FOR THE CHAPTER

E) An Extraordinary General Meeting shall be convened by the Leadership Council of the Chapter:

- (i) whenever the Leadership Council of the Chapter deems it suitable; or
- (ii) within thirty (30) days of being requested in writing by one-third of the membership in good standing, and having the right to vote; or
- (iii) within thirty (30) days of being requested by the Association.

On receipt of such request or instruction, the Honorary Secretary of the Chapter shall call for an Extra-Ordinary General Meeting (EGM) giving not less than fourteen (14) working days' notice. Such requisition for an Extra-Ordinary General Meeting (EGM) shall be held within thirty (30) days of receipt of the notice.

F) Voting at the General Meeting shall be by show of hands, ballot, poll or as otherwise directed by the Chairperson of the meeting.

G) Corporate Members and Associate Members of the Chapter shall be eligible for one (1) vote per membership. Voting rights are not accorded to members under the Individual and International Affiliate categories.

H) Names of the Leadership Council for the Chapter shall be proposed and seconded at the Annual General Meeting (AGM) and election will follow by way of a simple majority vote of Members of the Chapter at the Annual General Meeting (AGM) itself. All elected officers are eligible for re-election.

I) The quorum of all Annual General Meeting (AGM) and Extra-Ordinary General Meeting (EGM) for all purposes, except in the case of dissolution of the Chapter, shall be at least one-half (1/2) of the total active membership of the Chapter or twice the number of active Leadership Council of the Chapter, whichever is the lesser. A representative of the Association shall attend the AGM for the Chapter.

Proposed (New)

CLAUSE 23 - ANNUAL GENERAL MEETING FOR THE CHAPTER

J) In the event of there being insufficient quorum, the meeting shall be adjourned to the same day in the following week at a place and time to be appointed and should the number then present be insufficient to form a quorum, those present shall be considered a quorum, but they shall have no position to alter, amend or make additions to any of the existing rules.

K) The Chapter shall decide and appoint a representative to attend the AGM of the Association.

L) The Honorary Secretary of the Chapter shall prepare and issue to all members and the Honorable Secretary of the Association with a copy of the minutes of the Annual General Meeting of the Chapter of the Extraordinary General Meeting of the Chapter within one (1) month from the date of the conclusion of the Annual General Meeting or the Extraordinary General Meeting.

Proposed (New)

CLAUSE 24 - COMMITTEE FOR THE CHAPTER

1. The Leadership Council for the Chapter, which shall hold office for a term of two (2) years upon being elected, shall consist of:
 1. A Chairperson;
 2. Deputy Chairperson
 3. A Honorary Secretary;
 4. A Honorary Treasurer; and
 5. Seven (7) Ordinary Council Members

B) The chapter will be managed by the Leadership Councils made up both Malaysian and/or non-Malaysian nationals.

C) The Leadership Council for the Chapter shall carry out their duties and functions in accordance with the Constitution of the Association and instructions from the Leadership Council of the Association.

D) The Leadership Council for the Chapter shall meet once (1) time a month and all notice for meeting shall be issued and circulated by the Honorary Secretary of the Chapter at least seven (7) days prior to the date for the meeting.

E) The Chairperson of the Chapter or at least three (3) Leadership Councils of the Chapter may call for a council meeting for the Chapter at any time with the required quorum of half of the Leadership Councils for the Chapter.

F) The honorable Secretary for the Chapter shall prepare and provide the minutes of the Leadership Council meeting to the honorable Secretary of the Association within thirty (30) days from the date the Leadership Council meeting was held.

Proposed (New)

CLAUSE 25 - DUTIES OF THE OFFICE BEARERS FOR THE CHAPTER

A) Chairperson:

1. The Chairperson has the ultimate responsibility to ensure that the Chapter is in compliance with the law, and constantly adheres to the Constitution, Association Management Governance.
2. Represents the Chapter and its members to other Organizations, the Industry, Government and public agencies, the media, and the public.
3. Chairs at all meetings of the Members of the Chapter and the Leadership Council of the Chapter.
4. Ensures decisions are made in a timely manner and then translated into meaningful actions holding appropriate parties accountable for success.
5. Escalate to the President of the Association, Members, Executive Committee of the Chapter any concerns and ensure these concerns are addressed.

B) Deputy Chairperson:

1. Assists the Chairperson of the Chapter.
2. Chairs for the Chairperson of the Chapter at meetings when: -
 - a. The Chairperson of the Chapter is absent.
 - b. The Chairperson of the Chapter wants to debate.
 - c. A personal motion about the Chairperson of the Chapter is made.
- (iii) Assumes the duties of the Chairperson of the Chapter if the office becomes unoccupied.

C) Honorary Secretary:

1. The Honorary Secretary shall conduct the business of the Chapter in accordance with the governance of its rules,
2. The Honorary Secretary shall carry out the instructions of the General Meeting and of the Leadership Council of the Chapter.
3. The Honorary Secretary shall be responsible for conducting all correspondences and keeping of all books including a membership register, documents, and papers except the accounts and financial records.
4. The Honorary Secretary shall attend all meetings and record the conducted proceedings.

Proposed (New)

CLAUSE 25 - DUTIES OF THE OFFICE BEARERS FOR THE CHAPTER

D) Honorary Treasurer:

1. Ensure proper financial reports to the Leadership Council of the Chapter.
2. Ensure that the Chapter complies with its governing document, Association Governance, Constitution, and any other relevant legislation or regulations.
3. Ensure the Chapter applies its resources exclusively in pursuance of its objectives (the Chapter must not spend money on activities which are not included in its objectives, no matter how worthwhile or charitable those activities are).
4. Be responsible for the finances of the Chapter.
5. Keep accounts of all its financial transactions and shall be responsible for the correctness.
6. The Honorary Treasurer shall in conjunction with respective Leadership Council of the Chapter sign cheques or authorize online banking transactions which have been scrutinized in accordance with Association and Chapter's governance management.
7. Be responsible for the finances of the Chapter.

Proposed (New)

CLAUSE 26 - FINANCIAL PROVISION FOR THE CHAPTER

1. All membership subscriptions shall be credited to the Account of the Chapter. In the event the Chapter does not have an active account, the membership subscriptions shall be credited to the Association's account and held in trust for the Chapter, to be used for the purposes and activities of the Chapter.

B) Payments shall be made on the authority of two (2) of the following officers, one from each Group.

Group A

1. Chairperson
2. Deputy Chairperson

Group B

1. Honorary Treasurer
2. Honorary Secretary

C) Expenditure below Malaysian Ringgit Ten Thousand (RM10,000.00) shall be approved as stipulated in Clause 26 (B).

D) Any Expenditure at any one-time exceeding Malaysian Ringgit Ten Thousand (RM10,000.00) shall require the approval of the Executive Committee in accordance with the provisions of the Association's Constitution.

Proposed (New)


CLAUSE 26 - FINANCIAL PROVISION FOR THE CHAPTER

E) At each Council Meeting, all monthly expenses must be presented to the Leadership Councils for ratification. The honourable Treasurer must ensure all expenses for the Chapter are subject to the following governance:

1. This policy defines an allowable business expense as necessary and reasonable.
2. Appropriate, and allowable non-compensation expense incurred for a valid business purpose to fulfill the mission of the Chapter. The policy provides criteria for determining an allowable or unallowable expense, and provides a list of common expenses.
3. This policy also lists substantiation and original receipt elements required to pay allowable business expenses. In general, this policy ensures the appropriate use of Chapter funds in support of its mission, follows the Generally Accepted Accounting Principles (GAAP), and complies with federal, state, and local rules, and regulations.
4. All monies collected and the contribution or proceeds from social function shall be paid to the Treasurer of the Executive Committee for the Chapter for the credit of the Chapter.
5. For matters relating to Financials, the Leadership Council of the Chapter must ensure that the Treasurer observes the Association Management Governance.

F) The honorable Secretary for the Chapter shall prepare the annual statement of account for the Chapter to be audited by the appointed external licensed auditors. The audited annual statement of account shall be circulated by the honorable Treasurer to the members and submitted for approval during the Annual General Meeting for the Chapter.

Proposed (New)	
CLAUSE 27 - GENERAL PROVISIONS FOR THE CHAPTER	
	Wherever any specific provisions are not mentioned in this rules for matters relating to the administration of the Chapter, the relevant constitution in relation to the administration of the Association which includes membership and membership annual/subscription fee shall be followed accordingly.

Proposed (New)	
CLAUSE 28 - FLAG, LOGO AND BADGE FOR THE CHAPTER	
A)	Flag
-	Description
-	
B)	Logo
	
	Description of Logo:
	The distinctiveness of CX Malaysia was achieved with this design. The definition was established with the usage of variations of the initial C representing Customer; E representing Experience; M representing Malaysia, with the tagline Elevating Experiences.
	Fonts chosen for the word "Malaysia" is <u>Raleway ExtraBold</u> type font known. The font chosen for the words "Elevating Experiences" is <u>Raleway Italics</u>
	The approved <u>colour</u> for the logo for the Chapter is Yellow, Red, Blue and Black.
C)	Badge
-	Description
-	

- The motion for Clause 21 – 28 was proposed by Sudhar Sanan of Teleperformance seconded by Chiew Sin Kwang of DayThree. It was unanimously approved.

Agenda Item 6

6. The 2023 – 2025 Executive Committee was dissolved by President, Vigneswaran Sivalingam.

Agenda Item 7

7. Election Chair (Manju Thavamoney and Chan Fook Yee) was appointed.

Agenda Item 8

8. Election of Executive Committee 2025 – 2027

- Nomination for President – Vigneswaran Sivalingam/EY Forge – 1 nomination received.
- Nomination for Deputy President – Celine Chan/Transcosmos - 1 nomination received.
- Nomination for Vice President – Tommy Ng/Nubitel - 1 nomination received.
- Nomination for Hon Secretary – Robin Chen/CIMB - 1 nomination received.
- Nomination for Hon Treasurer – Raj Chaudhuri/American Express - 1 nomination received.
- Nomination for 9 Ordinary Executive Committee
- A total of 16 proposals were received. The voting was done by show of hand and self-nomination. The following top 9 EXCO's were elected.

Name	Company/Organisation
Fatimah Hussein	RHB Bank
Dato' Zuhri Iskandar	Pharmaniaga
Jusri Ong	Telecontinent
Tim Saw	Individual member
S. Thilakavathi	DXC Technology
Ken Ng	Atcen Sdn Bhd
Sudhar Sanan	Teleperformance Malaysia
Kevin Anthony Christie	Intouch CX
Chiew Sin Kwang	Daythree Business Services

ORDINARY COMMITTEE MEMBERS 2025/2027

No.	Nominee	Company	Self Nomination	Proposed by	Seconded by	Total Votes
1	Fatimah Hussein	RHB Banking Group	Yes			30
2	Dato Zuhri	Pharmaniaga		Alizah	Fatimah	28
3	Jusri Ong	Telecontinent Sdn Bhd	Yes			27
4	Tim Saw	Individual		Jusri Ong	Dato Zuhri	24
5	Thilakavathi	Individual		Tommy Ng	Ken Ng	23
6	Ken Ng	Atcen Sdn Bhd	Yes			23
7	Sudhar Sanan Palandy Samy	Teleperformance Malaysia	Yes			23
8	Kevin Anthony Christie	IntouchCX M Sdn Bhd	Yes			22
9	Chiew Sin Kwang	Daythree Business Services	Yes			19
10	Khor Jeng Yee	Alphy Technology		Jayvin	Tommy Ng	18
11	Kumaresan Tharamalingam	Kexxel BPO Services	Yes			18
12	Jude Infant	Sutherland Global Services	Yes			17
13	Mohamed Yassin	Sudong Sdn Bhd	Yes			14
14	Raymond Low	Orlig Sdn Bhd	Yes			14
15	Naweshad Sharif	UBASE		Kevin Christie	Sudhar Sanan	12
16	Afidah Kamaruddin	Commerce Access Sdn Bhd	Yes			12

- This motion was proposed by Fatimah Hussein of RHB Bank and seconded by Yvonne Ng of Orlig Sdn Bhd. This was unanimously approved.

9. Any Other Matters

The president invited the floor to raise Questions.

- 9.1 **Question from Yvonne of Orlig** – Please share how the amount of RM742,636 bad debts calculated, and would you be able to share with us?

Answer from Treasurer (Raj Chaudhuri) – explained that the write-off pertained to legacy accounting practices dating back as far as 2018–2023. These issues primarily arose from a lack of proper reconciliation of payments, where payments made by companies or organizations often did not match the invoice names, even though they were intended for the correct invoices. Numerous such cases remained uncalled out or unreconciled in prior years. He further highlighted that duplicate invoices, created through manual processes and raised by different individuals, contributed to mismatched payment and invoice records. Duplicate invoices were issued for HRDC claims—one addressed to HRDC and another to the participating company. Additionally, there were cases where membership renewal invoices were issued but not cancelled, and no credit notes were raised when members did not renew. Raj assured members that these legacy issues have since been resolved in 2025 with the implementation of improved accounting systems, stricter reconciliation procedures, and enhanced internal controls within the Secretariat, ensuring accurate and transparent financial reporting moving forward.

- 9.2 **Question from Yvonne of Orlig** – Of the RM742,636, how many percentages was from which years?

Answer from Treasurer (Raj Chaudhuri) – The amount is from 2018 – 2023. It includes membership invoices, which were not adjusted back, and the year-end payment which was flowing over to subsequent year which was not captured correctly.

- 9.3 **Question from Yvonne of Orlig** - In the expense there is a professional fee of RM500,000?

Answer from Treasurer (Raj Chaudhuri) – This consist of the biggest amounting to RM400 thousand over as Consultant fee for Twimbit on CX Reasearch Report, and others consist of Audit Fees, Accounting, and others.

- 9.4 **Question from Manjelah Thavamoney** – This is in regards to the proposed constitutional addition to Clause 7 General Meeting - New Clause J. Does that mean CCAM will get someone from the company to represent.

Answer from President (Vigneswaran Sivalingam) – It was clarified that the proposal pertains to a new Clause J, intended as an addition to the existing Clause 7, rather than an amendment to Clause I as referenced on the left. Immediate Past President, Raymond Devadoss, echoed this concern, noting that referencing Clause I during the presentation may have caused confusion and led to the mistaken impression that it was being amended, whereas in fact, only Clause J is to be added.

- 9.5 **Question from Param** – Chapter here is meant registered with ROS. The chapter will have yearly AGM? You will have fully appointed OBs as well as per ROS requirements?

Answer from President (Vigneswaran Sivalingam) – Yes, this will follow CCAM's constitution and ROS requirements, with the Chapter registered under ROS, holding annual AGMs and appointing Office Bearers accordingly.

- 9.6 **Question from Param** - Does it mean that chapter have 7 obs. When u have AGM, u have 7 people from the association to complete the quorum ?

Answer from President (Vigneswaran Sivalingam) – The chapter will have total of 4 OBs and 7 council members. Quorum required should be minimum of twice the number of Executive Councils.

- 9.7 **Question from Yvonne of Orlig** - the amendment is from current quorum and proposed amendment is just appointment. Does it mean you dont need quorum anymore?

Answer from President (Vigneswaran Sivalingam) – No. The chapter will still require the quorum to proceed with holding an AGM. Which is a minimum of twice the number of Executive Councils. Since at present, the chapter itself does not have it's dedicated membership option but access is gained by members from CCAM.

- 9.8 **Question from Raymond of Daythree** – The definition of International Affiliate Member in reference to new addition to Clause 4 Membership. What if a member has a contact center running in Malaysia? Proposed to reconstruct the statement of mentioned clause for clearer wording, while agreeing to its context and annotation.

Answer from President (Vigneswaran Sivalingam) – Acknowledged the point and agreed to reconstruct the wording of the clause for clarity while maintaining its intended context and annotation. He confirmed that the Secretariat will make the necessary amendments and subsequently opened the matter to the floor, where agreement was obtained.

- 9.9 **Question from Yvonne of Orlig** – The expenses is approved by EXCO is RM10,000, anything more than RM50,000 require members approval. Reference to Clause 10 Financial Provision.




Answer from President (Vigneswaran Sivalingam) – Acknowledged this clause, which stipulates that any capital expenditure exceeding Malaysian Ringgit Fifty Thousand (RM50,000.00) at any one time shall only be incurred with the prior approval of a General Meeting.

2025-2027 President's Address

- Vigneswaran thanked the outgoing Executive members and Congratulated all those elected for another term. He thanked the 2023-2025 team for their support. He also welcomed the newly elected members of 2025-2027 term.

Close of the 26th Annual General Meeting

- Vigneswaran Sivalingam concluded the 26th Annual General Meeting, thanking all the members for their attendance and participation.
- With no other business, the AGM was called to close at 7.40 pm.

		
Vigneswaran Sivalingam President 2025 - 2027	Robin Chen Honorary Secretary 2025 - 2027	Raj Chaudhuri Honorary Treasurer 2025 - 2027