

Notice of 27th Annual General Meeting (AGM)

Notice is hereby given that the **26th Annual General Meeting (AGM)** of the **Contact Centre Association of Malaysia (CCAM)** will be held on **10th July 2025, Friday** at **VE Hotel, The Vertical, 8, Jalan Kerinchi, Bangsar South, 59200 Kuala Lumpur** at **3.00 pm**, and at any adjournment thereof for the following purpose,

AGENDA

As Ordinary Business

1. To receive the President's Address.
2. To confirm the Minutes of the 26th AGM held on Friday, 11th July 2025.
3. To receive the Audited Financial Statements for the financial year ended 31 December 2025.
 - 3.1. Appointment of External Auditors of the Association 2026/2027
4. Special Resolution – Resolution No. 1 to No.2
Please be informed that the proposed amendments to the Association's Constitution, as outlined under Special Resolutions No. 1 to No. 2, are attached herewith for your review and reference.

Kindly note that these proposed amendments will be tabled at the upcoming Annual General Meeting for consideration and approval by the eligible members of the Association, in accordance with the provisions of the existing Constitution. Members are encouraged to review the proposed amendments in detail prior to the meeting.
5. Approval for investment.
6. Appointment of Internal Auditors (2) persons.
7. To transact any other business of which the notice is in accordance with Clause 7 of the Constitution.

Special Note on Voting Eligibility (where applicable)

In accordance with Clause 20 of the Association's Constitution, we wish to remind all members of the following provisions with regard to voting rights at the Annual General Meeting:

Associate Members – Entitled to one (1) voting right.

Ordinary Members – Entitled to one (1) voting right.

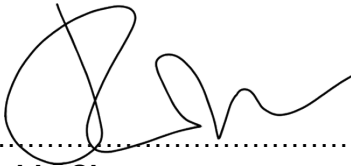
Individual Members – Not entitled to vote.

We warmly welcome all members to the upcoming Annual General Meeting (AGM)!

As a gentle reminder, only members with active status, that is, those who have fully paid their annual membership fees of the current year, will be eligible to attend and vote.

Come join us to build the Association to lead CX and Contact Centre industry forward.

By Order of the
Contact Centre Association of Malaysia



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Robin Chen

Hon. Secretary 2025 - 2027

Date: 19 June 2026