

## **FAQ Training**

### **Q1. How do I sign up for a training programme?**

A1. You may fax the registration form to us at (03) 22994451/ 52. You can download registration form from our website. The registration form can also be found in COMTRAC's Training Calendar.

Registration is on a first-come-first-served-basis.

No walk-in accepted. All registrations MUST be submitted to SSM accompanied with the full payment five (5) working days before the programme. Admittance will not be permitted unless payment or a letter of guarantee is received.

### **Q2. How do I pay?**

A2. Payment Terms

- Fee is payable to SURUHANJAYA SYARIKAT MALAYSIA
- Payment can be made in cash, cheque, bank draft, credit card, postal order or money order.
- Each programme fee must be paid separately.
- Only cheque issued by company/firm can be accepted. Companies/Firms that issue a non-valid cheque will be blacklisted.
- Personal cheque will not be accepted.
- On the reverse of each instrument of payment, please indicate the participant(s) name (maximum 5), License Secretary no. / Professional Body name (if any), programme date and event code.
- Attach with a copy of the Registration Form (if payment made before the programme date) or Invoice (if payment made after the programme date) when submitting payment.
- Payment can be made at SSM, Level 17, Menara SSM @ Sentral, Kuala Lumpur and at all SSM branches in Malaysia.

### **Q3. Is my registration confirmed once I fax over my registration form?**

A3. No. Registration is confirmed upon receipt of full payment and participants received a confirmation letter from COMTRAC.

### **Q4. Can I send a replacement participant?**

A4. Cancellation

No refund is entertained if participant decide to cancel their registration but a substitute is welcome. Written notification of substitute's name must be received by COMTRAC at least three (3) working days prior to programme. Any difference in fee will be charged accordingly.

## **Transfer**

No refund is entertained if participant fails to attend a programme. Transfer of registration fee to another programme is not allowed.

### **Q5. Can I get a replacement certificate of attendance if my name has been erroneously printed?**

A5. SSM will charge an administrative fee of RM30.00 (inclusive of 6% GST) per copy for any replacement of certificate due to errors in name or identification card number wrongly filled by participant / representative during registration or loss of certificate, etc.

### **Q6. Will programme be cancelled or postponed?**

A6. COMTRAC retains the right to postpone the date/place and cancel programme due to any unforeseen circumstances that may arise. In cases of cancellation by COMTRAC, full refund of fee will be returned to participants.

### **Q7. IS COMTRAC's training fee subjected to GST?**

A7. COMTRAC's training and administration fees are subjected to 6% GST under the GST Act 2014.