

FAQs ABOUT SSM NATIONAL CONFERENCE 2022

No	Question	Answer
1	Who is the organizer for SSM National Conference (SSMNC) 2022?	Companies Commission of Malaysia Training Academy (COMTRAC) & Knowledge Management, a Division of Suruhanjaya Syarikat Malaysia (Companies Commission of Malaysia) is the organizer for SSM National Conference 2022.
2	Will the Conference be in-person this year 2022?	The SSMNC2022 is going virtual.
3	What is the date and time of the Conference?	The Conference will take place virtually on 26 -27 July 2022 from 09.00 am to 05.00 pm. (UTC +8). You may access the Conference from 08.00 am.
4	What is the Conference agenda?	Please click here for the Conference agenda and details.
5	Who should attend SSMNC 2022?	Company directors, heads of sustainability, company secretaries, lawyers, accountants, heads of compliance, heads of risks, corporate advisers, academicians, regulators and anyone who are interested to learn about corporate governance and sustainability.
6	How much is the registration fee?	Super saver RM500 ends on 30 June 2022. Standard fee RM650 .
7	What is included in my registration fee?	Access to all plenary sessions, exhibitors and networking event as well as on-demand recordings.
8	How do I register for this event?	All registrations must apply via e-comtrac. Follow this guide for information about registrations and click here to register.
9	How do I pay the registration fee?	Full payment shall be made at the point of registration click here . Access to the virtual Conference shall be granted only upon successful full payment.
10	When will registration open for the Conference?	The Conference is opened for registration and on first come first served basis. Click here to register.

11	When is the closing date for registration?	The closing date for registration is 18 July 2022 at 11.59 pm or when virtual seats are sold out, whichever is earlier.
12	How do I check my registration and payment status?	Click here for FAQ & User Guide on e-COMTRAC.
13	Can I cancel or transfer my registration?	No refund application is entertained if participant decides to cancel his registration or fails to attend the Conference. Transfer of registration fee to another programme is not allowed.
14	Can I send a replacement?	Replacement for registered delegate is not allowed.
15	Replacement of certificate	SSM will charge an administrative fee of RM30.00 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.
16	Is this Conference HRD Corp claimable?	Yes, this programme is claimable under SBL Scheme. SSM is registered as a training provider with HRD Corp under GOV1000117857. Click here to see steps for application under SBL Schemes.
17	I am interested in exhibiting at SSMNC 2022. Whom should I contact?	The registration for exhibitor has closed on 8 July 2022.
18	How many CPE points do I get by attending the SSMNC 2022?	SSM 16 CPE points for licensed secretaries and practising certificate holders under Companies Act 2016. For members of professional bodies, please contact your respective bodies to enquire on the CPE credits.
19	How are the CPE points and e-Certificate awarded?	CPE points and e-Certificate of Attendance will be awarded to delegates who remain logged in from 09.00 am to 05.00 pm on 26 July 2022 and 27 July 2022.
20	Can I claim additional CPE points for watching the	No. Listening to on-demand video shall not qualify for CPE points.

	on-demand video?	
21	When will I receive the certificate of attendance?	Your e-Certificate of Attendance will be sent to your registered e-mail address within 7 working days after the Conference.
22	When will I receive the access link to the Conference?	<p>A confirmation e-mail with access link has been sent to all registered delegates on 20 July 2022. Please check your inbox or junk e-mail or spam box.</p> <p>Please contact the Conference Secretariat as below if you do not receive the notification e-mail.</p> <p>Office hours: Monday to Friday from 8.15 am to 5.00 pm SSMNC2022 Hot Line : 603 2299 5200 or Send e-mail to: ssmnc@ssm.com.my</p>
23	Can I share the access link with others?	The access link is unique for registered delegates and should not be forwarded or shared. Only one (1) device is allowed to access the virtual platform at a single time.
24	How to log in to SSM National Conference 2022?	<p>Click the access link given to you via our confirmation email dated 20th July 2022.</p> <p>You need a stable internet connection and web browser.</p> <p>For better connection, connect devices to LAN Internet cable with minimum 10mbps internet and above.</p>
25	Can visitors/ non delegates access the Conference platform?	No.
26	What time can delegate login on Conference days?	You may login from 08.00 am (UTC +8) on 26 th and 27 th July 2022.
27	When can delegates access the platform?	From 25 th July 2022 (08.00am) to 31st July 2022 (05:00 pm) UTC +8. However, the live Conference sessions will only stream on 26 th & 27 th July 2022.
28	Can I ask questions during the	You can submit your questions in the <i>Live Chat</i> available on the right of the Conference Hall.

	plenary sessions?	
29	The Conference starts in 10 minutes - I am logged in but there is nothing on my screen.	<p>Click the “Conference Hall” at the virtual platform lobby to join the opening ceremony or plenary sessions.</p> <p>Alternatively, you can click the “Conference” or “Agenda” menu at top bar to enter the Conference Hall.</p>
30	What if a session has started but the streaming isn’t working?	Click the “Tech Help” menu for any technical assistance.
31	Will there be an exhibit hall?	Yes. Registered delegates are welcome to visit the exhibition booths and interact one-on-one with the exhibitor representatives. Exhibition booths are opened from 25 th to 27 th July 2022 from 08.00 am to 05.00 pm (UTC +8)
32	Where can I contact the Conference Secretariat?	<p>SSM National Conference 2022 Secretariat COMTRAC & Knowledge Management Division Level 12, Menara SSM@Sentral, No.7, Jalan Stesen Sentral 5, Kuala Lumpur Sentral, 50623 Kuala Lumpur</p> <p>Office hours: Monday to Friday from 8.00 am to 5.00 pm SSMNC2022 Hot Line : 603 2299 5200 Email: comtrac@ssm.com.my Website: www.ssm.com.my https://www.ssmconference.com.my/</p>
33	Disclaimer Statement	SSM reserves the right to cancel the Conference, change date(s), venue(s), speaker(s) or any other changes due to any unforeseen circumstances that may arise without prior notice to participants. SSM also reserves the right to make alternate arrangements without prior notice. SSM accepts no responsibility for death, illness, injury, loss or damage of any property belonging to, or financial loss by any persons attending the Conference, whatever the cause. SSM shall not be responsible for any costs, damages or losses incurred by participants dues to the changes and / or cancellation. SSM is not responsible for the integrity of participants’ computer or device, your internet signal bandwidth, or any other consideration outside of the control of SSM. SSM shall not be responsible for any problems or technical malfunction, including, without limitation, the acts, omissions, problems or malfunctions of any telephone network or lines, computer online systems, servers, computer equipment, software, failure of e-mail or persons, traffic congestion on the Internet or at any web or combination thereof. Upon

		submitting the registration form, you are deemed to have read and accepted the terms and conditions.
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Updated on 21 July 2022