FAQs ABOUT SSM NATIONAL CONFERENCE 2024

ACCESS TO VIRTUAL PLATFORM

No	Question	Answer
1	When will I receive the access link to the Conference?	A confirmation e-mail with access link will be sent to your registered e-mail at least 2 days before the commencement of the Conference. Please contact the Conference Secretariat as below if you do not receive the confirmation email by 22nd August 2024. Office hours: Monday to Friday from 8.15 am to 5.00 pm SSMNC2024 Hot Line: 603 2299 5200; or Send e-mail to: comtrac@ssm.com.my
2	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.
3	How to log in to SSM National Conference 2024?	You need a stable internet connection and web browser For better connection, connect devices to LAN Internet cable with minimum 15mbps internet and above. Option 1: Click on the URL stated in confirmation e-email (refer Q1). At login page type your registered e-mail. Option 2: Access via webpage platform: https://ssmconference.ssm.com.my/
4	Can visitors/ non delegates access the Conference platform?	No.
5	What time can delegate login on Conference days?	You may login from 08.00 am (UTC +8) on 27th & 28th August 2024.
6	When can delegates access the platform?	From 26th August 2024 (08.00am) to 7th September 2024 (05:00 pm) UTC +8. However, the live Conference sessions will only stream on 27th & 28th August 2024.

GENERAL FAQs ABOUT SSM NATIONAL CONFERENCE 2024

No	Question	Answer
1	**Who is the organizer for SSM National Conference (SSMNC) 2024?**	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 2024.
2	**Will the Conference be in-person this year 2024?**	The SSMNC2024 is virtual.
3	**What is the date and time of the Conference?**	The Conference will take place virtually on 27th & 28th August 2024 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 or scan the QR Code:
5	**Who should attend SSMNC 2024?**	Company directors, shareholders, company secretaries, accountants, auditors, lawyers, compliance managers, regulators, law enforcers, risk managers, educators.
6	**How much is the registration fee?**	The fee is RM600.
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 or scan the QR Code:

No	Question	Answer
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 **20 August 2024 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 FAQs & 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	**When will I receive the certificate of attendance?**	Participants can download the certificate of attendance from e-COMTRAC platform upon full attendance of the conference and payment is received. Certificate will be available for download in seven (7) working days after the conference. Please take note that the certificate is available for download up to 30 days only. An administrative fee may be charged for download after the 30th day.
16	**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.
17	**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.
18	**Where can I get material of the programme?**	Conference materials are downloadable at the '**agenda**' and '**briefcase**' menu on the virtual conference platform from 29th August 2024 to 7th September 2024.

No	Question	Answer
19	**I am interested in exhibiting at SSMNC 2024. Whom should I contact?**	e-EXHIBITION OPPORTUNITIES
		Contact (1) Wan Indera Luthfi Wan Abu Bakar +603 2299 4930 wanindera@ssm.com.my **Contact (2)** Nor Fakhira Abd Halim +603 2299 4748 norfakhira@ssm.com.my
20	**How many CPE points do I get by attending the SSMNC 2024?**	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.
21	**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 27 & 28 August 2024.
22	**Can I claim additional CPE points for watching the on-demand video?**	No. Listening to on-demand video shall not qualify for CPE points.
23	**Where can I contact the Conference Secretariat?**	SSM National Conference 2024 Secretariat COMTRAC & Knowledge Management Division Level 12, Menara SSM@Sentral, No.7, Jalan Stesen Sentral 5, Kuala Lumpur Sentral, 50623 Kuala Lumpur Office hours: Monday to Friday from 8.15 am to 5.00 pm SSMNC2024 Hotline: 603 2299 5200 WhatsApp Hotline: 603 2299 5335 (WhatsApp only) Email: comtrac@ssm.com.my Website: www.ssm.com.my

Dated: 23 August 2024