



FAQs ABOUT SSM NATIONAL CONFERENCE 2023

ACCESS TO VIRTUAL PLATFORM

No	Question	Answer
1	When will I receive the access link to the Conference?	<p>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.</p> <p>Please contact the Conference Secretariat as below if you do not receive the confirmation email by 24 July 2023.</p> <p>Office hours: Monday to Friday from 8.15 am to 5.00 pm SSMNC2023 Hot Line : 603 2299 5200 or Send e-mail to: comtrac@ssm.com.my</p>
2	Can I share the access link with others?	<p>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.</p>
3	How to log in to SSM National Conference 2023?	<p>You need a stable internet connection and web browser</p> <p>For better connection, connect devices to LAN Internet cable with minimum 15mbps internet and above.</p> <p>Option 1: Click on the URL stated in confirmation e-mail (refer Q1). At login page type your registered e-mail.</p> <p>Option 2: Access via webpage platform: https://ssmconference2023.com.my.</p>
4	Can visitors/ non delegates access the Conference platform?	<p>No.</p>
5	What time can delegate login on Conference days?	<p>You may login from 08.00 am (UTC +8) on 25th & 26th July 2023.</p>
6	When can delegates access the platform?	<p>From 24th July 2023 (08.00am) to 31st July 2023 (05:00 pm) UTC +8. However, the live Conference sessions will only stream on 25th & 26th July 2023.</p>

GENERAL FAQs ABOUT SSM NATIONAL CONFERENCE 2023

No	Question	Answer
1	Who is the organizer for SSM National Conference (SSMNC) 2023?	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 2023.
2	Will the Conference be in-person this year 2023?	The SSMNC2023 is virtual.
3	What is the date and time of the Conference?	The Conference will take place virtually on 25 & 26 July 2023 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: <div style="text-align: right;">  </div>
5	Who should attend SSMNC 2023?	Company directors, company secretaries, accountants, auditors, lawyers, stewardship of trust companies, management of company limited by guarantees, AML compliance managers, regulators, law enforcers, risk managers, educators and anyone interested to learn about AML/CFT.
6	How much is the registration fee?	The fee is RM500.
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: <div style="text-align: right;">  </div>

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 11 July 2023 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	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 2023. Whom should I contact?	e-EXHIBITION OPPORTUNITIES
		<table border="0"> <tr> <td>Contact (1) Mardiana Mohd Zain +603 2299 5238 mardiana@ssm.com.my</td> <td>Contact (2) Nor Fakhira Abd Halim +603 2299 4748 norfakhira@ssm.com.my</td> </tr> </table>
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18	How many CPE points do I get by attending the SSMNC 2023?	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 25 & 26 July 2023.
20	Can I claim additional CPE points for watching the on-demand video?	No. Listening to on-demand video shall not qualify for CPE points.
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	Where can I contact the Conference Secretariat?	SSM National Conference 2023 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 SSMNC2023 Hotline: 603 2299 5200 WhatsApp Hotline: 603 2299 5326 (WhatsApp only) Email: comtrac@ssm.com.my Website: www.ssm.com.my

Dated: 17 July 2023