



Contact Centre Association of Malaysia (CCAM)

(Reg. No. PPM-001-10-04071999)

(SST Reg. No. B16-1810-32000044)

CCAM Secretariat, Unit H-09-03, Block H, Plaza Kelana Jaya, Jalan SS7/13A, Kelana Jaya, 47301 Petaling Jaya, Selangor Darul Ehsan, Malaysia.

Telephone: 603-7874 5580

Fax: 603-7865 9935

Email: ccam_secretariat@ccam.com.my Website: <http://www.ccam.com.my>

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MINUTES OF TWENTIETH ANNUAL GENERAL MEETING

Date: 29th April 2019 (Monday)
Time: 3:30pm – 6:00pm
Venue: Crystal Crown Hotel, Petaling Jaya, Selangor Darul Ehsan, Malaysia.

Time Agenda

- 3:30pm Arrival of Members, Registration Begins
- 4:00pm Welcome Address
By Mr Byron Joseph Fernandez, President 2017-2019
- 4.05pm Approving the minutes of previous year Annual General Meeting.
Presented by Ms Manjelah Thavamoney (Manju), Honorary Secretary
- 4.15pm To receive and adopt the Annual Report of the Executive Committee on the working of the Association during the previous year.
Presented by Ms Manjelah Thavamoney (Manju), Honorary Secretary
- 4.35pm To receive and adopt the Treasurer's report and the audited accounts of the Association for the financial year ended 31st December 2018
Presented by Mr Paul Raymond Raj A/L Devadass, Honorary Treasurer
- 5.05pm Dissolution of **2017-2019** Executive Committee
- Appointment of Election Chairman
- The election of a team of Executive Committee.
- | | |
|---|--|
| 1. <i>President (1 position)</i> | 4. <i>Honorary Treasurer (1 position)</i> |
| 2. <i>Deputy President (1 position)</i> | 5. <i>Honorary Secretary (1 position)</i> |
| 3. <i>Vice President (1 position)</i> | 6. <i>Ordinary Committee Members (9 positions)</i> |

Voting Counting Votes

Announcement of Results and Appointment of 2019-2021 Executive Committees

To appoint two (2) Internal Auditors for the ensuing year.
To appoint a Licensed External Auditor for the ensuing year.

6:00pm Adjourn


Approved by:

Page 1 of 7




Manjelah Thavamoney

Honorary Secretary



Paul Raymond Raj A/L
Devadass
Honorary Treasurer



Ng Boon Chye
Vice President



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NO.	AGENDA / MINUTES
1)	<p>WELCOME ADDRESS</p> <p>On behalf of Mr. Byron Joseph Fernandez - CCAM President 2017-2019 who is unable to attend, Ms Manjelah Thavamoney has called the 2019 Annual General Meeting of the Members to order at 4.00 pm, with quorum established as provided in the Constitution, Clause 7(i).</p>
2)	<p>ADOPTION OF THE AGENDA</p> <p>The Honorary Secretary, Ms Manjelah Thavamoney invited additional items for information. With none being received, the agenda was adopted as presented.</p>
3)	<p>APPROVING THE PREVIOUS YEAR ANNUAL GENERAL MEETING MINUTES</p> <p>The Honorary Secretary, Ms Manjelah Thavamoney requested the members to review and verify the accuracy of the minutes of the Annual General Meeting (which was held on 4th September 2018).</p> <p>Mr Chiew Sin Kwang of Daythree Business Services proposed for adoption of the minutes and Mr Vigneswaran Sivalingam of Globee Services seconded.</p> <p>There were no objections and the motions were carried.</p>
4)	<p>TO RECEIVE AND ADOPT THE ANNUAL REPORT OF THE EXECUTIVE COMMITTEE ON THE WORKING OF THE ASSOCIATION DURING THE PREVIOUS YEAR</p> <p>The Honorary Secretary, Ms Manjelah Thavamoney presented the CCAM's activities of year 2018 and shared the CSR activity with Monfort Boys Town, NCCC, Awards and Gala Dinner and SIRIM ISO certification.</p> <p>Members were invited to ask questions and with none being received, the Annual Report is adopted. There were no objections and the motion was carried.</p>
5)	<p>TO RECEIVE AND ADOPT THE TREASURER'S REPORT AND THE AUDITED ACCOUNTS OF THE ASSOCIATION FOR THE FINANCIAL YEAR ENDED 31ST DECEMBER 2018</p> <p>The Honorary Treasurer, Mr Raymond Devadass presented the financial statement of Y2018 with an ending balance of RM330,868. Mr Raymond also has presented steady growth for</p>

Approved by:

Manjelah Thavamoney
Honorary Secretary

Paul Raymond Raj A/L
Devadass
Honorary Treasurer

Ng Boon Chye
Vice President



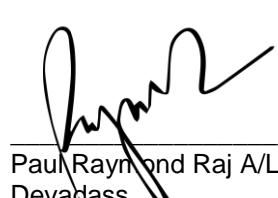
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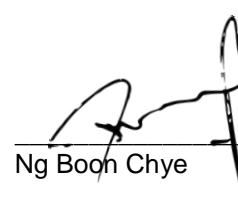
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	<p>Y2018. Ms Sophia Soon of Maybank proposed to adopt the treasurer's audited report and Mr Prabha Chilatorai of Daythree Business Services seconded. There were no objections and the motion was carried.</p>																				
6)	<p>THE ELECTION OF A TEAM OF EXECUTIVE COMMITTEE</p> <p>The current Executive Committee members have appointed Mr Sree Nivaasar of Teledirect Telecommerce to be the Election Scrutineer to ascertain the process of election. There were no objections and the motions were carried.</p> <p>All members present agreed by unanimous vote that the voting for Office Bearers was by way of ballot paper and Committee members by show of hands as per the Association Constitution, Clause 7 (g).</p> <p>Following are the proceedings of election of position: -</p> <table border="1"> <thead> <tr> <th>Position</th> <th>Nominee</th> <th>Proposed by</th> <th>Seconded by</th> <th>Votes</th> </tr> </thead> <tbody> <tr> <td>President</td> <td>Mr Raymond Devadass (Daythree Business Services)</td> <td>Self-Nominated</td> <td>Mr Vigneswaran Sivalingam (Globee Services)</td> <td>Majority</td> </tr> </tbody> </table> <p>There were no further nominations. Ms Norhana Nawawi Suri of Pharmaniaga Logistics proposed to close the nominations and Mr Vigneswaran Sivalingam of Globee Business Services seconded. This motion is closed.</p> <table border="1"> <thead> <tr> <th>Position</th> <th>Nominee</th> <th>Proposed by</th> <th>Seconded by</th> <th>Votes</th> </tr> </thead> <tbody> <tr> <td>Deputy President</td> <td>Mr Vigneswaran Sivalingam (Globee Services)</td> <td>Self-Nominated</td> <td>Mr. Poovan Ramasamy (Teledirect Telecommerce)</td> <td>Majority</td> </tr> </tbody> </table> <p>There were no further nominations. Ms Charanjit Kaur of Daythree Business Services proposed to close the nominations and Ms K.Subananthini of DHL IT Services seconded. This motion is closed.</p>	Position	Nominee	Proposed by	Seconded by	Votes	President	Mr Raymond Devadass (Daythree Business Services)	Self-Nominated	Mr Vigneswaran Sivalingam (Globee Services)	Majority	Position	Nominee	Proposed by	Seconded by	Votes	Deputy President	Mr Vigneswaran Sivalingam (Globee Services)	Self-Nominated	Mr. Poovan Ramasamy (Teledirect Telecommerce)	Majority
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Approved by:


 Manjelah Thavamoney

Honorary Secretary


 Paul Raymond Raj A/L
 Devadass
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 Ng Boon Chye
 Vice President



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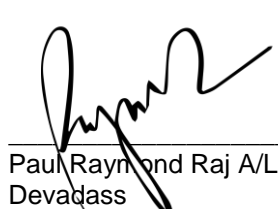
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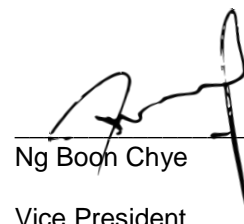
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Approved by:


 Manjelah Thavamoney

Honorary Secretary


 Paul Raymond Raj A/L
 Devadass
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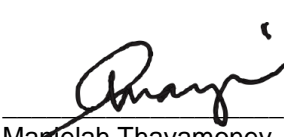

 Ng Boon Chye
 Vice President

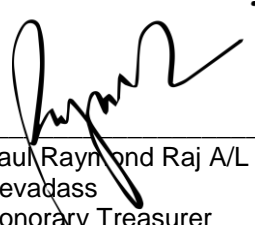


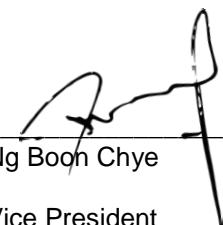
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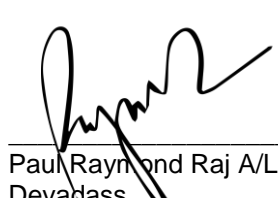
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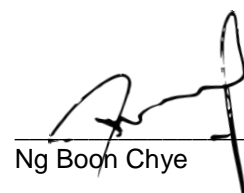
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7)	<p>TO APPOINT TWO (2) INTERNAL AUDITORS FOR THE ENSUING YEAR</p> <p>As per the Constitution, Clause 11(a), two (2) active members shall be appointed as Internal Auditors for one (1) year and shall not be re-appointed. The Internal Auditors will audit the Association accounts, SOPs, Purchases of the Association for the year, and to prepare a report for the Executive Committee twice (2) a year. This report may be presented during the Annual General Meeting.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: black; color: white;">Position</th> <th style="background-color: black; color: white;">Nominee</th> <th style="background-color: black; color: white;">Proposed by</th> <th style="background-color: black; color: white;">Seconded by</th> <th style="background-color: black; color: white;">Votes</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Internal Auditor</td> <td>Mr Shahrul Nizam (Employee's Provident Fund)</td> <td>Ms Manjelah Thavamoney (DHL IT Services)</td> <td>Mr Sivanesh Mohan (Daythree Business Services)</td> <td style="text-align: center;">Majority</td> </tr> <tr> <td style="text-align: center;">Internal Auditor</td> <td>Mr Dang Tin Wai (Cyngus Technologies)</td> <td>Mr Ng Boon Chye (MTMicrotel Technology)</td> <td>Mr Puspanathan Kersinan (Golden Screen Cinemas)</td> <td style="text-align: center;">Majority</td> </tr> </tbody> </table> <p>Mr Ng Boon Chye of MT Microtel Technology proposed the nominations to be closed and Ms Farah Inani of DHL IT Services seconded. There were no objections and the motion was carried.</p>	Position	Nominee	Proposed by	Seconded by	Votes	Internal Auditor	Mr Shahrul Nizam (Employee's Provident Fund)	Ms Manjelah Thavamoney (DHL IT Services)	Mr Sivanesh Mohan (Daythree Business Services)	Majority	Internal Auditor	Mr Dang Tin Wai (Cyngus Technologies)	Mr Ng Boon Chye (MTMicrotel Technology)	Mr Puspanathan Kersinan (Golden Screen Cinemas)	Majority
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8)	<p>TO APPOINT A LICENSED EXTERNAL AUDITOR FOR THE ENSUING YEAR</p> <p>Members were presented with TCMK Associated (AF 0027) to be appointed as external</p>															

Approved by:


 Manjelah Thavamoney

Honorary Secretary


 Paul Raynond Raj A/L
 Devadass
 Honorary Treasurer


 Ng Boon Chye
 Vice President



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	<p>auditor. They will be a new auditor for CCAM.</p> <p>Mr Robin Chen of CIMB Bank Berhad proposed for the appointment of TCMK Associated (AF 0027) as the External Auditor for the financial year ended 31 December 2019. Ms Janice Cheng of MT Microtel Technology seconded this motion.</p>
<p>9)</p>	<p>TO DEAL WITH SUCH OTHER MATTERS AS MAY BE PUT BEFORE THE ASSOCIATION. ANY MEMBER WHO WISHES TO PLACE AN ITEM ON THE AGENDA OF THE GENERAL MEETING MAY DO SO, PROVIDED THE MEMBER GIVES NOTICE IN WRITING TO THE HONORARY SECRETARY FOURTEEN (14) WORKING DAYS BEFORE THE MEETING IS DUE TO BE HELD.</p> <p>There was no other business of which due notice was received by the Honorary Secretary.</p>
<p>10)</p>	<p>CONCLUSION</p> <p>The CCAM President of the 2019-2019 term, Mr Raymond Devadass thanked the members for taking their time to attend this meeting and congratulated to the newly elected Executive Committee.</p> <p>There being no further matters to come before the meeting, upon duly made, seconded and unanimously carried, it was adjourned at 5:15pm.</p>

Approved by:

Manjelah Thavamoney

Honorary Secretary

Paul Raymond Raj A/L
Devadass
Honorary Treasurer

Ng Boon Chye

Vice President