



Asian Strategy & Leadership Institute  
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# MALAYSIA VISION 2020 FUTURE FINTECH FORUM

## “Technologies, Practices and Strategies Shaping Future of Financial Technologies”

2 November 2017 | Seri Pacific Hotel, Kuala Lumpur



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## **MALAYSIA VISION 2020 FUTURE FINTECH FORUM** **“Technologies, Practices and Strategies Shaping Future of Financial Technologies”**

A one day Forum on Future Fintech practices will be held on 2<sup>nd</sup> November 2017. The forum will bring together the senior leadership of financial institutions, NBF and finance IT executives, policy makers and regulators, and other major technology stakeholders of finance background.

The forum delegates will discuss, among other issues, latest developments in fintech world and creating a business value through innovations in financial services. This gathering of committed stakeholders also offers a distinctive opportunity to deliberate on making financial technologies as one of the most critical tools for creating the “Corporate Malaysia World We Want”.

In addition to presenting a big picture view of the 21st century financial services and offering actionable items to the participating delegates, the upcoming forum aims to build partnerships and forge strategic alliances in this forum of national importance. This multi-stakeholder forum provides an excellent opportunity to network with the senior members of financial community, multilateral agencies, government institutions and other stakeholders majority of them from Malaysia while few from ASEAN region as well.

### **WHO SHOULD ATTEND**

CIOs', CTOs', COOs', VPs', General Managers' of:

- › Information Technology
- › Operations
- › Data Management
- › Digital Operations
- › Security
- › Transformation
- › e-Commerce and web
- › CRM
- › Retail and channel management
- › Payments
- › Big Data and Analytics

From (but not limited to):

- › Commercial Banks (Retail / Corporate)
- › Finance Companies
- › Remittance
- › Insurance (Life and General)
- › Securities Firms
- › Capital Market Services
- › Asset / Fund Management
- › Central Banks
- › Stock Exchanges
- › Clearing Houses
- › Payments Processors
- › Technology Providers for the FSI
- › Services Providers for the FSI

### **LIST OF INVITED SPEAKERS**

- › **Supratim Pandey**, Head Retail Banking Products, HSBC
- › **Manpreet Singh**, Senior Managing Director, CIMB
- › **Philipp Kristian**, Innovation Leader and Published Author, Singapore
- › **Thillai Raj T Ramanathan**, Chief Technology Officer, MIMOS Berhad
- › **Fazley Rabbi**, Group Head of IT, Pacific Inter-Link Sdn Bhd
- › **Abhishek Ghosh**, Head Business Intelligence Unit, NTUC Income
- › **Sandeep Pandey**, Chief Technology Officer, Information Technology, AIA Bhd
- › **Eric Tan**, Co-founder, ParkEasy
- › **Jagjit Kaur Ranjit Singh**, Co-Head of Transactional Banking, AmBank Berhad
- › **Kannan Rajaratnam**, Associate Director - Customer Experience (Cluster Countries) at ZALORA Group
- › **Mohammed Abdul Aziz**, Ex CIO, Bank Rakyat
- › **Dato Arif Siddiqui**, Group CIO, Standard Chartered Bank
- › **Aaron Tan Dani**, Chair, IASA APAC
- › **Sandeep Pandey**, Chief Technology Officer, AIA Group
- › **Harphajan Singh**, Chief Data Officer, AXA Affin General Insurance
- › **Habhajan Singh**, Managing Editor (Marketing Editorial Services), The Malaysian Reserve
- › **Giuseppe Taibi**, Group Chief Marketing Officer, Alliance Bank
- › **David Chong**, Chief Digital Officer, RHB Bank
- › **Jason Lo**, CEO, Tune talk
- › **Chin Chee Seong**, PIKOM Chairman
- › **Manpreet Singh**, Managing director, group experience management, CIMB Bank

# PROGRAMME

9.00 am	Opening Keynote Address <b>YBhg Tan Sri Dr. Mohd Irwan Serigar Abdullah*</b> ( <i>tbc</i> ) Secretary General of Treasury	1.40 pm	<b>Presentation - The rise and rise of big data and analytics.</b> Malaysia is all set to become a big data and analytics (BDA) hub in Southeast Asia. This session will examine the rise of big data and its role to accelerate the process of customer retention. What revolution is big data bringing in fintech industry.  We will visualize the future how big data and analytics will drive innovation for your company, partners and consumers.
9.20 am	<b>CIO CMO dialogue</b> This exclusive dialogue will feature strategic ways to harness digital disruption. It will highlight strategic utilization of digital technology tools and systems to maximize customer engagement.  A brain storming session on Top trends and forces that would shape the face of the future of the financial practices in digital era. It will highlight the areas of improvisation and innovation in financial services in customer acquisition and retention.	2.10 pm	Partner presentation
10.00 am	Networking breakfast	2.40pm	<b>Panel - Fintech digital transformations</b> FIs will need to look upon themselves as fintech companies and start responding to competition as digital fintech outfit rather than technology provider: What is so unique about being digital? How the finance function, value chain, distribution system and marketing channels work in a digital world. Discussing best suited operating models and strategies to deliver products and services that can meet changing needs of the demanding customers.
10.30 am	Partner presentation	3.20 pm	<b>Keynote - Future Business and technology innovation</b> <b>Future fin Tech – vision 2050</b> With given advances in robotics and usage of artificial intelligence we are able to see a new system architecture on place in distant future? Lets take a sneak peak into SaaS beyond the cloud, and adopting robotics/AI, infinite-compute cloud systems. What future systems will dominate and shape of fintech. Here's a look into the crystal ball of fintech future.
11.00 am	<b>Individual presentation</b> <b>Accelerating Innovation with Artificial Intelligence:</b> Demystifying Artificial Intelligence: A perspective of Machine Learning and Deep Learning Practical Applications of AI in Financial Services	3.50 pm	Networking coffee
11.20 am	<b>Panel - "Cloud Adoption Strategy using Digital Enterprise Architecture", the discussion points are as follows:</b> This session will discuss on how the Digital Enterprise Architecture can ensure success of the Cloud adoption and in the same time, delivering technology investment values to the business. How moving to the clouds can bring benefits the business? What are the lesson learnt from those who have moved their application or infrastructure to the Cloud?	4.00 pm	<b>Panel - Engage and educate Customer with a robust CX program.</b> In this session panelists will discuss new millennial customer and changes now mandatory of approaches to serve the customers.  This panel will provide you with insights of a robust system to enhance CX to delight the customer while making you understand the elements of a frictionless journey.
12.00 pm	Networking lunch	4.40 pm	Chairman's remark
1.00 pm	<b>Panel - Next generation Transactions and payments – going social and digital</b> In an ever changing payments landscape many institutes are changing channels of interaction, especially social media in the realm of payment transactions. What are the current benefits social media is offering to fintech lending sector. What kind of business model, strategies and tools are being used and tangible benefits it is bringing to the businesses.	5.00 pm	End of the conference

\* To be confirmed

- The Organiser reserves the right to alter the content and timing of the programme in the best interest of the Summit and is not responsible for cancellations due to unforeseen circumstances.
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# LIST OF INVITED SPEAKERS



**Giuseppe Taibi**  
*Group Chief Marketing Officer, Alliance Bank*

Giuseppe Taibi is Group Chief Marketing and Customer Experience Officer of Alliance Bank Malaysia Berhad, Malaysia. He oversees all aspects of business and Marketing communications as well as customer experience across Corporate, SME and Consumer Businesses.

Mr Taibi has over 25 years of international Banking experience. He has worked in Belgium, Germany, Poland, Russia, Spain, Italy, Indonesia, Thailand and Malaysia and has held management roles.

Mr Taibi holds a Masters of Science in Business Engineering from IAG in Louvain-La-Neuve, Belgium.



**Supratim Pandey**  
*Head Retail Banking Products, HSBC*

Supratim is an impactful leader with extensive multi-country experience in retail banking.

He has more than a decade of experience and expertise in Retail banking product management, retail banking P&L management and customer segment management. He has managed senior retail banking roles in Malaysia, Hong Kong, Singapore, Philippines and India.



**Harphajan Singh**  
*Chief Data Officer, AXA Affin General Insurance*

AXA-Affin General Insurance  
Being an Innovation Evangelist, Harphajan is a well-established expert in leveraging Artificial Intelligence and Data Science in pioneering strategic growth across financial services.

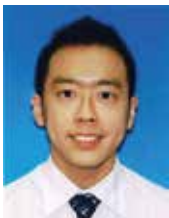
An avid contributor to the industry's adoption of FinTech and InsurTech technologies, Harphajan is actively involved in identification, incubation and road-mapping of emerging technologies advancements in Financial Services particularly around connected IoT devices, autonomous vehicles, drones, wearable's and blockchains



**Philipp Kristian**  
*Innovation Leader and Published Author, Singapore*

Philipp Kristian is an innovation leader and author in Asia specialising in Fintech, InsurTech and transformational value proposition design. He has worked with Fortune 500 innovation teams and trailblazing startups, with a particular interest in zero-to-one environments. An innovation strategy pioneer and design thinking champion, Philipp

frequently appears on the international conference circuit and was among 100 Global Leaders of Tomorrow featured at the St. Gallen Symposium.



**Remy Khoo**  
*Head Digital Innovation and Payments, Maybank*

"Remy is the Head of Digital Innovation & Strategy at Maybank tasked with innovating the bank's digital sales and service channels, particularly via FinTech partnerships, in-line with its ambitions to be the Digital Bank of Choice. Passionate about enriching lives via technology, he has spent the last 15 years with leading market innovators such as webe, Maxis and LG."



**Abhishek Ghosh**  
*Head Business Intelligence unit, NTUC Income*

A mechanical engineer and MBA by qualification, Abhishek Ghosh has primarily worked in Insurance companies over a decade. Over this time he has had the good fortune of being in a variety of roles viz sales management, business planning, analytics & corporate strategy. Abhishek is someone who aspires

to live life deep but not take it seriously, he is learning and executing the art of logical problem solving at work – that is what he defines as analytics.



**Aaron Tan**  
*Chair, IASA*

Aaron Tan has a strong passion and belief in driving continuous digital transformation journey through establishing Enterprise Architecture as a culture.

Aaron has been officially appointed as an expert in the Community of Practice Enterprise Architecture (COP EA) for Malaysian public sector by Malaysia Administrative Modernization & Management Planning Unit under the Prime Minister Office in 1GovEA implementation since 2015, a national transformation efforts to realize Digital Government. With over 25 years of global experienced working in various vertical industry, he is an Accredited Trainer for TOGAF 9.1, ArchiMate 3.0, an IASA CITA-F, IASA CITA-A and also the Co-Author of the IASA IT Architecture Body of Knowledge (ITABoK). He holds a Master of Technology from the NUS and a Bachelor of Computer and Mathematical Sciences from the UWA



**Thillai Raj T. Ramanathan**  
*CTO, MIMOS*

As Chief Technology Officer (CTO) and Head of Information and Communication Technologies (ICT) Division in MIMOS, Thillai Raj is the driver behind software development initiatives and roll-out of proof-of-concept solutions to Malaysia's key economic sectors.

Prior to joining MIMOS, Thillai Raj was Director of Systems Engineering Group in Motorola and Senior Director of Global Engineering in Flextronics. Under his leadership and guidance, Thillai Raj has led Motorola and MIMOS in achieving CMMI Level 5. He holds a Six Sigma Black Belt and has seven patents to his name.



**Dato' Arif Siddiqui**  
*Group CIO, Standard Chartered Bank*

As CIO of Standard Chartered Bank Malaysia, Dato' Arif oversees the full spectrum of Technology and Operations and is responsible for systems development, technology support and banking operations for the Bank's retail and corporate banking businesses in Malaysia.

Dato' Arif is the Country Champion for Environment and oversees other sustainability initiatives at Standard Chartered Bank Malaysia. Dato' Arif sits on the Industry Advisory Board Member (Business) of Inti International University.



**David Chong**  
*Chief Digital Officer, RHB Bank*

David Chong is the Group Chief Digital Officer of RHB Banking Group. He leads the digital strategy agenda, mobilize digital resources for the Group and spur digital integration into the businesses by driving Group-wide implementation of various digital initiatives.

With more than 25 years of professional experience in consulting and financial services. He holds a Master of Business Administration from UK and is a Fellow member of the Association of Chartered Certified Accountant.



**Jason Lo**  
*CEO, Tune talk*

Currently the CEO of Tune Talk, Malaysia's latest MVNO under Tune Group, founded by Tony Fernandes of AirAsia. From the ground up in a 115% saturated Market in 2009 till today with 150% saturation, Tune Talk has well over 1.2 million active subscribers on our service. Highest ARPU amongst all prepaid brands, yet the lowest rates. He is also a musician and produce albums. He started tune talk leading small teams of less than 40 people to becoming Asia's largest MVNO with up to 200 staff. Entrepreneurial.

# LIST OF INVITED SPEAKERS



**Sandeep Pandey**  
*Chief Technology Officer, Information Technology, AIA Bhd*

Sandeep is a skilled professional with more than a decade experience in Asia region. Repeatedly demonstrated organizational skills toward business oriented Information Technology division that prioritizes solutions, utilizes effectively vendors/partners, ensures strong audit and compliance, fosters people skills and growth to meet business objectives. He is responsible for crafting the IT strategies and initiatives in alignment with AIA Hong Kong's business development and requirements as well as operational needs. He also focuses on vendor selection and management to ensure optimal performance and fulfillment of its long-term IT capabilities and expertise.



**Jagjit Kaur Ranjit Singh,**  
*Co-Head of Transactional Banking, AmBank Berhad*

Jagjit Kaur Ranjit Singh is currently the Co-Head of Transactional Banking, AmBank Berhad. She leads a team that is involved in the development, execution and management of wholesale payment solutions. The team also manages the requirements for trade, cash and transactional banking.

Jagjit brings with her over 20 years of various leadership roles in numerous banks. Her areas of expertise cover Digital, Transactional and Islamic Banking. She had successfully developed several transactional banking and Islamic finance platforms, award winning services and digital products.



**Kannan Rajaratnam,**  
*Associate Director - Customer Experience (Cluster Countries) at ZALORA Group*

Kannan dabbled in the e-commerce industry since 2007, as an entrepreneur where he successfully transformed SMEs in adapting to then new business model. He is responsible in shaping and driving customer experience innovation throughout his organization. He focused on building high level of agility in order to adapt to ever evolving customer expectation. Armed with passion he successfully digitalized various processes and adopted new communication channels to deliver superior service at the lowest cost possible. In the past he has been actively designing user experience for start-ups and understands both business and operational needs. Today he is leading a strategic role of further enhancing operational efficiency while valuing every customer's journey.



**Manpreet Singh,**  
*Managing director, group experience management, CIMB Bank*

A seasoned banking professional, with more than a decade of experience in the discipline of Customer Experience coupled with strong business acumen. She has held various leadership roles in both local and regional capacity and delivered significant results, while operating in highly competitive and complex banking environments across South East Asia. She advocates a strong culture of service excellence leveraging on values and collaborative effort. She is currently leading the Customer Experience Management function across all geographies and businesses for the CIMB Group.



**Fazley Rabbi**  
*Group Head of IT, Pacific Inter-Link Sdn Bhd*

Digital Transformation & Cyber security specialist with a mission to establish IT as a business driver. Continuously motivating, mentoring and guiding the business & industry peers to optimize transformation activities, cyber security, team building and agile approaches.

Fazley Rabbi is the Group Head of IT, IMS & InfoSec of Pacific Inter-Link Sdn Bhd (PIL Group) where the primary responsibilities are Transforming a very traditional organization using technology best practices and convert IT from a Cost center to Value Center. as the IMS & InfoSec leader, he set the direction of enterprise information security framework and unified management practices across the board.

Prior to joining PIL Group, Fazley took several challenging role in various industry such as Defense, Government and core software development.



**Eric Tan**  
*Co-founder, ParkEasy*

Eric as the CTO of ParkEasy bridges the gap between business development and tech development ensuring synchronised direction towards business success and product excellence.

Parkeasy is a smart premium parking solution that allows car park reservation through mobile application and park with ease. From his experience of multiple regional tech events championship, he is familiar with lean prototyping and product validation, especially in the IoT space.



**Chin Chee Seong,**  
*PIKOM Chairman  
PIKOM, The National ICT Association of Malaysia  
Graduate with Hons. Degree in Electrical, Electronic and Communication Engineering from National University of Malaysia.*

With more than 30 years in the ICT Industry, CS Chin has vast experience that involved in Information Technology, Telecommunication and Entertainment Industry especially in Malaysia, China and South East Asia.

CS is currently PIKOM Chairman. CS was the independent Director of M-Mode Bhd, listed company in KLSE from 2009 till 2012 and Non-Executive Director of Galasys PLC, Listed Company in AIMS London from 2014 till 2016.



**Mohammed Abdul Aziz,**  
*Ex CIO, Bank Rakyat*

Mr Md Ali Abd Aziz started his career with Bank Rakyat on 1st June 1985 and retired on 19th August 2012. He then rejoined the Bank for another 3 years from 2014 to 2017 on as Chief IT Officer. He graduated with a Bachelor in Information Technology from Universiti Tun Abdul Razak (UNITAR).

With over 30 years' experience in technology and financial services Ali Aziz has demonstrated strong records of success in planning, developing, and implementing practical information systems to address banking requirements from both system and business needs perspectives. Ali has successfully completed three (3) successful core banking implementation besides many more banking related systems throughout his career. An avid sportsperson who enjoys all forms of fitness activities, Ali plays badminton, enjoys cycling and going to the gym besides bowling in his free time.

# REGISTRATION FORM

## Malaysia Vision 2020 Series Future Fintech Forum 2 November 2017 | Seri Pacific Hotel, Kuala Lumpur

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### About ASLI

ASLI promotes dialogue, understanding and better relations amongst Government, Business and Civil Society in ASEAN as well as the wider Asia-Pacific region through conferences, policy roundtables and strategic forums. ASLI is an independent non-profit Think Tank ranked as one of the world's and region's top Think Tanks. ASLI provides strategic analysis and advice on critical issues and bring people together to exchange views, develop policy options and key recommendations. With over 20 years experience, ASLI is a bridge between Government, Business and Civil Society. Our programmes have been participated by Heads of States / Governments, CEO's, Ambassadors and emerging young leaders. ASLI is also the secretariat for several bilateral Business Councils. ASLI's Centre for Public Policy Studies (CPPS) engages in public policy analysis, policy advocacy and roundtables and is ranked as No. 4 in Asia-Pacific in a Global Study on Think Tanks.

Further information of ASLI is available at [www.asli.com.my](http://www.asli.com.my)

### ► REGISTRATION FEES

<b>Registration Fee</b> <b>RM1,800</b> + 6% GST per delegate	<b>Special Group Discount</b> <b>RM1,600</b> (Minimum 3 delegates) + 6% GST per delegate	<b>Government / NGO</b> <b>RM1,500</b> + 6% GST per delegate	<b>Registration Fee</b> <b>RM2,200</b> (includes one night stay applicable for overseas delegates ONLY) + 6% GST per delegate
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NOTE: Fee includes lunch, refreshments & conference documentation

### ► PAYMENT METHOD

The fee must be paid in advance of the event. Walk-in delegates with payment will be admitted on 'space available' basis. Cheques or bankdrafts should be crossed and made payable to **Asian Strategy & Leadership Incorporated Sdn Bhd**.

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The organiser reserve the right to stop any registered delegate from taking part in the event if no proof of payment can be presented. This only applies to registered delegates who have **NOT** paid the registration fees **PRIOR** to the event date.

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A Local Order (LO) or letter of approval to participate must be presented before the event.

### SUBSTITUTION/CANCELLATION

Provided the total fee has been paid, substitutions at no extra charge up to **5 days** before the event are allowed. Otherwise all bookings carry a **50%** cancellation liability immediately after a signed sales contract has been received by the organiser. Payment terms are five days and payment must be made prior to the start of the conference. Non-payment or non-attendance does not constitute cancellation.



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