

# 6TH

# COMPLAINFEST

# 2012

20th September

VENUE : CITITEL HOTEL, MID VALLEY  
KUALA LUMPUR  
TIME : 8:30PM - 4:30PM

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- DEBATE 101
  - INFORMATIVE SESSIONS!!
  - LAWS AND STATISTICS
  - PANEL DISCUSSION WITH  
INDUSTRY LEADERS!!

**EXTRA  
BONUS**

SIGN UP FOR THE SEMINAR AND GET A COMPLIMENTARY SEAT FOR THE TRAINING  
WORKSHOP ON SOCIAL RESPONSIBILITY FROM 18TH -19TH SEPTEMBER 2012 AT  
CITITEL HOTEL, MIDVALLEY ,KL

# AGENDA

8.30am - 9.00am	<b>Registration</b>
9.00am - 9.15am	<b>Opening Speech</b> <b>Datuk Marimuthu Nadason (Chairman, NCCC)</b>
9.15am - 10.15am	<b>'Malaysian Complaints 2011'- An Overview</b> <b>Speaker : Dato Paul Selvaraj</b>
10.15am - 10.45am	<b>Refreshment</b>
10.45am - 11.45am	<b>"Consumer Protection Laws and Your Businesses"</b>
11.45am - 12.45pm	<b>"Caught in the Line of Fire: Customer Relations"</b> <b>Speaker : Shanti Subramaniam</b>
12.45pm - 2.00pm	<b>Lunch</b>
2.00pm - 3.30pm	<b>DEBATE 101 : Consumer dispute resolution is no longer an option.</b> <b>Are businesses doing enough?</b>  Consumer dispute resolution is no longer an operational extra, but has become an integral part of doing business successfully in today's highly competitive markets. Consumers now more than ever, have access to information on products and services and are inextricably linked online through social media, websites and the blogosphere. Dissatisfaction with a product or service is now disseminated at lightning speed to other consumers around the globe. Therefore if businesses neglect this key aspect, confidence in the brand, product and service can drop drastically, affecting sales, and reducing the likelihood of repeat purchases and customer loyalty. While business have taken various measures to address this issue, the effectiveness of these initiatives is not being reflected in consumer satisfaction, and in fact there is a renewed call for better protection mechanisms.
3.30pm - 4.00pm	<b>Conclusion</b>
4.00pm	<b>Networking Refreshment and End of Workshop</b>

## Find out :

- What is the profile of consumer complaints in Malaysia today.
- What are the trends of consumer complaints over time.
- Which sectors report the highest number of complaints.
- Which laws are related to common complaints across sectors.
- How can companies use complaints to enhance competitiveness and enhance customer satisfaction

## Who should Attend?

- Customer Service Managers
- Marketing / CSR Managers
- Public Relations managers
- Quality Assurance Managers
- Brand Managers
- Advertising Managers
- Promotions Managers
- Sales Managers
- Executives



## Your Investment

**RM 800 / Per person**  
or  
**RM 600 / 3 persons and above**  
or  
**RM 500 / 5 persons and above**

**Early Bird Registration by 4th September 2012**  
**RM 750 / Per person**  
or  
**RM 550/ 3 persons and above**

**Sign up for the Seminar and get a complimentary seat for the Training Workshop on Social Responsibility from 18-19th September 2012 at Cititel Hotel Midvalley, KL.**

## PLEASE TICK

I will attend :

- ☐ the 6th NCCC Complainfest on 20th September 2012.
- ☐ I would also like to attend the complimentary Social Responsibility Seminar from 18-19th September 2012



### Company Details

Company Name :.....

Mailing Address :.....

.....

Person-in-charge :..... Position :.....

Tel & HP :..... Fax:.....

Email:..... Signature & Company Stamp:.....

### Participant details

Name:.....

( as to be printed on certificate)

Title : Dr./ Mr./ Ms.....

Position :.....

Department :.....

Tel & HP :.....

Email :.....

### Participant details

Name:.....

( as to be printed on certificate)

Title : Dr./ Mr./ Ms.....

Position :.....

Department :.....

Tel & HP :.....

Email :.....

#### Registration Method:

Please email/fax completed registration form to:  
+60(3)-78730636

#### Contact us

Tel: +60(3) 78774741  
Contact Person: Mr. Tan  
Email: tan@eraconsumer.org

#### Payment Method:

- Crossed Cheque / Bank Draft / Cash / Cheque deposit
- Telegraphic Transfer (TT)

\*Full payment of the fee should be made 2 days before seminar day. Please mail/fax copy of the transfer confirmation to secretariat

#### Cancellation

Upon confirmation, your seat at the seminar is guaranteed. If you are unable to attend, a substitute is welcome at no extra charge. Do note however that no refund will be made for any cancellation. A complete set of documents will still be sent to you.

The organiser reserves the right to make any changes to the programme, venue, speaker replacements and/or topics if warranted by circumstances beyond control.

#### Account Details:

Account Name : NATIONAL CONSUMER COMPLAINTS CENTRE

Name of Bank : RHB Bank Berhad  
157 & 159 Jalan SS2/24,  
Sg. Way, Subang,  
47300, Petaling Jaya  
Selangor, Malaysia.

Branch : Sungai Way Branch  
Account No : 2-12479-0004-4643

Cheques or bank drafts to be made payable to :

SECRETARIAT  
National Consumer Complaint Centre  
No. 24, Jalan SS1/22A,  
47300, Petaling Jaya,  
Selangor