



Customer Relationship Management and Contact Centre Association of Malaysia (CCAM)

CCAM Secretariat, Part Level 1, Block B, Kompleks Pejabat Damansara, Jalan Dungun,
Damansara Heights, 50490 Kuala Lumpur.

Telephone: 603-2092 4618

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Email: ccam_secretariat@ccam.com.my

Website: <http://www.ccam.com.my>

MEMBERSHIP

Citizens and/or residents of Malaysia and above 18 years old of age residing or working in Malaysia without restriction of sex, race or religion who are working directly or indirectly in the Customer Relationship Management Organization that operates a Customer relationship management function and or a Contact centre organization that operate Contact Centre function or a user to or a vendor to a Customer Relationship Management Organization and Contact Centre organization are eligible to be a member of the Association.

(A) Ordinary Members

1. Companies that operate a call centre (known as Corporate). A corporate is eligible to nominate its employees related to their Call Centre as their representatives to The Association.
2. The employees of call centre organizations (known as individual). An ordinary member has a voting right and may hold office in the Association.

(B) Associate Members

1. All vendor and suppliers dealing with call centre organization in Malaysia.
2. Users of the call centre organization (can be corporate and individuals).

(C) Student Members

1. All students study in colleges and universities in Malaysia.
2. The Student member does not have voting rights and may not hold office in the Association.

SUBSCRIPTIONS

The membership contribution is divided into five (5) categories: -

Category	Annual subscription fee	Voting rights
Ordinary Individual	RM100	1
Associate Individual	RM1,000	1
Ordinary Corporate	Refer to the table below	
Associate Corporate	RM5,000	3
Student	RM10	None

Number of Employees in organisation	Annual subscription fee	Voting rights
0-50	RM1,000	2
51-100	RM2,000	5
101-300	RM3,500	10
300+	RM5,000	15

Ordinary Corporate and Associate Corporate members who are interested in increasing their participation/voting rights can do so by registering their employees as Ordinary Individual or Associate Individual members at an annual fee of RM100 per person. Each member is entitled to one (1) voting right.

All annual subscription shall be payable in advance within fifteen (15) days from the first day of each year. Payment shall be made to The Association's Treasurer.

Any member who allows his arrears to be overdue for two (2) months shall be denied the privileges without notice until he settles his account.



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MEMBERSHIP APPLICATION FORM

Particulars

Type of Membership Applied for: *(please tick one)*

- Ordinary Individual – RM100.00 Associate Individual – RM1,000.00
- Ordinary Corporate (refer to the table) Associate Corporate – RM5,000.00
- Student Member – RM10.00

Registered Name of Company

Company Registration Number

Office Address

Full Name(s) of Members as per I/C

(1) Mr./Ms.*

(2) Mr./Ms.*

(3) Mr./Ms.*

New I/C or Passport no:

New I/C or Passport no:

New I/C or Passport no:

Position:

Position:

Position:

Email:

Email:

Email:

Phone:

Phone:

Phone:

Fax::

Fax::

Fax::

**delete as appropriate.*

**photocopy this form for additional names.*

Description of Business

Contact Address (If different from the above)

Phone : _____ Fax : _____

Email : _____

I/We enclose a cheque _____ for RM_____ payable to “**Call Centre Association Malaysia**”.

Signed & Chop : _____ Date : _____

Name : _____

Designation : _____

Please mark one on each question.

What is your organisation's main activity?

- Finance/Banking/Insurance
- Telecomms/IT/Technology
- Travel/Transport
- Retail
- Manufacturing
- Utility
- Government
- Public Sector
- Outsource Contact Centre Services
- Consultancy
- Technology Supplier
- Other

Other (Please Specify)

How many in house call/contact centres in your organisation?

- None
- 1 to 5
- 5+

How many outsourced call/contact centres in your organisation?

- None
- 1 to 5
- 5+

How many call/contact centre employees in your organisation, in house and outsourced?

- None
- 1 - 50
- 51 to 100
- 101 to 300
- 300+