



MALAYSIAN INSTITUTE
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PUBLIC SECTOR TECHNOLOGY INNOVATION SUMMIT 2025

TRANSFORMING PUBLIC SERVICES WITH AI:
INNOVATION FOR A SUSTAINABLE FUTURE

8 May 2025 (Thursday), 9.00am – 5.00pm
Wyndham Grand Bangsar Kuala Lumpur



From enhancing public service delivery to improving governance, artificial intelligence (AI) is quickly becoming a key enabler in creating smart, citizen-centric governments that are agile, transparent, and responsive to the needs of society.

The Public Sector Technology Innovation Summit 2025 will discuss how AI can improve decision-making, service delivery, and government efficiency to achieve the Madani Government's fiscal and structural reforms. Public sector professionals who are at the heart of government will play a paramount role in deploying AI in an ethical and transparent manner to empower public service delivery. From issues surrounding AI ethics to data governance and capacity building challenges, this Summit aims to inspire public sector professionals to embrace technology—in order to deliver improved service outcomes that prosper the people and enhance public trust.

Join us for the Public Sector Technology Innovation Summit 2025 to hear from public and private sector leaders on how AI is shaping the future of the public sector. Leverage on the Summit's insightful sessions and networking opportunities to explore how you can become future fit and contribute optimally in this fast-changing landscape. Together, we can collaborate to innovate for a better tomorrow.

KEY SUMMIT TAKEAWAYS

Delegates can expect the following takeaways from the summit:

- Encourage the adoption of AI and digital tools to drive innovation in public sector services.
- Explore the transformative potential of AI in government operations, while addressing the key challenges that may arise during its implementation.
- Highlight the importance of data governance in ensuring data quality, integrity, and accessibility as well as the latest trends and technologies in data security.
- Get updated on emerging trends and future directions in resource planning and governance.
- Emphasise the need for ethical guidelines and frameworks to govern AI use.
- Identify and implement targeted training programmes that enhance the digital literacy, data analysis, and technological adaptability of public sector employees, enabling them to effectively leverage AI tools and processes for improved service delivery and operational efficiency.

WHO SHOULD ATTEND

- Chief Technology Officers (CTO)
- Chief Information Officers (CIO)
- Department and Division Directors
- Heads of Data Governance
- Heads of Department
- Accountants and Auditors in the Public Sector
- Academicians

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SUMMIT PROGRAMME

8.30 am – 9.00 am	REGISTRATION & WELCOME REFRESHMENTS
9.00 am – 9.45 am	IMPACT OF THE NATIONAL AI ROADMAP 2021-2025 ON PUBLIC SECTOR ADVANCEMENTS The National AI Roadmap 2021-2025 will expire in 2025. The speaker will assess how the strategic implementation of the National AI Roadmap has influenced the public sector, and how AI initiatives outlined in the roadmap have enhanced government operations, improved public services, and fostered innovation within public institutions. SPEAKER IR DR AIRULL AZIZI AWANG LAH Principal Assistant Secretary, Ministry of Science, Technology, and Innovation (MOSTI)
9.45 am – 10.15 am	MORNING REFRESHMENTS & NETWORKING
10.15 am – 11.30 am	PANEL DISCUSSION LEVERAGING AI FOR BETTER PUBLIC SERVICE DELIVERY Discover how AI technologies are being implemented to enhance service delivery in critical areas like healthcare, education, and urban planning. How can data analytics, powered by AI, inform better decision-making processes in public administration? What are the key challenges that public sector organisations face when adopting AI technologies, and how can these be addressed? MODERATOR KHALIL NOOH Co-Founder & Chief Executive Officer, Mesolitica Sdn Bhd PANELLISTS KHUZAIRI YAHAYA Deputy Chief Executive Officer, Registry & Business Services, Companies Commission of Malaysia (SSM) DR MAHESHWARA RAO APPANNAN Director, Digital Health Division, Ministry of Health Malaysia
11.30 am – 12.15 pm	NAVIGATING DATA SAFETY GOVERNANCE: PREPARING FOR THE FUTURE OF AI AND CLOUD TECHNOLOGY As technology evolves, so do the challenges and opportunities surrounding data safety governance. In an era where AI and cloud technologies dominate the landscape, understanding and implementing robust data safety practices is crucial for organisations of all sizes. This session delves into the importance of data governance, emerging trends in AI, and best practices for securing sensitive information in cloud environments. SPEAKER JASON YUEN Technology Consulting Partner, Ernst & Young Consulting Sdn Bhd
12.15 pm – 1.00 pm	TRANSFORMING GOVERNANCE: THE FUTURE OF RESOURCE PLANNING IN MALAYSIA Harnessing strategic resource allocation is an integral part of fashioning innovative solutions that can enhance governance, streamline operations, and foster sustainable development in Malaysia. Discover the many innovative ways in which technology is enabling efficient resource planning to achieve fiscal and structural goals. SPEAKER MOHD AZHAR MOKHTAR General Manager–Product, Century Software
1.00 pm – 2.15 pm	LUNCH & NETWORKING
2.15 pm – 3.00 pm	AI ETHICS AND RESPONSIBLE USE IN PUBLIC SECTOR As AI technologies increasingly influence decision-making, ethical considerations and responsible use are becoming paramount. It is especially critical to consider the ethical implications of using AI in the public sector to safeguard the public interest. This session discusses the key ethical concerns and recommended practices related to the use of AI in the public sector, while highlighting emerging issues surrounding data privacy and algorithmic bias in AI-driven decision-making. SPEAKER SAM MAJID Head, National AI Office (NAIO)
3.00 pm – 4.30 pm	PANEL DISCUSSION CAPACITY BUILDING AND SKILLS DEVELOPMENT FOR AI IN THE PUBLIC SECTOR It is imperative for public sector employees to upskill in order to adapt to new technologies and processes being deployed in the public sector. This session looks into the key areas of training and skill sets needed for capacity building in the public sector and the role of higher education in equipping future public sector leaders with AI competencies. MODERATOR DR FAROUK ABDULLAH Founder and Digital Advisor, HJIB Solutions PANELLISTS ABBY TAY Head, Project Management Office, Khind Berhad AIDA LIM LEAN LING Chief Digital Officer, KK Supermart & Superstore PROF DR DAVID ASIRVATHAM Chair, Digital Technology Implementation Committee, Malaysian Institute of Accountants DR MARFIZAH ABDUL RAHMAN Deputy Head of Centre, Digital Learning Studies, Information Technology and Technology Development Studies Centre (IMATEC)
4.30 pm – 5.00 pm	AFTERNOON REFRESHMENTS & NETWORKING
5.00 pm	END OF SUMMIT

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SUMMIT SPEAKERS



ABBY TAY

Abby Tay is Head of the Project Management Office at Khind Berhad. She is an accomplished Transformation Specialist and Digital Innovator with over 20 years of experience driving digital transformation, project management, and process optimisation across multiple industries, including telecommunications, finance, and construction. She has held key roles at leading organisations such as Digi Telecommunications, HSBC, and Gamuda, where she delivered large-scale projects that enhanced operational efficiency and enabled business growth. Her expertise includes implementing ERP systems, Google Workspace migrations, and other enterprise-wide digitalisation projects. She spearheads strategic initiatives that align organisational objectives with cutting-edge digital solutions. She is well-versed in agile methodologies, business process improvement, and change management, which she leverages to deliver impactful strategies that drive customer-centric innovation and operational excellence.



AIDA LIM LEAN LING

Aida is the Chief Digital Officer at KK Supermart & Superstore and has over 25 years of leadership experience in creating economic values through technology across many industries—real estate and construction, policy and governance, e-commerce, tourism, and hospitality. She is well-versed in implementing profound transformation of organisational frameworks, processes and capabilities to fully leverage the opportunities of a mix of technology and their accelerating impact. A forward-thinking, resourceful digital strategist with strong business acumen, she is recognised for her collaborative leadership style, proactive approach, and keen ability to effectively translate complex operational concepts into tangible action plans across various departments. She had previously served as a C-Suite leader with the Centre For Sustainability Intelligence, the Head of Digital Transformation at Berjaya Corporation Bhd, the Head of Digital Strategy and Innovation at UOA Development Bhd, the Senior Manager, Strategy Consulting Practice at MSC Technology Centre, and the Senior Manager, Business Development at asiatravelmart.com. Aida holds a Bachelor's Degree in Fishery Science (Honours) from Universiti Putra Malaysia. She is also a Project Management Professional (PMP®).



IR DR AIRULL AZIZI AWANG LAH

Ir Dr Airull Azizi is the Principal Assistant Secretary at the Ministry of Science, Technology, and Innovation (MOSTI), and is a certified professional engineer with over 20 years of working experience. His role is to provide policy, technical advice, and recommendations to the government, academia, industry, and the public to further the Ministry's objective in driving the science, technology, innovation, and economy (STIE) development and acculturation specifically on emerging technologies toward wealth creation in the country and solving specific national challenges. He had also served as Principal Assistant Secretary of the Covid-19 Immunisation Task Force where he planned, developed, supervised, and supported the systems used by the task force in the immunisation programme. He had also served the private sector in various roles including as Product Manager at TIME dotCom; Senior Field Application Engineer at Green Packet Berhad; MWD/LWD Field Engineer with Halliburton Energy Services; and Assistant Manager, Product Marketing at TM Berhad. Ir Dr Airull Azizi holds a PhD (Photonics) and a Master of Science (Systems Engineering) both from Universiti Teknologi Malaysia, and a Bachelor's Degree in Electrical Engineering from Multimedia University.



PROF DR DAVID ASIRVATHAM

Prof Dr David is a Professor of Practice (AI & Technology) at the Asia School of Business (ASB), which was established in collaboration with Bank Negara and MIT Sloan. Prior to this, he was the Executive Dean for the Faculty of Innovation and Technology at Taylor's University, Director of the Centre of Information Technology at the University of Malaya, and CIO/Senior Director of the Centre for Information Technology at Multimedia University. He has held numerous posts, including Associate Dean for Faculty of Information Technology (Multimedia University), Project Manager for the Multimedia and IT Infrastructure Development for a university campus (US\$14 million project), and SAP Advisory for High Education Council (Germany). He has been in the academic leadership and CIO roles for 30 years. His areas of expertise include Digital Neural Network, E-Learning Technologies, ICT Project Management, Multimedia Content Creation and AI. He was the Chairman for the ICT Human Capital Development for 11th Malaysia Plan 2016-2020, Secretary for the Artificial Intelligence Society Malaysia, President of the Data Science Association (Malaysia) 2022-2025, Country Representative for the Asia E-learning Network (Japan), Steering Committee Member for the Implementation of E-Learning for Malaysian Public Sector, and Member of the Malaysian Grid for Learning's Standards Expert Group 2003-2004. He also worked on various ICT Projects and conducted workshops in South Africa, Sudan, Iran, Ghana, Kenya, Vietnam, Maldives, Bangladesh (World Bank Project), UAE, India, and Brunei. David completed his Ph.D. from Multimedia University, M.Sc. (Digital System) from Brunel University (U.K.), and B.Sc. (Hons) Ed., and Post-Graduate Diploma in Computer Science from the University of Malaya.



DR FAROUK ABDULLAH

Dr Farouk is the Founder & Digital Advisor of HJIB Solutions. He is a seasoned digital business executive with over 20 years of experience leading strategic and operational initiatives across the UK and Southeast Asia. He has a proven track record of crafting and implementing enterprise-wide digitalisation strategies, grounded in robust analytical frameworks, to drive significant revenue growth and operational efficiency. He combines commercial acumen, senior management expertise, team-building capabilities, and technical knowledge, with experience spanning industries such as banking, energy, telecommunications, media, and professional services. In addition to his professional roles, Dr Abdullah is on the Academic Advisory Board at Edinburgh Business School, Heriot-Watt University, and serves in several advisory positions, including as a Digital Advisor to the Malaysian Institute of Accountants.



JASON YUEN

Jason is a Technology Consulting Partner in EY Consulting Sdn Bhd and is also EY's Malaysia Cybersecurity Leader. He has over 27 years of experience in the industry serving multiple roles and working with clients across various industries including financial services, telecommunications, manufacturing, energy and utilities as well as government. His key areas of focus include cybersecurity, risk management, data privacy & protection, business continuity and crisis management. Prior to returning to EY, Jason has held various senior roles in the industry including for the government, a dedicated regional managed security services company as well as a global technology organisation. He is an active speaker in the industry globally and regionally and has spoken at key events including ISACA ASIACACS, Singapore TACS, PIKOM Cybersecurity Conference as well as other events. He is a member of PIKOM's Cybersecurity Committee and Tung Shin Hospital's IT Committee. He was a past president of ISACA Malaysia Chapter and also served on ISACA International's working group on Governmental and Regulatory Agencies. An ISO27001 Lead Auditor and CISSP-certified, Jason holds a Bachelor of Business from the University of Technology Sydney, Australia.

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SUMMIT SPEAKERS



KHALIL NOOH

Khalil Nooh is the Co-Founder and Chief Executive Officer of Mesolitica, and has over 22 years of professional experience in the tech industry with projects in Malaysia, Indonesia, The Philippines and Ukraine. In 2016, he founded his first tech startup, Dropshipping.co, which got him into the Stanford University Go2Market programme together in MaGIC Cyberjaya. Mesolitica is a deep-tech startup that trains narrow AIs to understand Bahasa Melayu. Currently, Mesolitica is developing a business chatbot called "Nous" (pronounced "nows") powered by MaLLaM (Malaysia Large Language Model), providing conversational AI capabilities for SMEs and enterprises with oriented-task chatbots, voice assistants and digital avatars-getting ready for the Metaverse. Mesolitica is working closely with both NVIDIA and AWS to bring localised Large Language Model to enterprise production systems in Malaysia.



KHUZAIRI YAHAYA

Khuzairi is the Deputy Chief Executive Officer for Registry and Business Services at the Companies Commission of Malaysia (SSM). He oversees three core functions, namely Marketing and Business Services, Registration Services, and Information and Communication Technology. He was instrumental in transforming SSM's mainframe-based registry system to web-based system in 2003 and in implementing the SSM Transformation Plan to transform SSM's business and operating models by leveraging digital capabilities. He was directly involved in the establishment of a system and new work processes that resulted with Malaysia's Ease of Doing Business World Bank Ranking jumping to 6 for the 2014 assessment. Khuzairi joined SSM in 1994 with the Information and Technology Division. Thereafter he served as the General Manager of Information and Communications Technology Department in 2003, Director of Internal Audit in 2007, Director of Information and Communications Technology Division in 2010, and Deputy CEO (Registry and Business Services) in 2015. Thereafter, he served with the Enforcement Office in 2019 as the Deputy CEO (Regulatory and Enforcement) where he was tasked with addressing the design of policies, institutions, and tools for promoting effective compliance. After five years wearing the enforcement portfolio, he returned to his current role at Operation in March 2024.



DR MAHESHWARA RAO APPANNAN

Dr Maheshwara is Director of the Digital Health Division at the Ministry of Health Malaysia (MOH). With a career spanning over 17 years, he has made significant contributions to healthcare through his expertise in public health, infectious disease modeling, and digital health innovation. As one of the pioneer in the field of digital health, he contributed significantly to Malaysia's healthcare landscape through his visionary leadership and innovative solutions. During the COVID-19 pandemic, he played a crucial role as the head of data. He was instrumental in the development and deployment of the MySejahtera application, a pivotal tool in Malaysia's pandemic response. He was also instrumental in the swift implementation of a cloud-based clinic management model in 50 health clinics across Malaysia within just eight weeks. The strive and momentum to champion digitalisation in healthcare was continued by innovating digitalising manual healthcare processes such as organ donation pledge, primary healthcare appointment scheduling, disease care plans, screening programmes and more. His efforts have streamlined healthcare services, improving efficiency and patient care. Dr Maheshwara holds a Doctorate in Public Health and a Master's in Public Health from the University of Malaya. He also holds a certification in Public Health Emergency Management from the CDC in Atlanta and has completed the Leadership in Medicine (LIM-SEA) programme at Harvard Medical School.



DR MARFIZAH ABDUL RAHMAN

Dr Marfizah is the Deputy Head of Centre, Digital Learning Studies at the Information Technology and Technology Development Studies Centre (IMATEC), a unit of INTAN. Dr Marfizah has over 20 years of experience in the information technology sphere and joined the public service in 2000. She had previously served as Director of Information Technology Division at the National Housing Department; Director of Information Management Division at the Farmers' Organisation Authority; Senior Assistant Director of Information Technology Section, Planning Division at the Department of Veterinary Services; Senior Assistant Director of ICT Services Section at the National Accounting Department of Malaysia; and Assistant Director at the National Accounting Department of Malaysia. Dr Marfizah holds a Ph.D. in Computer Science from Universiti Kebangsaan Malaysia, a Master of Science (Computer Science) from Universiti Teknologi Malaysia, and a Bachelor of Information Technology (Software Engineering) from Universiti Malaysia Sarawak (UNIMAS).



MOHD AZHAR MOKHTAR

Mohd Azhar is the General Manager, Product at Century Software. He is an accomplished ERP expert with over 20 years of experience in project management, systems implementation and product development. He currently heads the product department and is responsible for ensuring continuous product enhancements and innovations. An Associate Business Continuity Professional (ABCP) and certified Project Management Professional (PMP), he enjoys building websites and web applications in his spare time. Mohd Azhar holds a degree in Accounting and Finance from Bristol Business School, United Kingdom.



SAM MAJID

Sam is Head of the National AI Office (NAIO), an agency under the Ministry of Digital that acts as the central authority for advancing the nation's AI agenda. He has over two decades of international experience, and has spearheaded innovative advancements across various industries, successfully bootstrapping startups, and driving innovation within corporate and public sectors. He is celebrated for his exceptional track record in digital transformation and growth and has been recognised with prestigious awards from organisations such as GovInsider (Singapore), IDC (USA), APICTA (Malaysia), and iAwards (Australia). Passionate about leveraging technology and innovation, he is committed to creating meaningful impact for society and the environment. Sam is a Research Master's graduate in Engineering from the University of Melbourne, Australia.

Public Sector Technology Innovation Summit 2025

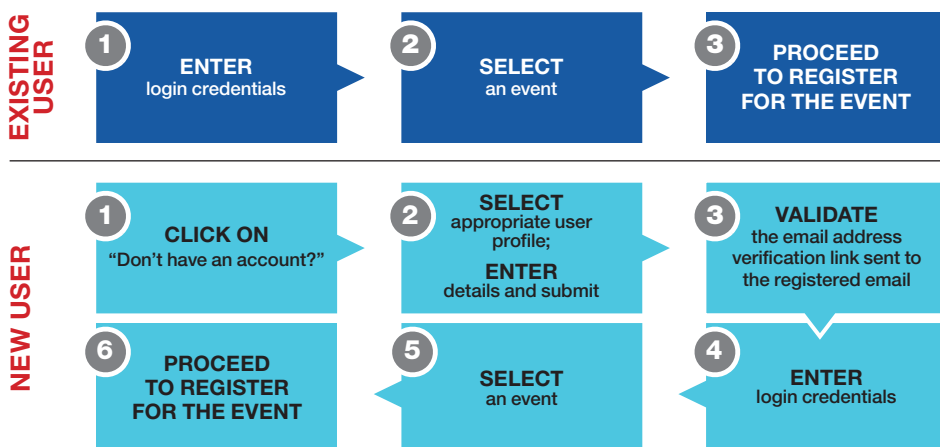
Transforming Public Services with AI: Innovation for a Sustainable Future

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- To view more events and download the full brochure, please visit: pd.mia.org.my
- Search and select the event
- Click 'Register' to experience the new system by continuing with the respective steps below:



For any assistance, please call (8.45am-5.30pm, Monday-Friday)
MIA Help Desk @ 603-2722 9000

TERMS & CONDITIONS FOR SEMINARS

PROGRAMME FEE

- Fee is payable to MALAYSIAN INSTITUTE OF ACCOUNTANTS
- Depending on the event, the fee includes course materials and/or lunch and/or tea breaks.
 - **Individual Registration:** Full payment shall be made at the point of online registration.
 - **Corporate Registration:** Full payment shall be made within thirty (30) days from the date of the Invoice or 1 day before the programme, whichever earlier.
- Admittance to the programme shall be granted only upon full payment as per the above requirement.

PAYMENT MODE

- Payment must be made through the **electronic channels i.e. online payment via the MIA member service portal and electronic fund transfer (EFT).**
- Payment by **cash and cheque is NOT ACCEPTABLE** effective from 1 January 2022.

HRD CORP (FOR CLAIMABLE EVENTS ONLY)

- MIA is an approved Training Provider registered under 'Institut Akauntan Malaysia' (MyCoID: 631967).
- Employer's Obligations**
 - To ensure grant approval is obtained prior to event registration and to provide the Grant ID notification upon event registration.
 - To make full payment to MIA as per the issued Invoice within 14 working days upon receipt of MIA's notification in the event the approved training fee is cancelled by HRDC due to non-compliance on the part of the participant or his/her employer or any valid reasons stipulated by HRDC.
 - To settle the balance payment to MIA within 14 working days upon receipt of MIA's notification in the event only partial claim is approved by HRDC. MIA will provide copy of the original invoice and will not issue a new invoice for the balance amount.
 - If employer has made payment prior to grant approval, a refund will be made to employer subject to reimbursement received from HRDC. Refund will be made upon receipt of duly completed employer's EFT Form.
 - To provide required information and/or documents after completion of event for the purpose of HRDC Claim within 7 working days upon receipt of MIA's notification.

CANCELLATION

Should the participant decide to cancel his/her enrolment, a cancellation policy shall be applied as follows:

- For written cancellation received with minimum seven (7) days' notice from the date of the programme, no penalties will be imposed and full refund will be made to participants who have paid.
- For written cancellation received less than seven (7) days from the date of the programme, an administrative charge of 20% of the registration fee will be imposed. Unpaid registrations will also be liable for a 20% administrative charge.
- No refunds will be made for written cancellations received on the day of the programme or for participants who failed to join the programme. Unpaid registrations will also be liable for full payment of the registration fee.
- Replacing registered participants is not allowed.
- Paid registration that is cancelled can opt to transfer the paid amount to future event(s) after deducting any applicable administrative charges.
- The transfer request to future event(s) should be confirmed by Corporate/Individual within three (3) days after cancellation otherwise the cancellation will be confirmed with refund action. Transfer request will not be entertained after the refund is processed.

- Corporate/Individual is required to top-up the balance amount if the amount to be transferred to the future event is insufficient.
- Any excess amount after transfer will be refunded to the Corporate/Individual's bank account as provided in the EFT form.
- Corporate/Individual is required to provide the EFT form each time when a refund is requested.

PARTICIPANT'S CLASSIFICATION AND INFORMATION

Category: Corporate/Individual

- Please select the participant classification carefully as it determines the fee payable. No alteration will be allowed upon registration.
- The information on Corporate/Individual provided shall be deemed true and correct. No alteration will be allowed upon registration.

VERIFICATION OF ATTENDANCE

- All participants are required to present photo identification (NRIC, driving licence or company's ID card) at the point of registration prior to signing the registration list when attending the programme. Admittance may be denied upon failure to present photo identification.

CERTIFICATE OF ATTENDANCE AND CPE CREDIT HOURS

- Upon full attendance of the programme, participants will be issued an e-certificate of attendance. For this purpose, it is **COMPULSORY** to fill in the email address clearly.
- CPE credit hours will be credited into the MIA Member Services Portal within 14 days of the programme for participants who have complied with all terms and conditions stipulated herein.
- Participants will only be entitled to the CPE hours upon attending the entire duration of the programme. CPE hours will not be accorded for partial attendance.

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DATA PROTECTION

Information given by the participants to MIA is true, accurate and to the best of their knowledge. The participants have read and agreed with the Privacy Notice as stated on MIA's official website and therefore, allow MIA to collect, process, store and use the participants' data other than what is provided under the Personal Data Protection Act 2010.

EXCLUSION OF LIABILITY

This programme shall not constitute an endorsement of the speaker(s) by MIA and MIA shall not be liable for whatsoever circumstances arising from any engagement between the speaker(s) and the programme's participants.

DISCLAIMER

Malaysian Institute of Accountants (MIA) reserves the right to change the speaker(s), date(s), time(s) and to cancel the programme should circumstances beyond its control arise. MIA shall not be responsible for any costs, damages or losses incurred by the participant due to the changes and/or cancellation. MIA also reserves the right to make alternative arrangements without prior notice should it be necessary to do so. Upon registering, you are deemed to have read and accepted the terms and conditions herein.

SUMMIT FEES

Member (MIA/CAANZ, CPA-A, ICAEW, MICPA, PSA)* / Member Firm	RM 550
Non-Member	RM 700
Academician	RM 400

* CAANZ, CPA-A, ICAEW, MICPA and PSA members are required to contact MIA to register for this conference
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SUMMIT DETAILS & REGISTRATION

HRDC Training Programme No.: 10001496271

8 May 2025 (Thursday), 9.00am – 5.00pm
Wyndham Grand Bangsar Kuala Lumpur

Contact : Vino
Tel : 03 2722 9290
Fax : 03 2722 9009
Email : sp@mia.org.my
Address : Malaysian Institute of Accountants
Dewan Akauntan
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