

CUSTOMER EXPERIENCE MANAGEMENT ROUNDTABLES



MAIN CONFERENCE: 23 - 24 APRIL 2014 | WORKSHOPS: 22 APRIL 2014 | VENUE: GRAND COPTHORNE WATERFRONT

WHEN THE CUSTOMER COMES FIRST, THE CUSTOMER WILL STAY

CHAIRMAN



Chris J Reed,
CEO,
Black Marketing

Why Join Customer Experience Management Roundtables?

This distinguished panel of speakers and roundtable facilitators will come together to discuss real success stories, addressing the most critical challenges including:

- Establishing how to drive **customer centricity** into the core of your organization
- Delivering consistent **brand experience** across multiple touch points
- Utilizing **data segmentation and Big Data** to drive customer experience improvement
- Looking towards the future: Customer Experience Management in a **Digitalized world**
- Presenting the ROI and utilizing **NPS metrics** to drive customer advocacy and churn rate reduction

Sponsors:



KEY NOTE PRESENTATIONS FROM:



Ronald Jones,
Head of APAC Customer Service Operation,
eBay Asia Pacific



Vivek Kumar,
Director (Membership),
National Trade Union Congress (NTUC)



Samantha Bartlett,
Head of Segment Solutions and Innovation,
Australia Post



Suet Yu,
Director of Service Delivery (Singapore),
Hong Kong CSL Limited



Rachel Chen,
Head of Customer Experience,
Aviva Ltd



Glenn Birkelev,
Director of Service Delivery,
American Express Business Travel

PLUS STRATEGIC INSIGHTS FROM THESE LEADING EXPERTS:



Dean Dacko,
Senior Vice President/Head of Marketing,
Malaysia Airlines



Timothy Hou,
Director (Internal Communications and Social Media),
Marina Bay Sands



YS Lee
Director, Service Cloud
Oracle APAC



Nicholas Kontopoulos
Global Head of Strategic Marketing Programs, Customer LoB Solutions
SAP Cloud



Christina Lim,
Head of Brand and Marketing,
NTUC Fairprice



Manish Sinha,
Managing Director and Global CIO in GPS IT,
UBS AG



Jacqueline Lau,
Head of Quality Service Management,
Changi Airport Group



David Wong,
Head of Customer Service/Care,
U Mobile Sdn Bhd



Marci Maddox
Sr. Director of Product Marketing, Customer Experience Management,
OpenText



Pascal Ly,
Head of Digital Customer Experience,
Schneider Electric



Alice Ho,
Director Customer Services (Asia Pacific),
Elsevier



Rob Stanley
Regional Director Asia,
Bazaarvoice

And many more...

"Great event to meet leaders from diverse businesses, yet with a single mind-set on improving customer experience."

S A Mohamd Faruk, Consumer Care Leader APAC, Philips Electronic Singapore Pte Ltd

Researched and developed by:



Customer Management
a division of IQPC

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LETTER FROM THE CHAIRMAN

Dear CEM Practitioners,

Following the overwhelming success of the Customer Experience Management (CEM) Summit, many key delegates and senior executives, myself included, wanted a second touch point for coming together and discussing on-going issues within CEM. The conference organisers listened to us and have put together an - **The Customer Experience Management Roundtables**.

You may not know, but 81% of consumers surveyed are willing to pay more for superior customer experience; nearly half (44%) are willing to pay a premium of more than 5%. These are tangible business values, however, decisions makers within customer experience in Asia continue to face difficulties in developing the customer-centric 'culture' within their organization and gaining leadership support for CEM initiatives.

I am proud to chair this an event which through knowlege sharing and interactive sessions will help keep your customers satisfied and loyal.

Join me at the inaugural **Customer Experience Management Roundtables 2014, 23rd-25th April 2014** in **Singapore**. To participate in a series of in-depth discussions with key stakeholders across different industries, all actively investing in Customer Experience Management initiatives. With our exciting half-plenary and half-roundtables format, this is not only your chance to listen to successful case studies from **Aviva, Australia Post and America Express Business Travel**, but also to properly engage and interact with a specifically selected group of participants and get your questions answered on the most critical topics facing the CEM space.

I look forward to meeting you in April.

Yours Sincerely,



Chris J Reed,
CEO,
Black Marketing

Media partners:



5 KEY THEMES

- 1 Driving customer centricity into the core of your organization** - How do you go about developing a customer-centric culture within your organization? How do you go about changing the mind set of your employees and measuring the ROI to gain leadership support for your customer experience initiatives?
- 2 Implementing Consistent Brand Experience across multiple touch-points** American Express Business Travel, Aviva and Hong Kong CSL - Using NPS metrics and customer journey mapping to deliver a consistent brand experience
- 3 Personalizing your customer communication using Big Data, data analytics and customer segmentation strategies** - How do you go about leveraging your customer segmentation strategy and how do you use Big Data to drive customer experience improvement?
- 4 Digitalizing Customer Experience Management** - With case studies from NTUC and mig33, you'll learn how to engage with customers using new media channels and social media
- 5 Delivering an end-to-end customer experience** - Driving visibility and coordination from front to back offices, and exploring the use of customer metrics and KPI's

PLUS DON'T MISS OUR EXPERT-LED PRE & POST CONFERENCE WORKSHOPS:

WORKSHOP A:

B2B Customer Experience Management



Uddalak Chatterjee

DGM Customer Service/Head of Corporate Services
Bharti Airtel

WORKSHOP B:

Building Customer Centric Capabilities within your Organization



Ronald Jones

Head of APAC Customer Service Operation
eBay Asia Pacific



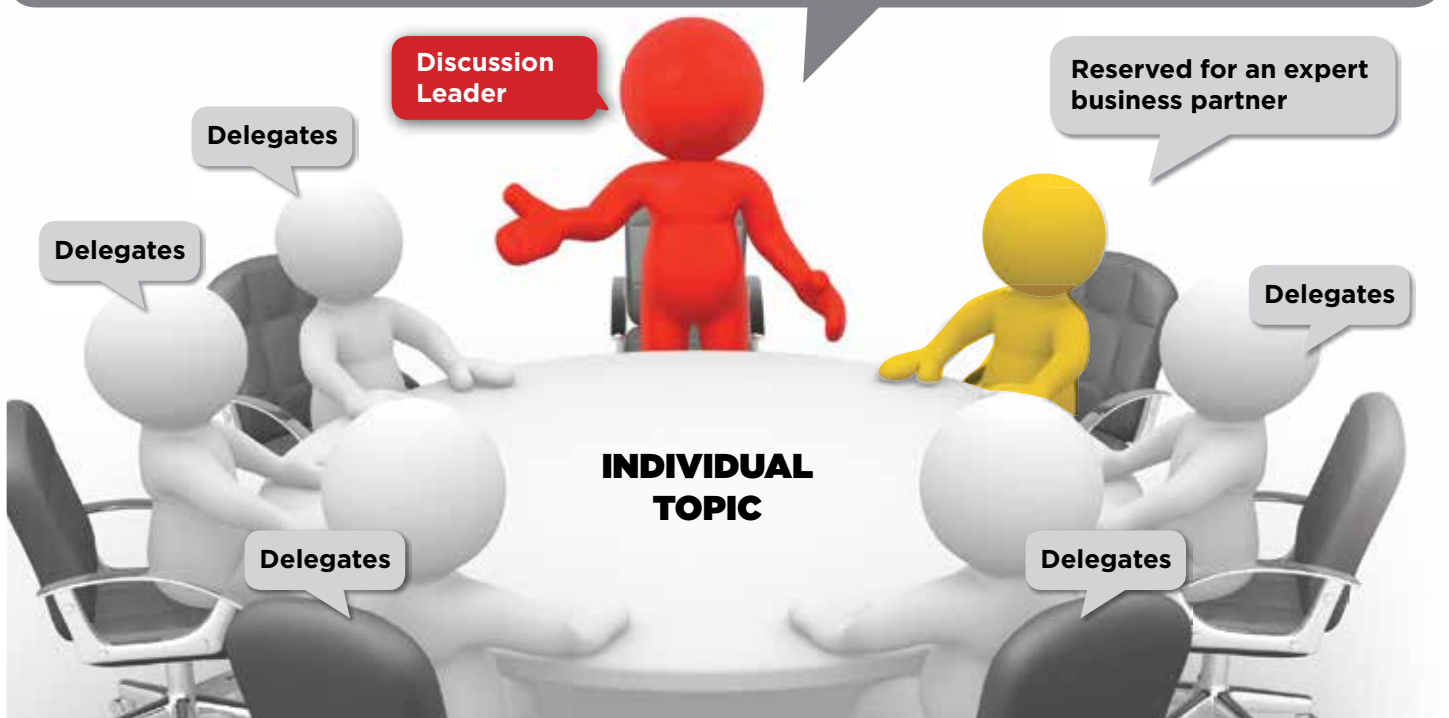
ABOUT CUSTOMER EXPERIENCE MANAGEMENT ROUNDTABLES

HOW DOES IT WORK?

CEM Roundtables is not an ordinary conference. We have put together 8 discussion tables led by senior decision makers across the industry, who will initiate and moderate the discussions on their respective tables.

Participants will have the opportunity to get involved in every roundtable within the event. On Day 1, delegates will be sorted into either **Group A: Data & Cutting Edge Technology** or **Group B: Operational Strategy**. On Day 2, participants will exchange topic group so everyone will have the full opportunity to get involved in all the exciting topics being discussed.

A roundtable is a peer-learning event where the participants are both teachers and learners. With only 10 participants, each roundtable is small enough to emphasize interactive learning, the perfect opportunity to discuss CEM challenges taking place in your business and provides you with a unique opportunity to get expert advice. If you get to the end of a roundtable and haven't talked about what you wanted to talk about then it's your fault. This is YOUR time.



PLUS! NOT-TO-BE-MISSED CASE STUDIES:

- Hear how **Aviva** is consistently delivering positive brand experiences across multiple touch points through **customer journey mapping**
- Learn how **Hong Kong CSL**, one of the first mobile communication operators in Hong Kong, is driving customer advocacy and churn rate reduction **by utilizing NPS metrics**
- Discover how **NTUC Membership** is using **social media** to drive engagement for one of Singapore's largest membership programmes
- **Witness the practical customer experience model Australia Post** has implemented to improve their customer experience and deliver real business benefits
- Find out how **American Express Business Travel** drives NPS metrics and delivering service excellence in a **multi-channel environment**

CONFERENCE DAY ONE

WEDNESDAY, 23 APRIL 2014

08:15	Registration and Welcome Coffee
08:50	Opening Remarks from the Chairperson Chris J Reed CEO, Black Marketing
	DRIVING CUSTOMER CENTRICITY INTO THE CORE OF YOUR ORGANIZATION
09:00	Creating a Customer-Centric Culture within Your Organization <ul style="list-style-type: none"> Aligning your organizations culture with your customer experience strategy to create a customer centric environment Creating a common vision to build a customer-centric organization from top to bottom Overcoming structural and employee challenges when of building a customer-centric culture Ronald Jones Head of APAC Customer Service Operation eBay Asia Pacific
09:40	Developing a 360 Degree Perspective on Customer Experience Management <ul style="list-style-type: none"> Bridging the gaps within your customer experience management Practical guidelines on delivering 'excellent' customer experience management at every function and level of your organization Exploring the models, tools and processes available to aid the management process Kannan Rajaratnam Head of Customer Experience Zalora Malaysia and Singapore
10:20	Unlocking The Potential Of Great Customer Experience With Technology <ul style="list-style-type: none"> Why technology is a crucial component in overcoming the CX challenge . Bridging the execution gap with thought, action and solution leadership Technology-enabled customer experience : Case Studies and Innovative Practices YS Lee Director, Service Cloud Oracle APAC
10:50	Morning Break and Networking
11:10	Round Table Session 1 Delegates will be sorted into groups. Across the two days they will get the opportunity to visit every roundtable discussing issues such as Operational Strategy, Transforming Data and Managing End-to end customer experience amongst many others. These exciting round tables will continue on Day 2 when all the delegates will swap topics, giving you the chance to participate in all the discussions. Each table will sit between 8-10 participants to facilitate a healthy and engaging discussion. Please see page 6 and 7 for the full list of round tables and topics.
11:50	Round Table Session 2 Delegates will participate in the next roundtable within their Day 1 group. Please see page 6 and 7 for the full list of round table and topics.
12:30	Lunch Break and Networking

DELIVERING CONSISTENT BRAND EXPERIENCE ACROSS MULTIPLE CUSTOMER TOUCH-POINTS

CASE STUDY

13:30 **Hear How Aviva Designs and Redesigns Customer Journey to Deliver Positive Consistent Experience**

- Customer journey mapping: What are the methodologies involved?
- How do you go about identifying the weakest link and managing it?
- What challenges are involved in customer journey mapping: How did Aviva go about solving those challenges?

Rachel Chen
Head of Customer Experience
Aviva Ltd

14:10 **Engage Customers Like Never Before**
59% of consumers within Asia Pacific comment about brands online (Nielsen Research), presenting enterprises a touch challenge - keeping up with their customers.

We live in a world of 'Digital Immersion', and your customers have a single experience of you - whether that is seamless across channels or disjointed.

This session will help you identify how to map and integrate the customer experience into a coherent, logical omni-channel strategy that is focused on "One Customer, One Experience, One Enterprise" and leaves your customers wanting to engage with you.

Nicholas Kontopoulos
Global Head of Strategic Marketing Programs
Customer LoB Solutions
SAP Cloud

14:40 **Discover How American Express Business Travel Drives NPS metrics, Delivers Service Excellence and Consistent Brand Experience in a Multi-Channel Environment**

- Integrating multiple customer touch-points: phone, email and online platforms to deliver superior brand experience
- Unifying the separation between service perception and outsourced network performances
- Breaking down and integrating departmental silos of information to deliver a consistent, differentiated and branded customer experience

Glenn Birkelev
Director of Service Delivery (Singapore)
American Express Business Travel

15:20 **Afternoon Break and Networking**

PERSONALIZING YOUR CUSTOMER COMMUNICATION

15:40 **Understand How Hong Kong CSL Utilised NPS Metrics to Drive Customer Advocacy and Churn Rate Reduction**

- Closing the customer feedback loop and integrating the front and back office operations
- Driving leadership initiatives by making use of metrics in daily operations
- Using NPS to promote internal branding as well as analysing Promoters and eliminating Detractors

Suet Yu
Director of Service Delivery (Singapore)
Hong Kong CSL Limited



CONFERENCE DAY ONE

WEDNESDAY, 23 APRIL 2014

16:20



Round Table Session 3

Delegates will participate in the third roundtable of their Day 1 topic group. Please see page 6 and 7 for the full list of round table topics.

17:00



Round Table Session 4

Delegates will participate in the fourth and final roundtable in their Day 1 topic group. Please see page 6 and 7 for the full list of round table topics.

17:40

Closing Remarks from Chairperson

Chris J Reed
CEO, **Black Marketing**

17:50

End of Conference Day One

NETWORKING



STIMULATING



INTERESTING



INNOVATIVE



EXPERIENCE

CONFERENCE DAY TWO

THURSDAY, 24 APRIL 2014

08:50 Opening Remarks from Chairperson

Chris J Reed, CEO, Black Marketing

09:00 The Millennial Factor: Shifting CEM Initiatives To Meet Rapidly Evolving Customer Expectations

- Exploring how the rise of technology and the millennial rapid adopter has impacted expectations and shopping preferences for all consumers.
- Acquiring authentic customer insights and amplifying the voice of your customer to improve marketing and inform purchase decisions throughout the consumer decision journey.
- Learning customer service best practices brands and retailers are using to connect with the always-on shopper and transform negative experiences to additional sales.

Rob Stanley
Regional Director Asia
Bazaarvoice

09:40 Round Table Session 5

On Day 2, delegates will exchange topic groups. Participants of **Group A: Data & Cutting Edge Technology** on Day 1 will exchange groups with participants of **Group B: Operational Strategy**. Please see page 6 and 7 for the full list of round table topics.

10:10 Round Table Session 6

Delegates will participate in the next roundtable in their exchanged topic group. Please see page 6 and 7 for our full list of round table topics.

10:50 Morning Break and Networking

11:10 Hear How NTUC Membership Utilizes Social Media to Drive Engagement for one of Singapore's Largest Membership Programmes

- Gaining support from a large & wide organization to energize customer experience initiatives
- Leveraging social media to engage with customers: What are the challenges involved and how are these overcome?
- Tips for using social customer experience management to reduce customer attrition and drive customer loyalty

Vivek Kumar
Director (Membership)
National Trade Union Congress (NTUC)

11:50 Leveraging a Customer Segmentation Strategy to Deliver Personalized Customer Experience

- Determining the most appropriate segmentation approach: Developing and implementing a model to increase customer acquisition and create a personalized customer experience
- Understanding what traditional and new criteria should you use for segmentation and determining if your segmentation model is successful.

- Developing the optimal personalized customer experience package for different segments

Uddalak Chatterjee
DGM Customer Services/Head, Corporate Services,
Bharti Airtel

12:30 Lunch

13:30 Round Table Session 7

Delegates will participate in the 7th roundtable in their exchanged topic group. Please see page 6 and 7 for our full list of round table topics.

14:20 Round Table Session 8

Delegates will participate in the 8th and last roundtable in their exchanged topic group. Please see page 6 and 7 for our full list of round table topics.

Afternoon Break and Networking

15:40 Discover How Australia Post's Practical CX Operating Models have Delivered Real Business Benefits

- Learn how Australia Post uses a Net Promoter System to improve customer experience
- Discover the methodology used to quickly eradicate customer pain points
- Understand how customer centred design practices can create advocates of your brand
- Getting to grips with governance and reporting approaches to ensure executive buy in and action

Samantha Bartlett
Head of Segment Solutions and Innovation
Australia Post

16:20 Delivering Enhanced B2B Customer Experience on LinkedIn

- Your LinkedIn profile never sleeps - you need to proactively manage and develop your profile, if you don't your competitors are.
- How to use content to engage on LinkedIn and generate new business
 - How to connect and use your connections to generate new business
 - How to use groups to develop business
 - How to use inmails to generate new business

Chris J Reed
CEO
Black Marketing National Trade Union Congress (NTUC)

17:00 Closing Remarks from the Chairperson

Chris J Reed
CEO
Black Marketing

17:10 End of Conference Day Two



CASE STUDY

CASE STUDY

CASE STUDY



ROUNDTABLE DISCUSSION TOPICS

Delegates will be able to participate in all round table discussions, covering one topic group on Day 1 and the other on Day 2

GROUP A: DATA & CUTTING EDGE TECHNOLOGY

Optimizing Social Media to Deliver 'Superior' Customer Experience

- Integrating social media into your multi-channelled customer experience initiatives
- Leveraging social media to engage with customers: What challenges are involved?
- Moving towards social customer experience management: Pitfalls to avoid!

Expert Moderators:

Chris J Reed
CEO
Black Marketing

Timothy Hou
Director of communications
Marina Bay Sands

Dean Dacko
SVP, Head of Marketing
Malaysia Airline

Proving ROI for CEM Programs

- Going beyond NPS and internal metrics to prove ROI and get the right level of priority for ongoing CEM programs
- Engaging and acquiring customer feedback in a structured way to put it to wider use
- Turning negative feedback into positive sales drivers for future buyers

Expert Moderators:

Rob Stanley
Regional Director Asia
Bazaarvoice

Customer Experience Management in a Digitalized World

- Are digital customer experience strategies important? What are the trends in the market and how can you take advantage?
- Practical guidelines for implementing the digital customer experience strategy
- You've already gone digital: What are your new opportunities and challenges?

Expert Moderators:

NTUC Fairprice

Ron Vining
Chief Marketing Officer
International SOS

Marci Maddox
Sr. Director of Product
Marketing, Customer Experience
Management, **OpenText**

Christina Lim
Head of Brand and Marketing

What drives good and bad customer experience

- Exploring the factors that drive CEM over and above KPIs
- Exploring critical problems that drive bad experience
- What other factors causes good or bad end user experience?
- Responding to users: Upset customers need quick handholding
- Ensuring you are resolving problems to users satisfaction: how do you know their satisfaction levels?
- What else might you be missing: The importance of sensitivity and language

Expert Moderators:

Manish Sinha
Managing Director and Global CIO in GPS IT, **UBS AG**

GROUP B: OPERATIONAL STRATEGY

Driving Visibility and Coordination from Front to Back Office, Creating a Smooth Customer Experience

- Aligning front and back office strategies and processes to deliver a consistent experience
- Integrating front and back offices within large and small organizations to overcome integration challenges
- Exploring tools and technologies that aid in the process of office integration

Expert Moderators:

Pascal Ly
Head of Digital Customer
Experience
Schneider Electric

David Wong
Head of Customer Service/Care
U Mobile Sdn Bhd

Managing End-to-End Customer Experience

- Implementing end-to-end data analytics: What are the challenges and strategies involved?
- Meeting coherent and consistent customer expectations in complex value chains while working with vendors and service providers
- Exchanging tips for delivering an end-to-end customer experience

Expert Moderators:

Glenn Birkelev
Director of Service Delivery
(Singapore)
**American Express Travel (s)
Pte Ltd.**

Nicholas Kontopoulos
Global Head of Strategic
Marketing Programs
Customer LoB Solutions
SAP Cloud

Iynee Low
Head of Business and Service
Excellence
Spring Singapore

Changing the Mind-Set of Your Employees to Deliver Superior Customer Experience

- Overcoming the inhibitors of transforming company and local culture, legacy system and processes
- Exploring the use of key performance indicators, metrics, incentives and trainings to change staff behaviour
- Strategies for empowering your employees to deliver enhanced customer experience

Expert Moderators:

Kannan Rajaratnam
Head of Customer Experience
Zalora Malaysia and Singapore
Jacqueline Lau

Head of Quality Service
Management
Changi Airport Group

Determining how to Map, Monitor and Optimise your Customers Network Experience to Exceed their High Expectations

- Measuring and reporting your customer's experience: Are customer satisfaction surveys the only answer?
- Analysing the pros and cons for each customer metric?
- Exploring customer satisfaction and customer effort scores: Using this information to understand the customers?

Expert Moderators:

Rachel Chen
Head of Customer Experience
Aviva Ltd

Alice Ho
Director Customer Services
(Asia Pacific), **Elsevier**

PRE CONFERENCE WORKSHOPS

TUESDAY, 22 APRIL 2014

WORKSHOP A: 09.00 AM - 12.00 PM

B2B Customer Experience Management

With the rising customer expectation and growing competitive marketplace, B2B companies need to look into delivering excellence in their organization to not just differentiate themselves within the market, but also to bring in additional profit and business value. This session is designed to address the key issues that B2B companies face in delivering customer experience, and provide practical models that can be applied within your organization to deliver service excellence.

Session includes:

- A how to guide to your B2B customer base with up-selling and cross-selling strategies
- Best practices of building a client-oriented mind-set within your organization
- An understanding of the organizational tools and technologies which can be used in B2B CEM initiatives
- Explore the different B2B service models: Driving the organization to increase customer satisfaction



Uddalak Chatterjee

DGM Customer Services/Head, Corporate Services
Bharti Airtel

Uddalak Chatterjee has 12 years of experiences in front end sales as well as back end customer care and market research and analytics. With extensive experience in Balmer Lawrie and Hyatt Regency Kolkata, he now heads the Corporate Service vertical for telecom circles of Kolkata, West Bengal and Orissa. Handling a total base of 1.8 Lakhs customers and annual revenue in excess of Rs 1300 Million.

WORKSHOP B: 1.00PM- 4.00 PM

Building Customer Centric Capabilities within Your Organization

In the process of driving customer centricity within your organization, overcoming the local culture mind-set and company legacy system can prove to be quite challenging. This workshop will focus on the capabilities and organizational changes required for companies to be genuinely customer centric, and outline some of the strategies available to change your organizational culture deliver service excellence.

Session includes:

- Learning how to go about developing customer centric organizational culture
- Managing the staff to build a robust culture for delivering exceptional customer service
- Understanding organizational changes and the implications of adopting a customer-centric strategy
- An outline for achieving customer centric strategies within the organization



Ronald Jones

Head of APAC Customer Service Operation,
eBay Asia Pacific

Ronald Jones took up the role of Vice President of Operations for a 3rd party provider where his team launched the original phone support for eBay. With eBay Ronald has lead teams supporting PayPal; created management systems and lead Operational Excellence for GSI Commerce; and is currently the Head of Customer Service Operations where his team is working to implement Work Force Management systems and software across the six sites eBay has in the Asia Pacific/Greater China region.



SPEAKING AND SPONSORSHIP OPPORTUNITIES

Do you want to be part of an event that hosts key decision makers in customer experience management from Asian corporations? Do you want to meet with active potential clients and brand yourself as an industry leader?

Join us at CEM Roundtables where you will be presented with a plethora of opportunities to fully engage with your potential clients. As well as plenary speaking and exhibiting opportunities, this event also gives you the chance to co-host 8 in-depth roundtable discussions.

As a dedicated table sponsor your company will co-facilitate thought-provoking and insightful discussions between the key industry stakeholders on one of the most industry critical topics. In this role your company will be positioned as the leading solution provider and consultant.

BENEFITS OF BECOMING A BUSINESS PARTNER:

- Position your company as the leading solution provider to your hottest prospects from the CEM space
- Educate active buyers on how your solutions will help their CEM challenges
- Meet and network with key prospects in the market from Telecoms and Banking to retail and hospitality industry.

WHY CO-HOST A ROUNDTABLE?

Co-moderating a roundtable not only positions you and your business as an authority in solutions for this field, but also provides you with the chance to talk face-to-face with senior decision makers whilst they openly discuss their challenges..

8 roundtables, each with no more than 10 participants mean that you will be able to meet, network with, and influence the delegation with more 1 on 1 time, increasing the ROI of your investment.

Sponsorship opportunities are deliberately limited for these roundtable dialogues. Hurry to secure your space at the roundtable discussion of your choice by calling us on +65 6722 9388 or emailing



“This is a must do event for all the professionals who have a full time role in improving Customer Experience through Service Quality.”

Ritesh Chatterjee, EVP Organisational Excellence & Service Quality, SKS Microfinance



“Excellent event - bringing together practitioners from across various countries & on different aspects of customer experience building - right from management strategies, technology support systems, HR practices, big data usage, etc. Holistic exposure to all aspects.”

ALOK KUMAR, Chief Service Delivery Officer, Aircel Ltd

“Good speakers, new insights, and the right balance of talks and networking.”

Corentin Roux, VP BI, Zalora

CUSTOMER EXPERIENCE MANAGEMENT ROUNDTABLES



MAIN CONFERENCE:
23 - 24 APRIL 2014

WORKSHOPS:
22 & 25 APRIL 2014

Please complete in BLOCK CAPITALS as information is used to produce delegate badges. Please photocopy for multiple bookings. Your priority registration code is printed below. Please quote it when registering.

EVENT CODE: 21639.003PDFW

BOOK & PAY BEFORE 21 FEBRUARY 2014 AND SAVE UP TO \$800 ON THE CONFERENCE PACKAGE!

CONFERENCE PACKAGES

ALL PRICES SHOWN ARE IN SINGAPORE DOLLARS

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<input type="checkbox"/> Conference + 1 workshop <input type="checkbox"/> A <input type="checkbox"/> B	2,798 (SAVE 200)	2,998
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- Discounts DO NOT apply to workshop(s)-only bookings • Singapore companies, please add prevailing GST.
- Registrations without immediate payment or credit card details will incur a processing fee of SGD99 per registration

DELEGATES REGISTRATION DETAILS

Title: Mr. Mrs. Ms. Dr. Other

First name: Surname:

Job Title: Department:

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Address:

Country: Postcode:

Telephone: OFFICE MOBILE Fax:

Approving Managers Name:

Email Address:

Delegates Signature: Approving Managers Signature: Date: DD / MM / YYYY

I agree to IQPC's payment terms.

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If you have not received an acknowledgement before the conference please call us on +65 6722 9388 to confirm your booking.

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5 WAYS TO REGISTER

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- enquiry@iqpc.com.sg
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- www.customerexperience roundtables.com
- IQPC Worldwide Pte Ltd, 61 Robinson Road,
#14-01 Robinson Centre, Singapore 068893

TEAM DISCOUNTS

IQPC recognises the value of learning in teams. Group bookings at the same time from the same company receive these discounts:

- ◆ 3 or more 7%
- ◆ 5 or more 10%
- ◆ 8 or more 15%

This offer is exclusive of the early bird discount. Call us for a special discount rate for teams of 10 and above.

Not applicable to workshop(s) only bookings.

VENUE & ACCOMMODATION

Grand Copthorne Waterfront, Singapore

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Web: www.millenniumhotels.com.sg/grandcopthornewaterfront/

Email: Enquiry.GCW@millenniumhotels.com

Hotel accommodation and travel costs are not included in the registration fee. A reduced corporate room rate has been arranged at **Grand Copthorne Waterfront, Singapore** for attendees at this conference. To take advantage of this special rate, please process the hotel room reservation form provided upon confirmation of your attendance.

CONFERENCE DOCUMENTATION

- I am registering as a delegate, please send me an extra set of Conference Documentation with Audio CD with a SGD100 discount: SGD699.
- I cannot attend the event, please send me the Conference Documentation and Audio CD at SGD799.
- I cannot attend the event, please send me the Conference Documentation only at SGD549.

Orders without immediate payment or credit card details will incur a processing fee of SGD99 per order.

(N.B. Advance orders will determine whether or not this conference will be recorded - Please enclose payment with your order.)

Any custom duties & taxes imposed on the shipment of order/s shall be borne by the recipient.

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- You may substitute delegates at any time by providing reasonable advance notice to IQPC.
- For any cancellations received in writing not less than eight (8) days prior to the conference, you will receive a 90% credit to be used at another IQPC conference which must occur within one year from the date of issuance of such credit. An administration fee of 10% of the contract fee will be retained by IQPC for all permitted cancellations. No credit will be issued for any cancellations occurring within seven (7) days (inclusive) of the conference.
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YOUR DETAILS:

Please email our Database Manager at enquiry@iqpc.com.sg and inform them of any incorrect details which will be amended accordingly.

DATA PROTECTION:

Personal data is gathered in accordance with the Data Protection Act 1984. Your data may be passed to other companies who wish to communicate with you offers related to your business activities. If you do not wish to receive these offers, please tick the box below.

- Please do not pass my information to any third party.

PAYMENT TERMS

Registrations/orders received without immediate payment or credit card details will incur a processing fee of SGD99 per registration/order. Payment is due in full upon receipt of invoice. Full payment prior to the event is mandatory for attendance.

IQPC WORLDWIDE PTE. LTD.

Company Registration No: 199702288Z

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