



REDEFINING OUR FOCUS

CONSUMER FORUM OF MALAYSIA (CFM)

2022

CONTENT

01

ABOUT CFM

PAGE 3

02

MISSION STATEMENT

PAGE 4

03

FOREWORD MESSAGE

PAGE 6

04

EXECUTIVE DIRECTOR'S REVIEW

PAGE 7

05

COUNCIL MEMBERS

PAGE 9

06

**COMPLAINTS & COMPLIANCE
MANAGEMENT DEPARTMENT (CCMD)**

PAGE 10

07

**POLICY & STAKEHOLDER AFFAIRS
DEPARTMENT (PSAD)**

PAGE 27

08

ORGANIZATION CHART

PAGE 30

09

MEMBERS LIST

PAGE 43

10

FINANCIAL STATEMENTS

PAGE 47

ABOUT CFM

CFM was established in February 2001 as a society to inter alia promote the national policy objectives under the Communications and Multimedia Act 1998 (CMA). Members comprise the “supply and demand” side of the communications and multimedia industry. In 2002, CFM was designated by MCMC as the consumer forum to protect the rights of consumers in the communications and multimedia sector.

As a designated forum under the CMA, CFM is tasked with, among others, the preparation of the General Consumer Code (GCC) and other codes to be used as a guideline for the provisioning of services by C&M service providers. This is in line with spirit of the CMA that promotes industry self-regulation. At the same time, CFM also manages complaints related to matters under the GCC and monitors service delivery to ensure compliance.

OUR VISION

To be the catalyst for the development of a conducive consumer environment in the C&M industry.

OUR MISSION

To advocate consumer rights and provide a platform for mutual exchange of information for the benefit of both consumers and the Malaysian C&M industry as a whole.

OUR STRATEGIC FOCUS

To facilitate and promote awareness among consumers through the dissemination of knowledge and information.

To strengthen the bond between consumers and service providers.

To establish a conducive environment in promoting a high level of consumer confidence in the service delivery of service providers.

To nurture the culture of mutual respect amongst service providers and consumers in generating guidelines and code of ethics through mutual understanding / agreement.

CORE FUNCTIONS OF CFM

CODES DRAFTING

To draft, develop and prepare codes that protect the rights of consumers pursuant to the Communications and Multimedia Act 1998.

CONSUMER EDUCATION

To provide a platform for the dissemination of information and education regarding consumer rights, as well as emerging technologies to consumers.

COMPLIANCE & MONITORING

To monitor the quality of service delivery of service providers to protect consumer interests and to ensure full compliance with the codes.

DISPUTE RESOLUTION

To recommend inexpensive & practical alternative dispute resolution procedures including procedures for compensation and/or any other mode of action to consumers in case of breach of any codes.

COMPLAINTS HANDLING

To provide channels and procedures in resolving complaints, disputes and grievances in relation to consumer matters.

INDUSTRY IMPROVEMENT

To promote and encourage high standards of service, conduct and performance throughout the communications and multimedia industry.

FOREWORD



DEPUTY CHAIRPERSON
DATIN NOR HANIZAR SHAFIE
SISTEM TELEVISYEN (M) BERHAD
(TV3)

It has been a notable year as all efforts moved relentlessly towards enhancing consumer experience.

CFM upon MCMC's request reviewed its KPIs to meet the fast-changing demands and expectations in the communications and multimedia industry. The forum identified three main areas: Codes Development, Complaints Management and Public Engagement. A new logo has also been introduced — one which reflects CFM not only working hand in hand with consumers but also looking out for their best interests.

We also finalised discussions on the General Consumer Code, which became effective on November 31. A big Thank You to all members who worked on this document; it was a long time coming. Allow me to single out the late Aizam Abu Bkar of Webe for taking on the challenge of leading the last charge before the GCC was registered. His leadership helped seal the deal.

The CFM Rangers, mooted by En Radzilah, finally came into being with more than 100 members from various universities and institutions of higher learning. The Rangers participated in several activities before being officially launched in December.

To close off the year, CFM successfully organised a large-scale Persidangan Pengguna where members had the opportunity to learn from and engage in discussions with various industry experts and practitioners covering diverse topics ranging from JENDELA, scams, data security, 5G to the media landscape.

I would like to thank Council members for all their hard work and commitment; we have another year to brave through! To the secretariat, heartiest congrats for a job very well done. Despite many challenges, you have adapted and performed (as the MCMC has also put it) well above expectations.

Consumer experience is paramount and CFM will definitely continue to play a pivotal role.

On that note, I am pleased to present the Annual Report for 2022.

Thank you.

Hanizar Shafie

EXECUTIVE DIRECTOR'S REPORT



2022 was an eventful year.

After being directed by MCMC to review its' KRAs and KPIs, a retreat was held in 3rd - 5th June 2022 to discuss the way forward for CFM. This was important as MCMC was firm in its decision to have CFM manage the Call Centre, dealing with complaints and queries not only for matters falling under the purview of the GCC but also related to network, content, standards and postal. Thus, with additional responsibilities in sight, CFM was asked to re-look its' activities and focus areas. The revised KRAs focussed on Code Development, Complaints Management and Public Engagement based on stability, efficiency and sustainability.

The amended DBP was duly submitted to MCMC but due to the number of papers submitted for approval to MCMC's Management Committee Meeting, CFM's paper DBP was only heard and approved in December. Final approval by Commission would not take place till the following year and as a result, no grant was disbursed during the year. Having said that, the grant for 2021 was only reimbursed to CFM at the end of that year. This proved to be opportune as these monies funded CFM activities during 2022.

Despite this, CFM put in a strong performance for the year. In-house training, knowledge-sharing sessions and a complaints retreat with MCMC were all part of the efforts to improve the quality of complaint resolution. CFM also provided input towards the improvement of the complaints management system, the ICMS. Putting all the improvements and learning to good use, the hard work put in by secretariat bore fruit when CFM achieved a 99% resolution rate for complaints.

During the year, CFM also improved its' visibility when it received several invitations to speak and/or participate in events, either to create awareness or to provide input towards matters of national interest. In particular, CFM worked closely with the MCMC State Office in Negeri Sembilan to promote awareness of issues such as internet safety, scams. Notably, CFM was asked to join a meeting of the Dewan Negara's Committee on 3rd October. The CFM Rangers also made an appearance, participating in several events beginning with the KPDPHEP-led Hari Pengguna in Alor Setar, before being officially launched at the Persidangan Pengguna in December.

Despite efforts, there were too many challenges in maintaining the publication of SHOUT! magazine and it was retired. In an effort to keep members informed, Secretariat produced **BerGuna** (Berita Pengguna), a members-only newsletter, filled with updates on activities past and future. The publication also offers an opportunity for the members to contribute news about their organisations or even articles. The same team also embarked on various research and benchmarking activities that produced xxx.

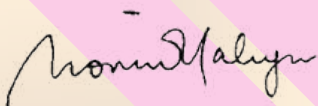
The Internal Audit Bureau was very active in 2022, keeping the secretariat team busy with the wide scope of their audit. Aside from bureau meetings, there were several visits to the CFM office during the year, not only to check the accounts and assets of the organisation but to check the work being performed by each and every member of the secretariat team. As the Secretary had been given executive powers, the job descriptions of the secretariat were submitted for review before the Internal Audit interviews. Subsequently, due to recommendations from this exercise, as well as staff movement, the organisation chart was revamped in the later part of the year.

As with the years before, CFM stayed within budget, despite the addition of the Persidangan Pengguna to the year's activities. This was because the funds used for the Persidangan were taken from the budgeted amounts earmarked for KPIs that had yet to be met. The Persidangan was a way for CFM to achieve those KPIs under one event. The other costs were mainly for the running of the organisation. The costs of relocating to Tower 2, the rental of the premises in Tower 2 and the costs of the vendor for the call centre did not materialise this year as these activities only occurred in the following year.

To round off the year, the inaugural Persidangan Pengguna was held in early December, to fulfill the KPIs that had yet to be achieved. A variety of current topics were covered ranging from JENDELA, to data security, to scams to 5G were all discussed. This was the first time CFM had attempted such a large-scale event, but it proved to be worthwhile for a number of reasons; education and awareness for the members, an introduction to CFM and the C&M industry for the students who registered as CFM Rangers and training for our own secretariat. The 3-day event culminated in the AGM that effectively ended the year for CFM. The balance of the month was spent in preparation for the move to MCMC Tower 2, scheduled for early 2023.

A big thank you to members of the Council and the bureaus for their support and congratulations to the team for achieving 90% performance rating by MCMC!

Thank you.



Norina Yahya

COUNCIL MEMBERS

(elected on 9th Dec 2021)



CHAIRPERSON
MUHAMMAD RAZILAH
ABDULLAH
PERSATUAN KOMUNIKASI
& MEDIA MALAYSIA
(PEKOMA)



DEPUTY CHAIRPERSON
DATIN NOR HANIZAR
SHAFIE
SISTEM TELEVISYEN
(M) BERHAD
(TV3)



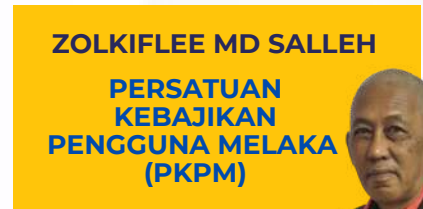
TREASURER
MAHFUZAH AZAHARI
MAXIS BROADBAND SDN BHD
(MAXIS)



SECRETARY
MOHAMAD YUSRIZAL
DATO' HJ. YUSOFF
PERSATUAN PENGGUNA
KEDAH (CAKE)



CHENG POH CEN
PERANCANG
PENGGUNA
KEWANGAN BIJAK
MALAYSIA (PPKBM)



ZOLKIFLEE MD SALLEH
PERSATUAN
KEBAJIKAN
PENGGUNA MELAKA
(PKPM)



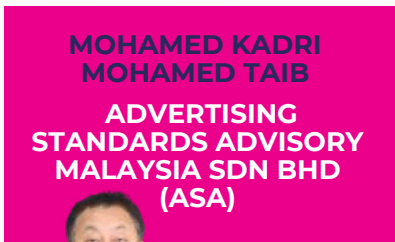
WAN AZAD WAN
MOHAMAD
DIGI
TELECOMMUNICATIONS
SDN BHD (DIGI)



AZLINDA ZAINAL
ABIDIN
MEASAT BROADCAST
NETWORK SYSTEMS
SDN BHD
(ASTRO)



HJ. NORDIN THANI
PERSATUAN BARISAN
PENGGUNA SABAH
(CFOS)



MOHAMED KADRI
MOHAMED TAIB
ADVERTISING
STANDARDS ADVISORY
MALAYSIA SDN BHD
(ASA)



AZIZAN AFANDI
TELEKOM MALAYSIA
BERHAD (TM)



ABDUL RAHMAN
SAMAD
PERTUBUHAN
PEMBIMBING KEWANGAN
PENGGUNA & KELUARGA
MALAYSIA (KPM)



MAZLAN RAZAK
TT DOTCOM SDN BHD
(TIME)





**Complaints &
Compliance
Management
Department
(CCMD)**

EXECUTIVE SUMMARY

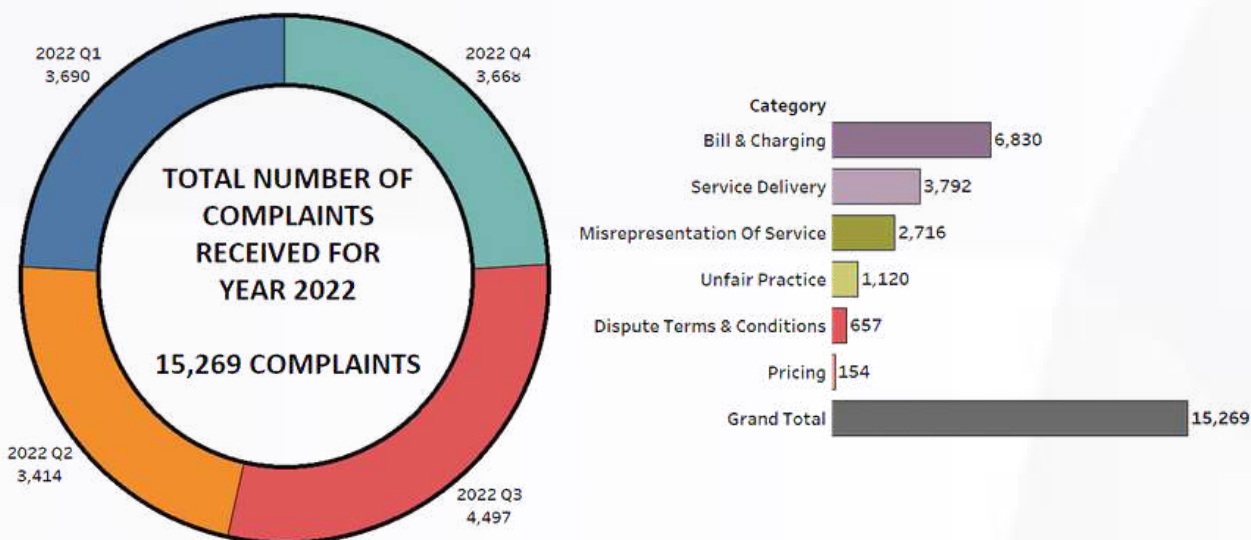
As part of CFM's objectives and functions to provide an avenue and channel for lodging complaints, disputes and grievances and also to recommend inexpensive and practical alternative dispute resolution procedures, the Complaints and Compliance Management Department (CCMD) is responsible to handle all the complaints from consumers and mediate the process for mutual resolution.

In November 2022, the revised General Consumer Code for the Communications and Multimedia Industry of Malaysia (GCC) has been registered. The updated GCC is foreseeable to improve and increase our efficiency in complaint management. It is CFM's duty to uphold the GCC by monitoring service delivery of the communications and multimedia industry concerning consumer interests and compliance with the codes.

Moving forward, CFM through CCMD would like to see complaints reduction and smarter consumer engagement in the future through continuous awareness programs and consumer education.

COMPLAINTS RECEIVED BY QUARTER & TOTAL COMPLAINTS BY CATEGORY

(KPI 1C - ALL COMPLAINTS)

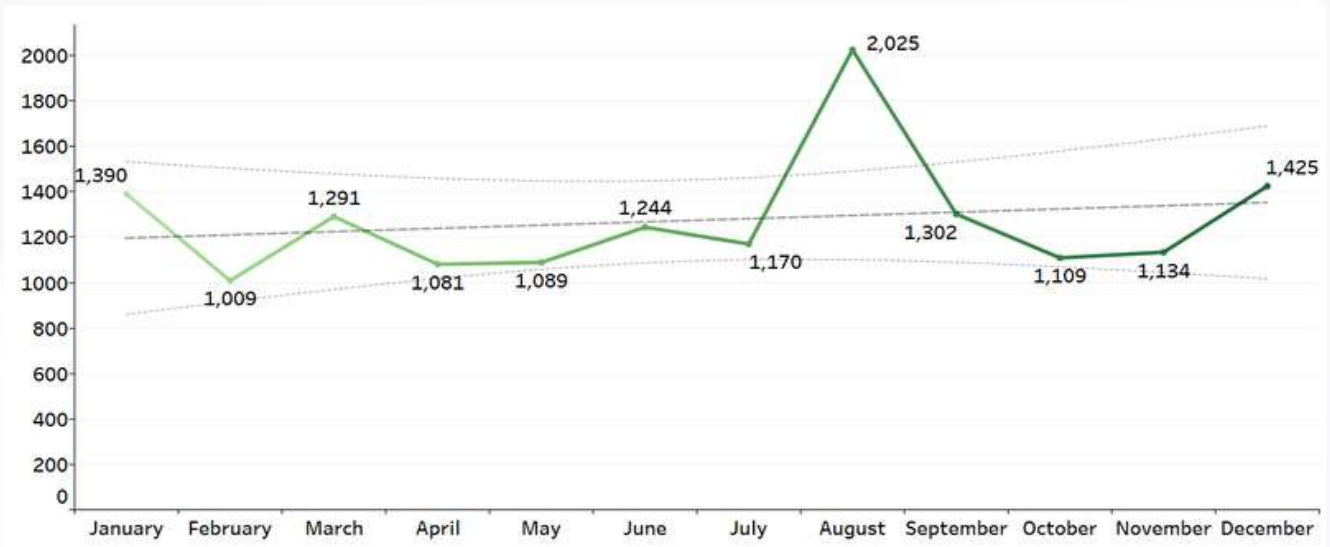


In the year 2022, Portal Aduan SKMM (ICMS) addressed a total of 15,269 complaints falling under the General Consumer Code of Practice (GCC) category. These encompassed a range of concerns such as Bill & Charging, Service Delivery, Misrepresentation of Service, Unfair Practice, Dispute Terms & Conditions, and Pricing.

It is important to note that the Service Provider took the lead in attending to these complaints, while CFM diligently oversaw and monitored the resolution process. If the Service Provider fails to resolve the complaints, they will be forwarded to the Secretariats for assessment and to determine the optimal resolution that benefits both parties.

Note: The data collected for KPI 1C is non-cumulative, meaning it does not accumulate over time. Additionally, each complaint ID is a unique number assigned to every individual complaint.

COMPLAINTS BY MONTH



January	February	March	April	May	June	July	August	Septemb..	October	November	December
1,390	1,009	1,291	1,081	1,089	1,244	1,170	2,025	1,302	1,109	1,134	1,425

Upon analysis, it is evident that the total number of complaints remained relatively consistent throughout the year 2022. However, a noteworthy spike in complaints occurred in August 2022. This anomaly was attributed to duplicate complaints generated by MEDIA HUB SDN BHD*, resulting in a total of 822 complaints. It is essential to highlight that all these duplicate complaints were duly rejected and subsequently closed by the Malaysian Communications and Multimedia Commission (MCMC).

**Media Hub Sdn Bhd is a corporate client of the Service Provider and has filed one complaint for each mobile number associated with their account. MCMC has reached out to the complainant and advised them to refer to only one complaint ID, regardless of the number of mobile numbers involved.*

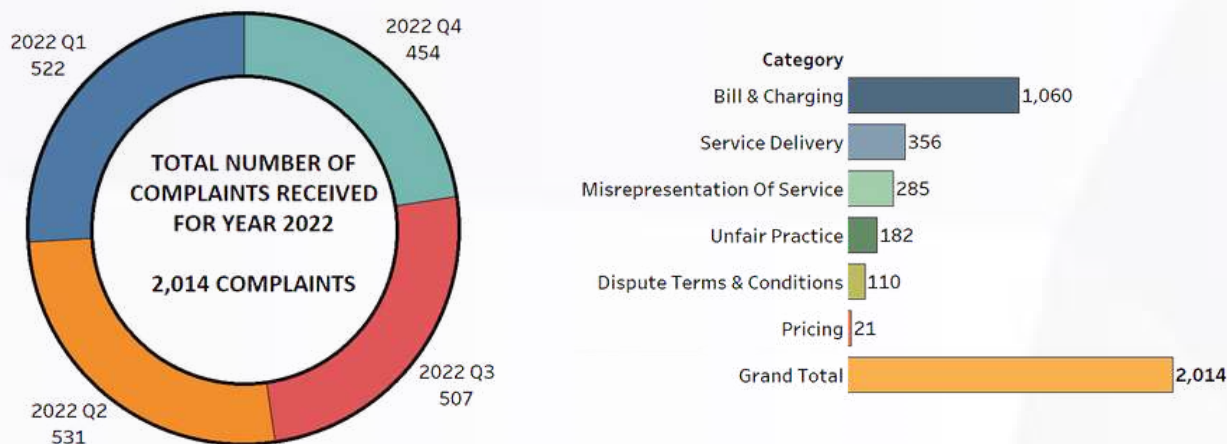
COMPLAINTS STATUS

	Resolved	Closed	Closed with Monitoring	Rejected	New	Investigation	Reopened	Grand Total
January	1,254	93		34	2		7	1,390
February	912	61		31			5	1,009
March	1,172	91		13		1	14	1,291
April	986	75		11	1		8	1,081
May	982	82		21	1		3	1,089
June	1,131	88	1	15	1	3	5	1,244
July	1,062	68		23		1	16	1,170
August	1,098	68		841	2	2	14	2,025
September	1,041	73	1	162	7		18	1,302
October	1,010	62		16	3	4	14	1,109
November	1,002	77		24	6	5	20	1,134
December	1,246	120		17	9	3	30	1,425
Grand Total	12,896	958	2	1,208	32	19	154	15,269

Throughout the year, Service Providers and CFM demonstrated commendable efficacy in resolving consumer grievances, achieving a 99% resolution rate. The remaining 1% of complaints are currently under investigation by the Service Providers and CFM, exemplifying their commitment to ensuring a fair and satisfactory resolution for all parties involved.

COMPLAINTS RECEIVED BY QUARTER & TOTAL COMPLAINTS BY CATEGORY

(KPI 1D - REOPENED, GCC CATEGORY ONLY)

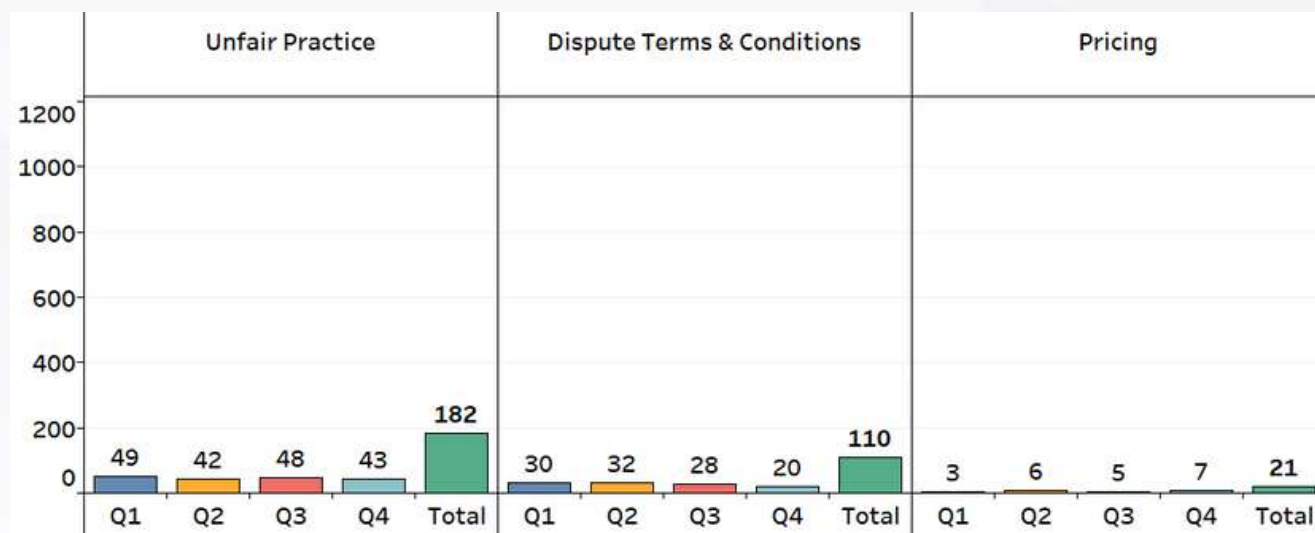
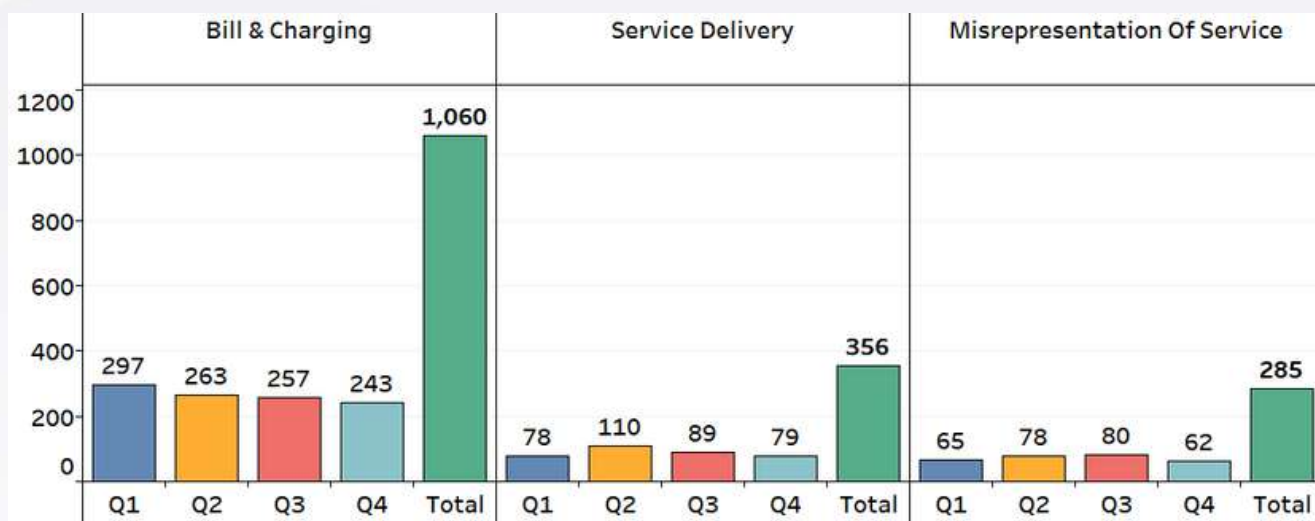


In the year 2022, CFM addressed a total of 2,014 reopened complaints. Reopened complaints refer to cases where the Service Provider has resolved the initial complaint, but the Complainant remains dissatisfied and chooses to reopen the case. When MCMC identifies this status in the system, the case is forwarded to CFM for further action.

Upon receiving these reopened complaints, the CFM Secretariat actively engages with both the Complainant and the Service Provider to facilitate mediation and strive for the most favourable resolution.

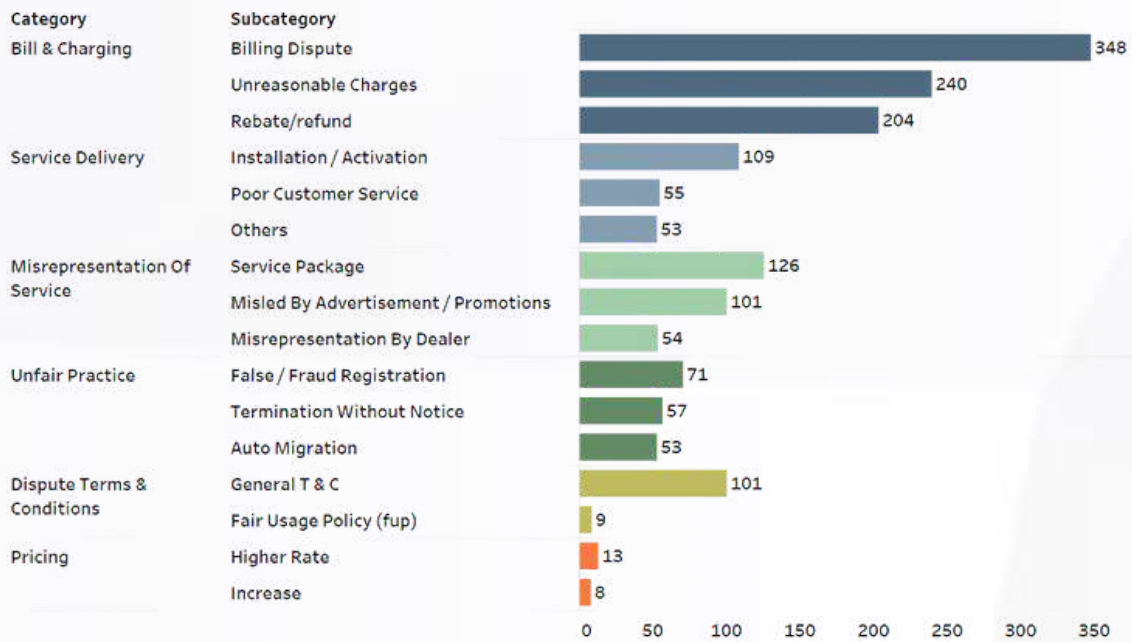
Note: The data collected for KPI 1D is cumulative, meaning it adds up over time. For example, if a complainant reopens a complaint in both February and September, each reopening will be counted as a separate and distinct occurrence or data set. As a result, there may be instances where the complaint ID appears redundant or duplicated.

COMPLAINT BY CATEGORY



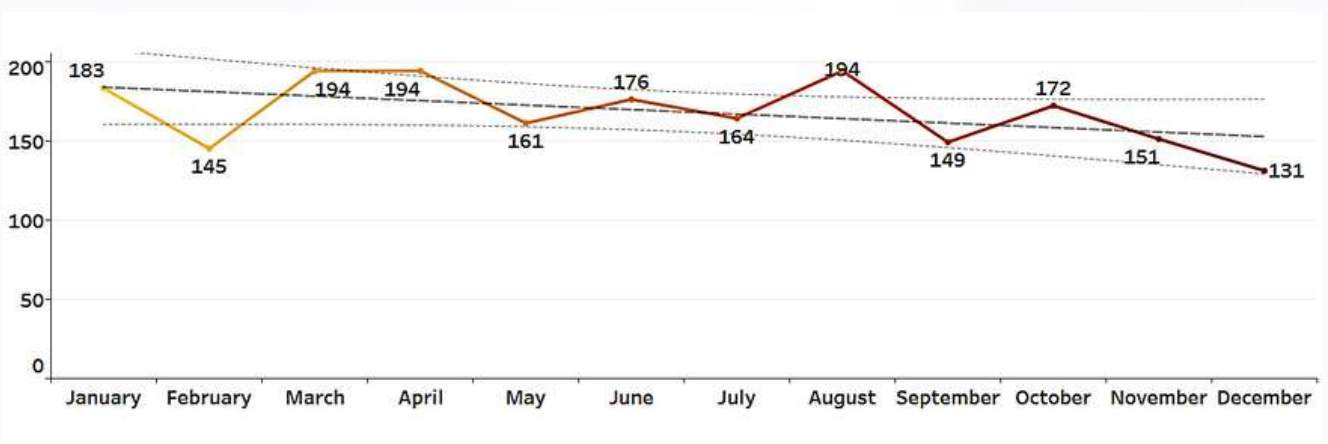
Among the various complaint categories, Bill & Charging emerged as the most prevalent throughout the year 2022, constituting 50% of the total complaints received.

COMPLAINT BY CATEGORY



The accompanying graph illustrates the top three subcategories within each complaint category for the reopened complaints in 2022. Notably, Billing Dispute recorded the highest number of complaints among all subcategories.

COMPLAINT BY CATEGORY

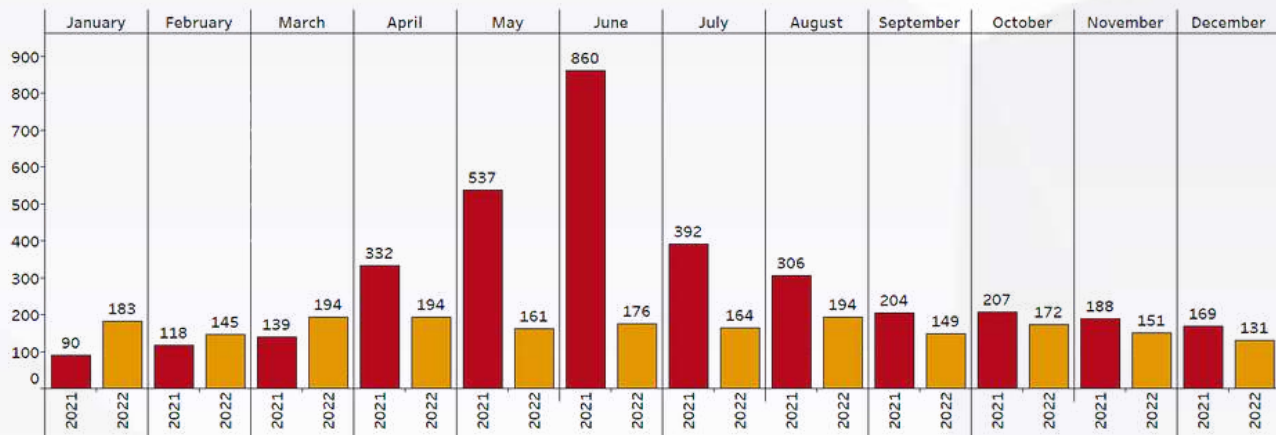


January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
183	145	194	194	161	176	164	194	149	172	151	131	2,014

Throughout the year 2022, a total of 2,014 complaints were received, with no significant spikes observed. The number of complaints remained consistent throughout the year.

2020 VS 2021

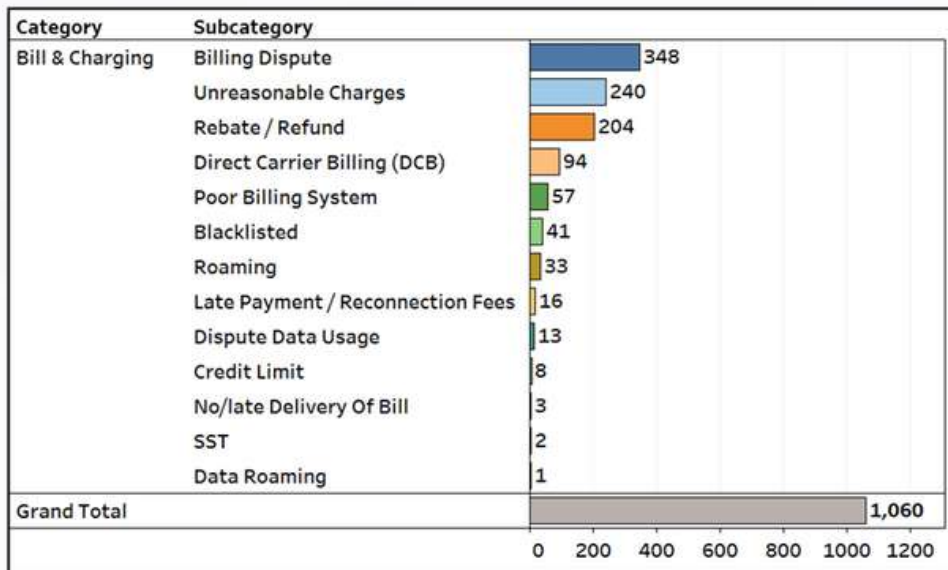
2021	CATEGORY	2022
1,182	BILL & CHARGING	1,060
1,069	MISREPRESENTATION OF SERVICE	285
615	UNFAIR PRACTICE	182
442	SERVICE DELIVERY	356
202	DISPUTE ON TERMS & CONDITIONS	110
32	PRICING	21
3,542	TOTAL COMPLAINTS RECEIVED	2,014



A noteworthy comparison reveals that in 2022, the number of complaints reopened and attended by CFM experienced a remarkable 43% decrease compared to 2021. This significant reduction can be attributed to the service provider's exceptional quality of resolution, for which they were advised and commended by the Secretariats.

Furthermore, the service provider and the Secretariats demonstrated an impressive ability to effectively address persistent complainants. Their dedicated efforts resulted in the successful resolution of long-standing complaints, highlighting their strong commitment to customer satisfaction. This proactive approach not only contributed to the overall decrease in complaints but also showcased the exceptional skills of the service provider and Secretariats in resolving complex issues and ensuring positive outcomes for their customers.

ANALYSIS OF COMPLAINTS IN 2022 & COMPLAINT BY SUBCATEGORY - BILLING DISPUTE



BILLING DISPUTE	NO. OF COMPLAINTS
Extra charge	112
Outstanding After Termination	60
Penalty Charge	25
Network - Billing	23
Dispute Outstanding	18

Billing Dispute consistently ranks as the highest attended complaint category in both 2021 and 2022. Further examination of these complaints reveals that a significant portion of them is related to additional charges imposed by Service Providers.

Throughout 2021 and 2022, the number of complaints in the Billing Dispute subcategory remains consistently high. The Service Providers, in collaboration with the Secretariat, are actively working together to identify the root causes behind these recurring complaints.

Another prominent issue within the Billing Dispute subcategory is outstanding charges following service termination, which ranks as the second-highest concern. CFM firmly believes that Service Providers should transparently inform consumers about any charges they may incur.

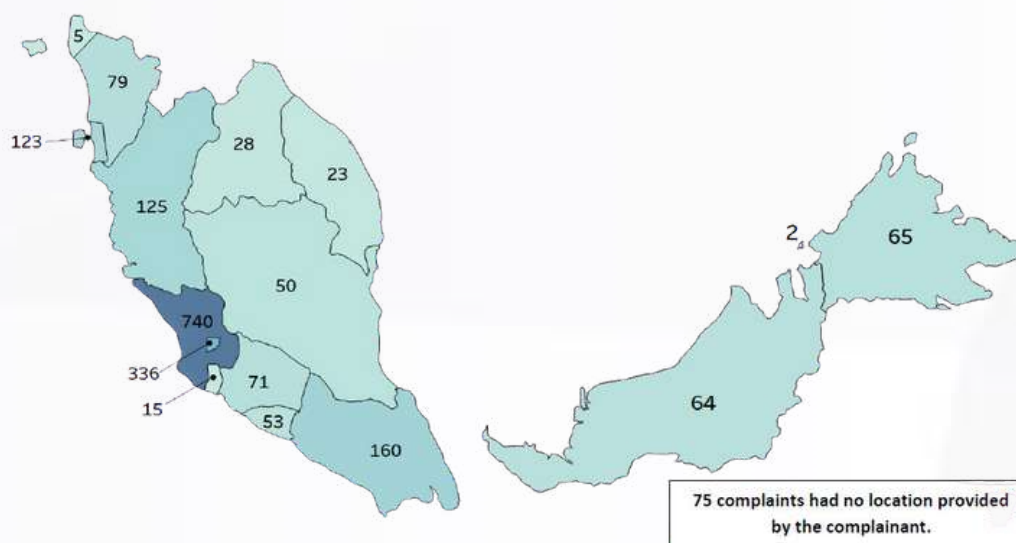
Within the Billing Dispute subcategory, Cellular services received the highest number of complaints, accounting for 1140 complaints (57%), followed by fiber services with 349 complaints (17%), and wireless services with 186 complaints (9%).

Aligned with the recently updated General Consumer Code (GCC), specifically Clause 3.2.1, Service Providers are now required to provide consumers with a summarized offer for each service known as a Critical Information Summary (CIS). The purpose of the CIS is to consolidate essential information into one document, making it easier for consumers to compare offers from other Service Providers. Details can be provided through links or references to avoid excessively lengthy documents. CFM hopes that this improvement in the GCC will help reduce the number of complaints related to billing issues.

This initiative aims to assist consumers in understanding the charges on their monthly bills and identifying any hidden fees associated with the service.

Consumers are consistently advised to carefully review their bills and promptly contact their respective Service Providers if they notice any suspicious charges.

COMPLAINT RECORDED BY LOCATION



Complainant State	Complainant District	Bill & Charging	Service Delivery	Misrepresentation Of Service	Unfair Practice	Dispute Terms & Conditions	Pricing	Grand Total
Selangor	Petaling	162	42	41	27	12	2	286
	Klang	60	20	12	10	7		109
	Gombak	33	23	19	6	7		88
	Hulu Langat	43	16	7	9	7		82
	Kajang	27	13	11	6	3	2	62
	Sepang	28	13	2	3	6	1	53
	Hulu Selangor	11	6		3	2	1	23
	Kuala Langat	11	6	1				18
	Kuala Selangor	9	4	2				15
	Sabak Bernam	1	2	1				4
Grand Total		385	145	96	64	44	6	740

In 2022, Selangor recorded the highest number of complaints, with a total of 286 complaints. It is important to note that these numbers may not accurately represent the network conditions of each state. However, understanding the distribution of complaints offers valuable statistical insight for other regulatory bodies and service providers. This information can aid in planning and efficiently allocating resources to address issues in specific locations.

2022 COMPLAINT STATUS

Service Provider	Resolved	Closed	Rejected	Closed With Monitoring	Reopened	Grand Total
MAXIS	493	48	3		71	615
TELEKOM MALAYSIA	331	73		1	30	435
CELCOM	193	40	6		7	246
DIGI	131	15	2		37	185
TM Technology Services	92	18			2	112
YTL (YES)	85	7				92
U MOBILE	55	11			12	78
REDONE	59	3		1	3	66
TIME DOTCOM	29	12			13	54
ASTRO	17	25	4		1	47
XOX	31	1			1	33
TUNE TALK	18	2				20
PINGGIR ARMADA	8					8
PRIMA Communications	5					5
ALLO TECHNOLOGY	3				2	5
Gigabit Fiber	5					5
ViewQwest	2				1	3
YOODO	3					3
ALTEL	1					1
OTHERS					1	1
Grand Total	1,561	255	15	2	181	2,014

1,833 (91%)
Complaints considered Resolved and Closed

181 (9%)
Pending complaints

The accompanying table provides a comprehensive overview of the status of complaints received by CFM during the year 2022, showcasing remarkable achievements in complaint handling. CFM, in close collaboration with the Service Providers, demonstrated an exceptional ability to effectively handle and resolve an impressive 91% of the total complaints received. This outstanding accomplishment stands as a testament to the unwavering commitment and dedication of both CFM and the Service Providers in promptly addressing and providing satisfactory resolutions to consumer concerns.

It is important to note that despite the significant success in resolving the majority of complaints, CFM and the Service Providers remain firmly committed to addressing the remaining 9% of outstanding complaints. These remaining complaints encompass persistent complainants, behavioral issues, and technical difficulties. Recognizing the paramount importance of ensuring consumer satisfaction and resolving all outstanding matters, CFM and the Service Providers are actively engaged in ongoing efforts to diligently address and resolve these remaining complaints.

2022 COMPLAINT STATUS

In November 2022, the General Consumer Code underwent comprehensive updates to further strengthen consumer protection measures and promote fair practices within the telecommunications industry. These updates aim to ensure that consumers receive reliable, transparent, and high-quality services from their chosen Service Providers.

The updated code places significant emphasis on the importance of providing consumers with clear and accurate information regarding the services being offered. Service Providers are required to furnish consumers with detailed descriptions of their service packages, including the terms and conditions, pricing structures and any associated charges together with their limitation of services and customer service contact details. To facilitate easy comparison between different service providers, Service Providers must also provide consumers with a concise and easily understandable Critical Information Summary (CIS) that summarizes the key features of their service offerings.

Clear and Accurate Information: One of the significant updates is the requirement for Service Providers to provide consumers with clear and accurate information regarding their service offerings. This includes detailed descriptions of service packages, terms and conditions, pricing structures, and associated charges. By ensuring transparency in the information provided, consumers can make informed decisions when choosing their telecommunications services.

Critical Information Summary (CIS): To facilitate easy comparison between different service providers, the updated code mandates the provision of a concise and easily understandable Critical Information Summary (CIS). This summary consolidates key features of the service offerings, allowing consumers to compare different providers more effectively and make well-informed choices based on their preferences and requirements.

Billing Transparency: Another crucial aspect emphasized in the updated code is billing transparency. Service Providers are now required to adopt transparent and clear billing practices, ensuring that consumers have a comprehensive understanding of the charges they have incurred. This includes the disclosure of any additional or hidden fees, enabling consumers to assess the financial aspects of their telecommunications services accurately.

Fair Treatment: The updated General Consumer Code places a strong emphasis on fair treatment. It reinforces consumer rights to fair treatment, privacy protection, and efficient dispute resolution. Service Providers are encouraged to establish effective mechanisms for handling consumer complaints and resolving disputes promptly and satisfactorily. This ensures that consumers have access to fair and timely resolutions for any grievances related to service quality, billing discrepancies, or other matters.

Consumer Empowerment: By equipping consumers with clear and accurate information, promoting billing transparency, and ensuring fair treatment, the updated code aims to empower consumers. It provides them with the necessary tools, protection, and avenues for recourse to make informed choices and enjoy reliable telecommunications services. The provisions of the General Consumer Code enhance consumer trust, foster healthy competition, and contribute to the overall development of the telecommunications industry.

For a comprehensive understanding of the updated General Consumer Code and its various provisions, please refer to the QR code below, which contains the complete document.

2022 General Consumer Code
(GCC)



**SESI LAWATAN BERHUBUNG ISU "NOISE
PIXEL/ PICTURE NOISE EFFECT"
- PANASONIC MALAYSIA SDN BHD
19 JANUARI 2022**



**SESI LIBAT URUS ASTRO BERSAMA MCMC &
CFM - PENGURUSAN ADUAN
- BANGSAR SOUTH THE HORIZON ANNEXE
21 JUN 2022**

**WORKSHOP ON THE DEVELOPMENT OF ICMS 2.0
DESIGN THINKING - CONSUMER FORUM OF
MALAYSIA (CFM)
- LE MERIDIEN, PUTRAJAYA
27TH JULY 2022**



**LAWATAN CFM KE TPPM,
MINISTRY OF DOMESTIC TRADE,
AND CONSUMER AFFAIRS
7 JULAI 2022**

**MESYUARAT PENGENDALIAN ADUAN
BERSAMA MCMC DAN U MOBILE
- MCMC HQ TOWER 1
15 OGOS 2022**




**WORKSHOP ON
COMPLAINT HANDLING
REVISION AND
CONSUMER ISSUES
MANAGEMENT
(MCMC & CFM)**

HOTEL SCAPES GENTING

28 OKTOBER 2022





**Policy &
Stakeholder Affairs
Department
(PSAD)**

EXECUTIVE SUMMARY

Under the new organisational structure, the scope of PSAD has been widened to include the work previously carried out under CPRD and SAD.

Secretarial functions for Council & OB meetings were carried out as usual, as well as for the GCC Working Group. Then, aside from the AGM, there was the added responsibility of organising an EGM as well as the Persidangan Pengguna.

The PSAD team also took over the task of outlining the framework for the CFM Rangers as well as coordinating the update of the CFM logo. After much debate, the new design symbolising the relationship between CFM and consumers was accepted whilst maintaining the same colour, representing CFM's relationship with MCMC.

The pocket talks and online interviews organised by CPRD were supplemented by on-the-ground consumer awareness activities combining the resources of stakeholder engagement under PSAD and the CFM Rangers. For the second year running, CFM was given the opportunity to appear before the Jawatankuasa Pilihan Khas Kesejahteraan Rakyat, a Senate Select Committee to speak on consumer matters.

CFM's working relationship with the Negeri Sembilan MCMC State Office began with a session to empower entrepreneurs using the PEDis under MCMC. Other events with NSSO and supporting MCMC include the World Telecommunications Day celebrations held at UCSI, the Majlis Apresiasi Inovasi in Seremban and the retreat with the Consumer and Industry Affairs Division.

CFM had the opportunity to support events by the members such as the Measat-3D launch, and MMTA's networking and get together. CFM also had the opportunity to host the team from TM at our office.

Members also took advantage of the event grant offered to hold C&M related events. PKPM, Macfea and UPM all held consumer awareness programmes utilising the funds made available to them. CFM also supported CAKE's participation in KPDNHEP's Hari Pengguna and PEKOMA also participated in UTEM's forum.

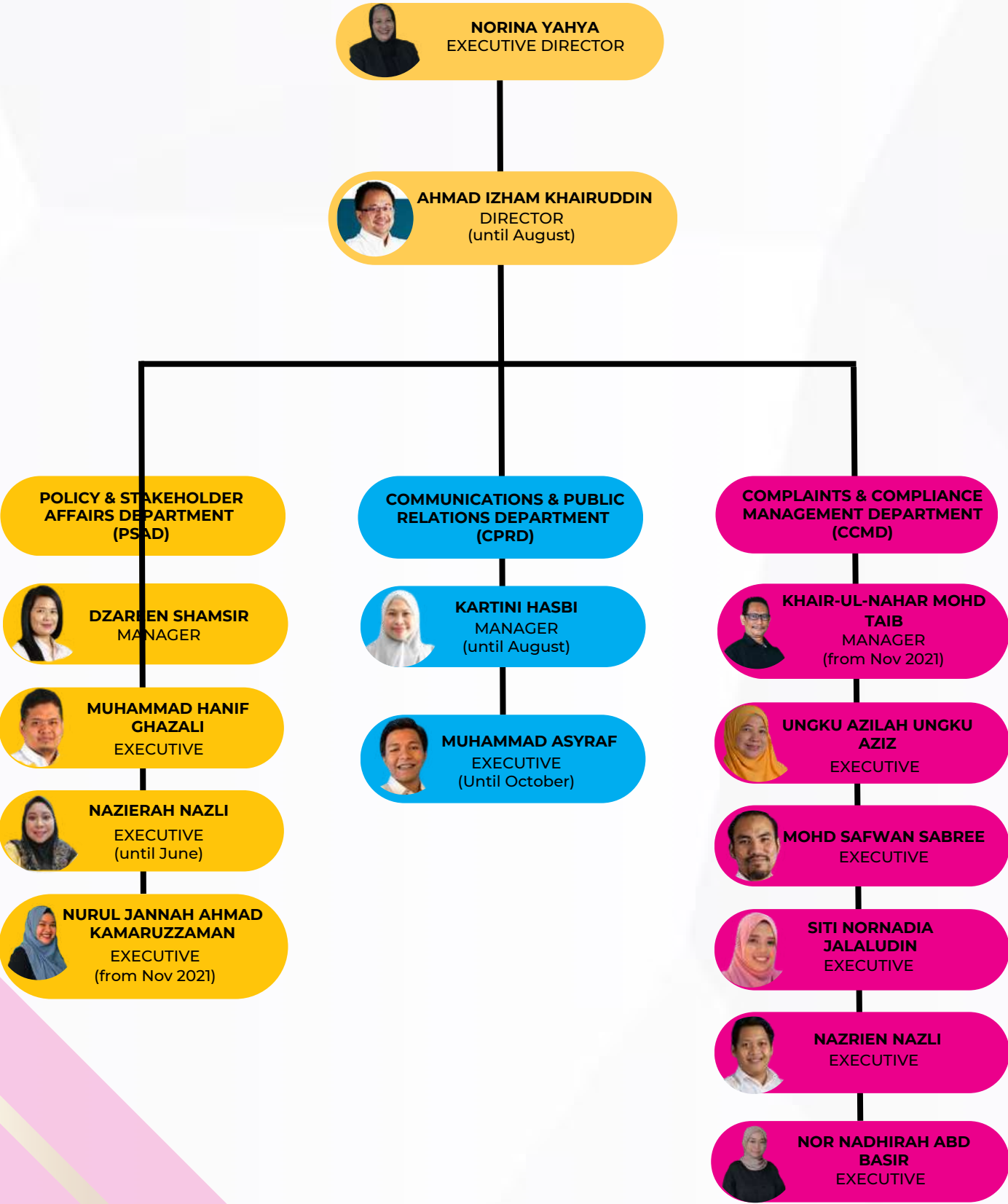
The final event for the year was the Persidangan Pengguna held in December. The 2 days 1 night conference lined up several panelists from MCMC, TV3, PDRM, TTPM, OFS, MyDIGITAL, YTL and many others.

At this Conference, CFM officially launched the 'CFM Rangers'. CFM Rangers are volunteers comprising Malaysian citizens aged 18 and above. Over 100 students from from public and private institutions such as Universiti Putra Malaysia (UPM), Universiti Kebangsaan Malaysia (UKM), University College of Agroscience Malaysia (UCAM) and Advanced Technology Training Center (ADTEC) Shah Alam attended the conference as registered CFM Rangers and received their first introduction to CFM and the communications and multimedia industry. Given that these students are digital natives, they were able to participate in the sessions easily and confidently and posed some interesting questions and provided different perspectives to the panelists.

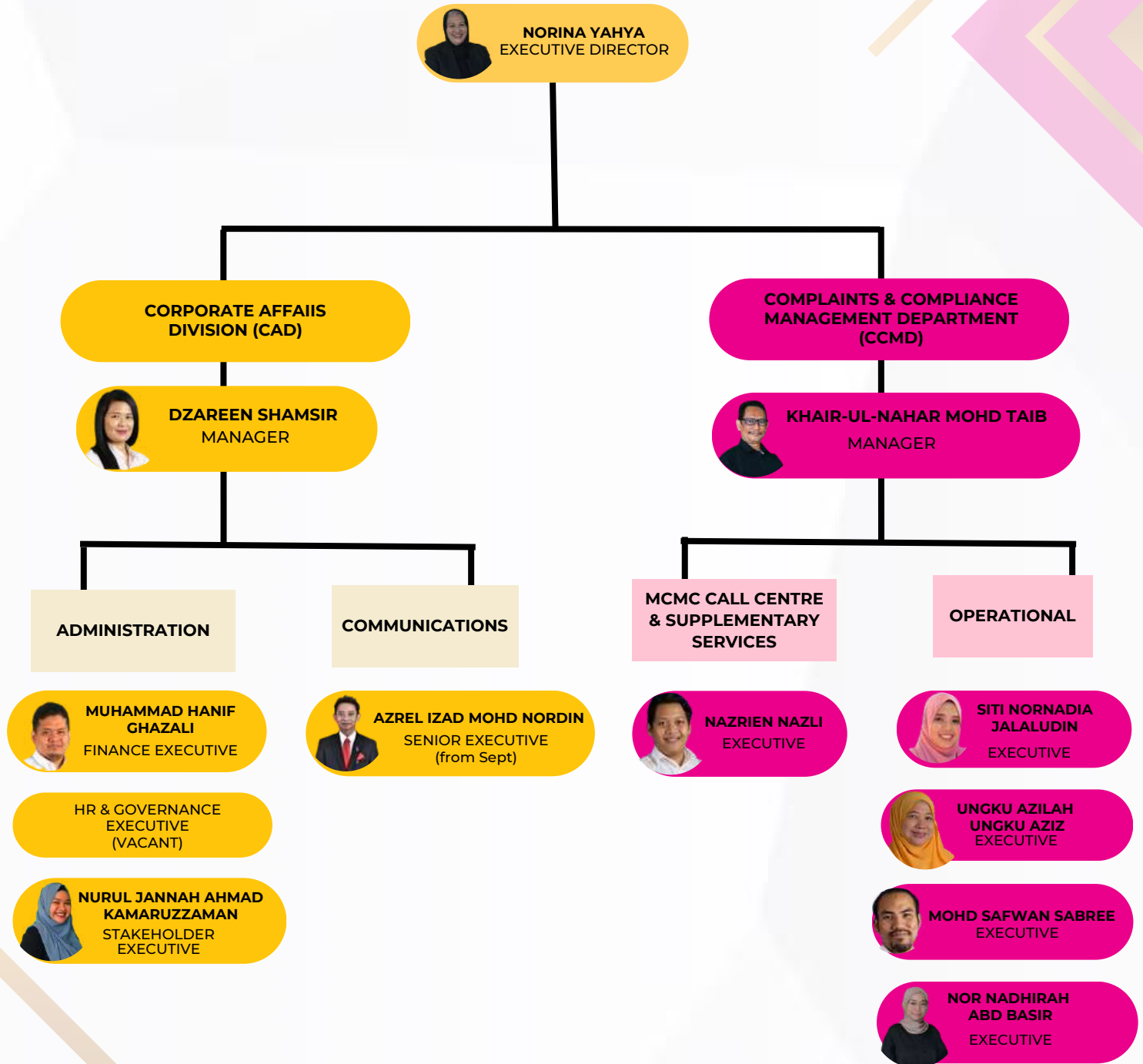
Administrative matters also fall under the purview of PSAD. Another change in the way that CFM was run came in the form of an instruction at the beginning of the new CM term giving the Secretary executive powers. Whilst the Treasurer would still oversee financial matters, the Secretary would take charge of operational matters. This was to ensure that CFM would operate on the principles of CARE; communication, accountability, responsibility and efficiency.

Several members of the secretariat left the team during the year in order to explore other opportunities. At the same time CFM welcomed new additions to the team in end of September, bringing the total workforce to 10. This situation will need to be reviewed from time to time to ensure that the optimum number of people with relevant skills are employed in the organisation.

ORGANIZATION CHART BEFORE RESTRUCTURING IN SEPTEMBER 2022



ORGANIZATION CHART AFTER RESTRUCTURING



MEETINGS 2022

COUNCIL MEETING

DATE	MODE	MEETING
6 Jan	Physical	CFM Council Meeting (No. 01/2022)
25 Mac	Hybrid	CFM Council Meeting (No. 02/2022)
3 Jun	Physical	CFM Council Meeting (No. 03/2022)
15 Jul	Hybrid	CFM Council Meeting (No. 04/2022)
6 Okt	Physical	CFM Council Meeting (No. 05/2022)

OB MEETING

DATE	MODE	MEETING
23 Mac	Online	Office Bearer Meeting (No. 02/2022)
5 Jul	Physical	Office Bearer Meeting (No. 03/2022)
15 Jul	Hybrid	Office Bearer Meeting (No. 04/2022)
23 Sept	Physical	Office Bearer Meeting (No. 05/2022)

MEETINGS 2022

GCC WORKING GROUP MEETING

DATE	MODE	MEETING
10 Feb	Online	GCC Committee Meeting (No. 01/2022)
25 Feb	Online	GCC Committee Meeting (No. 02/2022)
4 Mac	Online	GCC Committee Meeting (No. 03/2022)
17 Mac	Online	GCC Committee Meeting (No. 04/2022)

INTERNAL AUDIT BUREAU MEETING

DATE	MODE	MEETING
22 Apr	Physical	Internal Audit Bureau Meeting (No. 01/2022)
20 Mei	Physical	Internal Audit Bureau Meeting (No. 02/2022)
15 Nov	Physical	Internal Audit Bureau Meeting (No. 03/2022)

INTERNAL AUDIT INSPECTIONS

DATE	MODE	MEETING
13 Mei	Physical	Chairman of the Internal Audit Bureau visit to CFM for Management Audit Review
1 Jul	Physical	Review & Internal Audit Activities For CFM Executives
14 Jul	Physical	Review of CFM's Audited Accounts by Internal Audit Bureau
15 Nov	Physical	Internal Audit Disposal Visit & Check for CFM Assets

MEETINGS 2022

MISCELLANEOUS MEETINGS

DATE	MODE	MEETING
22 Feb	Online	MCMC Joint Meeting Regarding CFM KPI
27 Apr	Online	PSAD Bureau Meeting 2022 (No. 01/2022)

GENERAL MEETINGS

DATE	MODE	MEETING
3 Aug	Online	Extraordinary General Meeting (EGM)
4 Dec	Hybrid	21st Annual General Meeting (AGM)

CONFERENCE

DATE	MODE	MEETING
2 - 3 Dec	Physical	Communication & Multimedia Consumer Conference 2022

ONLINE POCKET TALK & RADIO INTERVIEW



VASANTHAM
வசந்தம்

PENIPUAN DALAM TALIAN

GUNA SELAN MARIAN
Ahli Forum Pengguna Komunikasi & Multimedia Malaysia

SASHI KUMAR TERMARINGGAM
Pakar Teknologi Maklumat

SABTU | 12 FEB 2022
3.05 - 4.00 PETANG

Freeview, RUM, LIVE, rtmtvtamilnews, BERTAS, CTVN

cfm

POCKET TALK

BERSAMA KLUSTER PEDI BENTONG, PAHANG

25 FEB 2022
1030 AM - 1130 AM

CFM : CHAMPIONING CONSUMER

ZOLKIFLEE SALLEH
AHLI MADIS
FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA (CFM)

cfm, comsumerforummalaysia, cfm_malaysia, comsumerforum

cfm

POCKET TALK

BERSAMA KLUSTER PEDI BERA, PAHANG

CFM : MENJUARAI HAK PENGGUNA

CHENG POH CHEN
AHLI MADIS
FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA (CFM)

Traxx fm
Experience the Excitement

MOMENTUM WHAT MATTERS

23rd February 2022 | Wednesday | 11.15 am

4G NETWORK IS STILL WEAK, WHAT TO DO?

SIRAJ JALIL
MEMBER OF COMMUNICATION AND MULTIMEDIA CONSUMER FORUM MALAYSIA (CFM)

catch us LIVE 90.3FM | ASTRO CH872 | traxxfm.rtm.gov.my

traxxofficial, Freeview

3 MAC 2022
KHAMIS
12:15 TENGAH HARI

INYA

Tetamu
EN. MOHAMAD YUSRIZAL DATU' AL YUSOFF
SETIAUSARA IFM

Topik
BANGSAH 4G MASIH LEMAH, APA YANG PERLU LAKUKAN ?

Bicarawara@KEDAHfm

i-Tanya

KEDAH

cfm

POCKET TALK

BERSAMA PEDI KLUSTER MARAN 1, PAHANG

18 MAC 2022
1030 PAGI

GCC : PENTINGKAH UNTUK ANDA?

TS DR. SYED AGIL SHEKH ALSAGOFF
AHLI BIRO
JABATAN KOMUNIKASI & PERHUBUNGAN AWAM (CFM)

cfm

POCKET TALK

BERSAMA PEDI KLUSTER ROMPIN, PAHANG

8 MAC 2022
1030 PAGI

GCC : PENTINGKAH UNTUK ANDA?

DATIN NOR HANIZAR SHAFIE
NAIB Pengerusi
CFM

MOMENTUM

WHAT MATTERS

10TH AUGUST 2022 | WEDNESDAY | 11.15 AM

COMPENSATION FOR SERVICE DISRUPTION

ASSOC. PROF. DR. DORIS PADMINI SELVARTNAM
ASSOCIATE MEMBER
COMMUNICATION AND MULTIMEDIA CONSUMER FORUM OF MALAYSIA

cfm

MUTARA fm
Sugatunfa Unkasu

BICARA PRISMA

CFM : MASALAH DENGAN PELAN DATA? APA YANG ANDA PERLU LAKUKAN

17 MAC 2022
10.15 PAGI - 10.45 PAGI

PUAN SYAZA KAMARUZAMAN
AHLI BIRO
JABATAN KOMUNIKASI & PERHUBUNGAN AWAM (CFM)

MAJLIS PELANCARAN HARI PENGGUNA KEBANGSAAN TAHUN 2022 (KPDNHEP)

DUN BUKIT LADA, KEDAH

19 MARCH 2022



WORLD TELECOMMUNICATIONS DAY; DIGITAL TECHNOLOGIES FOR OLDER PERSONS AND HEALTHY AGEING

UCSI UNIVERSITY, CHERAS

26 MAY 2022



**MAJLIS PELANCARAN SATELIT
MEASAT-3D**

**WOLRD TRADE CENTRE, KUALA
LUMPUR**

23 JUNE 2022



**BENKEL PELAN TINDAKAN
PENGGUNA (PTP) ANJURAN
KPDNHEP**

BANGI RESORT HOTEL, SELANGOR

7 JULY 2022





**MMTA NETWORKING & GET-TOGETHER
EVENT**

CLOUD 9 PAVILION, KUALA LUMPUR

28 SEPTEMBER 2022



**PROGRAM KESEDARAN
PENGGUNA KOMUNIKASI &
MULTIMEDIA DAN
PELANCARAN CFM RANGERS**

PANTAI PUTERI, MELAKA

2 OCTOBER 2022





**MESYUARAT
JAWATANKUASA
PILIHAN KHAS
KESEJAHTERAAN
RAKYAT (JKPK KSJ),
MAJLIS MESYUARAT
DEWAN NEGARA**

**LACRISTA HOTEL,
MELAKA**

3 OCTOBER 2022



**PROGRAM PENINGKATAN
PENDAYAUPAYAAN PENGGUNA
: KLINIK CPR
(CEGAH,PANTAU,RAWAT)**

**UNIVERSITI PUTRA MALAYSIA
(UPM)**

29 OCTOBER 2022





FORUM AKU, SUKA DAN RELA

UNIVERSITI TEKNIKAL
MALAYSIA (UTEM), MELAKA

6 NOVEMBER 2022



TM COURTESY VISIT
TO CFM

CYBERJAYA

15 NOVEMBER 2022



PERSIDANGAN PENGGUNA & KOMUNIKASI 2022
M RESORT & HOTEL, KUALA LUMPUR
2 - 3 DECEMBER 2022



21ST CFM ANNUAL GENERAL MEETING

**M RESORT & HOTEL,
KUALA LUMPUR**

4 DECEMBER 2022





MEMBERS LIST

SUPPLY MEMBERS

1	Sistem Televisyen (M) Berhad	TV3
2	Maxis Broadband Sdn Bhd	MAXIS
3	TT dotCom Sdn Bhd	TIME
4	Astro Radio Sdn Bhd	ASTRO RADIO
5	Digi Telecommunications Sdn Bhd	DIGI
6	Telekom Malaysia Berhad	TM
7	MEASAT Broadcast Network Systems Sdn Bhd	ASTRO
8	Celcom Axiata Berhad	CELCOM
9	Webe Digital Sdn Bhd	WEBE
10	U Mobile Sdn Bhd	U MOBILE
11	Tune Talk Sdn Bhd	TUNE TALK
12	YTL Communications Sdn Bhd	YTL
13	Altel Communications Sdn Bhd	ALTEL
14	RED ONE Network Sdn Bhd	REDONE
15	M-Mode Mobile Sdn Bhd	M-MODE
16	Merchantrade Asia Sdn Bhd	MERCHANTRADE
17	Pavo Communications Sdn Bhd	MCALLS
18	Tone Plus Sdn Bhd	TONE PLUS
19	Tone Excel International Sdn Bhd	TONE EXCEL
20	Digital Nasional Berhad (DNB)	DNB

DEMAND MEMBERS

1	National Council of Women's Organisations Malaysia	NCWO
2	Consumer's Association of Miri	CAM
3	Persatuan Pengguna Negeri Sembilan	NESCA
4	Persatuan Ekonomi Pengguna & Keluarga Malaysia	MACFEA
5	Malaysian Mobile Technology Association	MMTA
6	Persatuan Pengguna Kedah	CAKE
7	Persatuan Pengguna Daerah Kuala Terengganu	PPDKT
8	Persatuan Kebajikan Pengguna Johor	JCWA
9	Pertubuhan Pembimbing Kewangan Pengguna & Keluarga Malaysia	KPM
10	Persatuan Pelindung Pengguna Kelantan	PELINDUNG
11	Universiti Kebangsaan Malaysia	UKM
12	Malaysian Consumer Association	MACONAS
13	Persatuan Pelindung Pengguna Pulau Pinang	PCPA
14	Universiti Sains Islam Malaysia	USIM
15	Persatuan Kebajikan Pengguna Melaka	PKPM
16	Persatuan Pengguna Komunikasi Dan Media Malaysia	PEKOMA
17	Persatuan Komuniti IKS Terengganu Diperantauan	KOSMET
18	Persatuan Komuniti Terengganu Diperantauan	KITER
19	Advertising Standards Malaysia Sdn Bhd	ASA
20	Persatuan Hal Ehwal dan Pelindung Pengguna Sabah	CAPS
21	Persatuan Suara Konsumer Sarawak	COVAS
22	Persatuan Barisan Pengguna Sabah	CFOS
23	Universiti Telekom Sdn Bhd	MMU
24	Persatuan Perancang Kewangan Bijak Malaysia	PPKBM
25	UiTM Institute of Business Excellence	IBE
26	Universiti Putra Malaysia	UPM
27	Universiti Kuala Lumpur	UNIKL
28	Persatuan Animasi Malaysia	ANIMAS
29	Universiti Teknologi Malaysia	UTM
30	Persatuan Pengguna Siber Malaysia	MCCA
31	Persatuan Kebajikan Pengguna Telco Malaysia	PKPTM

ASSOCIATE MEMBER (ORGANISATION)

1	Messrs. Raja, Darryl & Loh	RDL
---	----------------------------	-----

ASSOCIATE MEMBER (INDIVIDUAL)

1	Abdul Manaf Bohari
2	Kugan A/L Kathegesen
3	Nor Aishah Muyop
4	Gayah Gulam Haidar
5	Mohd Zamri Mohd Diah
6	Syed Agil Shekh Alsagoff
7	Saw Teck Chew

CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI
DAN MULTIMEDIA MALAYSIA)

(PPM-011-14-13022001)

(A society registered in Malaysia)

STATUTORY FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2022

ALI SHAH HASHIM & CO

(AF: 001882)

Chartered Accountants

REGISTRATION NO.: PPM-011-14-13022001

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)**

(A society registered in Malaysia)

**FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2022**

INDEX	PAGE
COUNCILLORS' REPORT	1
STATEMENT BY THE COUNCILLORS	5
STATEMENT OF FINANCIAL POSITION	6
STATEMENT OF COMPREHENSIVE INCOME	7
STATEMENT OF CHANGES IN MEMBERS' FUND	8
STATEMENT OF CASH FLOW	9
NOTES TO THE FINANCIAL STATEMENTS	11
AUDITOR'S REPORT	i

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(A society registered in Malaysia)**

COUNCILLORS' REPORT

The Councillors hereby present their report and the audited financial statements of the Consumer Forum of Malaysia ("the Forum") for year the year ended 31st December 2022.

PRINCIPAL ACTIVITY

The principal activity of the Forum is to promote the national policy objectives for the communication and multimedia industry as enshrined in the Communication and Multimedia Act 1998. There has been no significant change in this activity during the year.

FINANCIAL RESULT

	2022 RM
Loss of income against expenditure, after taxation	(1,462,884)
Accumulated fund brought forward	<u>1,832,054</u>
Accumulated fund carried forward	<u><u>369,170</u></u>

RESERVES AND PROVISIONS

There were no material transfers to or from reserves or provisions during the financial year.

BAD AND DOUBTFUL DEBTS

Before the financial statements of the Forum were made out, the Councillors took reasonable steps to ascertain that action had been taken in relation to the writing off of bad debts and the making of provision for doubtful debts and are satisfied that all known bad debts had been written off and that adequate provision had been made for doubtful debts.

At the date of this report, the Councillors are not aware of any circumstances that would render the amount written off for bad debts or the amount of the provision for doubtful debts in the financial statements of the Forum inadequate to any substantial extent.

CURRENT ASSETS

Before the financial statements of the Forum were made out, the Councillors took reasonable steps to ascertain whether any current assets, other than debts, which were unlikely to realise in the ordinary course of business their value as shown in the accounting records of the Forum and to the extent so ascertained were written down to an amount that they might be expected so to realise.

At the date of this report, the Councillors are not aware of any circumstances that would render the values attributed to current assets in the financial statements of the Forum misleading.

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(A society registered in Malaysia)**

VALUATION METHOD

At the date of this report, the Councillors are not aware of any circumstances which have arisen which render adherence to the existing method of valuation of assets or liabilities in the financial statements of the Forum misleading or inappropriate.

CONTINGENT AND OTHER LIABILITIES

At the date of this report there does not exist: -

- (i) any charge on the assets of the Forum that has arisen since the end of the financial year which secures the liabilities of any other person; or
- (ii) any contingent liability in respect of the Forum that has arisen since the end of the financial year.

No contingent liability or other liability of the Forum has become enforceable, or is likely to become enforceable within the period of twelve months after the end of the financial year which, in the opinion of the Councillors, will or may substantially affect the ability of the Forum to meet its obligations as and when they fall due.

CHANGE OF CIRCUMSTANCES

At the date of this report, the Councillors are not aware of any circumstances, not otherwise dealt with in this report or the financial statements of the Forum, that would render any amount stated in the financial statements misleading.

ITEMS OF AN UNUSUAL NATURE

The results of the operations of the Forum for the financial year were not, in the opinion of the Councillors substantially affected by any item, transaction or event of a material and unusual nature, except as stated in the Notes to the Accounts accompanying the financial statements.

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction, or event of a material and unusual nature likely, in the opinion of the Councillors, to affect substantially the results of the operations of the Forum for the financial year in which this report is made.

SUBSEQUENT EVENTS

The significant events subsequent to the financial year are disclosed in the notes to the financial statements.

SIGNIFICANT EVENTS

The significant events during the financial year are disclosed in the notes to the financial statements.

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(A society registered in Malaysia)**

COUNCIL MEMBERS

The Councillors holding office at the end of the financial year were as follows:

- | | | |
|-----|-----------------------------------|-------------------|
| 1. | Muhammad Razillah Abdullah | - Chairman |
| 2. | Datin Nor Hanizar Shafie | - Deputy Chairman |
| 3. | Mohamad Yusrizal Bin Dato' Yusoff | - Secretary |
| 4. | Mahfuzah Azahari | - Treasurer |
| 5. | Azizan Afandi | - Councillor |
| 6. | Mazlan Razak | - Councillor |
| 7. | Wan Azad Wan Mohamed | - Councillor |
| 8. | Azlinda Zainal Abidin | - Councillor |
| 9. | Abdul Rahman Samad | - Councillor |
| 10. | Cheng Po Cen | - Councillor |
| 11. | Zolkiflee Md Salleh | - Councillor |
| 12. | Nordin b. A.H. Thani | - Councillor |
| 13. | Mohamed Kadri Mohamed Taib | - Councillor |

COUNCILLORS' REMUNERATION AND BENEFITS

During and at the end of the financial year, no arrangements subsisted to which the Forum is a party with the object of enabling the Councillors to acquire benefits by means of the acquisitions of shares in or debentures of any body corporate.

Since the end of the previous financial year, no Councillor has received or become entitled to receive a benefit (other than a benefit included in the aggregate amount of remuneration received or due and receivable by the Councillors as shown in the financial statements) by reason of a contract by the Forum with the Councillor or with a firm of which he is a member or with a company in which he has a substantial interest.

Details of the Councillors' remuneration during the financial year are disclosed in the income statement of the Forum.

REGISTRATION NO.: PPM-011-14-13022001

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(A society registered in Malaysia)**

INDEMNITY AND INSURANCE COSTS

There were no indemnity given to or insurance effected for any Councillors, officers and auditors of the Forum.

AUDITORS

Details of the auditor's remuneration are disclosed in the income statement of the Forum. The auditors, Ali Shah Hashim & CO. have expressed their willingness to continue in office.

Signed on behalf of the Council in accordance with a resolution of the Council dated



DATIN NOR HANIZAR SHAFIE
Deputy Chairman



MAHFUZAH AZAHARI
Treasurer


Cyberjaya,
Date:

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(A society registered in Malaysia)**

STATEMENT BY COUNCILLORS

We, **DATIN NOR HANIZAR SHAFIE** and **MAHFUZAH AZAHARI**, being two of the Councillors of the **FORUM PENGGUNA KOMUNIKASI DAN MULTIMEDIA MALAYSIA**, do hereby state on behalf of the Councillors that, in our opinion the financial statements of the Forum as set out on pages 6 to 20 are drawn up in accordance with applicable approved accounting standards in Malaysia so as to give a true and fair view of the state of affairs of the Forum at 31st December 2022 and of the statement of income and expenditure and statement of receipts and payments of the Forum for the year ended on that date.

On behalf of the Council:



DATIN NOR HANIZAR SHAFIE
Deputy Chairman



MAHFUZAH AZAHARI
Treasurer

Cyberjaya,
Date:

STATUTORY DECLARATION

1, **MAHFUZAH AZAHARI (NRIC NO.: 720730-05-5368)**, being the Councillor primarily responsible for the accounting records and financial management of **FORUM PENGGUNA KOMUNIKASI DAN MULTIMEDIA MALAYSIA**, do solemnly and sincerely declare that the financial statements of the Forum as set out on pages 6 to 20 are to the best of my knowledge and belief, correct and I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the Statutory Declarations Act, 1960.



MAHFUZAH AZAHARI
(NRIC NO.: 720730-05-5368)

Subscribed and solemnly declared by the above named **MAHFUZAH AZAHARI** at Bandar Baru Bangi in the State of Selangor on

Before me,

Commissioner for Oaths

CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(Incorporated in Malaysia)

STATEMENT OF FINANCIAL POSITION
AS AT 31 DECEMBER 2022

	NOTES	2022 RM	2021 RM
PROPERTY, PLANT AND EQUIPMENT	4	43,945	41,757
CURRENT ASSETS			
Other Receivables and Prepayment	5	28,480	41,845
Cash and Bank Balances	6	307,203	1,763,504
		<u>335,683</u>	<u>1,805,349</u>
CURRENT LIABILITIES			
Other Payables and Accruals	7	10,458	14,966
Taxation	10	-	86
		<u>10,458</u>	<u>15,052</u>
NET CURRENT ASSETS		325,225	1,790,297
		<u>369,170</u>	<u>1,832,054</u>
FINANCED BY :			
Accumulated Funds		1,832,054	1,066,139
(Loss)/Surplus for Current Year		(1,462,884)	765,915
		<u>369,170</u>	<u>1,832,054</u>

(The accompanying notes form an integral part of financial statements)

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(Incorporated in Malaysia)**

**STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 31 DECEMBER 2022**

	NOTES	2022 RM	2021 RM
REVENUE	9	66,690	2,075,830
COMMUNICATIONS AND PUBLIC RELATION (CPRD)		(266,630)	(47,269)
COMPLAINT AND COMPLIANCE (CCMD)		(43,365)	(4,325)
POLICY AND STAKEHOLDER AFFAIRS (PSAD)		(221,342)	(41,055)
SECRETARIAT ADMINISTRATION (SAD)		(998,237)	(1,217,180)
TOTAL EXPENSES		(1,529,574)	(1,309,829)
(LOSS)/PROFIT BEFORE TAXATION		(1,462,884)	766,001
TAXATION	10	-	(86)
TOTAL COMPREHENSIVE (LOSS)/PROFIT FOR THE YEAR		(1,462,884)	765,915

(The accompanying notes form an integral part of financial statements)

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(Incorporated in Malaysia)**

**STATEMENT OF CHANGES IN MEMBERS' FUND
FOR THE YEAR ENDED 31 DECEMBER 2022**

	NOTES	Accumulated Losses RM	Total RM
As at 1 January 2021		1,066,139	1,066,139
Total comprehensive profit for the year		765,915	765,915
As at 31 December 2021		<u>1,832,054</u>	<u>1,832,054</u>
Total comprehensive loss for the year		(1,462,884)	(1,462,884)
As at 31 December 2022		<u><u>369,170</u></u>	<u><u>369,170</u></u>

(The accompanying notes form an integral part of the financial statements)

CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(Incorporated in Malaysia)

STATEMENT OF CASH FLOW
FOR THE YEAR ENDED 31 DECEMBER 2022

	2022 RM	2021 RM
RECEIPTS		
Annual Subscription	58,230	62,250
Grant Received	-	1,999,999
Interest Income	11	16
Other Income	8,479	13,545
TOTAL RECEIPTS	66,720	2,075,810
PAYMENTS		
COMMUNICATIONS AND PUBLIC RELATION (CPRD)		
Advertising and promotion	103,326	19,539
Bureau expenses	840	1,668
CFM Portal Maintainance	28,408	33,390
Expo and Event management	81,165	-
Media Engagement	57	180
Maintenance of Website	10,685	-
Knowledge and Sharing Session	45,975	-
Newsletter (SHOUT)	-	32,280
CFM Annual Survey	-	30,216
	270,456	117,273
COMPLAINT AND COMPLIANCE (CCMD)		
Complaint Handling	765	-
Knowledge and Sharing Session	40,000	386
Bureau expenses	2,600	4,625
	43,365	5,011
POLICY AND STAKEHOLDER AFFAIRS (PSAD)		
Annual General Meeting	38,540	19,889
CFM Annual Survey	65,900	-
Corporate Attire	4,910	-
Council meeting expenses	30,754	-
GCC	780	-
Grant Expenses	10,000	-
Welfare	25,428	972
Purchase Council Devices	18,694	-
Councilors' and Bureau expenses	43,831	22,911
	238,837	43,772

(The accompanying notes form an integral part of financial statements)

CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(Incorporated in Malaysia)

STATEMENT OF CASH FLOW
FOR THE YEAR ENDED 31 DECEMBER 2022

	2022 RM	2021 RM
SECRETARIAT ADMINISTRATION (SAD)		
Audit fee	8,838	8,575
Bank Charges	1,356	1,526
Courier and postage charges	41	-
Depreciation		
IT registration and licence	17,877	5,647
Maintanance of office	1,064	24,855
Maintanance of motor vehicle	693	1,236
Retreat expenses	17,495	1,807
Rental of office equipment	5,110	-
Road tax and insurance	2,516	-
Service tax and GST	532	3,510
Printing and stationary	6,579	-
Allowance	22,795	23,610
EPF contribution	93,871	121,474
EIS contribution	1,018	1,242
Insurance premium	31,075	46,317
Medical expenses	10,632	13,791
Petrol, toll & parking	880	349
Salaries and bonuses	727,922	931,224
SOCSO contribution	8,903	11,820
Staff Training	1,357	-
Staff Welfare and amenities	-	106
Travelling and accomodation	-	-
Telephone and fax	9,723	9,349
Tax Expenses	86	-
	970,363	1,206,438
TOTAL PAYMENTS	1,523,021	1,372,494
SURPLUS/(DEFICIT) OF RECEIPTS AGAINST PAYMENTS	(1,456,301)	703,316
CASH AND BANK BALANCES BROUGHT FORWARD	1,763,504	1,060,188
CASH AND BANK BALANCES CARRIED FORWARD	307,203	1,763,504

(The accompanying notes form an integral part of financial statements)

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(A society registered in Malaysia)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2022**

1. SOCIETY INFORMATION

The financial statements were authorised for issue by the Council of the Consumer Forum of Malaysia (“the Forum”) in accordance with a resolution of the Council on

The principal place of business of the Forum is at the Malaysian Communications & Multimedia Commission (MCMC), Off Persiaran Multimedia, 63000, Cyberjaya, Selangor Darul Ehsan.

The principal activity of the Forum is to promote the national objective for the Communication and Multimedia Industry as enshrined in the Communications and Multimedia Act 1998.

2. SIGNIFICANT ACCOUNTING POLICIES

a) Basis of preparation

The financial statements of the Forum have been prepared under the historical cost convention unless otherwise indicated in this summary of significant accounting policies. The financial statements comply with the applicable Malaysian Private Entity Reporting Standards and the provisions of the Societies Act, 1966 in Malaysia.

b) Property, plant and equipment and depreciation

i) Recognition and measurement

Property, plant and equipment are measured at cost less accumulated depreciation and accumulated impairment loss.

Cost includes expenditure that is directly attributable to the acquisition of the asset. The cost of self-constructed assets includes the cost of materials and direct labour, any other costs directly attributable to bringing the asset to the working condition for its intended use, and the costs of dismantling and removing the items and restoring the site on which they are located. When parts of an item of property, plant, and equipment have different useful lives, they are accounted for as separate items (major components) of property, plant and equipment.

ii) Subsequent costs

The cost of replacing part of an item of property, plant and equipment is recognised in the carrying amount of the item if it is probable that future economic benefits embodied within the part will flow to the Forum and its cost can be measured reliably. The costs of the day-to-day servicing of the property, plant, and equipment are recognised in the statement of comprehensive income as incurred.

2. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

b) Property, plant and equipment and depreciation (Continued)

iii) Disposals

Gain or loss arising on disposal of an item of property, plant and equipment is determined by comparing the net disposal proceed with the carrying amount of property, plant and equipment and is recognised net within other income in the statement of comprehensive income on the date of disposal.

iv) Depreciation

Depreciation is calculated over the depreciable amount, which is the cost of an asset, or other amount substituted for cost, less its residual value.

Property, plant and equipment under construction are not depreciated. Depreciation on other property, plant and equipment is recognised in the statement of comprehensive income on the reducing balance basis over the estimated useful lives of each part of an item of property, plant and equipment, since this most closely reflects the expected pattern of consumption of the future economic benefits embodied in the asset.

The annual rates used for this purpose are as follows:

Computer & software	20%
Furniture & fittings	10%
Motor vehicle	20%
Office equipment	10%
Signage	10%
Website	20%

Depreciation methods, useful lives and residual values are reviewed, and adjusted as appropriate, at each reporting date.

c) Cash and cash equivalents

Cash represents cash and bank balances. Cash equivalents comprise items which are readily convertible to cash with insignificant risk of change in value. For the purposes of the cash flow statements, cash and cash equivalents include cash on hand and at bank, demand deposits and short-term highly liquid investments which have an insignificant risk of changes in value.

d) Financial instruments

i) Receivables

Receivables are financial assets with fixed or determined payments that are not quoted in an active market. Such assets include the Forum's other receivables, prepayments, as well as cash and cash equivalents.

Receivables are recognised at cost plus any directly attributable transaction costs.

2. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

d) Financial instruments (Continued)

ii) Other financial liabilities

The Forum's other financial liabilities include other payables and accruals.

Such financial liabilities are recognised at cost plus any directly attributable transaction costs.

e) Provisions for liabilities

Provisions are recognised when the Forum has a present legal and constructive obligation as a result of a past event and it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation.

f) Impairment of assets

i) Financial assets (including receivables)

A financial asset is assessed at each reporting date to determine whether there is objective evidence that it is impaired. A financial asset is impaired if objective evidence indicates that a loss event has occurred after the initial recognition of the assets, and that the loss event had a negative effect on the estimated future cash flows of that assets that can be estimated reliably.

Objective evidence that financial assets are impaired include (although not limited to) the following events: default or delinquency by a debtor, restructuring of an amount due to the Forum on terms that the Forum would not consider otherwise, indications that a debtor or issuer will enter bankruptcy, and the disappearance of an active market for the security.

Financial assets are generally assessed for impairment on an individual basis. However, for certain categories of financial assets, such as trade receivables, assets that are assessed not to be impaired individually are subsequently assessed for impairment on a collective basis based on similar risk characteristics.

Objective evidence of impairment for a portfolio of receivables could include the Forum's past experience of collecting payments, an increase in the number of delayed payments in the portfolio past the average credit period and observable changes in national or local economic conditions that correlate with default on receivables.

All impairment losses are recognised in the statement of comprehensive income.

2. **SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**

f) **Impairment of assets (Continued)**

ii) **Non-financial assets**

The carrying amounts of the Forum's non-financial assets are reviewed at each reporting date to determine whether there is any indication of impairment. If any such indication exists, the assets recoverable amounts are estimated.

An impairment loss is charged to the statement of comprehensive income in the period in which it arises unless the asset is carried at revalued amount. Any impairment loss of a revalued asset is recognised directly against the revaluation surplus account for that the impairment loss does not exceed the amount held in the revaluation surplus account.

Impairment losses recognised in prior years are assessed at each reporting date for any indications that the loss has decreased or no longer exists. An impairment loss is reversed if there has been a change in the estimates use to determine the recoverable amount. An impairment loss is reversed to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised. Reversals of impairment losses are recognised in the statement of comprehensive income.

g) **Employee benefits**

i) **Short term benefits**

Wages, salaries, paid annual leave and sick leave, bonuses, and non-monetary benefits are accrued in the financial year in which the associated services are rendered by employees of the Forum.

ii) **Statutory contribution**

The Forum's contribution to statutory pension funds is charged to profit or loss in the financial year to which they relate. Prepaid contributions are recognised as an asset to the extent that a cash refund or a reduction in the future payments is available.

iii) **Termination benefits**

Termination benefits are recognised as liabilities and expenses only when the Forum is demonstrably committed to terminate the employment of an employee or group of employees before the normal retirement dates or to provide termination benefits as a result of an offer made in order to encourage voluntary redundancy. If benefits are not expected to be settled wholly within 12 months of the end of the reporting period, then they are discounted.

2. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

h) Revenue recognition

The Forum includes in revenue only the gross inflows of economic benefits received and receivable by the Forum. The amounts collected on behalf of third parties such as sales taxes, goods and services taxes and value added taxes are excluded from revenue.

i) Revenue from service is recognised when:

- a) it is probable that the economic benefits associated with the transaction will flow to the Forum;
- b) the costs incurred or to be incurred in respect of the transaction can be measured reliably; and
- c) upon the delivery of services and acceptance by customers.

ii) Grant from Suruhanjaya Komunikasi dan Multimedia Malaysia

Grant from Suruhanjaya Komunikasi dan Multimedia is recognised when inflows of economic benefits is received.

iii) Membership Fee

Membership fee is recognised when inflows of economic benefits is receivable.

iv) Interest Income

Interest Income is recognised when inflows of economic benefits is received.

v) Other Income

Other income is recognised when inflows of economic benefits is received.

i) Income tax

i) Current tax

Current tax assets and liabilities are measured at the amount expected to be recovered from or paid to the taxation authorities. The tax rates and tax laws used to compute the amount are those that are enacted or substantively enacted by the reporting date.

Current taxes are recognised in the statement of comprehensive income except to the extent that the tax relates to items recognised outside profit or loss, either in other comprehensive income or directly in equity.

2. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

i) Income tax (Continued)

ii) Deferred tax

Deferred tax is provided using the liability method on temporary differences at the reporting date between the tax bases of assets and liabilities and their carrying amounts for financial reporting purposes.

Deferred tax liabilities are recognised for all taxable temporary differences, except where the deferred tax liability arises from the initial recognition of an asset or liability in a transaction that is not a business combination and, at the time of the transaction, affects neither the accounting profit nor taxable profit or loss.

Deferred tax assets are recognised for all deductible temporary differences, carry forward of unused tax credits and unused tax losses, to the extent that it is probable that taxable profit will be available against which the deductible temporary differences, and the carry forward of unused tax credits and unused tax losses can be utilised except where the deferred tax asset relating to the deductible temporary difference arises from the initial recognition of an asset or liability in a transaction that is not a business combination and, at the time of the transaction, affects neither the accounting profit nor taxable profit or loss.

The carrying amount of deferred tax assets is reviewed at each reporting date and reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow all or part of the deferred tax assets to be utilised. Unrecognised deferred tax assets are reassessed at each reporting date and are recognised to the extent that it has become probable that future taxable profit will allow the deferred tax assets to be utilised.

3. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

The preparation of the Forum's financial statements requires management to make judgements, estimates and assumptions that affect the reported amount of revenues, expenses, assets and liabilities, and the disclosure of contingent liabilities at the reporting date. However, uncertainty about these assumptions and estimates could result in outcomes that could require a material adjustment to the carrying amount of the assets or liability affected in the future.

(i) Estimated Useful Lives of Property, Plant and Equipment

The Forum reviews annually the estimated useful lives of property, plant and equipment based on factors such as business plans and strategies, expected level of usage and future technological developments. Future results of operations could be materially affected by changes in these estimates brought about by changes in the factors mentioned. A reduction in the estimated useful lives of property, plant and equipment would increase the recorded depreciation and decreases the net book value of property, plant and equipment.

(ii) Impairment of Receivable

The Forum assesses at each reporting date whether there is any objective evidence that a financial asset is impaired. To determine whether there is an objective evidence of impairment, the Forum considers factors such as the probability of insolvency or significant financial difficulties of the debtor and default or significant delay in payments.

4. PROPERTY, PLANT AND EQUIPMENT

2022

	Motor Vehicle	Furniture and Fittings	Office Equipment	Computer and Software	Councillors' Device	Signage	Website	Total
Cost								
Balance as at 1 January 2022	101,841	20,877	58,144	330,082	25,740	2,748	19,500	558,932
Add: Additions	-	-	-	18,694	-	-	-	18,694
Balance as at 31 December 2022	101,841	20,877	58,144	348,776	25,740	2,748	19,500	577,626
Accumulated Depreciation								
Balance as at 1 January 2022	101,840	20,877	50,900	295,573	25,739	2,747	19,499	517,175
Add: Depreciation	-	-	2,429	14,077	-	-	-	16,506
Balance as at 31 December 2022	101,840	20,877	53,329	309,650	25,739	2,747	19,499	533,681
Net book value as at 31 December 2022	1	-	4,815	39,126	1	1	1	43,945

4. PROPERTY, PLANT AND EQUIPMENT (Continued)

2021

	Motor Vehicle	Furniture and Fittings	Office Equipment	Computer and Software	Councillors' Device	Signage	Website	Total
Cost								
Balance as at 1 January 2021	101,841	20,877	58,144	308,482	25,740	2,748	19,500	537,332
Add: Additions	-	-	-	21,600	-	-	-	21,600
Balance as at 31 December 2021	101,841	20,877	58,144	330,082	25,740	2,748	19,500	558,932
Accumulated Depreciation								
Balance as at 1 January 2021	101,840	20,877	48,443	282,936	25,739	2,747	19,499	502,081
Add: Depreciation	-	-	2,457	12,637	-	-	-	15,094
Balance as at 31 December 2021	101,840	20,877	50,900	295,573	25,739	2,747	19,499	517,175
Net book value as at 31 December 2021	1	-	7,244	34,509	1	1	1	41,757

5. OTHER RECEIVABLES AND PREPAYMENTS

	2022	2021
	RM	RM
Other Receivables	(10)	20
Prepayments	28,490	41,825
	<u>28,480</u>	<u>41,845</u>

6. CASH AND BANK BALANCES

	2022	2021
	RM	RM
Cash at bank	307,058	1,763,109
Cash in hand	145	395
	<u>307,203</u>	<u>1,763,504</u>

7. OTHER PAYABLES AND ACCRUALS

	2022	2021
	RM	RM
Other payables	4,458	14,966
Accruals	6,000	-
	<u>10,458</u>	<u>14,966</u>

8. EMPLOYEES BENEFIT

	2022	2021
	RM	RM
Salaries, bonuses and allowances	746,007	954,834
EPF contribution	93,871	121,474
SOCSSO and EIS contribution	9,921	13,062
	<u>849,799</u>	<u>1,089,370</u>

9. REVENUE

	2022	2021
	RM	RM
Annual subscription	58,200	62,270
Grant received	-	1,999,999
Interest income	11	16
Other income	8,479	13,545
	<u>66,690</u>	<u>2,075,830</u>

There is no grant received during the year from the government.

10. TAXATION

	2022	2021
	RM	RM
Current year provision	<u>-</u>	<u>86</u>

11. DEFERRED TAXATION

Deferred tax liabilities provided for at statutory tax rate of 24% (2021: 24%) are related to the following temporary differences:

	2022	2021
	RM	RM
Balance at 1 January	-	-
Recognised in Comprehensive Income	<u>-</u>	<u>-</u>
As at 31 December	<u>-</u>	<u>-</u>

The unrecognised deferred assets are as follows:

	2022	2021
	RM	RM
Unused capitalised allowance	-	-
Unused tax losses	<u>-</u>	<u>-</u>
	<u>-</u>	<u>-</u>

The unused tax losses are available indefinitely for offset against future taxable profits of the Company in which those items arose. Deferred tax assets have not been recognised because it is not probable that sufficient taxable profit will be available in the future to offset the tax losses. The carry-forward of unused tax losses and unutilised capital allowances will be expired on 2025.



REGISTRATION NO.: PPM-011-14-13022001

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI DAN MULTIMEDIA MALAYSIA)**

Report on the Financial Statements

Opinion

We have audited the financial statements of CONSUMER FORUM OF MALAYSIA (hereinafter referred to as "the Forum"), which comprises the statement of financial position as at 31 December 2022, and the statement of comprehensive income and retained earnings and statement of cash flow, for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion the accompanying financial statements give a true and fair view of the financial position of the Forum as at 31 December 2022, and of its financial performance and its cash flow for the year then ended in accordance with Malaysian Private Entities Reporting Standards and the requirement of the Societies Act in Malaysia.

Basis for Opinion

We conducted our audit in accordance with approved standards on auditing in Malaysia and International Standards on Auditing. Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence and Other Ethical Responsibilities

We are independent of the Company in accordance with the By-Laws (on Professional Ethics, Conduct and Practice) of the Malaysian Institute of Accountants ("By-Laws") and the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants ("IESBA Code"), and we have fulfilled our other ethical responsibilities in accordance with the By-Laws and the IESBA Code.



REGISTRATION NO.: PPM-011-14-13022001

Information Other than the Financial Statements and Auditors' Report Thereon

The Council of the Forum is responsible for the other information. The other information comprises the Council's Report but does not include the financial statements of the Forum and our auditors' report thereon.

In connection with our audit of the financial statements of the Forum, our responsibility is to read the Council's report and, in doing so, consider whether the Council's Report is material inconsistent with the financial statements of the Forum or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of the Directors' Report, we are required to report that fact. We have nothing to report in this regard.

Council's Responsibility for the Financial Statements

The Council of the Forum is responsible for the preparation of the financial statements that give a true and fair view in accordance with Malaysian Private Entity Reporting Standards and the Societies Act in Malaysia and for such internal controls as the Council determines are necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements of the Forum, the Council is responsible for assessing the Forum's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Council either intend to liquidate the Forum or to cease operations, or have no realistic alternative but to do so.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements of the Forum as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with approved standards on auditing in Malaysia and International Standards on Auditing will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.



REGISTRATION NO.: PPM-011-14-13022001

Auditors' Responsibilities for the Audit of the Financial Statements (continued)

As part of an audit in accordance with approved standards on auditing in Malaysia and International Standards on Auditing, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements of the Forum, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Forum's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Council.
- Conclude on the appropriateness of the Council's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Forum's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements of the Forum or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Forum to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements of the Forum, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Council regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



REGISTRATION NO.: PPM-011-14-13022001

Report on Other Legal and Regulatory Requirements

In accordance with the requirements of the Societies Act in Malaysia, we also report that in our opinion the accounting and other records and the registers required by the Act to be kept by the Forum have been properly kept in accordance with the provision of the Act.

Other Matters

1. This report is made solely to the members of the Forum, as a body in Malaysia, and for no other purpose. We do not assume responsibility to any other person for the content of this report.
2. The financial statement of the Forum for the year ended 31 December 2021 were audited by another auditor who expresses an unmodified opinion on those statement on 30 September 2022.

ALI SHAH HASHIM & CO
(AF 001882)
Chartered Accountants

ALISHAH BIN HASHIM
NO. 2698/01/25 (J)
Principal

Cyberjaya, Selangor.
Dated:

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(Incorporated in Malaysia)**

**INCOME STATEMENT
FOR THE YEAR ENDED 31 DECEMBER 2022**

	NOTES	2022 RM	2021 RM
INCOME			
Annual Subscription		58,200	62,270
Grant Received		-	1,999,999
Interest income		11	16
Other income		8,479	13,545
		66,690	2,075,830
EXPENDITURE			
COMMUNICATIONS AND PUBLIC RELATION (CPRD)			
Advertising and promotion		103,081	20,290
Bureau CPRD expenses		840	1,560
CFM Portal Maintainance		24,677	25,419
Expo and Event management		81,315	-
Media Engagement		57	-
Maintenance of Website		10,685	-
Knowledge and Sharing Session		45,975	-
		266,630	47,269
COMPLAINT AND COMPLIANCE (CCMD)			
Complaint Handling		765	-
Knowledge and Sharing Session		40,000	-
Bureau CCMD expenses		2,600	4,325
		43,365	4,325
POLICY AND STAKEHOLDER AFFAIRS (PSAD)			
Annual General Meeting		38,540	19,335
CFM Annual Suevey		65,900	-
Corporate Attire		4,910	-
Council meeting expenses		30,754	-
GCC		780	-
Contribution to Demand		10,000	-
Welfare		25,428	972
Councilors' and Bureau PSAD expenses		45,030	20,748
		221,342	41,055

(For management purpose only)

**CONSUMER FORUM OF MALAYSIA
(FORUM PENGGUNA KOMUNIKASI & MULTIMEDIA MALAYSIA)
(Incorporated in Malaysia)**

**INCOME STATEMENT
FOR THE YEAR ENDED 31 DECEMBER 2022**

	NOTES	2022 RM	2021 RM
SECRETARIAT ADMINISTRATION (SAD)			
Audit fee - current year		6,000	-
Audit fee - prior year		8,838	8,575
Bank Charges		1,356	1,526
Courier and postage charges		41	-
Depreciation		16,506	15,094
IT registration and licence		17,877	5,647
Maintanance of office		1,064	7,620
Maintanance of motor vehicle		693	1,237
Retreat expenses		17,495	1,807
Rental of office equipment		5,110	-
Road tax and insurance		2,516	-
Service tax and GST		532	6,601
Printing and stationary		2,224	-
Allowance		18,085	23,004
EPF contribution		93,871	121,474
EIS contribution		1,018	1,242
Insurance premium		44,410	55,965
Medical expenses		11,816	14,701
Petrol, toll & parking		880	288
Salaries and bonuses		727,922	931,228
SOCSSO contribution		8,903	11,822
Staff Training		1,357	-
Travelling and accomodation		-	-
Telephone and fax		9,723	9,349
		<u>998,237</u>	<u>1,217,180</u>
TOTAL EXPENDITURE		1,529,574	1,309,829
NET PROFIT/(LOSS) BEFORE TAXATION		<u>(1,462,884)</u>	<u>766,001</u>
Taxation		-	-
NET PROFIT/(LOSS) AFTER TAXATION		<u><u>(1,462,884)</u></u>	<u><u>766,001</u></u>

(For management purpose only)

**Communications and Multimedia
Consumer Forum of Malaysia (CFM)
Level 5, MCMC Tower 2,
Jalan Impact, Cyber 6,
63000 Cyberjaya, Selangor Darul Ehsan**

**Tel : +603 8680 9920
Email : aduan@cfm.my**



[consumer.forum.malaysia](https://www.consumer.forum.malaysia)



[cfm_malaysia](https://www.youtube.com/cfm_malaysia)