

Highlights of **vOFFICE** SINCE **2003**



AUSTRALIA
CHINA
HONG KONG
INDONESIA
MALAYSIA



PHILIPPINES
THAILAND
TURKEY
UNITED KINGDOM
VIETNAM



25 CENTRES & GROWING

Served Over **18,000** **BUSINESSES**

Only vOffice offer
FREE CALL FORWARDING

LOCAL & INTERNATIONAL



Meeting room hours can be used at all centres.



Real time online facilities booking.



You can change how you want us to answer your call online 24/7.



Send and receive faxes via your email.



Free projector and internet with conference usage.



Pleasing, friendly and knowledgeable team to support you always.



Apple TV Wireless Presentation Macbook, iPad, iPhone



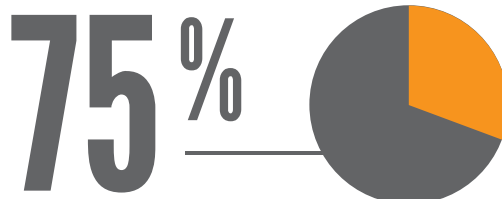
Video Conference powered by Skype



High speed Internet



Free airport pickup



of new customers are from **REFERRAL**

OPEN
3 NEW CENTRES
A YEAR ON AVERAGE

We offer a range of **SUPPORTING SERVICES** TO ENHANCE YOUR BUSINESS

- COMPANY INCORPORATION
- FAX BROADCASTING
- ACCOUNTING & BOOKKEEPING
- DESIGNING & PRINTING
- MARKET RESEARCH
- TELE-MARKETING
- & ETC.

LONGEST OPERATION HOURS TO SERVE YOU BETTER

MONDAY - FRIDAY 9am - 7.30pm



SATURDAY 10am - 3pm



NEVER MISS A CALL AGAIN WITH OUR 24/7 CALL ANSWERING SERVICE

Elevate your business by joining Most Advanced Office in the World

7 reasons why you should choose vOffice:

- Prestigious business address and strategic location
- Real time meeting room booking
- No hidden charges
- FREE Unlimited Call Forwarding
- Only vOffice opens till 7.30 pm Monday to Friday & 10 am - 3 pm every Saturday
- FREE Internet Access & Projector during meeting room usage

Service Comparison

| | Virtual Office Plans | | |
|--|--------------------------|------------------------------------|------------------------------------|
| | VO Silver RM 75 /mth | VO Gold RM 199 /mth | VO Platinum RM 239 /mth |
| Business Address | | | |
| Prestigious CBD Address. Plaza Mont Kiara, Kuala Lumpur or Empire Tower, Subang Jaya Address, and Wisma Genting, Kuala Lumpur | ✓ | ✓ | ✓ |
| Receive Mails & Parcels on your behalf. | ✓ | ✓ | ✓ |
| SMS or Email notification. New mail notification will be sent to you within 4 hours from the time we receive the mail. | ✓ | ✓ | ✓ |
| Local & International Mail Forwarding. We can forward your mails or parcel to you where ever you are*. | ✓ | ✓ | ✓ |
| Scan & Email service is available upon request. | ✓ | ✓ | ✓ |
| Elegant Reception Service. Our trained Executive Assistant will greet & receive your guests professionally to enhance your business image. | ✓ | ✓ | ✓ |
| Calls Handling | | | |
| Dedicated Local Telephone Number. Your business will instantly have a local phone number. Your contacts can start calling you at this number right away. | | ✓ | ✓ |
| Professional Call Answering. Our trained receptionist will answer your calls in your Business Name courteously. Messages and caller details are recorded accurately and relay to you. | | ✓ | ✓ |
| SMS or Email notification. You will be notified about the caller details and message right after we've completed the call. | | ✓ | ✓ |
| Call Screening and Transfer. We can connect your call to where ever you are*. | | | ✓ |
| Personalized Voicemail. Your calls can be diverted to your personalized voicemail after our standard business hours therefore you'll not miss any call. All voicemail messages are email to you instantly. | | | ✓ |
| Fax Services | | | |
| Dedicated Local Fax Number. You'll have a matching fax and phone number. This will further elevate customers' confident of your company. | | | ✓ |
| Instant Fax Forwarding to your Email. Your incoming fax is process by our fax server securely and is forwarded to your email instantly. For your privacy protection, we do not have access or copies of your fax. | | | ✓ |
| Facilities | | | |
| Meeting Rooms. You can utilize your meeting room hours at all our worldwide locations. | 1 hour <i>(local)</i> | 5 hours <i>(global network)</i> | 8 hours <i>(global network)</i> |
| Hot-Desking / Work Station. Instant working space when you want it. Equipped with fast broadband service and complimentary drinks. | | 5 hours <i>(global network)</i> | 8 hours <i>(global network)</i> |
| Executive Office Suite. Need to work from your own private office room or to meet client in your own office suite, you can book your Office Suite from MyvOffice in Real-Time. | | | 3 hours |
| Premium Tele-Conference service. Up to 10 participants can have a conference call. | | | 20 hours |
| Other benefits | | | |
| FREE International Call Transfer. We can transfer your calls to any Mobile or Fixed Line service in Australia, China, Indonesia, Hong Kong, Malaysia, Singapore, Thailand, UK, USA for FREE. | | | ✓ |
| Lowest Possible Rate. For Day Office or Serviced Office rental and any other business solutions we offer. | ✓ | ✓ | ✓ |
| FREE Email to Fax Account. Send faxes from any email enabled devices such as iPhone, Blackberry, Android or PC. | ✓ | ✓ | ✓ |

* Additional charges may apply.

smarter business • better life

www.vOffice.com.my

Prestigious Kuala Lumpur Address
B-5-8 Plaza Mont Kiara, Mont Kiara
50480 Kuala Lumpur

Prestigious Selangor Address
A-5-10 Empire Tower, SS16/1
Subang Jaya, 47500 Selangor

Prestigious Kuala Lumpur Address
Level 7-1 Wisma Genting (New Wing)
Jalan Sultan Ismail, 50250 Kuala Lumpur



kuala lumpur
malaysia
plaza mont kiara

selangor
malaysia
empire tower

jakarta
indonesia
menara rajawali

melbourne
australia
365 little collins

ho chi minh
vietnam
vietnam business
centre

hong kong
china
central tower

beijing
china
beijing yintai
centre

bangkok
thailand
empire tower

manila
philippines
fort legend tower

WORLD'S MOST
**ADVANCED
OFFICE**

Business Concierge Services

You have so many things to take care of all at once, you are simply rushed off your feet. But don't worry. We can help you out with a wide variety of support and services so you can focus on your main priorities. vOffice provides comprehensive, one-stop solutions for client all over the world. Let us help you grow your business.

Call us for a **FREE** consultation!

- Company Formation
- Auditing
- HR Solutions
- Banking Services
- Domain & Web Hosting
- Patent & Trademark
- Taxation Advisory
- And more...
- Accounting

Virtual Office Plans

| Malaysia | Virtual Office Plans | | |
|---|---|---|---|
| Plaza Mont Kiara | VO Silver | VO Gold | VO Platinum |
| Our Price <i>Per month</i> | RM 60⁰⁰ | RM 159⁰⁰ | RM 189⁰⁰ |
| Our Packages: 3 months | - | RM 477⁰⁰ | RM 567⁰⁰ |
| 6 months <i>Enjoy 6% Discount</i> | - | RM 896⁸⁰ <small>WAS RM 954.00</small> | RM 1,066⁰⁰ <small>WAS RM 1,134.00</small> |
| 12 months <i>Enjoy 12% Discount</i> | RM *365⁰⁰ <small>WAS RM 720.00</small> | RM 1,679⁰⁰ <small>WAS RM 1,908.00</small> | RM 1,995⁸⁰ <small>WAS RM 2,268.00</small> |
| 24 months <i>Enjoy 24% Discount</i> | RM 1,094⁴⁰ <small>WAS RM 1,440.00</small> | RM 2,900²⁰ <small>WAS RM 3,816.00</small> | RM 3,447⁴⁰ <small>WAS RM 4,536.00</small> |
| 36 months <i>Enjoy 36% Discount</i> | RM 1,382⁴⁰ <small>WAS RM 2,160.00</small> | RM 3,663⁴⁰ <small>WAS RM 5,724.00</small> | RM 4,354⁶⁰ <small>WAS RM 6,804.00</small> |

* Special Rate

Additional Services

| | | |
|---------------------|--|--|
| Meeting Room | RM 60.00 per hour RM 45.00 per hour (For existing client) | Your meeting room is setup up according to your requirements - Coffee, Tea, Whiteboard, Marker, Pen and Internet Access are included in the price. |
| Secretarial Support | RM 35.00 per hour | Highly qualified vOffice team member handle all of your word processing needs with today's most advanced and sophisticated equipment. |
| Fax | Local (03): RM 1.00 per page National: RM 1.00 per page International: RM 2.00 per page | |
| Photocopy | Black and White: RM 0.50 per page | |
| Printing | Black and White: RM 0.70 per page Color: RM 2.00 per page | |
| Binding | RM 15.00 per book | |
| Scanning | RM 2.00 per page | |
| Courier Service | Discounted Rate + RM 2.00 Handling Fee | |

“ For more information, please contact: 1800 18 2888 or cs@voffice.com.my ”

kuala lumpur
malaysia
plaza mont kiara



selangor
malaysia
empire tower



jakarta
indonesia
menara rajawali



melbourne
australia
365 little collins



ho chi minh
vietnam
vietnam business centre



hong kong
china
central tower



beijing
china
beijing yintai centre



bangkok
thailand
empire tower



Virtual Office Registration Form

01| Choose Your Plan

| | Virtual Office Silver | Virtual Office Gold | Virtual Office Platinum |
|-----------|-----------------------------------|-----------------------------------|-----------------------------------|
| 3 months | | <input type="radio"/> RM 477.00 | <input type="radio"/> RM 567.00 |
| 6 months | | <input type="radio"/> RM 896.80 | <input type="radio"/> RM 1,066.00 |
| 12 months | <input type="radio"/> RM 365.00 | <input type="radio"/> RM 1,679.00 | <input type="radio"/> RM 1,995.80 |
| 24 months | <input type="radio"/> RM 1,094.40 | <input type="radio"/> RM 2,900.20 | <input type="radio"/> RM 3,447.40 |
| 36 months | <input type="radio"/> RM 1,382.40 | <input type="radio"/> RM 3,663.40 | <input type="radio"/> RM 4,354.60 |
| Setup Fee | RM 75 - One Time Only | RM 75 - One Time Only | RM 75 - One Time Only |

02| Your New Address

- Plaza Mont Kiara**
B-5-8 Plaza Mont Kiara, Mont Kiara, 50480 KL

03| Choose Your Addon Service

| | | |
|--|--|--|
| <input type="radio"/> Upgrade to 1300/1800 Toll Free Number | Flexi Serviced Office | <input type="radio"/> Mail Forwarding Service |
| Connection Fee: RM150 - one time Line Rental: RM70 per mth Line Deposit: RM500 - one time Reverse call charges: RM0.18 per minute Minimum Term: 1 Year Contract | <input type="radio"/> Annual Plan AP#1 - RM899 <small>Private Office (20 hours) Meeting Room (10 hours)</small> <input type="radio"/> Annual Plan AP#2 - RM1,799 <small>Private Office (50 hours) Meeting Room (15 hours)</small> <input type="radio"/> Annual Plan AP#3 - RM2,799 <small>Private Office (100 hours) Meeting Room (20 hours)</small> | Refundable Advance Payment: RM100 Cost: Standard postage cost + RM2 handling fee <input type="radio"/> Other Services: |

04| Company Details

Company Name: _____

Company Registration No: _____

05| Account Owner's Details

Full Name: _____

NRIC / Passport No: _____

Address: _____

State: _____

Postcode: _____

Home/Work No: _____

Mobile No: _____

Email: _____

06| Declaration

By signing below, I hereby confirm that the given information is true and accurate. I hereby understand and accept the terms and conditions stipulated overleaf.

Signature : _____

Date : _____

Company's Stamp/Seal (if applicable): _____

Please note: It is by law that we need at least a **photocopy of your I/C or Business Registration (Form 9)** before we can provision this service to you.

07| Payment Details

Please bank in the cheque or deposit the money to the below account and fax the deposit slip to **+6(03) 2788 3777** or email to **paid@voffice.com.my**.

| Account Details | |
|-----------------|----------------------------------|
| Pay to: | Flexi e-Solutions Sdn Bhd |
| Account No: | 5147 2110 2200 |
| Bank's Name: | Maybank Berhad |

Terms of Use Agreement

1.0 OPERATING HOURS

Flexi e-Solutions Sdn Bhd hereinafter referred as FES will provide the stipulated service during business hours from 9:00 am to 7:30pm Monday to Friday and FES will adhere to any public holidays in accordance with the Malaysian law for the state of Kuala Lumpur, Malaysia. FES may also declare certain business day as off day(s) provided that if FES were to give prior notice of at least 5 working days in advance.

1.1 COMMUNICATIONS

FES primary communication channel shall be via email and emails sent through FES Corporate Email Server to the email address provided by the Client on the registration form shall be deemed as delivered, accepted and understood from the time it is sent. It is the Client's responsibility to update FES with his/her latest working email address in the event of any changes differing from that stipulated in the registration form.

1.2 SALES AGREEMENT

The agreement made upon registration will be the services stipulated on your first term. Any request for modification and deviation from the original intended services without written consent from vOffice, shall not be considered and may incur additional costs. Upon renewal of your contract, services would be back to its standard package as listed on our official website.

1.3 USE OF THE ACCOMMODATION

The Client must only use the accommodation for office purposes, and only for the business stated in your Agreement or subsequently agreed with FES. You must not use the name vOffice, or any of its associated companies in any way in connection with your business. Booking of vOffice facilities are subject to availability.

1.4 TAKING CARE OF OUR PROPERTY

The Client must take good care of all parts of the business centre, its equipment, fittings, and furnishings used. You must not alter any part of it. You are liable for any damage caused by you or those in the business centre with your permission or at your invitation.

1.5 SUSPENSION OR TERMINATION

The Client understand that FES, in its sole discretion, may terminate, suspend your service(s) at any time, with or without notice(s), in relation to any outstanding invoice(s) or if any part of this Agreement is breached.

Upon such suspension or termination, you must immediately discontinue the use of our service(s) rendered to you and disclaim FES as your virtual office service provider. FES immediately reserved the rights to re-assign any services we offered to you to another party and FES will discard any mails, parcels, items which belong to the Client if the item is not collected after 14 days of such suspension or termination. FES will not be liable for any losses or claims whatsoever that may arise from such instances.

Any usage of our service(s) after such termination or suspension shall be deemed as an act of trespassing.

1.6 LIABILITY

FES makes no representations or warranties, express or implied, of any kind to Client or third party regarding FES services. FES shall use reasonable efforts to provide the agreed upon services however, in no event, shall FES be liable to Client, or any third party, for any claims for loss or damages as a result of any action or inaction by FES.

1.7 FRAUDULENCE USE OF SERVICE

The Client agrees that he/she will not use FES name, services, and premises for any illegal, fraudulent, illicit, unfit, unethical purpose. FES is the sole arbitrator to decide on the validity of the Client purpose of using our services. It is agreed that FES is not responsible for any international civil and criminal law violations on Client's part.

FES accepts no legal responsibility or liability for the handling of call on the Client's behalf (whether unregistered, registered, certified or insured), or for any action, event or expense associated with or arising from the handling of the calls.

The Client reserved the rights to the privacy of your mails with FES but if it is deemed to be suspicious, we preserved the rights to unwrap or open the mail, parcel, courier or any questionable items delivered to our premises for the Client without the Client's prior agreement.

1.8 INDEMNITY

The Client indemnifies and agrees to hold FES harmless from and against any claims by the Client, and/or any employee, agent or invitee of the Client for any loss, damage, expense or claim, loss of information, damage or any errors including whether caused by any act or omission of FES.

2.0 PAYMENT TERMS

Our service to you will be auto renewed by itself at the original standard price before any discount or promotion for plan you have contracted at the end of each billing cycle unless you notify us of otherwise. Our billing system will automatically generate an invoice 21 days before the end of your plan billing cycle for the new renewal terms and the invoice shall be considered delivered and accepted by you unless inform us 72 hours after the invoice is sent to your email address on our system.

It is understood that the only way to confirm that you wish to cancel your service and obligation to us is by completing FES Official Service Cancellation Form which can be obtain from our website at www.voffice.com.my/cancel_my_service.pdf or by contacting us +603 2788 3555 to request for a fax copy of the cancellation form. You should receive an acknowledgement from us once we have verified and process your cancellation.

2.1 MODIFICATION OF SERVICES

FES may at any time modify or discontinue, temporarily or permanently, FES services (or any part of them) with or without notice and liability to anyone. Should price increases become necessary, FES will give the customer 21 days notice in writing / email.

2.2 CANCELLATION POLICY

Cancellation before activation of services may be eligible for a refund of up to 70%. Cancellation after activation of services and before the end of contract stated date will not be eligible for a refund. FES reserves the right to change the Cancellation Policy without prior notice.

3.0 CLIENT PRIVACY

FES guaranteed that all customers information will be kept with strict confidentiality and will not be sold or release to any 3rd party however FES is at its sole discretion to preserve the rights to release the Client information to a 3rd party if FES suspect or believe that the Client has breach any part of this Agreement.

3.1 MATTERS BEYOND OUR CONTROL

We shall not be held liable for any breach of these Terms and Conditions caused by circumstances out of our control, including fire, lightning, flood or extremely severe weather, explosion, war, disorder, industrial disputes (whether or not involving our employees) network failures, power failures or acts of local or central Government or other competent authorities.

3.2 JURISDICTION

The laws and jurisdiction of Kuala Lumpur, Malaysia shall govern any and all matters of dispute between FES and Client.

3.3 MISCELLANEOUS

Any telephone number assigned to Client by FES shall remain the property of FES.

It is understood that FES is only offering a service to you and is not affiliated nor related to the Client. FES will not be your guarantor and/or responsible for any loan, credits, borrowing of money. Should we receive any threat from any party that affects our employees (emotionally or physically), premises or business operation, FES will report the case to the Police immediately and FES reserved the rights to terminate your service immediately without any compensation.

FES may transfer our obligation to you to another location if necessary provided that FES give a 21 days advance notice.

FES may modify this Term of Use Agreement at its sole discretion and will be considered as accepted by you upon FES notification to you of that changes through our primary communication channel and did not receive any objection from you within 72 hours of notification.

FES will only provide storage of your mails, parcels or items for the time frame stipulated on the package/plan you sign up for and FES has the rights to discard any items not collected after that period of time plus 14 days grace period.

Any items delivered to our office via normal post, hand or courier which is not addressed clearly to the recipient or if the address differs from what we have on our records will be discarded. FES will certainly endeavor to identify the rightful owner but if FES failed to identify the recipient, days of the date of taking delivery.

By signing below, I hereby understand and accept the terms and conditions stated here.

Signature:



CLIENT INFORMATION

kuala lumpur
malaysia
plaza mont kiara



selangor
malaysia
empire tower



jakarta
indonesia
menara rajawali



melbourne
australia
365 little collins



ho chi minh
vietnam
vietnam business centre



hong kong
china
central tower



beijing
china
beijing yintai centre



bangkok
thailand
empire tower



A. GENERAL INFORMATION

Company Name : _____
 Company Business Activity : _____
 Website : _____
 Business Address : _____
 Tel No and : _____ Fax No : _____
 Email : _____ Number of Employees : _____

B. CALL HANDLING *(For Gold & Platinum clients)*

| | |
|---|--|
| Contact Person 1 Name : _____ Tel No : _____ | If you are not reachable, we will forward the message to you by <i>(please choose only one)</i> : Email <input type="text"/> OR SMS <input type="text"/> Can we give the caller your other contact number if they ask: YES / NO |
| Contact Person 2 Name : _____ Tel No : _____ | If you are not reachable, we will forward the message to you by <i>(please choose only one)</i> : Email <input type="text"/> OR SMS <input type="text"/> Can we give the caller your other contact number if they ask: YES / NO |
| Contact Person 3 Name : _____ Tel No : _____ | If you are not reachable, we will forward the message to you by <i>(please choose only one)</i> : Email <input type="text"/> OR SMS <input type="text"/> Can we give the caller your other contact number if they ask: YES / NO |
| Contact Person 4 Name : _____ Tel No : _____ | If you are not reachable, we will forward the message to you by <i>(please choose only one)</i> : Email <input type="text"/> OR SMS <input type="text"/> Can we give the caller your other contact number if they ask: YES / NO |
| Contact Person 5 Name : _____ Tel No : _____ | If you are not reachable, we will forward the message to you by <i>(please choose only one)</i> : Email <input type="text"/> OR SMS <input type="text"/> Can we give the caller your other contact number if they ask: YES / NO |
| Contact Person 6 Name : _____ Tel No : _____ | If you are not reachable, we will forward the message to you by <i>(please choose only one)</i> : Email <input type="text"/> OR SMS <input type="text"/> Can we give the caller your other contact number if they ask: YES / NO |

Platinum = 6 contacts Gold = 3 contacts Silver = 1 contacts

C. AFTER-HOUR VOICE MAIL & CALL FORWARDING SERVICE *(For Gold & Platinum clients)*

We will instantly forward any message we received to your email **EMAIL**

Any calls for you will be forwarded to your number **TELEPHONE NO

D. MAIL HANDLING

Preferred contact method **EMAIL**

OR **SMS**

E. DEDICATED FAX SERVICE *(For Platinum clients)*

Instant fax forwarding to your email **EMAIL**

smarter business • better life

www.vOffice.com.my

Prestigious Kuala Lumpur Address
 B-5-8 Plaza Mont Kiara, Mont Kiara
 50480 Kuala Lumpur

Prestigious Selangor Address
 A-5-10 Empire Tower, SS16/1
 Subang Jaya, 47500 Selangor

Prestigious Kuala Lumpur Address
 Level 7-1 Wisma Genting (New Wing)
 Jalan Sultan Ismail, 50250 Kuala Lumpur

