



MIA SERVICE CHARTER

BACKGROUND

The Malaysian Institute of Accountants (MIA) is a statutory body set up under the Accountants Act, 1967 to regulate and develop the accountancy profession in Malaysia.

Realizing the importance for the Management Centre to continuously improve its service delivery to its stakeholder, the Institute has established its Service Charter which took effect from March 2009. The MIA Service Charter is a public document and it focuses on key areas in dealing with its members.

OBJECTIVE

The MIA Service Charter has been developed to provide members with a clear understanding of our commitment and the standards of service that you can expect from us.

OUR COMMITMENT

- We will treat you courteously and with respect.
- We will be responsive to your needs and end our dealing with you professionally.
- We will respond to your request within the time set out and advise if extended time is needed.
- We will facilitate you to find the proper resources if we are unable to provide all the requested information.

OUR STANDARDS OF SERVICE

We aim to achieve the standards of service set out below throughout our organization.

| AREA | STANDARD OF SERVICE |
|---|---|
| <ul style="list-style-type: none"> • Handling Calls | <p>We will answer calls within 3 rings. We will identify ourselves when communicating with you.</p> |
| <ul style="list-style-type: none"> • Handling Enquiries | <p>The response time for general enquiries are:</p> <p>By telephone – within 2 working days By e-mail – within 3 working days By letter/fax – within 5 working days</p> <p>The response time for technical enquiries is 10 working days. The Institute’s policy on handling technical enquiries among others require technical enquiry to be in writing and will respond to queries from members only. <i>(The policies can be viewed at the Institute’s website under CIRCULARS & RESOURCES — FAQs link)</i></p> |
| <ul style="list-style-type: none"> • Waiting Time for Servicing Walk-in Members | <p>We will attend to walk-in members within 5 minutes.</p> |
| <ul style="list-style-type: none"> • Application/Registration | <p>We will acknowledge receipt of application/ registration for membership, member firm, practising certificate and QE candidacy according to the mode:</p> <p>By hand – on the same day (verified by MIA personnel) Online – within 2 working days By post/fax – within 3 working days</p> <p>We will process application/registration which is complete and in order as follows:</p> <p>QE Candidacy – not exceeding 2 months Membership – not exceeding 2 months Practising Certificate – not exceeding 2 months Approval to set up Firm – within 3 working days</p> |
| <ul style="list-style-type: none"> • MPDC Events | <p>We will respond to participants within 2 working days for all incoming registration (duly completed form).</p> |
| <ul style="list-style-type: none"> • Issuance of Receipt for Subscription | <p>We will issue official receipt within 4 working days from the date of receipt of payment.</p> <p>Payment handed at the counter at MIA HQ or Branches with Management Centre staff, official receipt will be issued upon receipt.</p> |
| <ul style="list-style-type: none"> • Confidentiality | <p>We will treat your personal information confidentially. Your information will not be released to another party unless required by the relevant authorised bodies.</p> |

How can you help us?

While you are receiving our services, please support us by:

- Providing us with all the information we need to meet your request
- Responding to our requests in a timely manner
- Updating us on your change of details
- Letting us know if we have not met our commitment to you
- Treating us with courtesy and respect

Your Feedback is Important

We at MIA realize that continuous commitment is required to serve you excellently, competently and consistently. We positively welcome your views and comments on how we can improve our services and initiatives to meet your needs. By doing this, you are helping us to help you.

If we do not meet your expectations, please let us know as soon as possible for us to look into the matter and take corrective measures. Likewise, if you have good experience with us, please feel free to share them. You may send in your feedback via MIA's e-feedback form which is available at the Institute's website — <http://www.mia.org.my/new/feedback/>. Your feedback is important to us!

OUR CONTACT

You may contact us:

Telephone : 03-2279 9200 (**General Line**)
03-2279 9213 / 03-2279 9308 (**MIA Info Assist Line**)

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