



## Engagement Strategy Agreement

1. <Company Name> (hereafter known as “<Company Name>”) of <Reg. Address>, a company registered in India, hereby appoints Healy Consultants Pte Ltd, a Singapore based entity (hereafter known as “Healy Consultants”) to assist with their Malaysia business set up requirements.
2. This Service Level Agreement provides a framework for Healy Consultants and <Company Name> to establish mutually acceptable engagement terms and conditions that will ensure our Client receives a standard of customer service which is commensurate with their expectations and needs. Please sign and date at the bottom of **every** page.
3. Following receipt of all fees, Healy Consultants agree to provide the following services:
  - Malaysian company incorporation and corporate bank account opening;
  - Obtain approval for the relevant government licensing;
4. Additional services Healy Consultants will be pleased to provide include **i)** residency and employment visas **ii)** yearly accounting and tax **iii)** staff recruitment **v)** nominee Malaysian shareholders and directors **v)** legal support and **vi)** any other business service required by <Company Name> or its Malaysian subsidiary.

### Quick summary

5. <Company Name> already settled an amount of US\$ 10,000 with Healy Consultants. Healy Consultants estimates the remaining engagement costs will be US\$14,500. Refer to Appendix **Two** to view detailed engagement invoice.
6. Healy Consultants estimates total engagement period to be 17 weeks as per below:

Engagement planning	2 weeks
Company name reservation	2 weeks
Company incorporation	5 weeks
Corporate bank account approval	4 weeks
CIDB license approval	4 weeks
<b>Total engagement period</b>	<b>17 weeks</b>

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Client initials and date



# Healy Consultants



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### Malaysian company incorporation

7. Healy Consultants will assist <Company Name> incorporate a Malaysian company to conduct business in Malaysia including **i)** building construction **ii)** bridge construction **iii)** any electrical, mechanical, water, gas, petrochemical or telecommunication works. Detailed company set up procedures are outlined in Appendix One.
8. <Company Name> must register with the Construction Industry Development Board Malaysia (CIDB). There are two ways to apply for CIDB registration **1)** as a local contractor **2)** or as a foreign contractor. Healy Consultants recommends our Client apply as ;
9. If <Company Name> applies for CIDB registration **1)** as a local contractor **2)** or as a foreign contractor. Kindly refer to the attachment to determine what should be the strategy for <Company Name>:



CIDB registration options.doc

Double click on the attachment included

10. The share capital will be deposited to your Malaysian corporate bank account before submission of the license application. Healy Consultants will assist <Company Name> to open a Malaysian corporate bank account with HSBC or SCB Malaysia;
11. Healy Consultants will be pleased to provide <New Company Name> with two nominee resident directors. Healy Consultants will provide <Company Name> with the trust deed, confidentiality agreement and complete due diligence of the resident directors. Malaysian resident directors include **i)** Malaysia Citizen **ii)** Malaysia Permanent Resident **iii)** or a person who has been issued an Employment Pass and must be above the age of 18 years;
12. In compliance with Malaysian CIDB law, one CEO (foreigner or local) is required with at least two years of experience in the construction industry. <Company Name> must hire or appoint such CEO. If the CEO of the company does not possess such qualification, the CEO may nominate a representative to represent the CEO. Healy Consultants will assist <Company Name> to recruit such individual;

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13. The shareholders will be **i)** <Company Name1> (10%), a company incorporated in Dubai and **ii)** <Company Name2> (90%), a company incorporated in Dubai. If the CIDB requires <New Company Name> to have a local shareholding, Healy Consultants will advise on the most suitable corporate structure;
14. <Company Name> must also meet the requirements of personnel as stated in the above attachment to successfully obtain the CIDB registration;
15. <Company Name> must register the technical personnel and CEO with the CIDB for them to obtain a Personnel registration card before the submission of company's CIDB registration. Healy Consultants will be pleased to assist with the same for an additional fee;

### **Banking Considerations**

16. Healy Consultants will be pleased to open a Standard Chartered corporate bank account in Johor Bahru or Kuala Lumpur. It is a time consuming task, Healy Consultants will shelter our Client from the administrative challenges. There is a 20% probability the banks will request the bank signatory to travel for a one hour bank interview. Healy Consultants will try its best to negotiate with the bank for a travel exemption. As you can appreciate, it is a difficult task to obtain bank account approval through a newly formed company, when shareholders and directors and bank signatories reside overseas. There will be a fee discount of US\$500 if the bank signatory must travel;
17. Mr.<Director> from <Company Name> will be the bank signatory of the <New Company Name> corporate bank account, appointed by Director's Resolution of <New Company Name>. Mr. <Director> will enjoy **i)** world class internet banking together with third party payment facilities **ii)** a corporate ATM card **iii)** a RM corporate cheque book and **iv)** a corporate visa account;
18. Before corporate bank account approval, SCB Malaysia will require detailed due diligence information including **i)** passports **ii)** latest address proofs of the directors, shareholders and beneficial owners;
19. To minimise administrative challenges, if required Healy Consultants will be pleased to activate the internet banking on <Company Name>'s behalf;

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# Healy Consultants



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20. The banks enjoy ultimate power of approval of corporate bank account applications. Consequently, guaranteed success is outside of Healy Consultants control. What is inside our control is the preparation and submission of a high quality bank application that maximizes the likelihood of approval. To date, we enjoy a 100% approval record;
21. Global banks continue to tighten corporate bank account opening procedures, their internal compliance departments completing more thorough due diligence of Clients. Consequently, our Clients should expect the bank account approval period to take up to 4 weeks. Furthermore, global banks now require evidence of proof of business in the country where the corporate bank account will be, including sales contracts or lease agreement. Refer to the embedded pdf attachment for further information on Malaysia' corporate bank account information:



Double click on the attachment included

### Legal and compliance considerations

22. The Companies Act 1965 covers establishment, structure and governance of private business in Malaysia. Refer to this website link to view regulations pertaining to CIDB license;
23. Please find below the estimate of the Government fees depending on the paid up share capital requirements:



Double click on the attachment included

24. In order to apply for the CIDB registration, activities or operations of firms, companies, cooperatives, societies must include construction works or activity in all the below documents:

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Client initials and date



## Engagement Strategy Agreement

- Memorandum & Articles of Association;
- Business Registry
- Cooperative/Society Bylaws

25. Some CIDB license categories require <Company Name>'s directors to attend half day Government seminars in Malaysia before license approval. If <Company Name> is unable to attend such meetings, Healy Consultants will be pleased to help and attend on <Company Name>'s behalf. However, it is advisable that the <Company Name> management attends these seminars. We will charge an additional fee for this service;
26. During the CIDB approval process, the Malaysian Government may request <New Company Name> to have a local shareholding (Bumiputera). Consequently, Malaysian local shareholder could own as much as 70% of <New Company Name>. Kindly refer to the above attached document for the strategy that Healy Consultants recommends. Healy Consultants will be pleased to provide <New Company Name> with a Malaysian nominee shareholder with a construction background;
27. <New Company Name> must lodge an annual return confirming relevant details of the company for the public register including names and addresses of directors, address of principle place of business and details of shareholders and their share holdings;
28. Healy Consultants realizes the license application is more complex than anticipated; requiring large investment of time, my Firm will revert to request additional fees. The Government enjoys ultimate power of approval of license applications. Consequently, guaranteed success is outside of Healy Consultants control. What is inside our control is the preparation and submission of a high quality license application that maximizes the likelihood of approval. To date, we enjoy a 100% approval record;

### **Accounting and taxation considerations**

29. Immediately after company incorporation, the Malaysian company must be GST registered if its annual turnover of taxable supplies reaches RM100, 000. Healy Consultants fee for this service amounts to US\$750;
30. **Malaysia tax department.** Furthermore, a Malaysia trading company is obliged to register for a foreign investment certificate in the state in which your Firm wishes to conduct business.

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Healy Consultants will be happy to assist your Firm with FICE registration for a onetime fee of US\$750;

31. If required, Healy Consultants will be pleased to assist your firm with the accounting and tax return of your Malaysian company. Our fees for the same will be US\$2,300. These fees are an estimate of Healy Consultants fees to efficiently and effectively discharge your Malaysia company accounting and tax obligations. Following receipt of a set of draft accounting numbers from your Malaysia company, Healy Consultants will more accurately advise accounting and tax fees;

### **Business Migration and Labor**

32. Healy Consultants will assist <Company Name> obtain employment and residence visas from the Immigration Department of Malaysia to allow them to live and work in Malaysia. Average employee visa approval takes two to three months. It is a time consuming task, but Healy Consultants will shelter our Client from the administrative challenges. We are proud to say that our approval rate is still 100%. Healy Consultants fee is US\$4,950 for the first employee visa and US\$3,950 for the second employee visa and US\$2,950 for the third employee visa and US\$1,950 for every employee visa thereafter;
33. The standard Malaysian visitor visa costs USD16, and is valid from 1 to 3 months. Visas can be obtained from any Malaysian embassy or consulate;
34. To qualify for Malaysia My Second Home Programme, applicants are required to have **i)** liquid assets of at least RM350,000 (for age above 50) and RM500,000 (for age below 50) and **ii)** a monthly income of RM10,000. Upon approval, applicants are required to purchase a residential property (minimum cost of RM1million) that is a fully completed unit or is under construction and/or open a fixed deposit with the minimum amount of RM150,000 (for age above 50) and RM300,000 (for age below 50);
35. The [Malaysia Labour Law](#) favors Malaysia citizens over foreigners. Foreigners may only be employed after gaining Malaysia Government's approval.
36. Healy Consultants Malaysia business visa approval procedures include **i)** preparation of a quality visa application and **ii)** submitting the same to the correct Government immigration officers. The Malaysia Government enjoys ultimate power of approval of visa applications.

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Consequently, guaranteed success is outside of Healy Consultants control. What is inside our control is the preparation and submission of a high quality immigration visa application that maximizes the likelihood of visa approval;

37. Healy Consultants will assist <New Company Name> to recruit staff in Malaysia under the optimum employment terms and conditions. Whilst Malaysia labor law recently became more flexible, it is important <Company Name> is aware of unusual labor laws, terms and conditions. For example an employee should be entitled to paid sick leave of not less than the following: less than 2 years service - 14 days in each calendar year, more than 2 years but less than 5 years - 18 days in each calendar year, 5 years or more - 22 days in each calendar year;

### Other considerations

38. If required, Healy Consultants will assist <New Company Name> increase customer awareness in Malaysia, including **i)** media advertising, and **ii)** search engine marketing;
39. If required, Healy Consultants will assist <New Company Name> register website and email names in ending in “.my” as an additional service;
40. This is the first draft of the Strategy Agreement, awaiting <Company Name> amendments with track changes. As the engagement evolves, it may be necessary for either to party to insert additional terms and conditions. For example, a new service is required or a new solution should be documented;

### Our client expectations

41. Healy Consultants will liaise with the relevant Malaysia government and Companies Commission of Malaysia (CCM) to incorporate a Malaysia company. Healy Consultants will obtain the necessary business licenses to allow <Company Name> to legally conduct business in Malaysia;
42. Healy Consultants will professionally manage <Company Name>'s engagement and tenaciously seek solutions and alternatives should problems arise. Healy Consultants will provide <Company Name> with regular detailed email engagement status updates informing them of progress during the engagement term, usually every third day;

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## Engagement Strategy Agreement

43. Healy Consultants will use all reasonable endeavors to keep client information confidential. Healy Consultants, in accordance with its statutory obligations will protect personal information and personal data from unauthorized access, use or disclosure.

### Healy Consultants expectations

44. <Company Name> will provide Healy Consultants the required due diligence information in timely manner, to enable my Firm efficiently and effectively complete the engagement. <Company Name> replies to Healy Consultants communications and requests in a timely manner.
45. <Company Name> settles Healy Consultants fees in a timely manner;
46. Healy Consultants preferred mode of communication is email, followed by phone discussions. Therefore, we recommend you maintain a secure, reliable email account and frequently check for updates from Healy Consultants;
47. If during the engagement, Healy Consultants realizes the company incorporation is more complex than anticipated, requiring large investment of time, my Firm will revert to request additional fees. For example, if the CIDB confirms <Company Name> does need an additional license to do the particular activity;
48. The terms and conditions outlined in this agreement may be amended by either party with the written permission of the other party as the engagement progresses ;

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## Engagement Strategy Agreement

### Conclusion

- 49. We, the person whose names appear below, declare and by our signature below, confirm that we are authorized to sign on behalf of the Entity we have ordered from Healy Consultants and we have read and agree to be bound by Healy Consultants terms of business outlined in this engagement letter and on Healy Consultants business website;
- 50. We understand that we may have an obligation to report our interest in the company in personal tax returns and that income of the company may be imputed to us. We will take advice on and comply with our own legal obligations in this respect;
- 51. The company will not be used for any criminal activity or other illegal purposes, whether fiscal or otherwise, in any jurisdiction and we understand that Healy Consultants may have an obligation to report any arrangement involving the proceeds of criminal conduct;
- 52. We have never been convicted of any criminal offence or the subject of an investigation by a governmental, professional or other regulatory or statutory body.

<u>Name</u>	<u>Signature</u>	<u>Date</u>
<Director> – <COMPANY NAME>		
Aidan Healy – Healy Consultants		

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## Engagement Strategy Agreement

### Appendix One

#### Detailed engagement procedures

No.	Procedures	Time
1.	Our Client settles Healy Consultants retainer fee to enable us to i) conduct research ii) engage Malaysian lawyers and accountants and iii) prepare a detailed engagement strategy document;	Week 1
2.	Healy Consultants' Compliance Team receives the required corporate and personal due diligence information from our Client, including all shareholders, directors, beneficial owners and bank signatories' information;	Week 2
3.	Healy Consultants emails to our Client an engagement strategy agreement;	Week 2
4.	Our Client confirms the Malaysia corporate structure and signs the engagement strategy agreement. Only then, Healy Consultants' Incorporation Team submits for approval the company name to the Companies Commission of Malaysia (CCM). The name approval will take minimum two weeks;	Week 3
5.	Healy Consultants' Incorporation Team emails to our Client evidence of successful name reservation and <Company Name> settles the remaining engagement fees of US\$14,500;	Week 5
6.	Healy Consultants Incorporation Team prepares incorporation forms for our Client's signature in front of notary public and courier return. Thereafter Healy Consultants legally incorporates the company;	Week 5
7.	Assuming our Client emails the signed documents to us in a timely manner (originals to follow by courier), Healy Consultants' Incorporation Team liaises with the <a href="#">CCM</a> to complete the requirements for setting up the company, including paying the business registration fee;	Week 6
8.	Healy Consultants' Incorporation Team receives an email of the Certificate of Incorporation from the CCM which our team immediately forwards to <Company Name>	Week 9

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1.	Healy Consultants' Banking Team email to our Client the corporate bank account forms and supporting documents for review, approval and signature;	Week 9
2.	Healy Consultants submits a complete, quality corporate bank account application to SCB Malaysia. If required, the bank signatory of <New Company Name>'s corporate bank account travels to Kuala Lumpur to meet the bank office for a one hour interview.	Week 10
3.	The bank email to Healy Consultants Banking Team <New Company Name>'s corporate bank account number. Healy Consultants immediately emails the same to our Client;	Week 13
4.	<New Company Name> deposits funds into the corporate bank account equivalent to paid up share capital recommended by CIDB. SCB Malaysia issues a Capital Contribution Certificate;	Week 14
1.	Healy Consultants and <Company Name> agree the CIDB licenses and prepare and complete quality applications. Our Client signs the CIDB license forms, email to us for review and approval. Thereafter our Client couriers the signed forms to Healy Consultants Singapore office together with all supporting documents;	Week 15
5.	Healy Consultants' Incorporation Team submits to CIDB a complete, quality application package containing <b>i)</b> completed application forms <b>ii)</b> MOA and certificate of incorporation <b>iii)</b> a certificate of paid up share capital issued by the bank, <b>iv)</b> evidence of financial capability to take on contracts, <b>v)</b> name of the qualified person and qualified technical personnel who will represent the company while liaising with the CIDB, <b>vii)</b> evidence of payment of application fees and <b>viii)</b> evidence of absence of disciplinary action or sanction;	Week 15
6.	If required by CIDB and before license approval, the management of <New Company Name> attends in Malaysia half day seminar/briefings.	Week 17
7.	Within four to six weeks, business license approval is received from CIDB;	Week 20
8.	Healy Consultants' Incorporation Team couriers to our Client i) all the company documents, ii) the license certificates and iii) a Customer Satisfaction Survey to obtain frank and honest feedback as to how efficiently	Week 21

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## Engagement Strategy Agreement

and effectively the engagement was completed, to our Client's preferred address.

### Appendix Two

#### Engagement fees

Professional services rendered	Notes	Year 1 US\$
Malaysian <a href="#">company incorporation</a> fee	1.	5,200
<a href="#">Malaysian tax</a> registration fee	2.	1,500
Malaysian <a href="#">corporate bank account</a> opening	3.	2,550
Malaysia registered office fees (if required)	4.	1,100
Malaysia <a href="#">resident directors</a> (US\$3,350 X2)	5.	6,700
Malaysia resident directors refundable deposit (US\$1,250 X2)	6.	2,500
Estimate of CIDB license application fees	7.	4,950
Total funds received on 09/10/2013	8.	(10,000)
<b>Total Healy Consultants fees</b>	<b>9.</b>	<b>14,500</b>

**Note:** this invoice needs to be tailored for each Client. The above services and fees represent the average requirements of our Clients.

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# Healy Consultants



## Engagement Strategy Agreement

### Notes to invoice above

1. Healy Consultants fees to efficiently and effectively project manage our Clients engagement i) without our Client travelling and ii) our Client sending one courier to us. All engagement fees are agreed and paid up front. Consequently, there are no hidden fees or surprises or ambushes throughout the engagement. All engagement deadlines are agreed up front in the form of a detailed project plan, mapping out deliverables by week throughout the engagement term;

Every second day during the engagement, we email our Client a detailed status update. Our Client is immediately informed of engagement problems together with the solution. Your dedicated engagement manager is reachable by phone, skype, live chat and email and will communicate in your preferred language; Healy Consultants never gives up until we complete the engagement, regardless of the complexities or obstacles presented by banks and Governments;

These costs include **a)** annual Government License fees **b)** Registered Business Office for 12 months and **c)** Company Secretary fees for 12 months. In accordance with the Malaysian Companies Act, a Company shall as from the date of its incorporation have a registered office in Malaysia, to which all official Government communications and notices may be addressed and which shall be open and accessible to the public for not less than 3 hours during ordinary business hours on each day, Saturdays, weekly and public holidays excepted. To comply with this statutory requirement, [Healy Consultants Malaysia business office](#) will be the registered office address for your Company. Thereafter, this address will be used to receive Government correspondence including **a)** [Annual Tax Return](#) **b)** Notice of changes in [Malaysia Company Law](#) **c)** Notice of liquidation of company. Please note, the Malaysia Company Registered Office address shall **not** be printed on our clients' sales invoices, business cards or business websites, without the written consent of Healy Consultants.

In accordance with the Malaysian Companies Act, each Malaysia Company must appoint a company secretary, who may be a natural person or a body corporate, but the company secretary must be resident in Malaysia;

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2. Healy Consultants will register your Malaysian company with the [Malaysia tax department](#). This is a long a complicated process thus Healy Consultants fee for the same amounts to USD 1,500;
3. Healy Consultants will be pleased to open a corporate bank account with a Malaysian bank. It is a time consuming task, Healy Consultants will shelter our Client from the administrative challenges. There is a 20% probability the banks will request a bank signatory to travel for a one hour bank interview. Healy Consultants will try its best to negotiate with the bank for a travel exemption. As you can appreciate, it is a difficult task to obtain bank account approval through a newly formed company, when shareholders and directors and bank signatories reside overseas. There will be a fee discount of US\$500 if you have to travel;

The banks enjoy ultimate power of approval of corporate bank account applications. Consequently, guaranteed success is outside of Healy Consultants control. What is inside our control is the preparation and submission of a high quality bank application that maximizes the likelihood of approval. To date, we enjoy a 100% approval record;

Global banks continue to tighten corporate bank account opening procedures, their internal compliance departments completing more thorough due diligence of Clients. Consequently, our Clients should expect the bank account approval period to take up to 4 weeks. Furthermore, global banks now require evidence of proof of business in the country where the corporate bank account will be, including sales contracts or lease agreement.

4. Healy Consultants will provide to our client a registered office address for **i)** company incorporation and **ii)** for our client to use on contracts and invoice, name cards, business. Our annual fee for the same amounts to US\$ 1,100. If our client needs additional services like phone or fax numbers, additional fees apply;
5. In accordance with the Malaysia Companies Act, every Malaysian Company shall have at least two directors who are [ordinarily residents](#) in Malaysia. Most of our Clients request Healy Consultants to be the resident director. If required, Healy Consultants resident director service fee amounts to US\$3,350 per director per annum, as published on our [business website \(press this link\)](#);

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6. Healy Consultants will collect a refundable deposit of US\$1,250 per nominee director from our client. This refundable deposit will be held in trust until our Client no longer requires Healy Consultants Company Secretary and Resident Director services. In the unfortunate event our client misuses their Malaysian Company, Healy Consultants will be left to face the Malaysian Government Authorities. In this instance, the client forfeits his refundable deposit and the funds will be used to cover future litigation expenses or liquidation costs incurred by Healy Consultants;
7. Healy Consultants will be pleased to assist your firm with CIDB licensing. Our fee for the same will be USD4,950 excluding the Government fees. While applying for license, our client must deposit the relevant share capital in the corporate bank account depending on the category they will apply. For e.g. the G7 category of CIDB license requires MYR750,000 If during the same;

Healy Consultants realizes the license application is more complex than anticipated, requiring large investment of time, my Firm will revert to request additional fees. The Government enjoys ultimate power of approval of license applications. Consequently, guaranteed success is outside of Healy Consultants control. What is inside our control is the preparation and submission of a high quality license application that maximizes the likelihood of approval. To date, we enjoy a 100% approval record;

In accordance with Malaysia Companies Act 1965, there is no minimum paid-up capital for a Malaysian company. However, if our Client's Malaysia company requires **i)** a special license from the Malaysia government like CIDB or **ii)** intends to apply for employment visa for expatriates, Healy Consultants will recommend the share capital outlined in note **8**.

8. Funds received on 09/10/2013 from our client: US\$ 10,000. Thank you for your business;
9. All fees quoted in this invoice correspond to fees quoted on Healy consultant's [business website](#). Please review this invoice carefully to identify errors. During the rush of a business day, it is possible Healy Consultants inadvertently made fee calculation errors, typing errors or omitted services or omitted historic fee payments from Clients. In the unfortunate event you identify invoice errors, please revert to me directly re the same. I apologize in advance if I or my staff made invoice errors;

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10. To assist our Clients minimize Forex costs, we offer the payment in SG\$, MYR, Euro, Pound or US\$. Kindly let me know in which currency your Firm prefers settling our fees and I will send an updated invoice, thank you.
11. If our Client requires nominee services, Healy Consultants fee for corporate nominee director or corporate shareholder amounts to US\$1,800 per annum. Our fee for a non-resident individual nominee director or individual shareholder amounts to US\$3,600 per annum. Our fee for a country resident director or resident shareholder amounts to US\$3,350 per annum. When appointing a nominee Healy Consultants collects a refundable deposit of US\$ 1,100 per nominee;
12. Some of our Clients request Healy Consultants to provide temporary shared office space for 6 months until our Client finds their preferred business address. If your Firm requires this service from Healy Consultants, our monthly fee amounts to US\$1,050. Alternatively, some of our Clients request Healy Consultants to locate permanent office premises and our one-time fee for this service is US\$4,950;
13. The fees quoted in this invoice are an average of the fees of a typical Malaysian engagement. Only after agreeing each individual client's business structure and needs, can Healy Consultants provide a custom, tailored fee quotation. Unfortunately, government fees and procedures vary by industry by company. If during the engagement, Healy Consultants realizes the company incorporation is more complex than anticipated, requiring large investment of time, my Firm will revert to request additional fees;
14. As stipulated on our business website and in section 3 of our engagement letter, Healy Consultants will only commence the engagement following **i)** settlement of our fees and **ii)** completion and signing of our legal engagement letter;
15. Healy Consultants will only incorporate your company after 75% of due diligence documentation is received by email. Healy Consultants will only open a corporate bank account after 100% of Client due diligence documentation is received by courier;

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## Engagement Strategy Agreement

### Appendix Three

No.	Problem	Solution
1.	Our Client does not provide Healy Consultants the required information/documents in a timely manner. Consequently, causing engagement delays. For example, the Dubai company's information as shareholder is not properly provided by <Company Name>.	Our Client speedily responds to Healy Consultants requests and efficiently provides my Firm the required information or immediately highlights problems with replying to requests. Otherwise, the engagement period is extended increasing the likelihood Healy Consultants will charge our Client additional project management fees.
2.	The Malaysia Government advise they need additional information or documents, before approving a business license or completing company incorporation. Consequently, causing engagement delays;	Healy Consultants will revert to our Client requesting additional information and documents. Otherwise, the engagement period is extended increasing the likelihood Healy Consultants will charge our Client additional project management fees.
6.	Unanticipated Malaysia laws governing <New Company Name> business, thus a delay in the incorporation process.	Healy Consultants will outline the proposed operations in the business plan and company articles to ensure issues are addressed at the earliest stage.
9.	Public holidays in Malaysia and Singapore cause unanticipated engagement delays	The engagement period is extended increasing the likelihood Healy Consultants will charge our Client additional project management fees.



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### Appendix Three

No.	Problem	Solution
10.	Political unrest either postpones or terminates the engagement	The engagement period is extended increasing the likelihood Healy Consultants will charge our Client additional project management fees. Where there is a termination of services due to external reasons, Healy Consultants will provide a refund for services not already rendered.
11.	During the engagement, Malaysia Government departments revert to Healy Consultants rejecting the business activities of our Client	Healy Consultants will revert to our Client to create a solution. There may be additional fees to efficiently and effectively complete the engagement
12.	The Malaysia Government departments do not approve applications in a timely manner, causing material delays in the engagement completion date;	Healy Consultants will aggressively solve problems where possible. That said, Healy Consultants will not be responsible for the incompetence and inefficiency of Government departments. That said, Healy Consultants will aggressively supervise and liaise with third parties to ensure your engagement is efficiently and effectively advanced.
13.	Malaysia banking facilities will not open corporate accounts for the proposed business activity, shareholder nationality etc;	Healy Consultants will aggressively solve problems where possible. The Malaysia banks enjoy ultimate power of approval of account applications. Consequently, guaranteed success is outside of Healy Consultants control. What is inside our control is the preparation and submission of a high quality bank application that maximizes the likelihood of approval. If a bank is deemed not possible, Healy Consultants will find alternative Malaysia banks more amenable.



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### Appendix Three

No.	Problem	Solution
13.	<Company Name> staff will experience difficulties obtaining travel visas to Malaysia, consequently delaying signing of engagement documentation	Healy Consultants will revert to our Client to create a solution. There may be additional fees to efficiently and effectively complete the engagement
3.	The Malaysia Government requests a feasibility study on the activity of construction for <New Company Name>. Consequently, causing engagement delays;	Healy Consultants will aggressively pursue an exemption from the CIDB regarding "Stage Details of registration." However, if this is not possible, Healy Consultants may revert to our client requesting additional information, documents and possible fees.
4.	CIDB requests <Company Name> to have local shareholding	Healy Consultants will aggressively negotiate with the CIDB authorities for exemption. If unsuccessful, Healy Consultants will assist <Company Name> i) to find a suitable Malaysian shareholder or ii) provide nominee shareholder services;
5.	Malaysian Government requests additional documents of <Company Name> employee to process the visa;	Healy Consultants ensures timely follow up with the Malaysian Government for such requirements and supplies them the documents as soon as possible;