



SIMPLIFYING LOGISTICS PAYMENT

# COMPANY PROFILE

## Simplify & Digitalise

Your Digital Ecosystem For Container Logistics Payment



Learn more about 



# CONTENT

01	Corporate Information
02	Corporate Milestones
04	Letter From Founders
06	What We Do
06	How We Do
06	Why We Do
07	Our Strengths
09	Vision & Mission
10	Philosophy & Aspirations
11	Environmental, Social & Governance (ESG)
15	Our People
20	Awards & Accolades
29	Industry Recognition
39	Intellectual Property
41	Our Solution
55	Dimensions of Service Quality
61	Data Policy
64	Where We Are



# CORPORATE INFORMATION

## Company Name

D&D Control (M) Sdn Bhd

## Board of Directors

- Datuk Mohan a/l Kandasamy
- Mahendrarajah a/l Selvaraja (CEO)
- Sukunan a/l Kandasamy
- Kan Lai Fun
- Parthiban a/l Muniandy

## Company Registration No

201001039179 (923103-K)

## Number of Employees

Team Members: 98

1. Malaysia : 83
2. Filipino: 09
3. India: 03
4. Indonesia: 01
5. Sri Lanka: 02

## Incorporation Date

24 November 2010

## Number of Office

6 offices in Klang, Butterworth, Pasir Gudang, Kuantan, Kota Kinabalu and Kuching - Malaysia

1 office in the Manila - Philippines

1 office in Ho Chi Minh City - Vietnam

1 office in Jakarta - Indonesia

1 office in Colombo - Sri Lanka

## Paid-up Capital

RM2,750,000.00






## Corporate Website

<https://dnd.com.my/>

## Registered Address

13B, Jalan Kenari 17D, Bandar Puchong Jaya, 47170 Puchong, Selangor, Malaysia

## Payment Portal

-  <https://clap.my/>
-  <https://clap.ph/>
-  <https://claportal.vn/>
-  <https://clap.id/>
-  <https://claportal.lk/>

## Business Address

No. 109-111, Persiaran Pegaga, Bayu Perdana, 41200 Klang, Selangor, Malaysia

## Business Deliverables

The payment platform (CLAP) offers Payment Assurance (CLA), Financing, and Fintech solutions to the stakeholders in the Container Logistics Supply Chain

# CORPORATE MILESTONES



2010

D&D Control (M) Sdn Bhd (D&D) started operations and positioned itself as an agent on behalf of Shipping Lines/Shipping Agents/Non-Vessel Operating Common Carriers (NVOCCs) for billing and collection of container incidental charges (Demurrage, Detention & Damage). D&D was operating on a proprietary system called DNDM and primarily used for internal communications, administrative procedures for document submissions and data storage on behalf of Shipping Lines/Shipping Agents/NVOCCs for Container Movement Monitoring, Invoicing & Billing, Dispute & Discount Management, Collection of Incidental Charges and Reimbursement Activity.

2019

Industry Impasse on Container Deposit was a launch pad for D&D on an industry-wide Business Process Reengineering to pioneer a new financial solution, Container Ledger Account (CLA) later endorsed by the Ministry of Transport (MOT) Malaysia and has been well supported by Malaysian Port Authorities, Trade Associations & Chambers and Domestic logistics industry players.

2021

D&D took the leap to move and digitalise its entire system launching a logistics community portal (CLA Portal) for payment ecosystem in February 2021. This secured and transparent portal is driving digital transformation in container logistics payment.

Further, CLA envisioned for international growth and spread its wings to the Philippines in December 2021.



2022

Subsequently, CLA received endorsement by the Department of Trade & Industry (DTI) Philippines as a viable option in addressing container deposits issues as well as improve the competitiveness of SMEs. Plus, it gained strong joint-support by major Trade Associations & Chambers in the Philippines.

2023

A joint endorsement between Department of Trade & Industry (DTI) Philippines and Department of Transportation (DOTr), whereby both agreed to jointly endorse CLA which appears to be an effective solution in simplifying the container deposit management in the Philippines.

Moreover, CLA has won The Star Outstanding Business (SOBA) Awards in Best Innovation category as a Meritorious Winner.

Your organically home-grown trusted Fintech company is streamlining its services, to improve service level for Billing & Collection, Payment Assurance & Risk Management and aiming to expand regionally.

2025

CLA Green Lane emerges as a regional digital solution to one of the most critical challenges in logistics: fragmented and inefficient payment processes.

By integrating advance, immediate, and deferred payments into a single, standardised platform, CLA enables a seamless financial flow aligned with cargo flow and data flow movement.

This innovation enhances cash flow, reduces delays, and supports intra-ASEAN trade growth beyond 30%, creating a digital corridor for faster, smarter regional commerce.



# LETTER FROM FOUNDERS





**Ms. Elaine Kan Lai Fun**

Our company is a growing company when it first started off in 2010 as a small company with only just one solution. Ever since, the company slowly build trust in logistics industry, which it has gain positive feedback and gathered support from Shipping Lines and Shipping Agents/ NVOCCs. The establishment of this company appears in growing the opportunities and performing well in the logistics industry

In line with the vision of our company, we are growing further and experienced rapid growth. In the recent years, our company are expanding the businesses and we are now driven with multiple solutions. Hence, as we are developing, I hope this company can provide opportunities for great individuals to grow together and move towards the advancement of globalization where the innovation and digitalisation will flourish even more.

Our company faced a whole lot of struggles when first started initiating a new Demurrage and Detention Management system for industry. During that time, not only it was hard to persuade the logistics stakeholders to trust our service, it was also difficult to adapt into the system as data information were not easily made available while adjusting to the new data collection.

Moving forward, our company have been moving faster and growing in tandem with our company direction towards the digitalization that resulted to the introduction of payment portal known as CLA Portal. This portal serves as a digital ecosystem that simplifies container logistics payment and drives digital transformation among SMEs.

Now, we are a Fintech company moving towards using technology to facilitate financial services sector that will support the system of payment in the Logistic industry. I want to see this company to grow even faster and further for expansion while getting the recognition it deserves to build broad exposures for its people.



**Mr. Peter. M @ Parthiban Muniandy**



It has been a phenomenal run for our company since its inception in 2010. As a financial service provider, we have grown since and thrived with the vibrant and experienced workforce. Our pillars of the company celebrate their three (3) decades of excellence and expertise across a wide range of specialized area in the Container Logistics Supply Chain.

## What We Do

Develop an ecosystem to simplify and digitalise container logistics payment

## How We Do

Reengineer industry payment process to reduce procedure, time and cost

## Why We Do

Improve response time in order to boost cash flow, slash expenses and enhance efficiency

Note: Container Logistics Supply Chain consists of several key stakeholders such as the shipper/consignee, freight forwarder, shipping line, port/terminal operator inland carrier, and intermodal terminal/depot operator, who are working together to transport containerized cargo by different transport vehicles (e.g., vessels, trains, and trucks) and handle the containers by various types of handling equipment and facilities (e.g., terminals, cranes, trailers, wagons, lifters, and depots) from origin to destination along the entire end-to-end supply chain.



Retrieved from:  
<https://encyclopedia.pub/12642>

# OUR STRENGTHS

In tandem with our commitments, we are able to gain stakeholders trust and confidence, which drive us to build the brand over the years. It is our aspiration to establish lasting relationships, continue building and retaining the trust in the most competent manner. Ultimately, we continue to grow and develop by focusing on five (5) core components of its foundations.

1

## Strategy

We centre everything we do around the stakeholders with a proposition based on sustainable competitive advantage. This key factor enables us to have a greater focus for each business segment, deliver superior value of business assurance and provide solutions in the most-cost effective manner to the broad spectrum of market.

2

## Organization

We create our company in a team-based organizational structure and establish its resources from core competency to distinctive competency, so that our stakeholders can benefit from a strong foundation. By paying mind structure, our people are able to establish a clear line for power of communication, feeling empowered in the most productive ways and their contribution is always valued.

3

## Process

We nurture and train our people that are proficient around the areas we know can make the biggest difference to reengineer the business process and further simplify the process for all key players in Container Logistics Supply Chain. Through deep understanding on the industry requirements, our people are able to identify gaps and customised detailed process flow which further enhances our presence in the industry.



4

## Technology

We develop and operate simplified utilization of technology to cater to the dynamic changing needs and landscape of Container Logistics Supply Chain. Particularly, aligning current business practices with the strategic goals of stakeholders and our unique selling proposition. On that account, our unique technology feature has enabled new levels of conveniences to our stakeholders through seamless logistics transactions via CLA Portal in their daily communication needs.

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5

## Culture

We cultivate our company culture in a progressive and open-minded mindset, so our people can deliver the unexpected to delight the stakeholders. Subsequently, we are driven by a unique mix of expertise, creativity, entrepreneurship and ultimately, encouraging solution innovation within our people in pursuit of the best solutions for stakeholders. Moreover, assessments of both core competencies and distinctive competencies as a tool and layout to fit our work culture as a whole. We adopt upskilling resources to boost existing skill sets and build new ones, according to current benchmarks. Hence, our people able to reach their full potentials.

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# VISION

To extend our digital ecosystem in order to secure cross-border container logistics payment.

# MISSION

To improve response time and secure payment through CLA.



## **Reduce Procedure:**

To enhance efficiency through productivity improvements.



## **Reduce Time:**

To save time on payment process.



## **Reduce Cost:**

To slash administrative expenses, boost cashflow and increase profitability.



# PHILOSOPHY AND ASPIRATIONS

**KYOSEI**, a Japanese philosophy for spirit of cooperation – whereby individuals and organizations work together for the common good. The purpose in adapting this philosophy is developing harmonious relationship with stakeholders.

The comprehensive aspirations are Care, Lead and Assure.



**Care** for the interest of all stakeholders including customers, employees, shareholders, suppliers, partners, rivals and Government to live in peace & harmony through ethical decision making and conduct business fairly with humility.

**Lead** positive influence on stakeholders to respond by cooperating with each other for holistic change to share prosperity through transparent business practices and corporate responsibility towards its community.

**Assure** success and accountable in generating profits, maximize interest of every stakeholders and improve Quality of Life as the moral obligations to stakeholders.

# ENVIRONMENTAL, SOCIAL & GOVERNANCE (ESG)



Environmental, Social and Governance or commonly known as ESG is a framework used to assess the sustainability and ethical impact of an organizations' operations and practices.

ESG considerations are becoming increasingly important for investors and stakeholders, as they recognize that sustainable and responsible business practices can contribute to long-term value creation, risk mitigation, and positive societal impact. It's worth noting that ESG is closely related to the United Nations' Sustainable Development Goals (SDGs), as they share similar objectives of promoting sustainability, social progress, and good governance practices.

## Sustainable Development Goals (SDG)

Malaysia together with other 192 world leaders adopted The Sustainable Development Goals (SDGs) through a set of 17 interconnected goals established by the United Nations (UN) in 2015 as part of the 2030 Agenda for Sustainable Development. The SDGs aim to address various social, economic, and environmental challenges facing the world and provide a framework for sustainable development. The goals cover a broad range of issues, including poverty eradication, health and well-being, quality education, gender equality, clean water and sanitation, affordable and clean energy, decent work and economic growth, sustainable cities and communities, climate action, and responsible consumption and production, among others

## Here is a list of the 17 Sustainable Development Goals:



Each goal consists of specific targets and indicators that countries and stakeholders can use to track progress towards achieving them. The SDGs promote a holistic approach to development, recognizing the interconnectedness of various issues and the need for collaborative efforts at the global, regional, national, and local levels to create a sustainable and equitable future for all. Achieving the SDGs will require collaboration and cooperation between governments, the private sector, civil society and individuals around the world. D&D Control, as a Malaysia home-grown business private entity, adopted and implemented SDGs elements into operations, specifically focusing on Goal 4, Goal 8, Goal 9, Goal 16 and Goal 17.



## Let's explore these goals in more detail:

### **Goal 4: Quality Education**

Goal 4 intends to ensure inclusive and equitable quality education, fostering lifelong learning opportunities. D&D Control establishes relationships with higher education institutions to enhance their education curricular to better align with current business needs. D&D also provides employees with continuous opportunities to access knowledge and education from industry expert through our CLA Academy program.

### **Goal 8: Decent Work and Economic Growth**

Goal 8 aims to promote a sustainable economic growth, full and productive employment, and decent work for all. D&D Control adopt practices that contribute to this goal by creating employment opportunities, ensuring fair wages and working conditions, promoting workplace safety, and supporting economic development in the communities where they operate. D&D also focuses on enhancing productivity and innovation within their operations.

### **Goal 9: Industry, Innovation, and Infrastructure**

Goal 9 seeks to foster innovation, build resilient infrastructure to a sustainable industrialization. D&D Control align with the goal by investing in infrastructure projects that enhance connectivity, support sustainable industrial practices, and promote technological advancements. It is also contributed to research and development efforts to drive innovation and adopt sustainable production and consumption practices within the operations.



### **Goal 16: Peace, Justice & Strong Institutions**

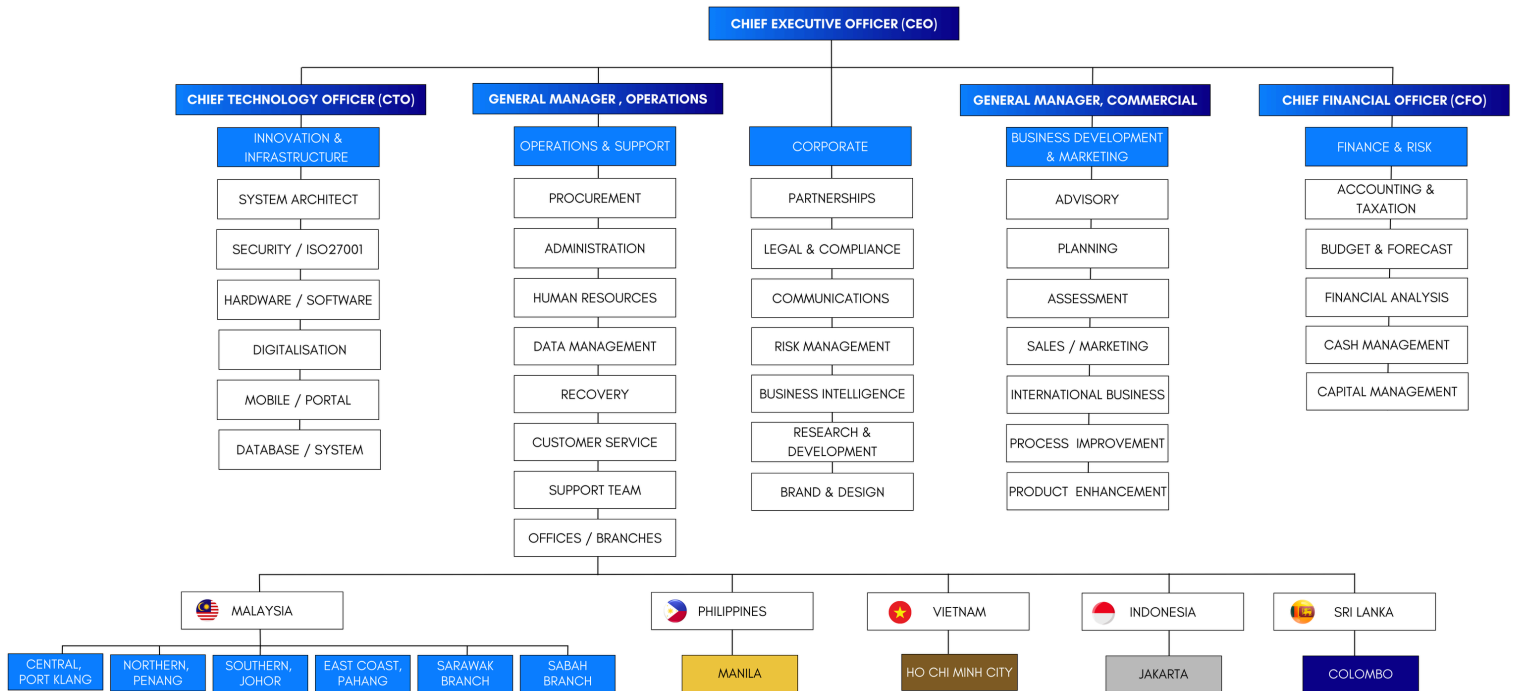
Goal 16 promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable, and inclusive institutions at all levels. D&D Control comply with laws and seeks to meet international standards to strengthen our institutions. D&D supports all their business partners and stakeholders to comply with the same laws and standards by introducing Terms of References (TOR) and Terms and Conditions (T&C) to provide certainty and lessen the scope for ambiguity and naturally, lessens the likelihood of disputes arising.

### **Goal 17: Partnerships for the Goals**

Goal 17 emphasizes the importance of strengthening global partnerships and cooperation to achieve the SDGs. D&D Control is actively engaged in collaborations with governments, stakeholders, organizations and trade associations to share knowledge, resources, and best practices with the relations to sustainable development. The engagement also promoting the public-private partnerships, that contribute trade associations & chambers to sustainable development projects through in-kind support

By adopting elements of these goals, D&D Control demonstrates its commitment to promoting sustainable development, economic growth, innovation, and collaboration. It aligns its business practices with the broader global agenda of the SDGs, contributing to a more sustainable and inclusive future.

# OUR PEOPLE



## Subject Matter Experts (SME)

- We identify, we innovate, we work together and share the success.
- We are delighted to engage SME as our Advisory Panel with domain expertise and distinctive competency in their field of work that provide sustainable competitive advantage to our solutions.

# PILLARS OF THE COMPANY



## **Mahendrarajah Selvaraja** **Chief Executive Officer (CEO)**

*"We must continuously strive to simplify business process"*

Mahendrarajah Selvaraja been working in the logistics industry for six years and helming C-level position since 2013.

His work experience spans across many industries from Engineering, Logistics, Education, IT Infrastructure, Banking and Government. Notably, he was the Technical and Operations Director for Design, Build, Operate and Manage (DBOM) Government Broadband Infrastructure and privileged to serve Federal Government Administration as Senior Private Secretary in the Ministry of Information, Communications and Culture Malaysia.

As the CEO and product architect, Mahen has spearheaded the development innovations in reengineering business process through a wide range of technologies specifically in a container logistics area. Furthermore, he has actively participated in associations and initiatives aimed at promoting innovation. For instance, he became a Program Leader, Logistics Performance Index (LPI) of Malaysian International Chamber of Commerce and Industry (MICCI), Secretary General of BRICS-ASEAN Chamber of Commerce, Committee Member of Asia Logistics and Supply Chain Council, Academic Advisor of UNIRAZAK, President of Internship Malaysia and Board Member of People's Progressive Cooperative of Malaysia.

He graduated with a Master of Business Administration (Leadership) & Bachelor of Engineering (Mechanical) and was the recipient of the prestigious Vice Chancellor's Award from UNIRAZAK for outstanding achievement in MBA. He is also a Chartered Management professional from CMI, UK.



## **Elaine Kan Lai Fun** **General Manager, Operations**

*"Challenge yourself so that you have no regrets later"*

Elaine Kan Lai Fun has 33 years of experience in the industry and has been with our company since 11 years ago. She dedicated herself by offering considerable years of experience in managing and implementing work processes for the company. Elaine possessed a strong observational and understanding skills and also have the ability to map out, strategize and solve problems with the customers or partners.

She graduated with a Private Secretarial Course and fluent in English, Bahasa Melayu and Mandarin.



**Peter. M @ Parthiban Muniandy**  
**General Manager, Commercial**

“Appreciate and Enjoy Life Daily”

Parthiban Muniandy or Peter as called by close friends, has more than 33 years of experience in the industry. He is the master of CDC Control’s business development that promotes software for container movement solutions for clients where his current responsibilities include planning and promoting all marketing functions, and new business development projects for the group.

He first started his career as a marine surveyor and then found another aspect of the industry that captured his interest where he learnt about how vessels operated, the different types of vessels and the parts of vessels which it helps him with his present work.

He graduated with a Diploma of Informatics Computer and takes pride in being more IT savvy compared to others nowadays.



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**Muthusigamani Veerasamy**  
**System Architect**

“Building the future with the right technologies”

Muthusigamani Veerasamy has 23 years of professional experience in analysis, design, development, testing, implementation and support of software applications both in client or server and web-based environment. His work experience covers DotNet Development, Angular & Xamarin experiences for Mobile Apps Development, Software Development Life Cycle, and many more.

He graduated with a Diploma in Computer Programming and a Bachelor of Engineering in Computer Science.





## **Muhammad Abdullah**

### **Container Maintenance & Repair (M&R) Specialist**

*"Moving towards digitalization"*

Muhammad Abdullah has a vast experience of 35 years in the logistics industry. He is the Subject Matter Expert in the company where he is the specialist in Maintenance and Repair of container. His experience covers Equipment Control, Supply & Demand, Container Damage Assessment, Container Operations, Demurrage & Detention and Import & Transhipment Container.

His extensive experience and knowledge in this logistics field has help in building and driving the company forward to a greater success. He is fluent in both English and Bahasa Melayu.

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## **Mohd Ridzuan Mohamad Yunus**

### **Chief Technology Officer (CTO)**

*"Focus on your core business, we manage your collection RISK efficiently"*

Mohd Ridzuan bin Mohamad Yunus is a certified Project Management Professional (PMP) and Portfolio, Programme and Project Offices Registered Practitioner (P3O); with more than 29 years' experience in Project Management especially in Information Technology (IT) infrastructure projects. His vast experience includes corporate reorganization exercise in creating and improvising Process & Procedure (P&P); creating and managing multiple managed-service solutions; as well as establishing a Project Management Office (PMO).

He graduated with a Bachelor of Science in Computer Science and provides our company with his expert opinions to simplify the existing process and adapt into digital self-service environment with the objective to create efficiency and reducing cost for logistic industry.

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# AWARDS & ACCOLADES

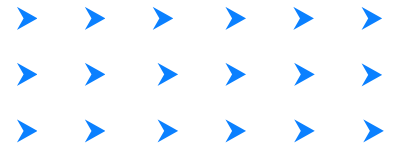


## (a) SOBA Awards

It is a significant accomplishment and recognition of achievement received by Container Ledger Account (CLA), a solution by D&D Control (M) Sdn Bhd as a home-grown business that has soar beyond its boundaries and reached the crescendo through winning The Star Outstanding Business Awards (SOBA) 2022 as a Meritorious Winner under Best Innovation category. The incredible achievement is a testament to the hard work and dedication of the entire team of D&D Control keeping the sky as a limit and boundless support from the logistics industry players.

SOBA Awards served the pinnacle of trust as a prestigious award that is presented to local businesses for excelling in areas that span across multiple sectors and honours the entrepreneurs outstanding contributions to the country's economic growth.





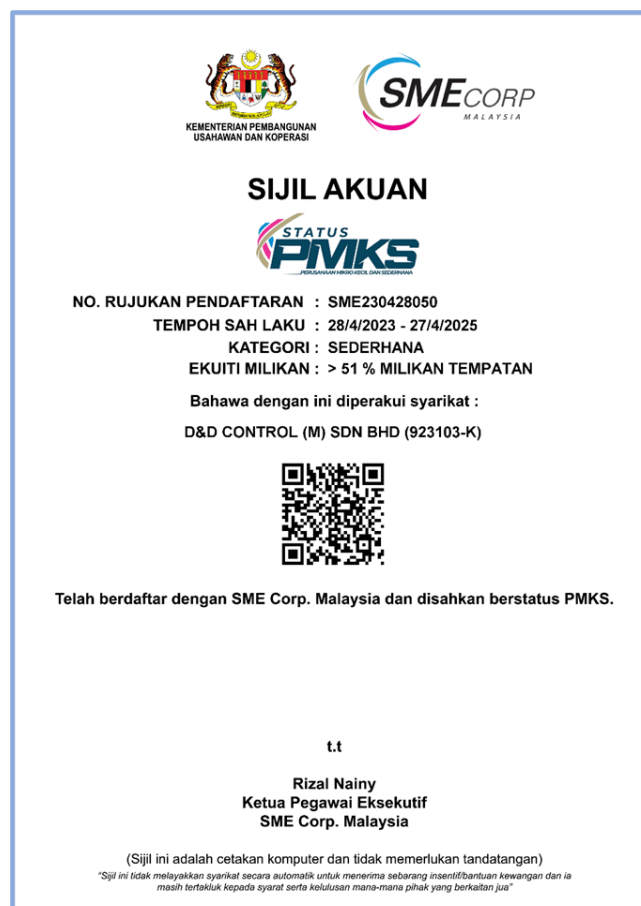
## (b) SME Corp. Malaysia

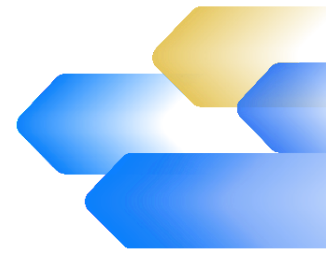
SME Corporation Malaysia (SME Corp. Malaysia) is the Central Coordinating Agency (CCA) under the Ministry of Entrepreneur & Cooperatives Development (MECD) responsible for coordinating the implementation of development programmes for Small and Medium Enterprises (SMEs) across all relevant Ministries and agencies.

The SME Status Certificate is a status recognition offered by SME Corp. Malaysia to businesses that fulfil the SME definition in order to facilitate their participation in programmes and applications for SME incentives and assistance.

D&D Control (M) Sdn Bhd has therefore satisfied the SME requirement and is conferred the medium category.

### (i) April 28, 2023: PMKS Status Certificate





## (c) MPC Productivity Champion

Productivity Champion is an initiative by the Malaysian Productivity Corporation (MPC) to recognize and promote productivity excellence in Malaysia. The MPC is a government agency under Ministry of Investment, Trade and Industry (MITI) that focuses on enhancing productivity and competitiveness across various sectors of the Malaysian economy.

The Productivity Champion program aims to identify and celebrate individuals, organizations, and projects that have demonstrated outstanding productivity achievements across different categories. These categories include:

### Leader

This category recognizes individuals who have shown exemplary leadership in driving productivity initiatives within their organizations. These leaders have played a pivotal role in fostering a culture of productivity, inspiring and motivating their teams to achieve higher levels of performance.

### Talent

This category acknowledges outstanding individuals who have made significant contributions to productivity improvement projects or initiatives. These individuals may have successfully implemented innovative solutions, developed productivity tools or methodologies, or made notable contributions to the field of productivity through research or thought leadership.

### Practitioner

This category recognizes professionals who have actively engaged with minimum three (3) projects for productivity improvement and demonstrated expertise in applying productivity methodologies and tools. These practitioners have practical experience in implementing productivity initiatives and have achieved measurable results in terms of enhanced efficiency and performance.

D&D Control (M) Sdn Bhd through its Chief Executive Officer (CEO), Mahendrarajah Selvaraja has received the recognition in both Leader and Talent categories of the Productivity Champion program. This acknowledgement reflects to his exceptional leadership skills and significant contributions in playing crucial role for innovation through the service namely Container Ledger Account (CLA) that have made a notable impact on productivity improvement especially in the field of logistic.

### (i) September 15, 2022: Productivity Champion - Leader



### (ii) December 16, 2022: Productivity Champion - Talent



## (d) IAPH Associate Member

The International Association of Ports and Harbours (IAPH) is a non – governmental organization (NGO) headquartered in Tokyo, Japan. IAPH has evolved into a global alliance of ports, representing approximately 168 ports and 124 port-related businesses in 84 countries.

IAPH has consultative status with several other United Nations organizations, including the UNCTAD (UN Conference on Trade and Development), UNEP (UN Environment Programme), and the UN Global Compact on behalf of the ports.

IAPH’s vision is to be the Global Port’s Forum for Industry Collaboration and Excellence. In this regard, its mission is to promote the interest of ports worldwide through strong member relationships, collaboration, and information sharing that help resolve common issues, advance sustainable practices, and continually improve how ports serve the maritime industries.

As a preeminent association, IAPH strives to be the industry benchmark for disseminating the best practices of the world’s most advanced and sophisticated ports, including:

i

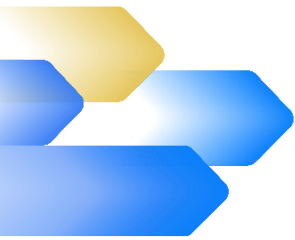
Pioneering innovations in energy transition, decarbonization, and emissions reductions at ports and in all ship-to-shore interfaces.

ii

Leading the industry forward in collaborating with other industry partners such as ICS, BIMCO, and the private sector to improve data orchestration between ports and their stakeholders, improving efficiency, creating synergies, and reducing emissions by eliminating berth waiting time.

iii

Developing a prospective road map for port resilience in the face of future crises.



In addition, the memberships of IAPH all consist of public and private corporations, individuals, boards, commissions, organizations, associations, and other bodies (whether governmental, public, or private, and whether incorporated or unincorporated) interested in supporting and promoting the Vision, Mission, and Objectives of IAPH.

The vision and mission of IAPH align with D&D Control (M) Sdn Bhd's ambitious goal which is to contribute significantly to the logistics industry by reducing time, cost, and ease of doing business. With this regard, D&D Control is officially a part of IAPH as an associate member.

Thus, D&D Control shall have the privilege of attending and raising matters at all Annual General Meetings of IAPH. Besides, D&D shall have the same privileges as the regular member and Honorary members in considering all matters that may be brought before an Annual General Meeting of IAPH, including the privilege of participating in debate.

**(i) May 19, 2023: Associate member of IAPH**



## (e) Malaysia Digital (MD) Status

MD Status is a national strategic initiative introduced by the Malaysia Digital Economy Corporation (MDEC), a government agency under the purview of the Ministry of Digital to promote digital adoption across various sectors.

D&D Control (M) Sdn Bhd has been recognized as a part of the Malaysia Digital (MD) community. This acknowledgment underscores our commitment to significantly bolster our financial capabilities through CLA Portal ([www.clap.my](http://www.clap.my)) with a particular focus on Artificial Intelligence (AI) driven technologies. Ultimately, we aim to play a leading role in the global digital revolution and contribute to the digital economy.

### (i) November 28, 2023: MD Status from MDEC



## (f) Money Lending License

D&D is an approved and licensed moneylender, recognized as a “Credit Community” by the Ministry of Housing and Local Government (KPKT) under the MoneyLender Act 1951.

This license empowers D&D Control to extend loan and microfinancing services not only to its existing customer base but also to other potential Micro, Small, and Medium Enterprises (MSMEs). By holding this license, D&D is positioned to offer innovative end-to-end solutions, thereby enhancing its business offerings and effectively bridging the payment and credit gap within the logistics community.

### (i) March 25, 2024: Money Lending License



The image shows a Money Lending License document from the Ministry of Housing and Local Government (KPKT) under the MoneyLender Act 1951. The document is titled "AKTA PEMBERI PINJAM WANG 1951" and "LESEN PEMBERI PINJAM WANG". It is issued to D&D CONTROL (M) SDN. BHD. The license number is WLB120/10/01-1/240326. The license is valid from 25/03/2024 to 24/03/2026. The document includes a list of conditions for the license and a table of license details.

WAO 19040

JADUAL B  
AKTA PEMBERI PINJAM WANG 1951  
PERATURAN-PERATURAN PEMBERI PINJAM WANG (KAWALAN DAN PELESENAN) 2003  
[Subperaturan 3(6)]  
LESEN PEMBERI PINJAM WANG

Nama Pemberi Pinjam Wang : D&D CONTROL (M) SDN. BHD.  
Alamat Berdaftar : 13B, JALAN KENARI 17D, BANDAR PUCHONG  
JAYA,  
47170 PUCHONG  
SELANGOR

dengan ini diberikan lesen di bawah seksyen 5B Akta Pemberi Pinjam Wang 1951 untuk menjalankan perniagaan meminjamkan wang di premis yang dinyatakan di bawah:

Alamat Perniagaan : NO. 109-111, PERSIARAN PEGAGA, BAYU  
PERDANA,  
41200 KLANG  
SELANGOR

Tertakluk kepada syarat-syarat yang berikut :

1. Semua transaksi memberi pinjaman wang hendaklah dijalankan atas nama Pemberi Pinjam Wang dan di alamat perniagaan di atas.
2. Lesen tidak boleh dipindahtemlik atau membenarkan atau menyebabkan orang lain menggunakan hak lesennya tanpa mendapat kelulusan Pendaftar.
3. Lesen ini tidak boleh digunakan untuk perniagaan Pajak Gadaai.
4. Syarikat pemegang lesen PPW yang tidak mencatat transaksi selama 4 tahun berturut-turut boleh dikenakan tindakan gantung atau batal lesen.
5. Syarikat pemegang lesen PPW yang baharu (tempoh perniagaan kurang dari 2 tahun) dikehendaki untuk mencatatkan transaksi sekurang-kurangnya RM50,000.00 dalam masa dua (2) tahun dari tarikh mula lesen.
6. Penyerahan wang pinjaman (*disbursement of loan*) kepada peminjam secara *electronic fund transfer (EFT)* sahaja.

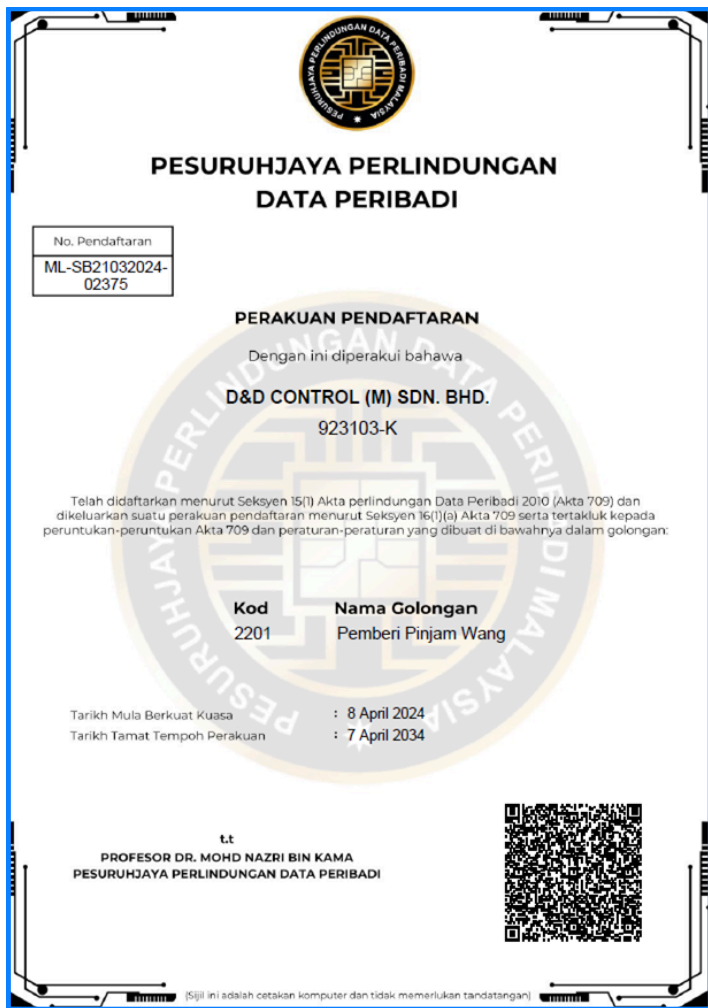
Butir-butir lesen	
No. Lesen	: WLB120/10/01-1/240326
Sah dari	: 25/03/2024
hingga	: 24/03/2026

DOKTOR WIRALIM MOOR AZMAN BIN TALIB  
Pendaftar Pinjam Wang  
Kementerian Pembangunan Kerajaan Tempatan  
Pendaftar Pemberi Pinjam Wang  
Tarikh Cetak : 26/03/2024

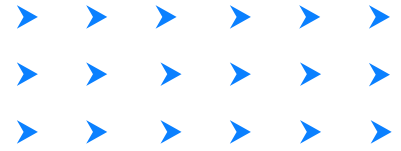
# (g) Personal Data Protection

At D&D, we place a high priority on the protection of personal data. We are committed to adhering to the code of practice established by the Personal Data Protection Act 2010 (Act 709) and are duly registered under the Personal Data Protection Commissioner. This compliance ensures that all personal data processing for commercial transactions is handled with the utmost care and in accordance with legal obligations, reflecting our dedication to safeguarding the privacy and trust of our customers and stakeholders.

## (i) April 8, 2024: Personal Data Protection Registered under the Personal Data Protection Commissioner



# INDUSTRY RECOGNITION



A big thank you to all our industry stakeholders for the endorsements, establishment of a mutual benefit and overwhelming support towards our commitments in Container Logistics Supply Chain. It is a recognition we pride on in building a long-term, strategic and sustainable relationships. Indeed, it will pave our way for a greater progress and development in supply chain.



## MINISTRIES

• Ministry of Transport (MOT)	Letter	23.09.2020
	Press Release	11.10.2020
• Department of Trade & Industry (DTI) Philippines	Endorsement Letter	13.06.2022
• Department of Transportation (DOTr) and Department of Trade & Industry (DTI) Philippines	A joint endorsement Letter	13.01.2023
	A joint endorsement Letter	07.02.2023

## PORT AUTHORITIES

• Port Klang Authority	Invitation Letter	13.02.2020
	Circular	21.01.2020
	Circular	13.10.2020
	Letter	17.03.2021
• Johor Port Authority	Notice	09.12.2020
	Letter	22.06.2021
• Kuantan Port Authority	Circular	26.01.2021
• Sabah Ports Authority	Circular	27.04.2021
• Penang Port Commission	Circular	10.05.2021
• Bintulu Port Authority	Notice	27.05.2022
• Labuan Port Authority	Notice	27.05.2022

## COUNCILS

• Malaysian National Shippers' Council (MNSC)	Press Statement	23.02.2020
	Press Statement	03.07.2020

## TRADE ASSOCIATIONS

• Selangor Freight Forwarders & Logistics Association (SFFLA)	Letter of Undertaking	06.03.2020
• Penang Freight Forwarders Association (PFFA)	Letter	07.09.2020
• Malaysia Freight Forwarders Association (MAFFA)	MOU	07.12.2020
• Johor Ports Shipping & Forwarding Association (JPSFA)	MOU	01.01.2021
• Sarawak Forwarding Agencies Association (SFAA)	Acceptance Email	08.02.2021
• Association of International Shipping Lines, Inc., (AISL)	Collaboration Agreement	25.11.2021
• Johor Freight Forwarders Association (JOFFA)	MOU	01.03.2024
• Penang Freight Forwarders and Logistics Association (PFFLA)	MOU	01.03.2024
• Labuan Freight Forwarders Association (LFFA) -	MOU	01.03.2024
• Sabah Freight Forwarders & Logistics Association (SABFFLA)	MOU	01.03.2024
• Sarawak Forwarding Agencies Association (SFAA)	MOU	01.03.2024
• Airfreight Forwarders Association of Malaysia (AFAM)	MOU	22.01.2025

## CHAMBERS

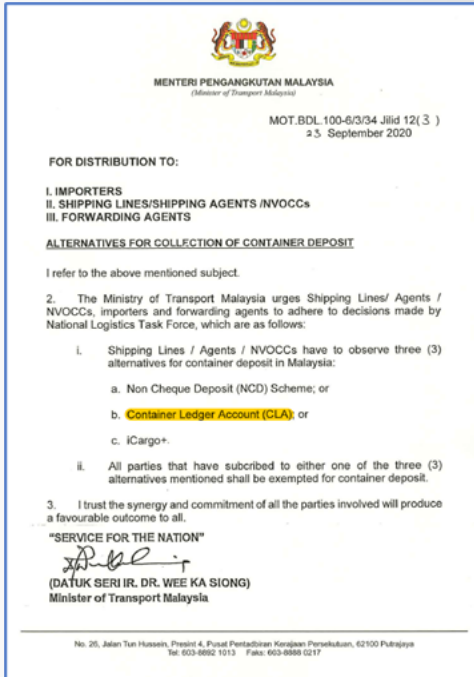
• Malaysian International Chamber of Commerce & Industry (MICCI)	News	10.03.2021
• American Malaysian Chamber of Commerce (AMCHAM)	News	10.2022

## UNIVERSITY

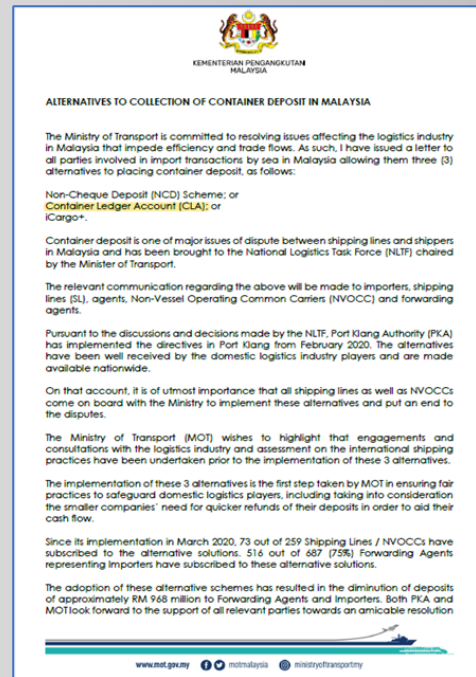
• Universiti Utara Malaysia (UUM)	Letter of Intent / Understanding	15.10.2023
• Taylor's University	Taylor's University x D&D Control Sdn Bhd (M) Memorandum of Agreement (MOA) for Work-Based Learning	24.05.2024

# MINISTRIES

## (a) MINISTRY OF TRANSPORT (MOT) MALAYSIA

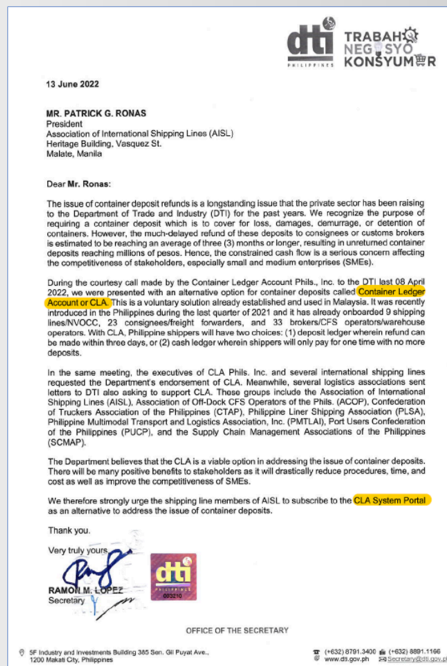


(i) September 23, 2020  
MOT's Letter



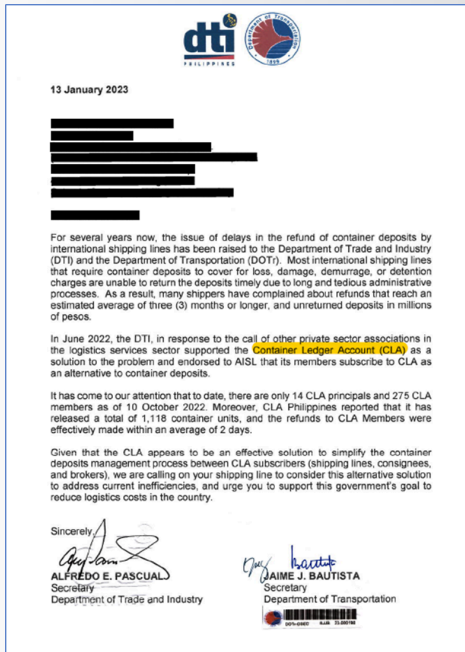
(ii) October 11, 2020  
MOT's Press Release

## (b) DEPARTMENT OF TRADE & INDUSTRY (DTI) PHILIPPINES

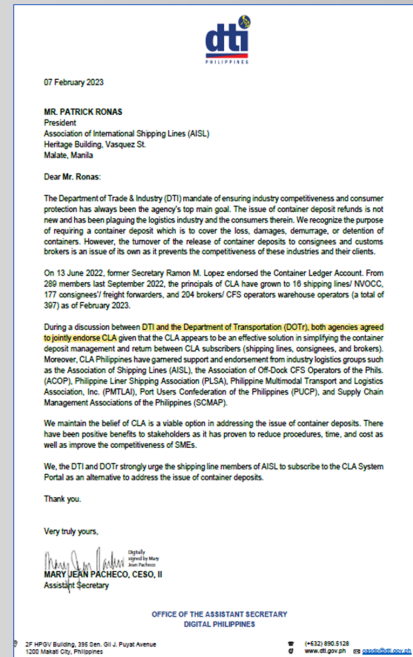


(i) June 13, 2022  
DTI's Endorsement Letter

## (c) DEPARTMENT OF TRADE & INDUSTRY (DTI) AND DEPARTMENT OF TRANSPORTATION (DOTr) PHILIPPINES



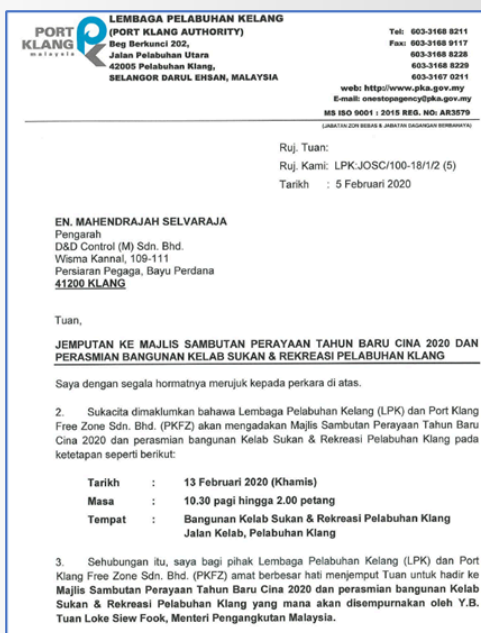
(i) January 13, 2023  
DTI and DOTr's  
Joint Endorsement Letter



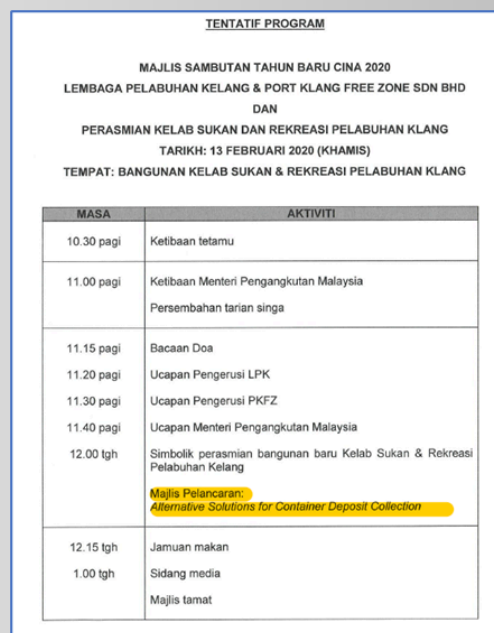
(ii) February 7, 2023  
DTI and DOTr's  
Joint Endorsement Letter

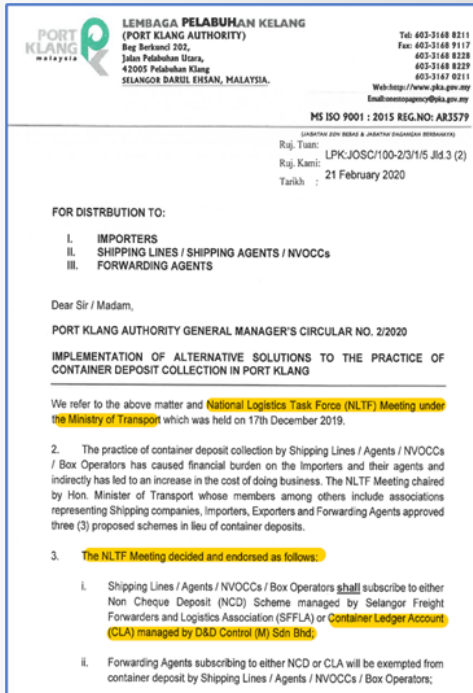
# PORT AUTHORITIES

## (a) PORT KLANG AUTHORITY

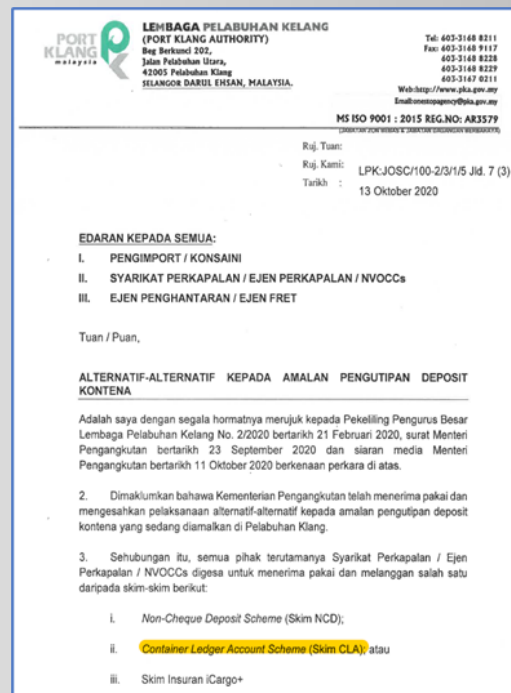


(i) February 13, 2020  
Port Klang Authority's Invitation Letter



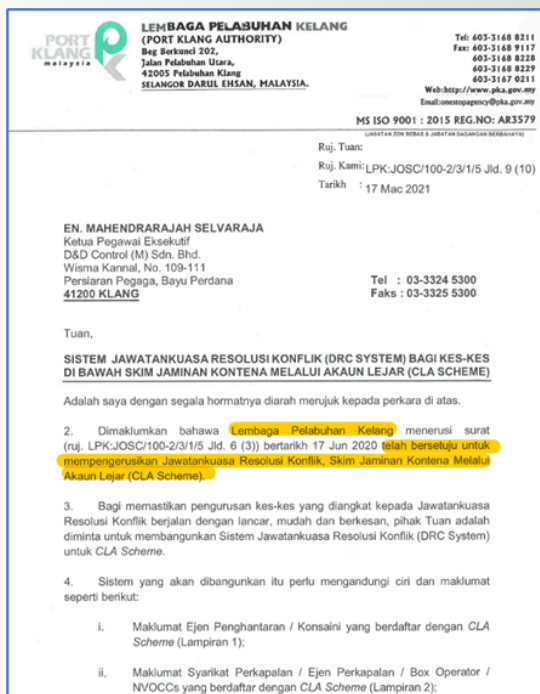


(ii) February 21, 2020  
Port Klang Authority's Circular

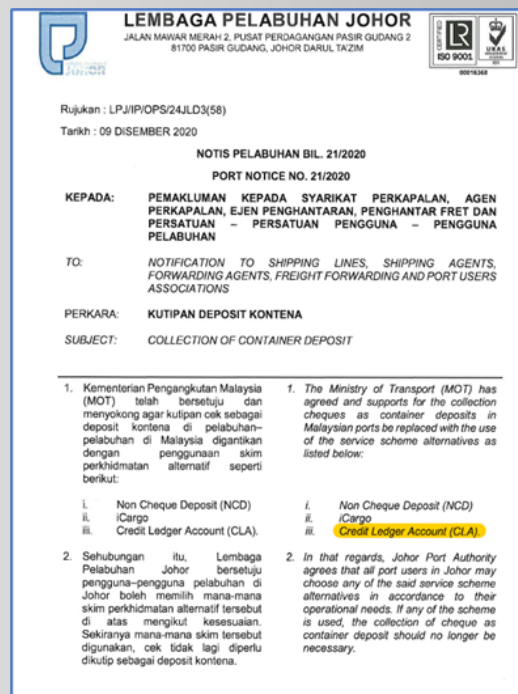


(iii) October 13, 2020  
Port Klang Authority's Circular

## (b) JOHOR PORT AUTHORITY



(iv) March 17, 2021  
Port Klang Authority's Letter on (DRC)



(i) December 9, 2020  
Johor Port Authority's Notice

## (c) KUANTAN PORT AUTHORITY

4. Berdasarkan kepada persetujuan di antara LPJ dan Syarikat D&D Control (M) Sdn Bhd iaitu syarikat yang menawarkan perkhidmatan Container Ledger Account (CLA) di Johor. Pihak D&D akan menawarkan jaminan pembayaran untuk setiap kontena yang termasuk di bawah Pengimport/Konsaini dan Ejen Penghantaran / Ejen Fret yang berdaftar dengan CLA. Dimaklumkan bahawa senarai syarikat-syarikat yang menggunakan perkhidmatan CLA boleh didapati di dalam laman sesawang LPJ di bahagian Pengguna Pelabuhan.


5. Kerjasama Y. Bhg. Dato' / Tuan / Puan di atas perkara ini didahului dengan ucapan ribuan terima kasih.

Sekian.

**"PRIHATIN RAKYAT : DARURAT MEMERANGI COVID-19"**


**"PROFESIONALISME MEMANTAPKAN PERKHIDMATAN"**

Saya yang menjalankan amanah

  
**(KAMARUZAMAN H.J. MUNASIR)**  
Pengurus Besar  
Lembaga Pelabuhan Johor

No Dokumen: 188783

(ii) June 22, 2021  
Johor Port Authority's Letter



Fall / File : LPKb427-0K29518 Jid 2 (51)  
Tarikh / Date : 26 Januari 2021


Kepada : PEMAKLUMAN KEPADA SYARIKAT PERKAPALAN, AGEN PERKAPALAN, EJEN PENGHANTARAN, PENGHANTAR FRET DAN PERSATUAN-PERSATUAN PENGGUNA-PENGGUNA PELABUHAN

To : NOTIFICATION TO SHIPPING LINES, SHIPPING AGENTS, FORWARDING AGENTS, FREIGHT FORWARDING AND PORT USERS ASSOCIATIONS

PEKELING PELABUHAN BIL. 01/2021  
PORT CIRCULAR NO.01/2021


KUTIPAN DEPOSIT KONTENA	COLLECTION OF CONTAINER DEPOSIT
1. Kementerian Pengangkutan Malaysia telah bersetuju dan menyokong agar kutipan cek sebagai deposit kontena di pelabuhan-pelabuhan di Malaysia digantikan dengan penggunaan skim perkhidmatan alternatif seperti berikut: (i) Skim Deposit Tanpa Cek (NCD); atau (ii) Akaun Lejar Kontena (CLA); atau (iii) iCargo+.	1. The Ministry of Transport Malaysia has agreed and support the collection of cheques as container deposits at ports in Malaysia to replace with the use of alternatives service schemes as follows: (i) Non Cheque Deposit (NCD) Scheme; or (ii) Container Ledger Account (CLA); or (iii) iCargo+.
2. Lembaga Pelabuhan Kuantan bersetuju pengguna-pengguna Pelabuhan Kuantan memilih mana-mana skim perkhidmatan alternatif tersebut di atas mengikut kesesuaian. Sekiranya mana-mana skim tersebut digunakan, cek tidak lagi perlu dikutip sebagai deposit kontena.	2. Kuantan Port Authority agrees that all Kuantan Port users may choose any of the above alternatives service scheme in accordance to their operational needs. If any of the scheme is used, the collection of cheques as container deposit should no longer be necessary.
3. Bersama-sama ini dilampirkan surat, YB Menteri Pengangkutan Malaysia bertarikh 23 September 2020 untuk rujukan.	3. Enclosed herewith the letter from YB Minister of Transport dated 23 September 2020 for your reference.

Sekian, terima kasih. Thank you

  
**DATO' KHAIRUL ANUAR BIN ABDUL RAHMAN**  
Pengurus Besar / General Manager  
Lembaga Pelabuhan Kuantan / Kuantan Port Authority

(i) January 26, 2021  
Kuantan Port Authority's Circular

## (d) SABAH PORT AUTHORITY



LEMBAGA PELABUHAN-PELABUHAN SABAH  
Bangunan Ibu Pejabat LPPS,  
Jalan Tun Fuad, Tanjung Lipat,  
Beg Berkunci No. 2005,  
88617 KOTA KINABALU, SABAH,  
MALAYSIA.

Telpon : 088-638400 / 638  
Faks : 088-222036  
Portal Raster : www.lppa.sabah.gov.my

Rujukan Kami : LPPS 600-3/1/0 Jid.15  
27 April 2021

**EDARAN KEPADA SEMUA:**

- 1) PENGIMPORT/KONSAINI
- 2) SYARIKAT PERKAPALAN / EJEN PERKAPALAN / INVOCCs
- 3) EJEN PENGHANTARAN / EJEN FRET

Y.Bhg. Dato'/Tuan/Puan,

**ALTERNATIF-ALTERNATIF KEPADA AMALAN PENGUTIPAN DEPOSIT KONTENA**

Dengan hormatnya surat syarikat D & D Control (M) Sdn Bhd bertarikh 18 November 2020 dengan rujukan KAL/202011/0156 dan mesyuarat di antara Lembaga Pelabuhan-Pelabuhan Sabah, Sabah Ports Sdn Bhd dan D & D Control (M) Sdn Bhd secara maya (online) pada 26 April 2021 mengenai perkara di atas adalah dirujuk dan berikutan:


2. Untuk makluman, Kementerian Pengangkutan Malaysia (MOT) telah bersetuju dan menyokong agar kutipan cek sebagai deposit kontena di pelabuhan-pelabuhan di Malaysia digantikan dengan pelaksanaan skim alternatif seperti berikut:
  - 2.1 Non-Cheque deposit Scheme (Skim NCD); atau
  - 2.2 Container Ledger Account Scheme (Skim CLA); atau
  - 2.3 Skim Insuran iCargo+.
3. Sehubungan dengan itu, Lembaga Pelabuhan-Pelabuhan Sabah tidak mempunyai halangan dan bersetuju terhadap pelaksanaan di pelabuhan-pelabuhan di Sabah oleh Syarikat Perkapalan/ Ejen Perkapalan/ NVOCCs/ Ejen Penghantaran/ Ejen Fret serta pemilik/Operator jeti perendiran untuk menerima pakai dan memilih mana-mana skim alternatif alternatif mengikut kesesuaian.
4. Untuk maklumat lanjut, bersama-sama ini dilampirkan surat Menteri Pengangkutan Malaysia bertarikh 23 September 2020 dan Siaran Media Menteri Pengangkutan Malaysia serta surat D & D Control (M) Sdn Bhd bertarikh 18 November 2020 untuk perhatian pihak Y.Bhg. Dato'/Tuan/Puan selanjutnya.

21..

**"SABAH MAJU JAYA"**

(i) April 27, 2021  
Sabah Ports Authority's Circular

## (e) PENANG PORT AUTHORITY



SURUHANJAYA PELABUHAN PULAU PINANG  
Penang Port Commission  
Ara 2, Sweetenham Pier Cruise Terminal  
No. 1A, Pasara King Edward  
10300 George Town  
PULAU PINANG, MALAYSIA  
P.O. Box 143  
10101 PENANG, MALAYSIA  
E-mail : spp@penangport.gov.my  
Website : www.penangport.gov.my

+604-2833 211  
+604-2628 211 (Pengurus Besar)  
+604-2312 275 (Operasi & Kawal selia)  
+604-2832 623 (Korporat)  
+604-2627 018 (Khidmat Pengurusan & Kawangan)  
+604-3238 725 (Zon Bebas Komersil)  
+604-3243 416 (Kargo Berbahaya)  
+604-3240 166 (Kewal seliaan)

Tarikh: 10 Mei 2021

PEKELING PELABUHAN BIL. 2/2021  
PORT CIRCULAR NO. 2/2021

KEPADA: PENGGUNA PELABUHAN - PENGIMPORT / KONSAINI, SYARIKAT PERKAPALAN / EJEN PERKAPALAN / NON-VESSEL OWNING COMMON CARRIER, EJEN PENGHANTARAN / EJEN FRET

TO: PORT USERS - IMPORTERS / CONSIGNEES, SHIPPING LINES / SHIPPING AGENTS / NON-VESSEL OWNING COMMON CARRIER, FORWARDING AGENTS / FREIGHT FORWARDING

PERKARA: KUTIPAN DEPOSIT KONTENA


SUBJECT: COLLECTION OF CONTAINER DEPOSIT

1. Kementerian Pengangkutan Malaysia menggesa Pengimport / Konsaini, Syarikat Perkapalan / Ejen Perkapalan / Non-Vessel Owning Common Carrier (NVOCCs), Ejen Penghantaran / Ejen Fret untuk mematuhi Keputusan Pasukan Pelugas Logistik Kebangsaan seperti berikut: <ol style="list-style-type: none"><li>a. Syarikat Perkapalan / Agen / NVOCCs menerima pakai dan melanggan salah satu daripada tiga (3) alternatif kepada Deposit Kontena di Malaysia:<ol style="list-style-type: none"><li>i. Non-Cheque Deposit (NCD); atau</li><li>ii. Container Ledger Account (CLA); atau</li><li>iii. iCargo+.</li></ol></li></ol>	1. The Ministry of Transport Malaysia urges Importers / Consignees, Shipping Lines / Shipping Agents / Non-Vessel Owning Common Carrier (NVOCCs), Forwarding Agents / Freight Forwarding to adhere to National Logistics Task Force decisions, which are as follows: <ol style="list-style-type: none"><li>a. Shipping Lines / Agents / NVOCCs have to observe three (3) alternatives for container deposit in Malaysia:<ol style="list-style-type: none"><li>i. Non-Cheque Deposit (NCD); or</li><li>ii. Container Ledger Account (CLA); or</li><li>iii. iCargo+.</li></ol></li></ol>
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(i) May 10, 2021  
Penang Port Commission's Circular

## (f) BINTULU PORT AUTHORITY

Bintulu Port Notice No. 11/2022



**BINTULU PORT AUTHORITY**

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**PORT NOTICE**

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**BINTULU PORT NOTICE**  
No. 11 of 2022  
Date: 27 May 2022

To: Importers/Consignees, Shipping Lines/Shipping Agents/Non-Vessel Owing Common Carrier, Forwarding Agents/ Freight Forwarding

Applicable to : This notice is brought to the attention of and not limited to ship manager/owner, agent, master and officer, crew of ships, terminal operator and port operator.

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**NOTICE FOR COLLECTION OF CONTAINER DEPOSIT**

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1. The Ministry of Transport Malaysia urges Importers/Consignees, Shipping Lines/Shipping Agents/Non-Vessel Owing Common Carrier (NVOCC), Forwarding Agents/ Freight Forwarding to adhere to decisions made by National Logistics Task Force, which are as follows:


- i. Shipping Lines/Agents/NVOCCs have to observe three (3) alternatives for container deposit in Malaysia:
  - a. Non Cheque Deposit (NCD) Scheme; or
  - b. **Container Ledger Account (CLA)**; or
  - c. iCargo+
- ii. All parties that have subscribed to either one of the three (3) alternatives mentioned shall be exempted for container deposit.

2. In that regards, Bintulu Port Authority agrees that all port users may choose any of the said alternatives in accordance to their operational needs.

(i) May 27, 2022  
Bintulu Port Authority's Notice

## (g) LABUAN PORT AUTHORITY

Labuan Port Notice No. 15/2022



**LABUAN PORT AUTHORITY**

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**PORT NOTICE**

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**LABUAN PORT NOTICE**  
No. 15 of 2022  
Date: 27 May 2022

To: Importers/Consignees, Shipping Lines/Shipping Agents/Non-Vessel Owing Common Carrier, Forwarding Agents/ Freight Forwarding

Applicable to : This notice is brought to the attention of and not limited to ship manager/owner, agent, master and officer, crew of ships, terminal operator and port operator.

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**NOTICE FOR COLLECTION OF CONTAINER DEPOSIT**

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1. The Ministry of Transport Malaysia urges Importers/Consignees, Shipping Lines/Shipping Agents/Non-Vessel Owing Common Carrier (NVOCC), Forwarding Agents/ Freight Forwarding to adhere to decisions made by National Logistics Task Force, which are as follows:


- i. Shipping Lines/Agents/NVOCCs have to observe three (3) alternatives for container deposit in Malaysia:
  - a. Non Cheque Deposit (NCD) Scheme; or
  - b. **Container Ledger Account (CLA)**; or
  - c. iCargo+
- ii. All parties that have subscribed to either one of the three (3) alternatives mentioned shall be exempted for container deposit.

2. In that regards, Labuan Port Authority agrees that all port users may choose any of the said alternatives in accordance to their operational needs.

(i) May 27, 2022  
Labuan Port Authority's Notice

# COUNCILS

## (a) MALAYSIAN NATIONAL SHIPPER'S COUNCILS (MNSC)



**MNSC PRESS STATEMENT**

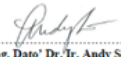
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**Shippers' Applaud MOT and PKA on Firm Stand Against Container Deposit Collection**


The Malaysian National Shippers' Council (MNSC) welcomes the announcement made today by YB Anthony Loke, Minister of Transport during PKA's Chinese New Year celebration 2020, that shipping lines will no longer be permitted to collect cheque deposits from shippers and instead will have the option to utilise the following alternatives instead: Non-Cheque Deposit (NCD) by Selangor Freight Forwarders And Logistics Association (SFFLA), **Container Ledger Account (CLA)** and iCARGO+. The solution introduced by Port Klang Authority (PKA) following engagement with Federation of Malaysian Manufacturers, Federation of Malaysian Freight Forwarders and other stakeholders is a commendable alternative to the current unfair practices by shipping lines.

To shippers', the imposition of container deposit is an unnecessary financial burden as it affects the cash flow of shippers. The Bill of Lading, an agreement between the shipping carrier and the shipper, already provides sufficiently liability clauses that safeguard shipping lines against container damages and losses. Further, statistically there are no figures to show any increase in the incidents of missing or late return of containers that justify the imposition of this punitive measure. Therefore we strongly believe there is no justification to collect container deposits from the Malaysian importers or forwarders. These views were expressed by MNSC at the National Logistics Task Force, chaired by YB Minister of Transport, a very effective platform mediated by Ministry of Transport that brings together logistics and transport stakeholders to discuss issues collectively for the interest of the nation as a whole.

Currently in Malaysia, shipping lines are unregulated and shippers continue to be plague with arbitrary and unilateral imposition of land-side charges and fees including high terminal handling charges, depot gate charge and very recently the collection of low-skipper surcharge. The announcement today by the Government for the shipping lines to consider alternative solutions to container deposit collection is a highly effective measure to address these unfair and unilateral practices by the shipping lines. We will continue to work with the Government through NLTf to put right these unscrupulous practices through joint dialogue to deliver win-win solutions for the country.

  
YBhg. Dato' Dr. Ir. Andy Seo  
Chairman

(i) February 23, 2020  
MNSC's Press Statement



**MNSC PRESS STATEMENT**

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**MNSC Calls for Government Intervention to Stop Unconscionable Practices and High Charges by Shipping Lines**

July 3, 2020, Kuala Lumpur: The COVID-19 outbreak at its onset had put a strain on both the global and domestic industry and the supply chain and for a top global trading nation like Malaysia, the subsequent Movement Control Order (MCO) had severely impaired export and import activities.

Despite the concerted efforts by all stakeholders to ensure the economy recovers at a faster pace to levels before the outbreak, the Malaysian National Shippers Council (MNSC) is disappointed to note that the unregulated sectors in the logistics supply chain such as the shipping lines, Non Vessel Operating Common Carriers (NVOCC) and depot operators which, instead of restraining their charges because of the unprecedented difficulties faced by importers and exporters are in fact trying to profiteer from shippers during this difficult time by implementing unconscionable practices. Their inconsiderate action in imposing unjustifiable and exorbitant charges at a time like this is totally unacceptable and defeats Government initiatives to restore the economy.

The Ministry of Transport and Port Klang Authority have announced early this year that shipping lines will no longer be permitted to collect cheque deposits from shippers and instead will have the option to utilise the alternatives such as the Non-Cheque Deposit (NCD) by Selangor Freight Forwarders and Logistics Association (SFFLA), Container Ledger Account (CLA) and iCARGO+. Unfortunately, it was reported that some shipping lines are refusing to adhere to this decision.

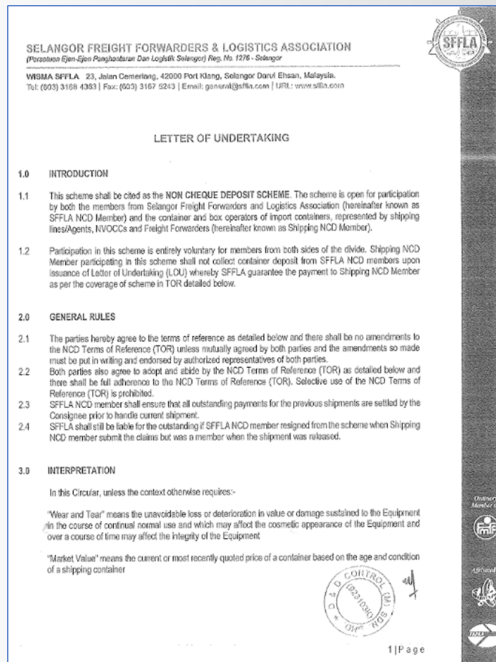
Their blatant disregard of the Authorities announcement and their insistence on their demand for the additional Letter of Indemnity (LOI) from both importers and forwarding agents only goes to show their disrespect and disobedience to local laws and decisions of the Authority. Secondly, they make their own laws. There is an established rule that cheques issued will normally have a valid period of six-months. This is also consistent with Bank Negara's ruling. But the shipping line has self-imposed a reduced validity period of four-months for cheques to be used as container deposits.

Despite the fact these three alternative schemes to the imposition of container deposit is a form of insurance said to cover the container maintenance and damage repair, however some shipping lines have introduced a new charge known as Container Damage Protection Scheme and Container Maintenance Service Charge respectively. The amount is chargeable for each container and is not refunded within a reasonable period even if there is no damage to the container. Given the predicament of manufacturers to sustain business amidst the COVID-19 pandemic and the MCO, MNSC firmly believes that now more than ever is the time for the Government to intervene to regulate service providers, charges and unfair practices

(ii) July 3, 2020  
MNSC's Press Statement

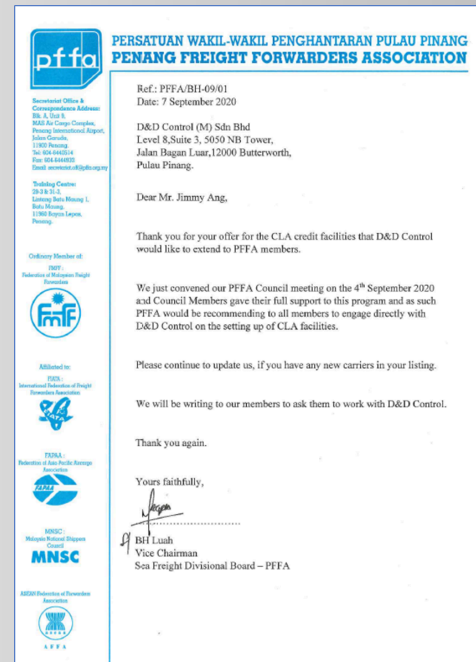
# TRADE ASSOCIATIONS

## (a) SELANGOR FREIGHT FORWARDERS & LOGISTICS ASSOCIATIONS (SFFLA)



(i) March 6, 2020  
SFFLA's Letter of Undertaking (LOU)

## (b) PENANG FREIGHT FORWARDERS ASSOCIATIONS (PFFA)



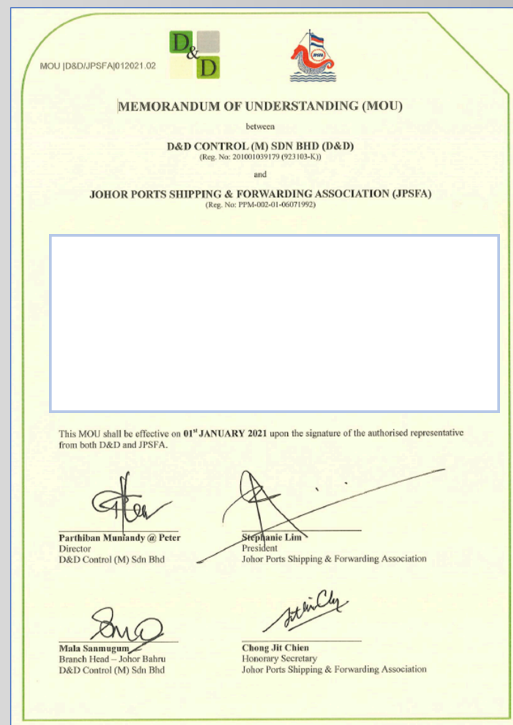
(i) September 7, 2020  
PFFA's Letter

## (c) MALAYSIAN FREIGHT FORWARDERS ASSOCIATIONS (MAFFA)



(c) December 7, 2020  
MAFFA's Memorandum of Understanding (MOU)

## (d) JOHOR PORTS SHIPPING & FORWARDING ASSOCIATION (JPSFA)



(d) January 1, 2021  
JPSFA's Memorandum of Understanding (MOU)

## (e) SARAWAK FORWARDING AGENCIES ASSOCIATIONS (SFAA)

**Subject:** Re: D&D CONTROL (M) SDN BHD: CLA UPDATE

Dear Ema,

Thank you for your reply email.

We are pleased to inform you that during our recent exco meeting, we agreed to rollout CLA in Sarawak

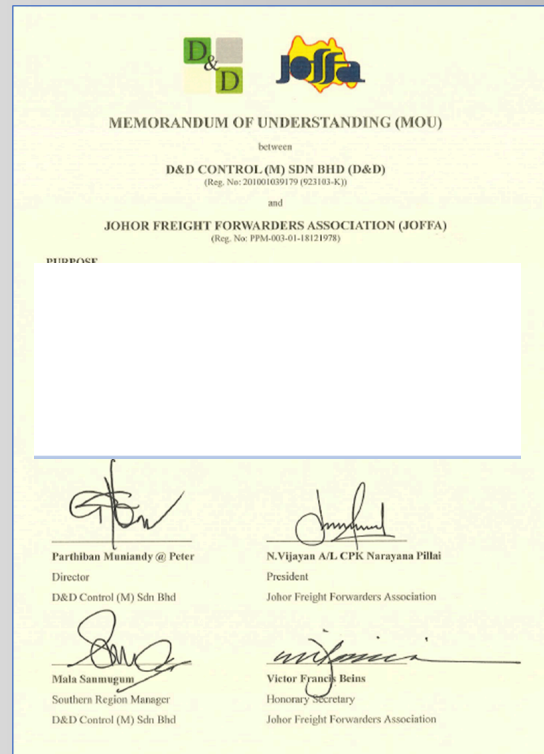
We would also like to know more details about how to join CLA and the conditions?

Thanks & Best regards,

**Roland Mason**  
Secretariat Manager  
Sarawak Forwarding Agencies Association (SFAA)  
Lot 8704, 1st Floor, Section 64, Jalan Pending, 93450 Kuching,  
Sarawak  
Tel: 082 482778 , Fax: 082-552879 HP/Whatsapp: 010-3635066  
Email: [rolandmason58sfaa@gmail.com](mailto:rolandmason58sfaa@gmail.com) Website: [www.sfaa.com.my](http://www.sfaa.com.my)

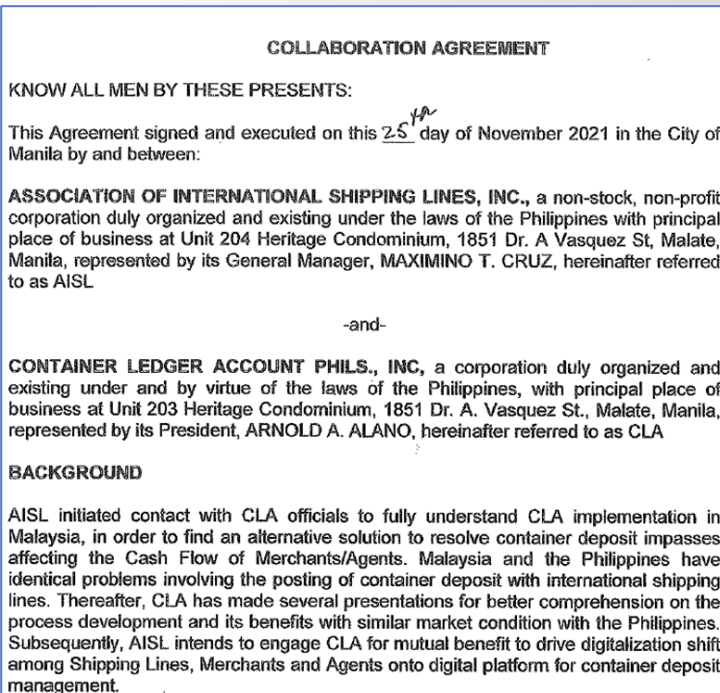
(i) February 8, 2021  
SFAA's Acceptance Email

## (f) JOHOR FREIGHT FORWARDERS ASSOCIATION (JOFFA)



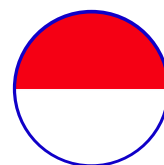
(i) September 1, 2021  
JOFFA's Memorandum of Understanding (MOU)

## (g) ASSOCIATIONS OF INTERNATIONAL SHIPPING LINES



(i) November 25, 2021  
AISL's Collaboration Agreement





# INTELLECTUAL PROPERTY

We shall continually strive for improvements through developing intellectual property. As a consequence, we are committed towards creativity and innovation for high income growth in line with national aspiration. Intellectual property provides sustainable competitive advantage and serve as a legal protection for continuous development and a key factor that spurs economic growth with revenue increase, creates jobs opportunity and enhances growth of life. These commitments will ultimately contribute to our company's core competencies, in order to distinguish our business and provide value to industry.

In particular, our first patent invention relates to a Container Ledger Account (CLA) system and method for tracking, monitoring and managing shipping containers. CLA Portal is accessible as a one-stop centre for stakeholders in the Container Logistics Supply Chain and equipped with features for management of container deposit, its related payment and tracking container movement. In light of these facts, we have submitted for patenting our invention in Malaysia, Philippines and Indonesia.

Patent | 24 March 2021

Trademark | 19 July 2024



MY

PERBADANAN HARTA INTELEK MALAYSIA  
INTELLECTUAL PROPERTY CORPORATION OF MALAYSIA  
(Agensi dibawah KPONHEP)

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**CERTIFICATE OF FILING**

APPLICANT : D&D CONTROL (M) SDN BHD  
APPLICATION NO : PI2021001622  
REQUEST RECEIVED ON : 24 MARCH 2021  
FILING DATE : 24 MARCH 2021  
AGENTS/APPLICANT'S FILE REF. : 27868MY0002/PM/IDA/hms

Please find attached, a copy of the Request Form relating to the above application, with the filing date and application number marked thereon in accordance with Regulation 25(1).

Date : 25 MARCH 2021

(ASMAWATI JUSOH)  
For Registrar of Patents  
asmawati@myipo.gov.my  
03 - 22988811

NOTIFICATION OF THE REGISTRATION OF TRADEMARK

Trademark No. : TM2024021562  
Registered Proprietor : D&D Control (M) Sdn. Bhd.  
Date of Registration : 19 JULY 2024  
Renewal Due Date : 19 JULY 2034

**CLA**  
SIMPULFIND LOGISTICS PAYMENT

The above-numbered trademark has been registered and the above-named has been entered in the proprietor of the said trademark in the Register in respect of the following goods or services [with condition(s)]:  
(LIST OF GOODS/SERVICES : AS ATTACHED)

Registrar of Trademark

Organization : Intellectual Property Corporation of Malaysia (MyIPO)

Patent | 24 March 2021



PH

OUR REF.: 27866PHMY4  
DATE : 21 October 2021

BUREAU OF PATENTS  
INTELLECTUAL PROPERTY OFFICE OF THE PHILIPPINES  
Intellectual Property Center  
#28 Upper McKinley Road  
McKinley Town Center, Fort Bonifacio  
Taguig City

Re: Application No.: 1-2021-050460  
Applicant: D&D Control (M) Sdn Bhd  
Title: A CLA SYSTEM AND METHOD FOR TRACKING, MONITORING AND MANAGING SHIPPING CONTAINERS  
Filing Date: 20 September 2021

Dear Madam:

We refer to the New Application filed on 20 September 2021.

In completion of the application, we respectfully enclose and submit herewith copy of the Certified True Copy of Malaysia Patent Application No. PI 2021001622 dated 24 March 2021 for the subject patent application, **the original will be mailed to this Office shortly.**

Thank you.

Yours sincerely,  
ALI BANGSAR M. CRISOSTOMO

Organization : Intellectual Property Office of the Philippines (IPOPHL)

Patent | 29 December 2021



ID

FORMULIR PERMOHONAN PENDAFTARAN PATEN INDONESIA  
APPLICATION FORM OF PATENT REGISTRATION OF INDONESIA

**Data Permohonan (Application)**

Nomor Permohonan : P00202112305  
Tanggal Permohonan : 29-Dec-2021  
Jenis Permohonan : PATEN  
Jumlah Klaim : 16  
Jumlah halaman : 0

Judul : SISTEM CLA DAN METODEDE UNTUK MELACAK , MEMONITOR DAN MENGATUR KONTAINER PENGIRIMAN  
Abstrak : Menyusul kemudian.

**Permohonan PCT (PCT Application)**

Nomor PCT :  
Tanggla PCT :  
Nomor Publikasi :  
Tanggla Publikasi :

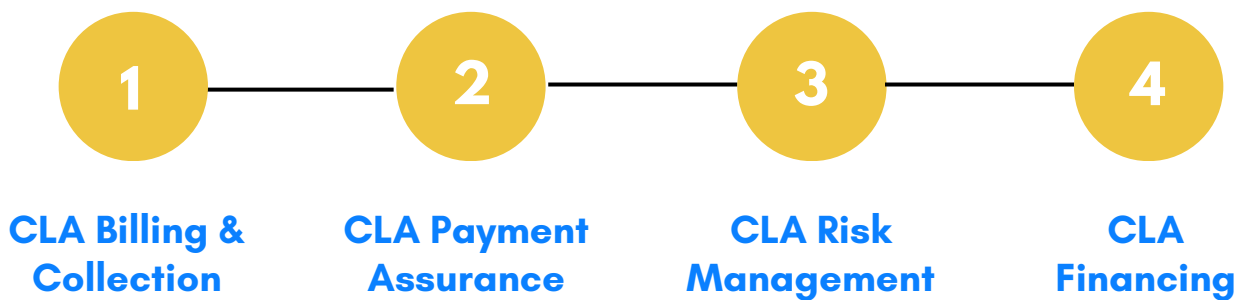
**Pemohon (Applicant)**

Name : D&D Control (M) Sdn Bhd  
Alamat : Wisma Kannal, No. 109-111, Persiaran Pegaga, Bayu Perdana, 42100 Klang, Selangor Darul Ehsan, Malaysia  
Surel/Telep : 02157935902, indonesiaIP@mirandah.com

Organization : Indonesia Directorate General of Intellectual Property (DGIP)

# OUR SOLUTION

Our 4 unique Fintech solutions for CSSC stakeholders in order to Boost Cash Flow, Slash Expenses and Enhanced Efficiency are:





# Billing & Collection

One stop centre to firmly monitor, systematically manage dispute, efficiently bill and effectively collect the charges from Merchants on behalf of the Shipping Lines / Shipping Agents / NVOCCs

# Container Incidental Charges

## What

An agent appointed by Shipping Lines/Shipping Agents/NVOCCs to monitor, manage, bill and collect the Demurrage, Detention and Damage charges from their Merchants.

## How

Subscriber will be notified to Shipping Lines/Shipping Agents/NVOCCs for deposit exemption and free flow of container release for shipments. If any container incur incidental charges, CLA will manage the claim accordingly.

## Why

To ensure free flow of container movement resulting in faster cargo release from Ports.

## Benefits

- Extended Credit Period & CLA Limit enable adequate time for payment processing by Merchants.
- Make payment based on Final & Single Invoice instead of multiple progressive invoices.
- Exclusion of custom cases that affecting future shipments until case has been fully settled.

# Trailer Detention Charges

## What

A service provider on behalf of the Haulage Operators through outsourcing the billing of Trailer Detention Charges and collection to CLA.

## How

We obtain trailer movement data and proceed with data extraction & verification. Thereafter, we raise the bill (if any), perform collection activity and ultimately reimburse the charges to Haulage Operators.

## Why

To improve trailer turnaround time inline with the Implementation of AMH Condition of Carriage 2019.

## Benefits

- Increase trailer productivity and opportunity for usage of the trailers.
- Optimize Hauliers' existing resources.
- Reduce cost of operation and capital expenditure.
- Create Level Playing Field between Haulier operators to compete on service quality.

# Depot Gate Charges

## What

A cashless solution for Hauliers to monitor, manage, bill and pay Depot Gate charges centrally by consolidating charges from multiple Depot Operators.

## How

We obtain container movement data and proceed with data extraction & verification. Thereafter, we raise the bill (if any), perform collection activity from Hauliers and timely reimburse the charges to Depot Operators.

## Why

To improve response time in pick up and return the container.

## Benefits

- Eliminate cash collection reconciliation and associated risk.
- Expedite processing time by eliminating administrative task at depot gate.
- Extended credit period available for Haulage Operators.
- No more bad debts and late charges collection by Depot Operators.



# Payment Assurance

A financial facilitation for the exemption of any form of payment security between container logistics stakeholders

# Container Security

## What

An alternative solution to the long-standing practice of deposit collection for import containers.

## How

Merchants subscribe to CLA to be notified to participating Shipping Lines/Shipping Agents/NVOCCs for deposit exemption. If any container incidental charges incurred, CLA will process any claim in accordance industry accepted best practices.

## Why

To protect interest of logistics players through a fair practice and improve cash flows.

## Benefits

- No more hassle in placing container deposits with multiple Shipping Lines/Shipping Agents/NVOCCs.
- Convenient transaction using CLA Cash (prepaid services) or CLA Credit (post-paid services).
- Eliminate administrative burden and documentation to request refund.
- Elevate economic competitiveness of Small and Medium Enterprises (SMEs). Improve cash flow and recover rolling deposit.

# Container Release

## What

A subscription-based service for the unlimited access to container release with Shipping Lines/ Shipping Agents/NVOCCs, designed especially for CLA Subscriber.

## How

Subscriber will be notified to Shipping Lines/Shipping Agents/NVOCCs for deposit exemption and free flow of container release for shipments. If any container incur incidental charges, CLA will manage the claim accordingly.

## Why

To ensure free flow of container movement resulting in faster cargo release from Ports.

## Benefits

- Extended Credit Period & CLA Limit enable adequate time for payment processing by Merchants.
- Make payment based on Final & Single Invoice instead of multiple progressive invoices.
- Exclusion of custom cases that affecting future shipments until case has been fully settled.



# Risk Management

Mitigation of any potential risks associated with container such as damage and total loss

# Damage Assessment Service (DAS)

## What

A value-added service functioning as a neutral and independent party in assessing the container damage at every interchange point and managing any related dispute between all relevant parties.

## Why

To educate the logistics players (shipping container handlers) about the importance to protect their interest during handling of the container, aiming to lower logistics cost.

## How

We effectively communicate with all parties concerned including but not limited to Merchants, Depots, Shipping Lines/ Agents/NVOCCs, in order to Authenticate, Verify, Investigate and Justify the claim of container damage.

## Benefits

- Coordinate Dispute Resolution Committee (DRC) chaired by reputable authority to facilitate the dispute procedures and bring about a fair acceptance for all parties.
- Competent to generate container survey inspection reports & findings through our in-house team with IIICL qualifications.
- Improve and optimize the container handling through our professional advice & input to the stakeholders on the 7/8 points of ISO container inspection.
- Expedite the readiness of container for export usage, as well as reduce empty container idling in depot.

# Equipment Interchange Receipt Library (EIRL)

## What

A blockchain of container inspection activities (images, conditions and reports) at every interchange point of the container throughout the supply chain.

## How

Container handlers download EIRL mobile application and register as the EIRL User. Then, users can capture photos of container and add remarks on its condition. It will be automatically stored in cloud database, [www.eirlibrary.com](http://www.eirlibrary.com) with timestamp.

## Why

To foster the awareness of container management and protection of interested parties during the handling process.

## Benefits

- A guide to 7/8 Points of ISO container inspection at anytime and anywhere.
- Secure access to past container inspection images & conditions during its voyage.
- Reliable justification of damage liability through the visual evidence and container inspection reports.

# Container Protection Coverage (CPC)

## What

A conditional based service to facilitate the CLA Subscriber with a risk mitigation and temporary solution for Container Total Loss and Cost of Repair.

## How

We authenticate the validity of evidence captured, verify the occurrence on each container, investigate the root cause and make a justification on the relevant parties responsible without prejudice basis.

## Why

To safeguard CLA Subscriber from the risk exposure of container handling throughout the supply chain.

## Benefits

- A data bank of root cause analysis will provide invaluable information to educate subscribers on better container handling and management.
- Improve the container average turnaround time (ATT) to lower costs of container repositioning.
- Each dispute & claim will be handled through a procedure based on five fundamental elements (Neutrality, Respect, Understanding, Opinion and Solution) that will lead to exceptional quality of service, which is above all, Fair & Friendly.



# Financing

Funding alternatives for logistics invoice payment  
for MSMEs through CLA Portal

# CLA+ Invoice Financing

## What

The Alternative Credit Scoring (ACS) Programme by MDEC introduces CLA+ Invoice Financing, an unsecured financing solution tailored for logistics industry players, especially MSMEs, to improve access to digital financing and help manage payments more effectively.

## Why

Seamless application and submission at your fingertips through financial technology solutions, ([www.clap.my](http://www.clap.my)).

## How

1. CLA Members can upgrade to register CLA+ for funding access at ([www.clap.my](http://www.clap.my))
2. Once approved, subscribers can select invoice for financing

## Benefits

- Fast, simple and convenient to quick online application with minimal hassle.
- Flexible Tenure Limit to tailor your repayment terms to fit your business needs.
- Simple documentation and easy application with minimal documents.
- No collateral required for access financing without the need for collateral.

# DIMENSIONS OF SERVICE QUALITY

As a service provider, our business is a combination of solution and service that fills the gap in industry with sustainable competitive advantage. The service description to make up for the five (5) service dimensions are:

## Assurance



### i. Relationship

We take pride on being meticulous in approach by developing necessary solutions and boosting our communication network strength, in order to exceed the levels of business assurance stakeholders expect. Being in the service industry, nothing is more significant than humanizing services and building on strong engagement with our stakeholders, including the subject-matter experts.

Thus, allowing us to convey trust, credibility and confidence to our stakeholders. We have envisaged an important role to maintain and enhance this long-standing reputation with our stakeholders that we have built over the years.



## ii. Contribution

Our stakeholders are our most important asset and it is our ultimate objective to continually contribute to them by giving back some of what is given to us. By communicating expertise and competencies, we further emphasize in servicing and assuring them constantly with a total service excellence.

In its pursuit of ever higher contribution standards, we offer high-powered internship program with several local colleges, polytechnics and universities. With the guidance from our people drawn from many disciplines, is equipped to boost interns' exposure, learning process and contribute to a quality workforce in the job market in Malaysia.

# Reliability

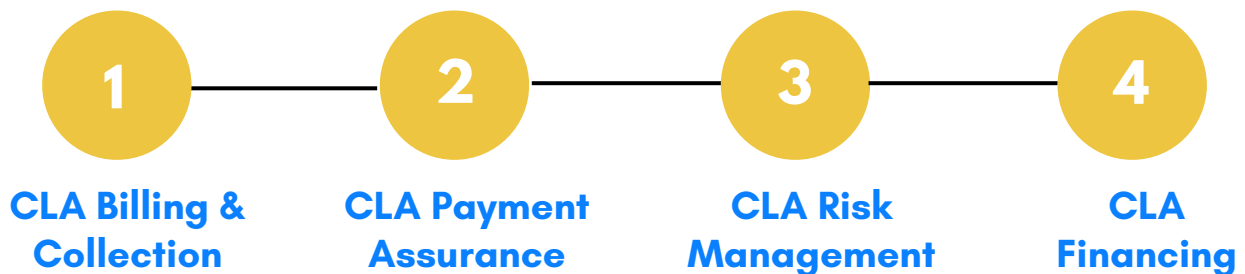
## i. People



We truly believe that our reliable people play a pivotal role in providing the business solutions. Hence, we treat them as catalysts for reliability and sustainability. Our competent teams work closely and actively with our stakeholders to deeply understand their requirements and able to customise innovative solutions' benefits uniquely suited to industry requirements. In this sense, our stakeholders have the advantage and total satisfaction of the highly motivated, competent teams.

## ii. Deliverables

Equipped with in-depth knowledge and deep expertise, we able to cater for and tailor fit three elements of reliable deliverables to different segment of Container Logistics Supply Chain's needs:



Our business deliverables are complemented with our dedicated people, in order to provide the uncompromising quality of its solutions. Plus, we are committed to continue expanding our exclusive solutions which will bring tremendous benefits for all key players.

# Responsiveness

## i. Accessible Anytime and Anywhere

We facilitate online business communications or transactions through interaction with our stakeholders on a sophisticated, real-time and one-stop secured portal accessible 24 hours a day, 7 days a week, anywhere around the world. This is fundamentally accomplished through our self-service CLA Portal which allows logistics community to make all container logistics payment via online, designed to accelerate the entire payment process and ultimately to improve response time. Therefore, we ensure speedy response and smooth facilitation in delivering high quality services to our stakeholders without a hitch.



## ii. Branches Nationwide

The world has truly gone online. Nevertheless, stakeholders are always welcome to pay a visit to our offices for face-to-face discussions with the local teams. We are of the view that this type of physical communication would be able to strengthen a long-term relationship. Moreover, our people have always been localized with their comprehensive understanding on the local requirement trends and personal touch to gain insights to industry gaps.



# Empathy



## i. Client Satisfaction

Client satisfaction is the underlying principle that drives everything that we do. Our well-trained Support Team is always ambitious for Root Cause Analysis (RCA), in order to achieve higher First Call Resolution (FCR) which will improve stakeholder's experience. Subsequently, we nurture each of our people so they can provide their absolute best of ability with best recommendation and advisory services on any matters that are important to stakeholders.

We believe that our stakeholders can spot our dedication in providing the highest level of service to them which includes, but not limited to:

Active contacts with stakeholders for every issue being escalated until completed.

Effective listening and immediate assistance following a concern.

Continually assess and measure our business process to meet stakeholder's requirement.



## ii. Dispute Management

We understand that it is impossible to have zero disputes among industry players. Hence, we decided to build a well-established Dispute Resolution Committee (DRC) together with trusted stakeholders, in order to facilitate the dispute procedures, increase performance in service and value to all our stakeholders.

On top of that, DRC emphasizes on five fundamental elements which are Neutrality, Respect, Understanding, Opinion and Solution that will lead to exceptional quality of service which is above all, Fair & Friendly. These elements ultimately helping the committee to make effective and rational decisions in a comprehensive way with regard to the dispute arises.



# Tangibility



## i. Stakeholders' Perception

Tangible evidence is often regarded to be least significant influence compared to other dimensions. Nonetheless, being a service provider in the market, we could not escape from a stakeholder's perception of quality is also based on tangibility which complementing our solution deliverables.

Whenever we reaching out to stakeholders in regard to our business solutions, we pay absolute attention to detail and standardization of any marketing collaterals such as the logos, colours, solution messages and graphic designs. Hence, it will cultivate a positive stakeholders' perception by advertising and communicating our solutions and company's brand message in every way presentable and recognizable standard.



## ii. Employees' Perception

We also take into account our people's perception in this concept of tangibility, in order to build sustainable relationships and also as one of the many retention strategies. Therefore, we ensure that our people have a great comfort and fun, while working at the office by creating a pleasant office ambience and fostering a positive work environment.

For instance, our company are fully equipped with essential office equipment and high quality, reliable machines. Thus, our people will benefit from these tangible evidences by functioning more efficiently and be more productive in a day. Ultimately, will initiate and motivate them to deliver a significant contribution for the company's success.

Nonetheless, the pandemic sweeping the world, COVID-19 has fundamentally shifted the way in which people working at home. Indeed, our people have the great capabilities to reinforce a hybrid remote-office model that enables more agility and flexibility in working arrangements, without jeopardizing the quality of works.





# DATA POLICY

Data protection is to protect and ensure in providing guidelines for the appropriate use of information technology assets and resources within the business to ensure integrity, confidentiality and availability of data and assets are of prime importance.

**ISO/IEC 27001:2022**

**Confidentiality Agreement**

**Protect Interest of Stakeholders**

**IT Policy**

**Website Content and Copyright**

**Collection of Personal Data**



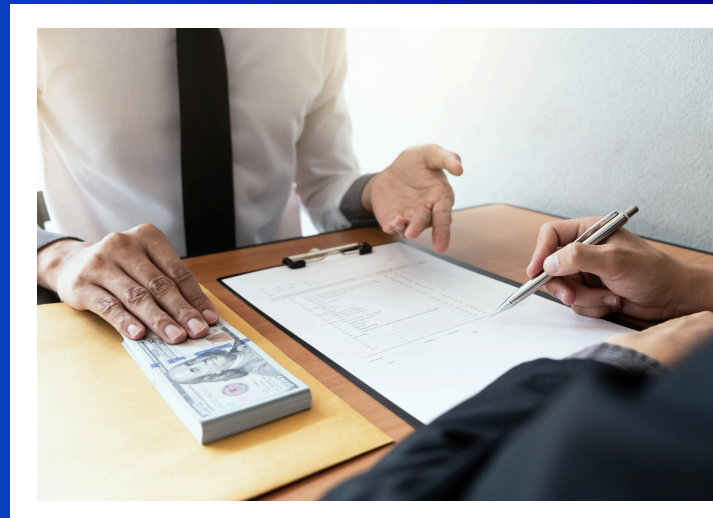
## ISO/IEC 27001:2022

We are proud to announce that our company has successfully achieved the ISO/IEC 27001:2022 certification. This prestigious accreditation, granted under the new 2022 cohort by CyberSecurity Malaysia, positions us as the first company in Malaysia to achieve this milestone. It sets a standard for Information Security Management Systems (ISMS) focusing on information security, cybersecurity and privacy protection.

This reflects our dedication to quality assurance, process enhancement and readiness for Critical Network Information Infrastructure (CNII), aiming to benefit our communities in meaningful ways with a strong legal framework for risk management.

## Confidentiality Agreement

Our people have signed Confidentiality Agreement and reviewed annually to meet the present requirements and renew our commitment to the T&C. Moreover, all computer/laptop will be installed with anti-virus, third party download is disabled and external storage device is blocked. Furthermore, password will be auto reset every 90 days in order for customer to key in new password and to eliminate the risk of staff resigned or repositioned. We adhere to undisclosed and kept the information of the company confidential at all times.



This includes invention descriptions, technical and business information relating to proprietary ideas and inventions, ideas, patentable ideas, trade secrets, drawing or illustrations, patent searches, existing and contemplated solutions and services, research and development, production, costs, profit and margin information, finances, financial projections, customers, clients, marketing and current or future business plans and models, regardless of whether such information is designated as "Confidential Information" at the time of its disclosure.

## Protect Interest of Stakeholders

Our company recognize the importance of data protection and committed to protect the interest of our Stakeholders. All information is deemed strictly confidential. We are duty bound whereby we shall not divulge, canvass, solicit or endeavor to any third-party information of any information that is confidential nature.





## IT Policy

This policy provides guidelines with correct procedure to follow in order to ensure the discretion of information within our website. All data collected from the website is to adhere to Privacy Policy.

All individuals shall comply with the legal, statutory and regulatory requirements, both domestic and international, pertaining to the protection, sharing and disclosure of our website information. Our people and third parties are required to report information security violations, problems or threats to the IT Manager.

## Website Content and Copyright

Our website is a safe and convenient portal sharing information which is copyright to our company and grants you the right to access as long as such use is for business purposes only, and users are not alter, copy, disseminate, redistribute or republish any content of our website. All content on the business website must be accurate, appropriate and current and follow relevant business requirements. The content of the website is to be reviewed every month.

We are committed in ensuring the confidentiality and integrity of our company website and all individuals with access to our business information are responsible for the safe handling, and protection of business information assets, through acceptance of T&C governing the website/portal.

## Collection of Personal Data

By giving your personal data, users are agreeing and giving us the consent to collect, use and disclose your personal information with our company. We may collect, use or disclose your personal data for the purpose of providing the best functionality of the services, performing business functions, conducting and improving our services.

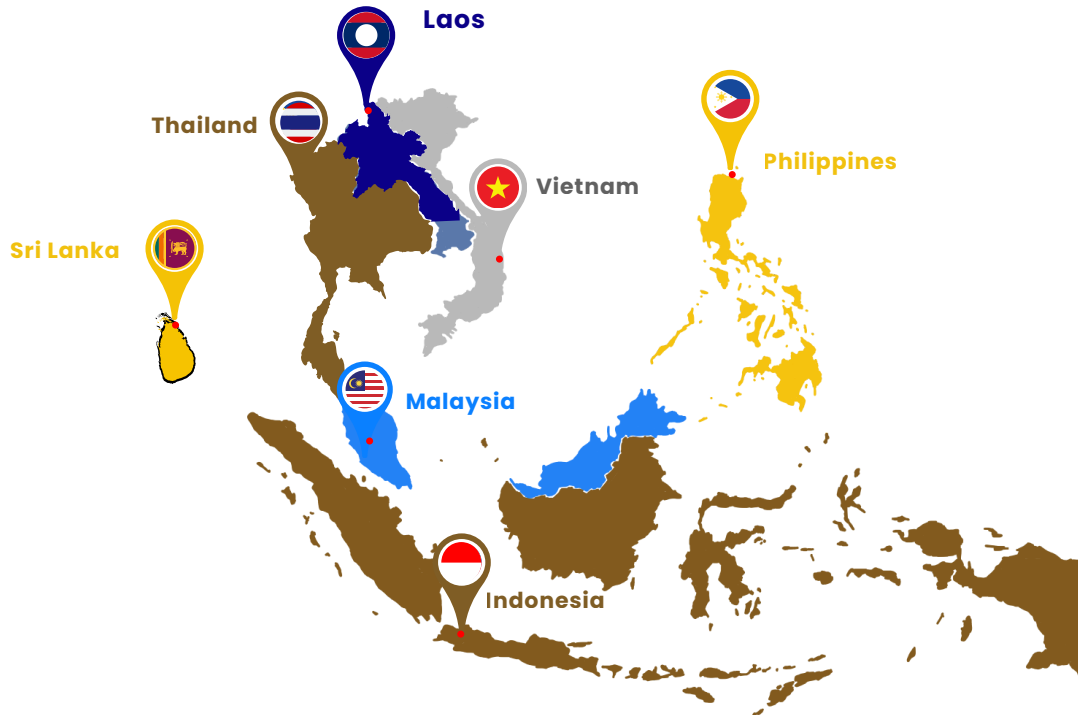


# WHERE WE ARE

## i) ASEAN MAP

7

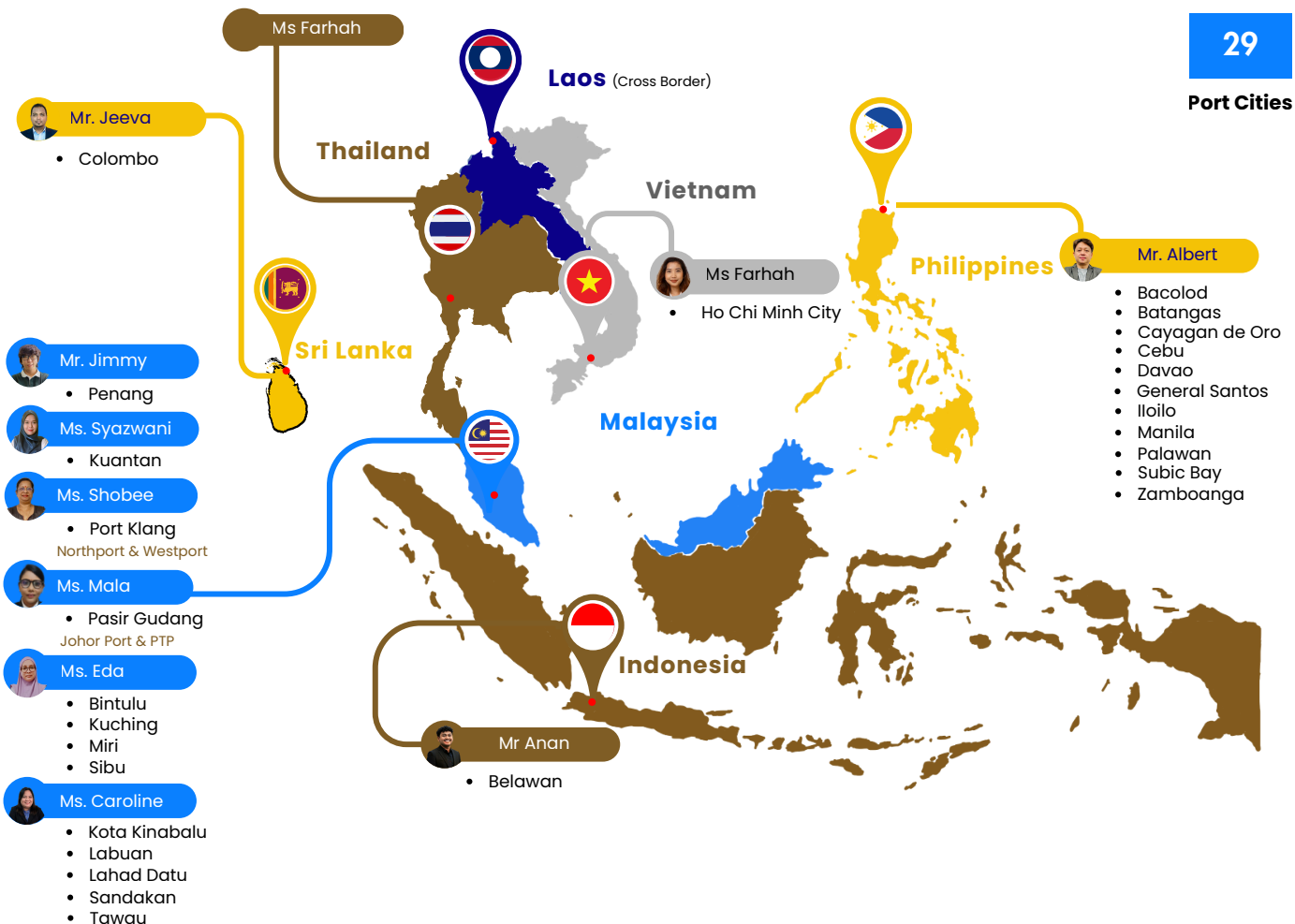
Countries



## II) NETWORK COVERAGE

29

Port Cities



## HEAD OFFICE:




### CENTRAL REGION (Port Klang)

-  No 109-111,  
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-  shobeednd@dnd.com.my

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SIMPLIFYING LOGISTICS PAYMENT



**D&D Control (M) Sdn Bhd** (923103-K)

**No. 109-111, Persiaran Pegaga, Bayu Perdana,  
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