

Frequently Asked Questions (FAQs)

Section 1: About the launch

1. About the launch

For more information, visit cert.isis.org.my.

2. Launch details

- (a) Date: 15 January 2026 (Thursday)
- (b) Time: 0930-1230 hrs. Registration commences at 0830 hrs.
- (c) Venue: Grand Salon, Level 1, [Grand Hyatt Kuala Lumpur](#)
- (d) [Programme](#)

3. Speaking at the launch

Speakers have been selected and finalised by the organiser.

Section 2: Registration

4. Fees

There will be no fees imposed for your attendance at this event. Please note that only individuals with an official approval email (which includes a QR code for entry and other information) may enter the venue. Unauthorised persons will be denied entry.

5. Registration process

- a. Applications to attend the event must be submitted before 1159 hrs MYT, 5 January 2026.
- b. By registering for the launch, you confirm that you have read, understood and accepted the [Terms & Conditions](#).
- c. All applications will be vetted by the organiser. The organiser reserves the right to approve or reject any application at its sole discretion and the decision is final.
- d. An official email confirmation of your application status (successful or unsuccessful) will be sent within 5 business days.
- e. Only individuals with an official approval email (which includes a QR code for entry and other useful information) are eligible for entry. Unauthorised persons will be denied entry.
- f. If you do not receive any email confirmation of your registration within 5 business days from the date of submission, please email em@isis.org.my as soon as possible before the start of the event. It is your responsibility to ensure that your contact details are accurate.
- g. With your approval email, present your QR code at the registration desk (Foyer, Grand Salon, Level 1, [Grand Hyatt Kuala Lumpur](#)) to collect your name tag. To ensure security, name tags must be always worn for admission. If you have lost or damaged your name tag, please request for a replacement immediately at the registration desk. Unauthorised persons will be denied entry.

6. Vetting

All applications are vetted by the organiser. The organiser reserves the right to approve or reject any application at its sole discretion, and the decision of the organiser is final.

7. Delegate invitation letter for employer

If you require a delegate invitation letter to attend the event for your employer, please email em@isis.org.my.

8. Certificate of attendance for employer

We do not provide certificates of attendance. However, we are able to provide a letter of thanks for attending the event (subject to proof of your attendance in our registration system). Please email em@isis.org.my.

9. Bringing a guest

Additional individuals who wish to attend the event must register and receive a formal approval notice before attending. Unauthorised persons will be denied entry.

10. Withdrawal of approved application / Transferring approved application to a substitute

- a. If you wish to withdraw your attendance, you must email the organiser at em@isis.org.my as soon as possible.
- b. If you cannot attend the event, the organiser may consider approving a substitute. To request a transfer of your approved application to a substitute, please email em@isis.org.my at least 72 hours before the first day of the event, stating the substitute's full name, designation, organisation, email and phone number. While the organiser will reasonably endeavour to meet special requirements of the substitute (e.g. dietary), these requirements may not be accommodated if the request is made on short notice.
- c. The organiser reserves the right to approve or reject any application at its sole discretion and the decision is final. You will be informed in writing if your substitute has been approved. If approved, your substitute will also receive an official approval email. Only approved individuals will be eligible for entry. Unauthorised persons will be denied entry.

11. Registration after deadline

- a. Individuals should endeavour to register before registration closes. If you have missed registration, email em@isis.org.my stating your full name, designation, organisation, email and phone number.
- b. The organiser may consider your registration but reserve the right to approve or reject any registration interest at their sole discretion and the decision is final. If your application is approved, you will receive an official approval email.
- c. Only approved individuals will be eligible for entry. Unauthorised persons will be denied entry.

12. Walking in on event day (not allowed)

- a. Unless explicitly informed by the organiser in writing to do so, walking in without an official approval email is not allowed.
- b. Only approved registrations are eligible for entry. Unauthorised persons will be denied entry.

13. Lost QR code

Email em@isis.org.my for your QR code.

Section 3: Information for delegates

14. Local transportation (on individual accounts):

- a. Train: The nearest train station is [Conlay](#) on the Putrajaya Line (PYL) MRT line (11-minute walk from the hotel), or [Raja Chulan \(MR7\)](#) on the monorail (9-minute walk from hotel).
- b. Drive:
 - 1) event guests, parking is RM 17 nett per vehicle per entry with validation. Please validate TnG / debit / credit card (no cash) on Level 1, or at the front desk.
 - 2) For in-house guests, parking is complimentary for single entry per day with validation. Please validate TnG / debit / credit card (no cash) at the front desk.
- c. Grab e-hailing: Install the [Grab app](#) from Google Play or App Store. Set your pickup location. Enter "[Grand Hyatt Kuala Lumpur](#)" as your destination. Select the type of ride (e.g. GrabCar). Confirm your ride and payment method. Grab will assign a driver and you will be notified when driver arrives. Fares vary depending on traffic and ride type. Other e-hailing services, such as InDrive and Bolt, are also available.

15. Attire

Business / business casual / traditional formal wear / batik. Individuals who are not dressed appropriately may be denied entry.

16. Prayer room (surau)

Level 1

17. Meals

- a. The following meals (free seating except for reserved tables) are provided for approved individuals as specified in the programme:
 - 1) Light refreshments, coffee and tea throughout the day
 - 2) Lunch
- b. All meals provided by the hotel are halal. While we will make every effort to accommodate your dietary requirements, the hotel may have limitations in fulfilling highly specific dietary restrictions. Please notify us (em@isis.org.my) at least **ten (10) business days** before the start of the event so that we can work towards providing you with alternative options.
- c. In the event of an overflow, the organiser will arrange for an alternative meal option for approved individuals.

18. Accessibility

If you have accessibility requirements, please email em@isis.org.my as soon as possible. The organiser will make reasonable efforts to ensure your needs are met and provide an inclusive experience.

19. Wi-Fi

Complimentary Wi-Fi is available at the venue. Details for connecting to the network will be provided at the venue. Please note that while the Wi-Fi will cover the event areas, the signal strength may vary in larger or more crowded spaces.

20. Printing services

Please approach the hotel's front desk for printing services (self-arranged and payable under individual accounts).

21. Medical facilities

Personal health and medical care are the responsibility of each individual. While local pharmacies and clinics are available, please be aware that they may not have all the specialised medications or treatments you may require. It is advisable to have adequate travel insurance that covers medical expenses during your stay and to bring along any specific medications.

Section 4: Information for international guests

22. Legal requirements for entry into Malaysia

- a. Check that you have a valid passport with at least 6 months of validity, flight tickets, and proof of accommodation.
- b. [Malaysia Digital Arrival Card \(MDAC\)](#): Foreigners must complete and submit the MDAC prior to arrival in Malaysia.
- c. To find out if you require a visa to enter Malaysia, visit [here](#).
- d. Health insurance is recommended (but not mandatory).

23. Airport transfers (on individual accounts): You may reach the venue from the airport via the following methods:

- a. **KLIA Transit**: Connects KLIA 1 or KLIA 2 to Putrajaya in 16-20 minutes. One-way fare is RM49.50. Tickets can be purchased [online](#) or at the counter in the International Baggage Reclaim Hall, Level 3, KLIA 1 (after clearing customs and immigration), or at the Train Platform, Level 1. Upon arrival at [Putrajaya Sentral](#), take the Putrajaya Line (PYL) MRT from Putrajaya Sentral towards Kwasa Damansara, stopping at [Conlay](#) (15 stops from Putrajaya Sentral). [Grand Hyatt Kuala Lumpur](#) is an 11-minute walk from the Conlay MRT station.
- b. **Grab e-hailing**: Install the [Grab app](#) from Google Play or App Store. Set your pickup location to "KLIA". Enter "[Grand Hyatt Kuala Lumpur](#)" as your destination. Select the type of ride (e.g. GrabCar). Confirm your ride and payment method. Grab will assign a driver and you will be notified when driver arrives. One-way fare is estimated at RM 65-105, depending on traffic and ride type.
- c. **Airport taxi**: WhatsApp +6011 5711 4879 to arrange for 24-hour airport transfer. One-way fare for economy sedan is RM 100, exclusive of midnight charges (RM 30 for 2330-0600 hrs) or meet & greet services (RM 50). Payment to be made before flight. Driver details will be sent by the vendor 1 day before your flight.

24. Accommodation (on individual accounts):

- a. Unless otherwise informed, accommodation and all personal expenses (early check-in, late check-out, additional nights/occupants, last minute cancellations, limousine arrangements, telephone, fax, laundry, mini bar, dining or room service, and their associated taxes) are **payable under individual accounts and must be self-arranged**.
- b. Other nearby accommodation options include:
 - 1) [Traders Hotel Kuala Lumpur](#)
 - 2) [Pullman Kuala Lumpur City Centre](#)
 - 3) [Banyan Tree Kuala Lumpur](#)

Generally, in Malaysian hotels (with some exceptions), check-in time is after 1500 hrs, and check-out time is before 1200 hrs.
- c. [Airbnb](#): Search for listings near [Conlay](#) MRT station for walking accessibility to [Grand Hyatt Kuala Lumpur](#).

25. Telephone services

- a. **Emergency numbers**: Dial 999 for police, fire, or ambulance services.
- b. **Local calls**: Local calls can be made using your hotel room phone, mobile phone or by purchasing a local SIM card from the airport or convenience stores.
- c. **International calls**: International dialling is available at most hotels (payable under individual accounts) but rates can vary. Alternatively, you can use mobile phones with an international roaming plan or purchase a local SIM card with international calling packages.
- d. **Purchasing a SIM card**: Purchase a SIM card at airport kiosks (KLIA), mobile service shops (Maxis, Digi, Celcom) in malls or convenience stores (7-Eleven). Bring your passport for registration. Choose a prepaid plan with data, calls and texts based on your needs. SIM cards are usually activated immediately. Top-up options are available at convenience stores. Most SIM cards are valid for 30 days and can be extended by topping up.

26. Voltage

In Kuala Lumpur, the standard voltage is 240V with a frequency of 50Hz. The power plugs used are of Type G (three rectangular prongs). We recommend bringing a universal adapter and, if necessary, a voltage converter.

27. Currency

The official currency in Malaysia is the ringgit (MYR). Visit local currency exchange counters at the Kuala Lumpur International Airport or at major shopping malls (e.g. Pavilion Kuala Lumpur, The Exchange TRX, or Suria KLCC).

28. Weather

Kuala Lumpur has a tropical rainforest climate, which means it is hot and humid year-round, with frequent rain showers. Temperature ranges between 24°C (75°F) and 32°C (90°F). We recommend lightweight breathable clothing but do keep in mind that the event venue is air-conditioned and can get chilly. If you plan to explore the city after the event, it's a good idea to bring a small umbrella, comfortable shoes, sunscreen, a hat and sunglasses.

29. Time zone

Kuala Lumpur operates in the Malaysia Time Zone (MYT), which is UTC +8:00. Malaysia does not observe daylight savings, so the time remains consistent throughout the year.

Section 5: Media

30. Media enquiries

For all media enquiries, please contact:

- a. Rachel Priya (rachel@isis.org.my; +6010 231 5821)
- b. Kristine Yap (kristine.yap@isis.org.my; +6017 333 3637)