

CLARIDEN GLOBAL IT LEADERSHIP INSTITUTE

ADVANCED PREDICTIVE ANALYTICS

2017

November 16 - 17

SINGAPORE

Grand Hyatt Hotel Singapore

Unleashing Powerful Predictive
Models, Algorithms and Data
Analysis for the New Economy



CLARIDEN CREDENTIALS AND ENGAGEMENT

Clariden Global is the pre-eminent and influential global business leadership institution. Today, we host more than 200 global executive education and major conference events around the world. We have partnered with professional organizations such as the Association of Chartered Certified Accounts (ACCA) and thought leaders from prestigious universities such as Harvard University John F. Kennedy School of Government, Wharton School of the University of Pennsylvania and Stanford University.

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THE CLARIDEN EXPERIENCE

ENJOY LEARNING WITH THE
FIRST-CLASS, WELL-ROUNDED EXPERIENCE

To maximize both your enjoyment and professional development, Clariden Global holds its executive programs at five star hotels, some of which include:



Shangri-La Hotel, Singapore
Singapore

Amidst lush gardens, this 3-wing luxury hotel is 6 km from the iconic Marina Bay Sands resort and 9 km from Sentosa.



InterContinental Melbourne The Rialto
Melbourne, Australia

Set in a grand 1891 building, this upscale chain hotel is 3 blocks from the Yarra River, and an 8-minute walk from the SEA LIFE Melbourne Aquarium.



Conrad London St James
London, United Kingdom

Across the street from St. James's Park tube station, this sophisticated hotel is 10 minutes' walk from Buckingham Palace and 2 miles from the Victoria and Albert Museum.



Grand Hyatt: Union Square San Francisco Hotel
San Francisco, United States

Less than a block from Union Square, this stylish high-rise hotel is an 11-minute walk from the Moscone Center and 1.9 miles from Pier 39.

Terms & Conditions: Clariden Global Pte Ltd reserves the right to change the venue of the program due to reasons beyond their control.

Contact Stefanie Lim, Program Director at +65 6899 5030 | stefanie@claridenglobal.org





5,000+
Companies



10,000+
Participants




15+
Countries



50+
Industries

WHY CLARIDEN GLOBAL EXECUTIVE EDUCATION?

GLOBAL ENGAGEMENT

Clariden Global is the pre-eminent and influential global business leadership institution. Today, we host more than 200 Global Executive Education and major conference events across 15 countries and 17 cities, including Singapore, London, Hong Kong, Sydney, Melbourne, Perth, New Zealand, San Francisco, Toronto, Johannesburg, Shanghai, Beijing, Kuala Lumpur, Dubai, Toronto, The Netherlands, New York and Zurich.

INTERNATIONALLY DIVERSE, SENIOR-LEVEL PARTICIPANTS

Clariden Global Executive Education programs have attracted participants from more than 5,000 global MNCs, regional corporations, and FORTUNE 500 companies, from more than 40 countries. All applications are reviewed based on professional achievement and organizational responsibility. Designed for individuals at all levels, from top executives to emerging leaders, each intensive program is crafted to equip leaders with essential capabilities to improve corporate performance and position their organizations to thrive.

THOUGHT LEADERSHIP

To provide strategic insights and relevant world-class executive education to global organizations, Clariden Global engages the best thought leaders and leading authorities from around the world. These include professors and faculty leaders from Harvard University, Stanford University, University of Pennsylvania Wharton, London Business School and other premium institutions to deliver transformational knowledge.

PROGRAM

ADVANCED PREDICTIVE ANALYTICS

PROGRAM INFORMATION



DATES

16 - 17 November 2017



LOCATION

Grand Hyatt Hotel Singapore



TUITION FEES

Early Bird 1 (Register & pay by 21 September 2017): S\$2,595

Early Bird 2 (Register & pay by 19 October 2017): S\$2,795

Regular Tuition Fees: S\$2,895



PROGRAM ADVISOR

Stefanie Lim

Email: stefanie@claridenglobal.org

Phone: +65 6899 5030

Group discount of 10% for 2nd participant from the same organization. For limited time only by 19 October 2017, register 3 participants and the 4th participant will receive a complimentary seat (one discount scheme will apply).

Note: GST is applicable only to participants from Singapore registered companies. Check your eligibility for 40% Cash Back at IRAS website.

FACULTY DIRECTOR



Richard Boire

- *Top five experts in the analytics field in Canada*
- **CMA Board Chair 2009-2013:**
*Customer Insights and Analytics Council
(Canadian Marketing Association)*
- **Program Advisory Committee Member**
 - *University of Toronto Continuing Education*
 - *Seneca College-Toronto*
 - *Centennial College -Toronto*
 - *George Brown College-Toronto*
- *Authored book on "**Data Mining for Managers: How to Use Data (Big and Small) to Solve Business Problems**" in 2014, published by Palgrave Macmillian and available on Amazon*

PROGRAM ESSENCE

Led by Richard Boire, an international thought leader sitting in **University of Toronto's advisory committee** and **author of highly acclaimed book on data mining and predictive analytics**, Richard will show you how to use structured and unstructured data and combine it with the right algorithms and tools to predict probabilities and trends.

In this interactive 2-day session, you will learn how to **analyze data, uncover hidden patterns and relationships to aid important decisions and predictions**. Richard will show you commonly used algorithms for predictive analytics



PROGRAM

ADVANCED PREDICTIVE ANALYTICS

using practical case studies. With insights from extensive consulting work around the world and his research on many large multinationals on data analytics, this program will examine the science of the underlying algorithms as well as the principles and **best practices that govern the art of predictive analytics**. You will discover the tips and tricks that are essential for successful **predictive modeling, theory behind predictive analytics** and techniques for conducting successful predictive analysis.

Through this program, you will discover why data is your single most powerful tool, how to translate big data into meaningful, usable business information.

KEY BENEFITS

Capitalize on the expert's knowledge to gain maximum value on these vital issues:

- **Successfully apply** predictive analytics enables businesses to effectively interpret big data
- **Learn** how to use Big Data and data mining to discover patterns and make predictions
- **Covers** nuts-and-bolts topics including predictive analytics basics, using structured and unstructured data, data mining, and algorithms and techniques for analyzing data
- **Covers** clustering, association, and statistical models; creating a predictive analytics roadmap; and applying predictions to the web, marketing, finance, health care, and elsewhere
- **Learn** how to analyze data, uncover hidden patterns and relationships to aid important decisions and predictions
- **Enhance** Return On Investment (ROI) and business dollar benefits with Predictive Analytics
- **Master** the top 10 key tips in building successful predictive analytics solutions with well-recognized tools and practices

WHO WILL ATTEND THIS PROGRAM

Directors, GMs, VPs, Senior Managers, Managers and Executives with responsibilities in the following functional areas:

- **FUNCTIONAL ANALYSTS:** Customer Analytics, Customer Relationship Managers, Risk Analysts, Business Forecasters, Statistical Analysts, Database/ Market Research, Inventory Flow Analysts, Direct Marketing Analysts, Medical Diagnostic Analysts, Market Timers, E-commerce System Architects and Web Data Analysts
- **BUSINESS/ DATA ANALYSTS** who must develop and interpret the models, communicate the results and make actionable recommendations
- **DATA MINING, DATA WAREHOUSING** and **DATABASE PRACTITIONERS/ MODELERS/ SEGMENTATION** who wish to expand their skills and analytical toolbox as well as hone proficiencies in maneuvering elusive data mining obstacles that stand in the way of superior model accuracy
- **BUSINESS & MARKET INTELLIGENCE, IT & MIS PROFESSIONALS** who wish to expand their skills in this increasingly visible area within the corporate IT agenda
- **DECISION SUPPORT SYSTEM/ SOFTWARE ARCHITECTS** and **DEVELOPERS** who require a solid understanding of the infrastructures required for supporting a data mining solution
- **PROJECT LEADERS** and those in Portfolio/ Project Management Unit who must report on development progress, resource requirements and system performance
- **ACADEMIA:** Statisticians/ Qualitative Experts, Computer Science, Bioinformatics and those in academia who utilize statistical, predictive modeling and data mining techniques for research and development

And those who work with data and wish to understand and use recent developments in Predictive Analytics and Business Intelligence/ Business Analytics, from cross industries especially: Banking & Financial Institutions, Telecommunications, Consumer Products, Manufacturing, Conglomerate, Retail, Education, Oil & Gas, Logistics and Utilities.

PROGRAM

ADVANCED PREDICTIVE ANALYTICS

FACULTY DIRECTOR



Richard Boire

*Senior Vice President Innovation
Environics Analytics*

Richard Boire's experience in database marketing and predictive analytics dates back to 1983, when he received an **MBA from Concordia University in Finance and Statistics**. Richard is a **recognized authority on predictive analytics** and is among a very few, selected **top five experts in this field in Canada**. He gives seminars on segmentation and predictive analytics for organizations such as **Canadian Marketing Association (CMA), Direct Marketing News, Direct Marketing Association Toronto and the Association for Advanced Relationship Marketing (AARM)**. His articles have appeared in numerous Canadian publications such as **Direct Marketing News, Strategy Magazine, and Marketing Magazine**. He has taught applied statistics, data mining and database marketing at a variety of institutions across Canada which include **University of Toronto, George Brown College, Seneca College**, etc. He has also co-authored white papers on the following topics: **'Best Practices in Data Mining'** as well as **'Customer Profitability: The State of Evolution among Canadian Companies'**. In 2014, he authored a book entitled in **"Data Mining for Managers- How to Use Data (Big and Small) to Solve Business Problems"**.

Richard is currently the Chair **at the CMA's Customer Insight and Analytics Committee** and currently sits on the CMA's Board of Directors. His initial experience at organizations such as **Reader's Digest and American Express** allowed him to become a pioneer in the application of predictive modeling technology for all direct marketing programs. This extended to the introduction of models which targeted the acquisition of new customers based on return on investment.



PROGRAM OVERVIEW

ADVANCED PREDICTIVE ANALYTICS

OVERVIEW



Predictive analytics is recognized as a major competitive advantage in business today. Businesses are now adopting predictive analytics to provide a more quantitative approach in their decision-making process. Harvard Business Professor Thomas Davenport's best selling business book 'Competing on Analytics' is a testimonial to the ever-growing importance of this discipline.

With the explosion of information, businesses now have access to more data than ever before. However, data is really only valuable if you can **translate it into actionable insights capable of delivering operational efficiencies, and improve your Return On Investment (ROI).**



In this 2 day comprehensive program, you will discover how to use prior or historical information to predict what might happen going forward to help your organization make better decisions. You will be equipped with the skills necessary **to formulate and embed effective predictive analytics solutions** in identifying and managing business problems faced by your organization. This session will help you to gain **practical insights on data auditing and implement strategic data mining tools to align the predictive solutions with your business objectives.** You will also learn how to **establish the optimum measurement framework to enhance your Return On Investment (ROI)** and business dollar benefits with predictive analytics.



As with any discipline, there is a process and approach that is critical in creating the necessary steps for building successful solutions. Within this process and through many years of experience in building analytical solutions, much learning has amassed on what works and what does not work. This prior learning is leveraged upon as participants are provided with a **comprehensive perspective in how to build and deploy predictive analytics within their organizations.** Through numerous **case studies across multiple industries including finance and banking, insurance, retail, non-profit plus other industry sectors,** you will understand the increasing significance of predictive analytics as a core business discipline.

At the end of these sessions, participants will have the knowledge and tools to build more meaningful predictive analytics solutions which are most impactful to their organizations.



PROGRAM OVERVIEW

ADVANCED PREDICTIVE ANALYTICS

FREE TAKEAWAY

Participants will receive:


- Boire Filler Group's whitepaper on 'Best Practices in Data Mining'
- Compilation of trainer's Data Mining news articles in the last year
- Articles and the powerpoint presentation on "Top 10 Tips to Successful Predictive Analytics" to the Kiev Direct Marketing Conference(Nov/2010)
- A presentation to Canada Post in Toronto(March/2010) and to the Canadian Marketing Association in Winnipeg (Jan/2011) on 'Predictive Analytics in the New Economy'
- A presentation on "Practitioner's Viewpoint to Data Mining – Key Lessons Learned in the Trenches and Case Studies" at the Knowledge Discovery and Data Mining In San Diego in Aug/2011

Bring your business problems to the course. The instructor will stay after hours on each day to address specific issues and challenges that each participant faces in their business.



PROGRAM OUTLINE

ADVANCED PREDICTIVE ANALYTICS

 08:30 - 17:30 / 16 November 2017

DAY 1

Overview of predictive analytics as a key business imperative

- Defining predictive analytics
- Identifying the role and impact of predictive analytics within the different business disciplines
- How predictive analytics evolves within a given Business

Case Study: American Express

- **Background and History that led to their major challenges**
- **How Predictive Analytics was introduced to the organization**
- **How Overall performance was improved**
- **What other challenges remained after the first solution was developed**
- **What were the subsequent challenges that continued to arise and how predictive analytics evolved to meet these challenges**

Formulating an effective predictive analytics solutions

- What are the 4 required steps/phases
- Roles and responsibilities of key stakeholders within this process
- Building the right organization structure with predictive analytics as a core discipline
- Establishing the right balance between software/hardware and people in building tools

Case Study: Retailer

- **What is the process used to identify the analytical requirements of an organization**
- **How do we use both the existing organization's human resources as well as potential outside human resources to address these above analytical requirements**
- **Who are the key stakeholders both within and outside the organization that will be our key partners**
- **What kind of software currently exists and how does it address our analytical requirements**
- **Identifying other tools that will be required to fill any analytical requirement gaps**

Embedding predictive analytics solutions within the organization

- Building the predictive analytics team and identifying the appropriate skill sets
- Understanding what are the business expectations of predictive analytics solutions
 - Use of gains charts/decile tables to demonstrate this impact
- Championing the C-Suite through the creation of quick wins
 - Examples using high value and RFM techniques as quick wins
 - Increasing automation of predictive analytics solutions-Advantages/disadvantages
 - What are the Advantages/disadvantages of increasing automation
- Using predictive analytics within the online environment
 - Using log data and how it differs from the off-line structured environment
 - The key information that is extracted from a page click
 - Integrating offline behaviour and online behaviour to maximize the performance of a given predictive analytics solution
 - Evaluating solutions within the online environment



PROGRAM OUTLINE

ADVANCED PREDICTIVE ANALYTICS

- Text Mining: Using predictive analytics within an unstructured data environment
 - What is the difference between structured and unstructured information
 - What is the process used to build a given solution
 - What kind of statistical analysis is deployed in this process
 - How do we integrate the unstructured information solution within an overall predictive analytics solution

Identifying and managing business problem

- How to gather the right information
- Increasing one's understanding of the domain knowledge of the business
- Prioritizing the predictive analytics solutions options

Case Studies: Telecommunications Company and Courier Organization

- **Defining the process**
- **What are the right questions to ask**
- **Analyzing historical results to obtain a better understanding of the business**
- **Using Analytics to acquire more domain knowledge of the business**



08:30 - 17:30 / 17 November 2017

DAY 2

Gain practical insight on data auditing

- Review on The Extract, Transform, and Load (ETL) process
- The data audit process and its importance in better understanding the data environment
- Creating source vs. derived variables
- Creating the dependant variable vs. independent variable

Case study: Retail Photography Company

- **Defining the process**
- **Identifying your source files**
- **Conducting the data audit**
 - **Creating Frequency Distribution Reports and Data Diagnostic Reports to gain better insight on the data**
- **From the above reports, determine how to organize, summarize, and manipulate the data into the analytical file**

Implementing strategic Data Mining tools

- Correlation analysis
- Exploratory data Analysis reports
- Value/behavior based segmentation vs. cluster Segmentation
- Factor analysis
- Decision-tree analysis CHAID (Chi-Square Automatic Interaction Detector)
- Logistic regression vs. multiple regression vs. neural nets
- Comparing the advantages and disadvantages of the above techniques
- Evaluating the Business Benefit of a given solution and its ultimate ROI



PROGRAM OUTLINE

ADVANCED PREDICTIVE ANALYTICS

Case Studies from the following sectors: Banking/Finance, Insurance, Non Profit, Etc

- **What is the process in actually creating the solution**
- **How these above tools are used to build the solution**
- **Integration of segmentation and modeling into overall predictive analytics solution**
- **Eliminating the 'black box' of predictive analytics and providing information regarding the solution that is meaningful to the business user**
- **How to clearly demonstrate the \$ impact of a given solution**

Establish the optimum measurement framework

- **What is the quality control process in ensuring that solutions are being correctly implemented**
 - Identifying your measurement objectives
 - Creating the Right Measurement Framework

Case Studies and Examples to Demonstrate Actual Payback of Predictive Analytics Solution

- **Finance/banking**
- **Property and Auto Insurance**
- **Travel**

The case studies will examine the following:

- **With a developed solution, what are the reports that need to be created to help ensure effective implementation**
- **What does the analyst need to do when results between implementation and when the solution was developed are drastically different**
- **Given the specific environment of the organization, what is the process for identifying the measurement objectives**
- **How does the analyst marry the data to create the appropriate testing framework and matrix**
- **How does the analyst use the data to create the appropriate measurement reports**

The Case studies will also cover the various functional areas such as:

- Marketing and such tools as profiles, response models, attrition models, profitability models
- Insurance Risk models that can be used to predict the price or premium for automobiles and property
- Analytical Solutions that can be used to improve operational processes within a given organization

For previous attendees to the course, additional case studies will focus on the following:

- Building solutions that improve the operation effectiveness of the organization
- Insurance Pricing Solutions that are more business-oriented towards the actuarial community.
- Data Discovery exercise that provides a strategic roadmap for the organization
- How an ongoing analytics process and culture provides solutions to a wealth management organization

Big Data and Predictive Analytics

- What are the similarities between big data analytics and small data analytics
- What are the differences between big data analytics and small data analytics
- What are the business applications of Big Data Analytics to Predictive Analytics
- Defining Strategies vs. Tactics using Big Data Analytics



PROGRAM OUTLINE

ADVANCED PREDICTIVE ANALYTICS

Mastering the top 10 tips of building successful Predictive Analytics solutions

- Key Pieces of learning to consider when building predictive analytics solutions
 - o How to create Quick Wins
 - o Identifying when Results are Overstated
 - o Where to Emphasize efforts: Statistics vs. the Data

Case Study: Financial Institution - Interpreting statistical output correctly to obtain a business solution

- o **Examine actual output of statistical routine**
- o **Interpret results and identify next steps/creation of more statistical output**
- o **Comparison of different modeling output and identification of best model**



PARTICIPATING COMPANIES

More than 5,000 companies have participated in our programs

ADVERTISING, INTERNET, MEDIA, PUBLISHING

BBC Worldwide
CNN
eBay
LinkedIn
MediaCorp
Saatchi & Saatchi
Singapore Press Holdings
The Financial Times
The Hoffman Agency
The Walt Disney Company
Thomson Reuters

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Mitsubishi
Monsanto
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FINANCIAL SERVICES, INSURANCE

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Aviva
AXA
Barclays Bank
Citibank
DBS Bank
Deutsche Bank
HSBC
JP Morgan Chase Bank
Manulife
MasterCard
Maybank
Mizuho Bank
OCBC Bank
PayPal
Prudential
Rabobank
Standard Chartered Bank
Suncorp
Swiss Reinsurance
TD Securities
Visa
Westpac
Zurich Insurance

FOOD, BEVERAGE

Coca-Cola Beverages
Danone
Ferrero
Heineken
McDonald
PepsiCo

GOVERNMENT, NONPROFIT

Australian Securities and Investments
Commission
Central Provident Fund Board
Changi Airport Group
Economic Development Board
GIC
NSW Treasury
Serco
Temasek Group

HEALTHCARE, PHARMACEUTICALS

Abbott Laboratories
Eu Yan Sang
Glaxosmithkline
Hoffmann-La Roche
Johnson & Johnson
Merck
Pfizer
Sanofi

HOSPITALITY

CapitaLand
Far East Organization
Fraser Hospitality
Hilton Worldwide
Marriott Hotels
Pan Pacific Hotels Group
Shangri-La Hotels & Resorts

MANUFACTURING (CONSUMER)

British American Tobacco
Estee Lauder
Fonterra Brands
Heineken
Kimberly-Clark
Kraft Foods
Lego
Mars Foods
Nestlé
Procter & Gamble
Unilever

MANUFACTURING (INDUSTRIAL)

Airbus
Corning Optical Communications
Daimler
Harley Davidson
Intel Semiconductor
Rolls-Royce
Volvo Group
Wearnes Automotive

OIL & GAS, NATURAL RESOURCES

Caltex
Chevron
ConocoPhillips
ExxonMobil
Maersk

Petronas
Santos
Saudi Arabian Oil
Schlumberger
Shell

PROFESSIONAL SERVICES

AECOM
Aon Hewitt
Ernst & Young
PricewaterhouseCoopers

RETAIL, TRADE

Adidas
Cargill
DFS
Harvey Norman
Hennes & Mauritz
IKEA
L'Oreal
Marks and Spencer
NTUC Fairprice
Tesco

TECHNOLOGY, ELECTRONICS

3M
Apple
Canon
Dell
Hewlett Packard
Intel Technology
Lenovo
Micron Technology
Microsoft
Oracle
SAP
Sony Electronics
TE Connectivity

TELECOMMUNICATIONS

Ericsson
Nokia
Olive Communications
Singtel
Starhub
Tata Communications
Telstra
Verizon
Vodafone

TRANSPORTATION

Auckland Transport
Cathay Pacific Airways
Dubai Air Navigation Services
New Zealand Transport Agency
Fiji Airways
Metro Trains Melbourne
NSW Trains
SBS Transit



FACULTY DIRECTOR RICHARD BOIRE'S TESTIMONIALS



“ Richard has developed and facilitated workshops for the CMA for over a decade with highly positive feedback. He is a wealth of knowledge when in the area of analytics and database marketing. His easy going presentation style is welcomed by participants which allows for greater audience participation. I would highly recommend Richard to speak on any database related topic.

”

“

Rich Boire has been an authoritative, popular and well-read contributor to Direct Marketing magazine in Canada for more than 15 years. He's one of the most-respected and sought-out speakers and consultants on analytics in all sectors of the marketplace. We've enjoyed working with him on articles and seminars, and he is a frequent invited speaker for any and all events we produce in this area.

”





IN-HOUSE CUSTOM EXECUTIVE PROGRAMS

Clariden Global delivers custom learning programs for organizations all around the world. Whatever your business challenges are, we create focused learning experience that enables your organization to achieve success. Through partnerships with the most renowned thought leaders, industry experts and professors from around the world, these in-house custom executive programs will equip you with essential skills and capabilities to develop and implement strategies more effectively at your organization.

Engage with our thought leader today:



Richard Boire

*Senior Vice President Innovation
Environics Analytics*

Richard is a **recognized authority on predictive analytics** and is among a very few, selected **top five experts in this field in Canada**. He gives seminars on segmentation and predictive analytics for organizations such as **Canadian Marketing Association (CMA), Direct Marketing News, Direct Marketing Association Toronto and the Association for Advanced Relationship Marketing (AARM)**. His articles have appeared in numerous Canadian publications such as **Direct Marketing News, Strategy Magazine, and Marketing Magazine**.

CONTACT US



PROGRAM ADVISOR

Stefanie Lim

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CONTACT US

We encourage you to learn more about Clariden Global Executive Education custom and open-enrollment programs. Our staff will be happy to answer your questions and help you determine the programs work best for you and your organization.

ENQUIRY FOR THIS PROGRAM

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Melbourne VIC 3000, Australia


REGISTRATION


PROGRAM FEES

Program	1st Early Bird Fee (If payment & registrations are received by 21 Sep 2017)	2nd Early Bird Fee (If payment & registrations are received by 19 Oct 2017)	Regular Fee Per Participant
(16 - 17 November 2017) Advanced Predictive Analytics	S\$2,595	S\$2,795	S\$2,895

4 WAYS TO REGISTER

 Email: admissions@claridenglobal.com

 Fax: +65 6567 4328

 Call: +65 6899 5030

 Website: www.claridenglobal.com

GROUP DISCOUNTS

Group discount of 10% for the 2nd participant from the same organization. For limited time only by 19 October 2017 register 3 participants and the 4th participant will receive a complimentary seat.

***One discount scheme applies.**

Booking Contact (Approving Manager) Mr/Mrs/Ms: _____ Job Title: _____ Department: _____ Telephone: _____ Fax: _____ Email: _____ Organization: _____ Address: _____ _____ Postal Code: _____ <input type="checkbox"/> I would like to receive more information on hotel accommodation using Clariden Global corporate rate.
--

Please register the following participant for this seminar.
(Please tick to select your seminar(s). You may tick more than one.)

1st Participant Name (Mr/Mrs/Ms): _____
 Job Title: _____ Department: _____
 Telephone: _____ Fax: _____
 Email: _____ Date of Birth: _____

2nd Participant Name (Mr/Mrs/Ms): _____
 Job Title: _____ Department: _____
 Telephone: _____ Fax: _____
 Email: _____ Date of Birth: _____


3rd Participant Name (Mr/Mrs/Ms): _____
 Job Title: _____ Department: _____
 Telephone: _____ Fax: _____
 Email: _____ Date of Birth: _____

4th Participant Name (Mr/Mrs/Ms): _____
 Job Title: _____ Department: _____
 Telephone: _____ Fax: _____
 Email: _____ Date of Birth: _____

FOR OFFICIAL USE

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3 PAYMENT METHODS

 By Cheque/ Bank Draft


 By Telegraphic Transfer


 By Credit Card

An invoice and registration confirmation will be sent within 7 days, please contact us if you have not heard from us within 7 days. Payment details will be sent together with the invoice based on your preferred payment method.


ALL PAYMENTS MUST BE RECEIVED IN ADVANCE OF THE EVENT.

VENUE AND ACCOMMODATION INFORMATION

 Grand Hyatt Hotel Singapore

 16 - 17 November 2017

 10 Scotts Road
Singapore, Republic of Singapore, 228211

 +65 6738 1234

 <https://singapore.grand.hyatt.com/en/hotel/home.html>

Accommodation is not included in the program fee but you will be entitled to use our corporate rate for your accommodation. Information will be sent along with your registration confirmation.

CANCELLATIONS AND SUBSTITUTIONS

***All cancellations must be received in written form.**

Once we have received your booking, the place(s) are confirmed. No refunds will be made for any cancellations, however, program credits of equivalent value only applicable for Clariden Global events will be provided. Credits can only be redeemed for 1 program and is valid for only one (1) year from date of issue.

Substitution with a qualified candidate is allowed by providing at least 5 working days of advance notice to Clariden Global. One time substitution is allowed with no charges. Subsequent substitutions will be charged 10% admin fee.

PLEASE NOTE: Clariden Global Pte Ltd reserves the right to change the content and timing of the programme, the speakers and the date and venue due to reasons beyond their control. If in the unlikely event that the course is cancelled, Clariden Global Pte Ltd will refund the full amount and disclaim any further liability.

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