



Smarter Business · Better Life

VIRTUAL OFFICE

Instant formal business presence
for companies

www.vOffice.com.my
cs@vOffice.com.my
+603 2726 2887



Great for Small Medium Businesses, Home based Business, Foreign Companies wanting a formal business presence in Malaysia and startups.

vOffice enables business owners and professionals to do business in the Malaysia efficiently by providing all the core office functions (Formal Office Address, Receptionist & Call Answering Service, Mail Receiving & Forwarding, Meeting Rooms & Workspaces) on a Fixed Price basis. We also offer Company Incorporation Service and Trademark Registration.

28K

Serving over 28,000 businesses worldwide

45

Locations globally & still growing

800K

Pieces of mails/ parcels handled per month

500K

Phone calls received & handled per month

Companies that trust us:





Instant formal business presence

AVAILABLE IN MONT KIARA, TTDI & SUBANG JAYA.

Our Virtual Office is not just a business address. It is a whole suite of business services to empower you to focus on doing what matter most and best and we will take care of everything else.

PLAN COMPARISON

	STARTER Address Only	SILVER Address + Mail	GOLD Address + Mail + Phone	PLATINUM Address + Mail + Phone + Call Forwarding
BUSINESS ADDRESS				
Prestigious Business Address	✓	✓	✓	✓
Receiving Mails & Parcels With WhatsApp or Email Notification	✗	✓	✓	✓
Elegant Reception Service	✗	✓	✓	✓
CALL HANDLING				
Dedicated Local Telephone Number	✗	✗	✓	✓
Professional Call Answering With WhatsApp or Email Notification	✗	✗	✓	✓
Receive Call Notification via WhatsApp / Email	✗	✗	✓	✓
Call Screening & Transfer	✗	✗	✗	✓
Personalised Voicemail	✗	✗	✗	✓
FACILITIES				
Meeting Rooms Access to our worldwide location	2 hours* Local	2 hours/mth Local	5 hours/mth Local & Global	10 hours/mth Local & Global
Hotdesking / Workstation	✗	✗	5 hours/mth	8 hours/mth
OTHER BENEFITS				
Lowest Possible Rate	✗	✓	✓	✓
Manage and view your Mails and/or Calls 24/7	✗	✓	✓	✓

*One time only

3 prestigious locations

AVAILABLE IN MONT KIARA, TTDI & SUBANG JAYA.

Pick your Virtual Office plan now at your preferred location and gain the edge over your competitor.



PLAZA MONT KIARA, KUALA LUMPUR

Plaza Mont Kiara is an impressive landmark right at the entrance of the prestigious Mont Kiara enclave, which is one of the hottest address in Kuala Lumpur. It is the one and only kind of its own and it has been coined "The Resort Office", as its unique concept of combining an office complex with resort-like facilities for a new business lifestyle.



OVAL DAMANSARA, TTDI

While there is plenty of work to be done, in this location, networks shall be formed bringing in active collaborations, creating solutions for work and fortify businesses connected to the ecosystem.



EMPIRE TOWER, SUBANG JAYA

This is our most popular center in Malaysia. Located in the best mixed development in Subang Jaya where our center form part of the Empire Shopping Gallery which you can find a 4 stars hotel, serviced apartment and office tower.

PLANS & PRICING FOR Virtual Office

	Virtual Office STARTER Address Only	Virtual Office SILVER Address + Mail	Virtual Office GOLD Address + Mail + Phone	Virtual Office PLATINUM Address + Mail + Phone + Call Forwarding
6 mo		-	1,344	1,584
12 mo	12 MONTHS PLAN RM680 499 SAVE RM181 ACTIVATION FEES ARE WAIVED	RM900 720 SAVE RM180	RM2,388 1,560 SAVE RM828	RM2,868 1,860 SAVE RM1,008
24 mo		RM1,800 1,014 SAVE RM786	RM4,776 2,358 SAVE RM2,418	RM5,736 2,838 SAVE RM2,898
36 mo		RM2,700 1,365 SAVE RM1,335	RM7,164 3,355 SAVE RM3,809	RM8,604 3,930 SAVE RM4,674

Prices shown in Ringgit Malaysia (RM) & enjoy discounted rate on selected plan (for new signup only).



CONNECT WITH 28K BUSINESSES

As a vOffice member, you will have 24/7 full access to Entreprenity, our member's only portal for all our members globally.



GLOBAL ACCESS

You have access to all vOffice Group centres globally freely and utilise your meeting room hours in anyone of them.



ELEGANT RECEPTIONIST SERVICE

Our trained Executive Assistant will greet your guests professionally to enhance your business image.

CHOOSE YOUR PLAN

PLAN	☐ STARTER - 12 months plan at only RM 499			ADD-ON SERVICES
	SILVER	GOLD	PLATINUM	
6 months	-	☐ RM 1,344	☐ RM 1,584	☐ Mail Forwarding Refundable Deposit: RM 100 Cost: Standard Postage + RM 2 Handling Fee
12 months	☐ RM 720	☐ RM 1,560	☐ RM 1,860	
24 months	☐ RM 1,014	☐ RM 2,358	☐ RM 2,838	☐ Business Identity Package With FREE business card design and printing Cost: RM 599
36 months	☐ RM 1,365	☐ RM 3,355	☐ RM 3,930	
Activation Fee: RM 199 The rates indicated above are discounted and applicable for the first time only.				

GENERAL INFORMATION

COMPANY INFORMATION	ACCOUNT OWNER INFORMATION
Company Name:	Full Name:
Nature of Business:	NRIC/Passport No:
Business Address:	Home Address:
Company Registration No:	State: Postcode:
Number of Employee(s):	Date of Birth:
Website:	Email Address:
Telephone No: Fax No:	Mobile No:

SETUP APPLICATION

CALL MANAGEMENT Contact Person (Max 2 contacts for GOLD and 6 for PLATINUM)	Contact Number (to be transferred to - PLATINUM only)	Can provide number to caller?	If unreachable, please choose ONE of the options	
			Email	WhatsApp
1.		☐ Yes ☐ No		
2.		☐ Yes ☐ No		
3.		☐ Yes ☐ No		
4.		☐ Yes ☐ No		
5.		☐ Yes ☐ No		
6.		☐ Yes ☐ No		

AFTER-HOUR CALL HANDLING OPTIONS (PLATINUM only - Please choose ONE)		MAIL HANDLING OPTIONS (Please choose ONE only)	
☐ Voicemail	Email Address:	☐ Email	Email Address:
☐ Call Divert	Landline/Mobile No:	☐ WhatsApp	Mobile No:

DECLARATION

By signing below, I hereby confirm that the given information is true and accurate. I hereby understand and accept the terms and conditions stipulated overleaf. Signature & Date:	NOTE: It is by law that we need at least a photocopy of your IC / Passport or Business Registration Form (Form 9) before we can provision this service to you. Company's Stamp/Seal (if applicable)
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Terms of Use Agreement

VIRTUAL OFFICE & OTHER BUSINESS SOLUTIONS



1.0 OPERATING HOURS

XWORK SOLUTION SDN BHD hereinafter referred as XWORK will provide the stipulated service during business hours from 9:00 am to 7:00pm Monday to Friday and XWORK will adhere to any public holidays in accordance with the Malaysian law for the state of Kuala Lumpur, Malaysia. XWORK may also declare certain business day as off day(s) provided that if XWORK were to give prior notice of at least 5 working days in advance.

1.1 COMMUNICATIONS

XWORK primary communication channel shall be via email and emails sent through XWORK Corporate Email Server to the email address provided by the Client on the registration form shall be deemed as delivered, accepted and understood from the time it is sent. It is the Client's responsibility to update XWORK with his/her latest working email address in the event of any changes differing from that stipulated in the registration form.

1.2 SALES AGREEMENT

The agreement made upon registration will be the services stipulated on your first term. Any request for modification and deviation from the original intended services without written consent from VOffice, shall not be considered and may incur additional costs. Upon renewal of your contract, services would be back to its standard package as listed on our official website.

1.3 USE OF THE ACCOMMODATION

The Client must only use the accommodation for office purposes, and only for the business stated in your Agreement or subsequently agreed with XWORK. You must not use the name VOffice, or any of its associated companies in any way in connection with your business. Booking of VOffice facilities are subject to availability.

1.4 TAKING CARE OF OUR PROPERTY

The Client must take good care of all parts of the business centre, its equipment, fittings, and furnishings used. You must not alter any part of it. You are liable for any damage caused by you or those in the business centre with your permission or at your invitation.

1.5 SUSPENSION OR TERMINATION

The Client understand that XWORK, in its sole discretion, may terminate, suspend your service(s) at any time, with or without notice(s), in relation to any outstanding invoice(s) or if any part of this Agreement is breached.

Upon such suspension or termination, you must immediately discontinue the use of our service(s) rendered to you and disclaim XWORK as your virtual office service provider. XWORK immediately reserved the rights to re-assign any services we offered to you to another party and XWORK will discard any mails, parcels, items which belong to the Client if the item is not collected after 14 days of such suspension or termination. XWORK will not be liable for any losses or claims whatsoever that may arise from such instances.

Any usage of our service(s) after such termination or suspension shall be deemed as an act of trespassing.

1.6 LIABILITY

XWORK makes no representations or warranties, express or implied, of any kind to Client or third party regarding XWORK services. XWORK shall use reasonable efforts to provide the agreed upon services however, in no event, shall XWORK be liable to Client, or any third party, for any claims for loss or damages as a result of any action or inaction by XWORK.

1.7 FRAUDULENCE USE OF SERVICE

The Client agrees that he/she will not use XWORK name, services, and premises for any illegal, fraudulent, illicit, unfit, unethical purpose. XWORK is the sole arbitrator to decide on the validity of the Client purpose of using our services. It is agreed that XWORK is not responsible for any international civil and criminal law violations on Client's part.

XWORK accepts no legal responsibility or liability for the handling of call on the Client's behalf (whether unregistered, registered, certified or insured), or for any action, event or expense associated with or arising from the handling of the calls.

The Client reserved the rights to the privacy of your mails with XWORK but it is deemed to be suspicious, we preserved the rights to unwrap or open the mail, parcel, courier or any questionable items delivered to our premises for the Client without the Client's prior agreement.

1.8 INDEMNITY

The Client indemnifies and agrees to hold XWORK harmless from and against any claims by the Client, and/or any employee, agent or invitee of the Client for any loss, damage, expense or claim, loss of information, damage or any errors including whether caused by any act or omission of XWORK.

2.0 PAYMENT TERMS

Our service to you will be auto renewed by itself at the original standard price before any discount or promotion for plan you have contracted at the end of each billing cycle unless you notify us of otherwise. Our billing system will automatically generate an invoice 21 days before the end of your plan billing cycle for the new renewal terms and the invoice shall be considered delivered and accepted by you unless inform us 72 hours after the invoice is sent to your email address on our system.

It is understood that the only way to confirm that you wish to cancel your service and obligation to us is by completing XWORK Official Service Cancellation Form which can be obtain from our website at www.voffice.com.my/cancel_my_service.pdf or by contacting us +603 2726 2887 to request for a fax copy of the cancellation form. You should receive an acknowledgement from us once we have verified and process your cancellation.

2.1 MODIFICATION OF SERVICES

XWORK may at any time modify or discontinue, temporarily or permanently, FES services (or any part of them) with or without notice and liability to anyone. Should price increases become necessary, XWORK will give the customer 21 days notice in writing / email.

2.2 CANCELLATION POLICY

Cancellation before activation of services may be eligible for a refund of up to 70%. Cancellation after activation of services and before the end of contract stated date will not be eligible for a refund. XWORK reserves the right to change the Cancellation Policy without prior notice.

3.0 CLIENT PRIVACY

XWORK guaranteed that all customers information will be kept with strict confidentiality and will not be sold or release to any 3rd party however XWORK is at its sole discretion to preserve the rights to release the Client information to a 3rd party if XWORK suspect or believe that the Client has breach any part of this Agreement.

3.1 MATTERS BEYOND OUR CONTROL

We shall not be held liable for any breach of these Terms and Conditions caused by circumstances out of our control, including fire, lightning, flood or extremely severe weather, explosion, war, disorder, industrial disputes (whether or not involving our employees) network failures, power failures or acts of local or central Government or other competent authorities.

3.2 JURISDICTION

The laws and jurisdiction of Kuala Lumpur, Malaysia shall govern any and all matters of dispute between XWORK and Client.

3.3 MISCELLANEOUS

Any telephone number assigned to Client by XWORK shall remain the property of XWORK.

It is understood that XWORK is only offering a service to you and is not affiliated nor related to the Client. XWORK will not be your guarantor and/or responsible for any loan, credits, borrowing of money. Should we receive any threat from any party that affects our employees (emotionally or physically), premises or business operation, XWORK will report the case to the Police immediately and XWORK reserved the rights to terminate your service immediately without any compensation.

XWORK may transfer our obligation to you to another location if necessary provided that XWORK give a 21 days advance notice.

XWORK may modify this Term of Use Agreement at its sole discretion and will be considered as accepted by you upon XWORK notification to you of that changes through our primary communication channel and did not receive any objection from you within 72 hours of notification.

XWORK will only provide storage of your mails, parcels or items for the time frame stipulated on the package/plan you sign up for and XWORK has the rights to discard any items not collected after that period of time plus 14 days grace period.

Any items delivered to our office via normal post, hand or courier which is not addressed clearly to the recipient or if the address differs from what we have on our records will be discarded. XWORK will certainly endeavour to identify the rightful owner but if XWORK failed to identify the recipient, we will not acknowledge the said items.

By signing below, I hereby understand and accept the terms and conditions stated here.

Signature:



Payment Details

PAYMENT BY WAY OF BANKIN-IN / TELEGRAPHIC TRANSFER

Bank	MAYBANK (MALAYAN BANKING BERHAD)
Bank Branch	DESA SRI HARTAMAS, Kuala Lumpur
Account Number	5147 2200 0213
Account Name	XWORK SOLUTION SDN BHD
Swift Code	MBBEMYKL For International Transfer Only

Please remember to fax (+603 2788 3666) or email (cs@voffice.com.my) the bank-in slip, ensuring that the following can be clearly read (1) Quotation Number, (2) Contact Number.

PAYMENT BY CREDIT CARD / PAYPAL

You may make your payment using a valid credit card through our Secured Payment Page at <https://voffice.com.my/pay>.

*There will be additional 5% for bank service charge.

PAYMENT BY WAY OF CHEQUE

Payment must be made payable to "XWORK Solution Sdn Bhd".
Please make sure you write the Quotation Number and your contact number at the back of the cheque.

Mail the cheque to: XWORK SOLUTION SDN BHD
B-5-8, Plaza Mont Kiara
Mont Kiara, 50480 Kuala Lumpur

Please be advised that all payment must be strictly paid to designated vOffice banking accounts, vOffice shall not be responsible for payment to any third party or third party banking account.