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15TH ANNUAL SHOPPING MALLS SUMMIT KUALA LUMPUR

22ND – 23RD APRIL 2026 | JW MARRIOTT HOTEL KUALA LUMPUR, MALAYSIA

WALLTOPIA ascentis vector foiltec can YARDI concept i SYBARITE

coniq viscreative SUNWAY MALLS Turner & Townsend I18MALL Lotus's AEON

lendlease THE PHOENIX MILLS LIMITED UNIBAIL RODAMCC WESTFIELD THE | MALL LUXURY OUTLETS design group VICINITY CENTRES SYM SCC

savills KING POWER SENTINEL GROUP AUSTRALIA OVERSEAS REALTY SUNWAY VELOCITY MALL SUNWAY REIT City Property BISHKEK PARK

LISBOETA MACAU ALMARASEM DEVELOPMENT Jape GROUP AUSTRALIA mk ILLUMINATION TSI HOLDINGS BOULEVARD SHOPPING MALL theLOT Retail Space Planning • Leasing

Galerias Lafayette دارالسلام هولدنجس CASUARINA SQUARE DARWIN 0810 AIK BEE GROUP SINCE 1960 PHB PELABURAN HARTANAH BERHAD Phu My Hung LANDMARK GROUP GUBAHRAN JUSTICE

EVENT OVERVIEW

Malaysia's retail landscape is undergoing a significant transformation, with malls evolving into vibrant lifestyle destinations to meet changing consumer expectations. Malls playing safe with the same templates from 20 years ago are finding it difficult to survive in Malaysia's sea of shopping malls. At the forefront of this shift is 3 Damansara, set to unveil the RM40 million Idea Live Arena. This would serve as the largest indoor arena within a Malaysian shopping mall, capable of hosting up to 5,000 attendees for large scale indoor entertainment events. Realizing that retail and F&B isn't sufficient, 3 Damansara's arena has the potential to draw in an entirely new demographic, in turn increasing footfall. Additionally, the introduction of the reconfigured 21,000 sq ft Alfresco Dining Zone will see the expansion of the malls F&B outlets to nearly 40 local and international brands. This aligns with Malaysia's F&B sector, which generated a whopping RM228.66 billion in 2023 reinforcing 3 Damansara's position as a dynamic lifestyle and dining destination.

Malls that invest in experiential features and long-term reinvention are best positioned to thrive in an increasingly competitive market. Sunway Pyramid has unveiled its expansive 300,000 sq ft OASIS wing, which will feature over 100 new stores including flagship brands Jaya Grocer & H&M Home, solidifying Sunway's dominance in Malaysia's retail landscape. In October 2024, the new IOI Rio was unveiled as part of the RM12 billion IOI Rio City integrated development. With 1,000,000 sq ft of net lettable area, the mall will feature 300 retail units as well as residential, office components and 10.93acre urban park. This goes to show that Malaysians demand for Mixed-Use malls and experience driven environments will play a key role in how upcoming malls will and should be shaped. While some malls surge ahead with innovation, others serve as cautionary tales of stagnation and misalignment with market needs. Once a retail landmark, Subang Parade now struggles to maintain relevance despite a 2016 refurbishment and a shift toward community-focused retail. During its prime in 2008, the mall used to attract 7.6 million people. The number has dropped by an alarming 35% in 2024 due to failing occupancy. Atria Shopping Gallery is suffering the same fate due to reduced footfall and increased competition.

The concept that one template works for all doesn't apply here, careful planning and consideration needs to be taken in order to deliver to the wider demographic. The question is no longer if they will fall, but when. Across Malaysia, once-iconic malls are crumbling under the weight of irrelevance, casualties of a retail landscape that waits for no one. Will your mall stand against the rising, developing competition or will it be next to join in the long list of declining malls? Join us at the **15th Annual Shopping Malls Summit**, where leading local and international experts will share real-world insights from their journeys of reinvention. Discover proven strategies, cutting-edge technologies, and thought provoking thinking that will distinguish tomorrow's retail leaders from yesterday's forgotten landmarks. In today's retail era, malls must evolve—or be left behind.

WHY YOU CANNOT MISS THIS EVENT

- Learn how to successfully reposition underperforming assets, boost footfall, and enhance customer experience
- Gain captivating insights on how to maximize next generational tools in business
- Stay Ahead of the Competition with Market-Aligned Reinvention Tactics
- Capitalizing on ancillary services to drive revenue in a big way
- Discover how to cater your shopping malls to different demographics
- Learn from leading malls that have thrived through AELs, tenant curation, tech Integration, and Placemaking

WHO SHOULD ATTEND?

This event is targeted but not limited to:

- C-Suite Officers
- Presidents & Vice Presidents
- Director & Managing Directors
- Heads & Head of Departments
- General Managers

Managers of:

- Asset Management
- Mall Operations
- Facility Management
- Leasing & Tenant Relations
- Property Development & Investment
- Retail Strategy
- Business Development
- Marketing
- Branding & Loyalty
- Customer Experience
- Architecture, Design & Placemaking
- Innovation & Digital Transformation
- Payments
- Commercial Strategy
- Experiential Retail
- Visual Merchandising
- Customer Analytics

From the following industries:

- Shopping Malls
- Real Estate Development
- Real Estate Investment Trusts (REITs)
- Retail
- Architecture
- Construction
- Facilities Management
- Solution Providers & Vendors
- Leasing
- Marketing
- Branding
- Customer Experience Agencies
- F&B Operators
- Hospitality
- Luxury Goods
- Fit-Out Contractors & Designers

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GOLD SPONSOR

WALLTOPIA

Founded in 1998, Walltopia is a global leader in Climbing and Active Entertainment. The company designs and manufactures advanced adventure attractions, blending fun with adrenaline. With the industry's largest portfolio, it has completed 2,400+ projects in 80+ countries. Headquartered in Bulgaria, with sales offices in the USA and China and four production plants, Walltopia delivers turnkey solutions from design to installation, ensuring excellence, safety, and innovation

SILVER SPONSORS

ascentis

Ascentis is an award-winning and leading technology agency specializing in enterprise customer loyalty and engagement solutions. We empower businesses to build meaningful, data-driven relationships with their customers through our comprehensive suite of membership, rewards, and marketing automation platforms. Our solutions are designed to drive customer retention, increase brand affinity, and deliver measurable business growth. With a strong focus on innovation, scalability, and seamless integration, Ascentis partners with leading brands across retail, F&B, and lifestyle industries to transform customer experiences, enhance engagement strategies, and unlock the full potential of customer data through technology-driven insights and personalized marketing solutions.

vector foiltec

ASIA PACIFIC

With more than 40 years dedicated exclusively to ETFE architecture, Vector Foiltec Asia Pacific delivers complete ETFE foil systems from early concept and engineering through fabrication, installation, and maintenance. The company has realized projects across Asia Pacific in tropical, coastal, and seismic environments, supporting lightweight and energy-conscious architecture. Its portfolio includes internationally recognized ETFE structures such as the Beijing National Aquatics Center (Watercube) and the Singapore National Stadium. Deep expertise in ETFE design enables the development of integrated envelope and steelwork solutions tailored to each project.

Contact:

<https://vector-foiltec.asia/contact-us/>

can

CAN Design is an emerging architecture and design firm based in Hong Kong. The growing team of over 50 creative minds has a proven record of award-winning design. We adopt a holistic and forward-thinking approach to integrating architecture, interiors, masterplanning, and environmental graphics, opening the design realm to infinite possibilities.

Founded in 2020 on the principles of collaboration and cross-disciplinary practice, our creative team pushes the boundaries of design by integrating Culture, Art, and Nature into our design process. We create destinations that resonate emotionally and perform commercially. Applying international expertise with a deep local perspective, we act as a strategic design partner to create spaces with soul that inspire and connect. Design with a Spark.

FOR FURTHER DETAILS, CONTACT

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TECH-TALK SPONSORS

concept i

Concept i is an award winning interior design and architecture studio globally engaged in retail, commercial, and entertainment projects. We create innovative places for living and enjoyment, crossing cultural and geographic boundaries, injecting the newest trends, technologies and materiality into our work. Our work is vibrant, always seeking fresh ways to mix human activities and uses into new style spaces. Our retail and entertainment projects receive top industry awards and recognition from our peer institutes such as ICSC, IAAPA and International Property Awards.

Visit us at www.concepti.com



Yardi has a single focus on the real estate industry and provides cloud-based software that helps real estate companies optimise their operations. Our unified platform serves as a single source of truth across asset classes and geographies, offering enhanced visibility and control through integrated AI and analytics. By streamlining investment, asset, and property management processes, Yardi's solution enables improved return on investment across your portfolio. Yardi's single integrated platform reduces the Total Cost of Ownership (TCO) while ensuring compliance with regulations and enables scalability to manage portfolios of any size or location.

Our comprehensive solution allows investment and property managers to improve efficiency, manage risks, increase revenue and gain valuable insights across office, retail, industrial, residential build to rent. With expertise in key markets across Asia Pacific, and a focus on continuous innovation, Yardi acts as a strategic partner that transforms how real estate businesses operate and succeed in a complex global environment.

SYBARITE

Founded in 2002 by Torquil McIntosh and Simon Mitchell, Sybarite was born from a creative vision and an obsession with visual storytelling that defines the world's most distinguished luxury brands.

From its global headquarters in West London and an international office in Shanghai, Sybarite unites a team of 100+ designers and creatives spanning 25+ nationalities — a collective that's ever-evolving, ever-curious, and always pushing boundaries.

Every project pulses with the energy of experiential culture — merging innovation with emotion — in the pursuit of crafting future-facing, hybrid environments that consistently set new benchmarks across retail and hospitality design. From the micro perfume bottle to the macro 350,000 m² masterplans, Sybarite's collaborations with renowned brands such as Ferrari, Moët & Chandon, and Marni, alongside global icons like Harrods, Harvey Nichols, and China's SKP, redefine the world of luxury and retail through design and immersive experience. With over 23 years of experience and nearly 3,000 projects, the studio continues to prove one thing: design has the power to inspire, connect, and transform

www.sybarite.com



10 Design is a global architecture practice built out of collaboration, imagination, and agility. With a team of 400 people working across nine global studios, we design resilient, responsible projects at all scales and complexities.

Placing priority on environmental, economic, and social responsibility, the practice's varied portfolio covers a broad range of sectors – mixed-use, retail, hospitality & wellness, civic and cultural, commercial, education and sciences, master planning and urban design, residential. Recognized as one of World's Top50 most significant architectural practices on the WA100 list, it has received over 340 international awards with its innovative and inspiring designs.

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Coniq powers customer engagement, loyalty, and AI-driven innovation for the world's leading retail destinations. Its technology enables operators to drive revenue growth by understanding, anticipating, and engaging customers in real time across multiple channels.

The Coniq platform powers over \$5 billion in annual sales for its customers, with over 30 million consumers shopping across 2,600 brands in 26+ countries worldwide. Our clients include Tanger Outlets, Cadillac Fairview, Mall of America, The Bicester Village Collection, VIA Outlets, and many others.

ASSOCIATE SPONSOR



We are a leading retail design firm based in Malaysia & Singapore, specializing in the creation of impactful and profitable retail spaces. Since our establishment in 2014, we have focused on helping clients Design Profitable Retail Spaces & Businesses. With 20 years of combined experience in retail design, we offer a range of comprehensive services, including:

1. Interior Concept Development for retail spaces & 3D Visualization to bring retail concepts to life.
2. Retail Space and Mall Planning, optimizing layouts for functionality and better customer engagement & experience.
3. Environmental Graphic Visual Designs to reinforce brand identity and create memorable retail experiences.
4. Retail Consultancy Services, providing strategic insight and retail expansion strategies for clients retail success.
5. Retail Technology Consultancy which focuses on development retail technological solutions aimed and increasing retailer profits and productivity.

Our diverse clientele includes supermarket retailers such as Jaya Grocer, lifestyle digital brands such as Nikon, and larger-scale retail projects including shopping malls for clients like Sime Darby, Ayer Berhad, Hektar REIT (Subang Parade Mall), and more.

Recognized for our excellence in retail design, we have received several accolades, including the Asia Pacific Property Awards, the Golden Bull Award, the SME 100 Award and more. Our expertise and insights have been featured in leading business media outlets such as Focus Malaysia and BFM, where we share perspectives on emerging trends in the Malaysian retail landscape.

EVENT PARTNERS



The objectives aim to advance Taiwan's shopping centers and commercial real estate by fostering their overall development and international recognition. This includes providing feedback on government policies, conducting research, and promoting best practices within the industry. Additionally, efforts are made to cultivate talent through educational programs and training, while encouraging the exchange of ideas and information both domestically and globally. Furthermore, there is a focus on coordinating participation in international conferences to enhance global engagement and collaboration in these sectors.

www.tcscre.org/

FOR FURTHER DETAILS, CONTACT

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Indonesia Shopping Center Association is a non-profit organisation consisting of Indonesian mall owners and management. As a united front, we build a strong relation among members, government, and other related parties through communication and collaboration that aim for global economic success and regional growth.

www.indonesiashoppingcenter.com



In light of the booming e-commerce industry in Hong Kong, our association will dedicate itself to serving and uniting Hong Kong's online businesses, large and small, on a non-profit basis, pooling resources to create a stable and healthy e-commerce sector. Besides assisting the industry in developing and expanding its business, in the context of global economic integration, our association will also help the industry explore business opportunities in Mainland China and overseas.

www.echhk.org/



Branding Association of Malaysia is formed into an association that caters mainly to the need of brands across Malaysia in achieving success both in the domestic and International arena. We set the runway for Malaysian brands to rise above in achieving its presence and connectivity across all continents in the world. Branding Association of Malaysia reaches out to local SME companies in bringing out their potential as a valuable brand.

new.brandingmalaysia.com/wp/



The Middle East Council of Shopping Centres & Retailers (MECSR) is the leading organization and regional trade body supporting the growth and excellence of the shopping centre and retail industry across the MENA region. For over 30 years, MECSR has connected developers, mall owners, retailers, investors, and industry professionals through high-impact events, education, insights, and strategic networking. We empower our members with market knowledge, professional development, industry recognition, and partnerships that drive business success. MECSR is expanding its scope to include the wider real estate and hospitality sectors, with a focus on residential communities, hotels, resorts, and integrated mixed-use developments, reflecting the convergence of retail, lifestyle, and destination-led development across the region. Through collaboration, innovation, and best practices, MECSR continues to shape the future of the industry locally, regionally and globally.

<https://www.mecsr.org/>

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FEATURING PRESENTATIONS AND CASE STUDIES BY DISTINGUISHED SPEAKERS



Simon Mitchell
Co-Founder
Sybarite
United Kingdom



Low Ngai Yuen
Managing Director
AEON360
Malaysia



Chivas Vinzons Alejo
Director, Leasing Special Projects
Mall of America (Triple Five Group)
United States



Mohammad Ghazanfar Ali
Chief Operating Officer- Mall and Commercial
Overseas Realty plc
Sri Lanka



Afzan Binti Abdul Aziz
Design Manager
PNB Merdeka Retail Mall SB
Malaysia
(PNB Merdeka 118 Mall)



Martin Haeger MBE
Director
HL Design Group
Malaysia



Sanjeev Sarin
Retail Director Operations North India
Phoenix Mills Limited
India



Moad, Zaidi
Director of Project Management Europe
Unibail-Rodamco-Westfield
France



Siti Norman
Director, BIM & Technology
Turner & Townsend
Singapore



Melissa Wong
Vice President- Tenancy
Resorts World Genting
Malaysia



Thanusrapee Sa-Nguansup (Noo)
Vice President
King Power Corporation
Thailand



Alec Wong
Managing Director
Concept i
China



Ben Chesser
CEO & Founder
Coniq
United Kingdom



Daniel Boyle
Centre Manager – Chadstone
Vicinity Centres PM Pty Ltd
Australia



Bryan Tan
Chief Executive Officer
Ascentis Pte Ltd/Ascentis Sdn Bhd
Singapore and Malaysia



Jamie Tan
Managing Director
JLL
Malaysia



Anoop Gopal
Senior VP & Head – Oasis Malls
Landmark Group
United Arab Emirates



Trevor Hill
General Manager, The Exchange TRX
Lendlease
Malaysia



Christine Hong Barbosa
Vice President of Marketing & Retail Development
Macau Theme Park Resort – Lisboeta Macau
China



Hew Wei Tyng
Director of Operations, Sustainability & ESH Technical Services
Sunway Malls
Malaysia



Pamy Wong
CEO Visata Creative
Visata Creative Pte Ltd
Malaysia



Andrea Boris Hipeco
Head of Leasing Europe
Multi Corporation
Netherlands



Chin Yong Ng
Design Principal – Retail
10 Design
China



Samo Pedersen
Head of Business Development Middle East & Asia / Lead Associate Architect
ECE
Germany



Matthew G. Penrose
Executive Vice President
Vector Foiltec
Asia-Pacific



Jose Miso
Studio Director
Ippolito Fleitz Group
China



Stephen Chow
Managing & Creative Director
CAN Design
Hong Kong



Teges Prita Soraya
Director - Head of Operating Asset at NWP property (a Warbug Pincus portfolio Company)
PT.Nirvana Wastu Pratama
Indonesia

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CONFERENCE AT A GLANCE

Day One: Wednesday, 22nd April 2026

0800 Registration & Coffee

0850 Opening Keynote Address

0900 Plenary One

Increasing Value of Commercial Real Estate through Immersive, Interactive, and Innovative Retail

Chivas Vinzons Alejo, Director, Leasing Special Projects, **Mall of America (Triple Five Group), United States**

0945 Plenary Two

Redefining food in malls: Driving market share, spend and dwell time through curation of mix, service, and technology

Daniel Boyle, Centre Manager – Chadstone, **Vicinity Centres PM Pty Ltd, Australia**

1030 The Speed Networking - The Mad Minutes!

Fun and fast, this networking activity is a great opportunity to grow your connections

1100 Morning Refreshments

1130 Plenary Three

Unlocking Value in Shopping Center Development: Strategies to Maximize Real Estate Margins, Enhance Leasing Performance, and Future-Proof Asset Management

Moad, Zaidi, Director of Project Management Europe, **Unibail-Rodamco-Westfield, France**

1215 Plenary Four

From Catchment to Cashflow: A Data-Led Model to build ERVs for the Next Generation of

Andrea Boris Hipeco, Head of Leasing Europe, **Multi Corporation, Netherlands**

1300 Networking Luncheon

Stream 1 - Mall Design	Stream 2 - Mall Technology	Stream 3 - Mall Retailtainment
<p>1400 Session One Design That Sells – How Strategic Retail Design and Spatial Storytelling Drive Footfall, Dwell Time, and Sales Performance Alec Wong, Managing Director Concept i, China</p>	<p>1400 Session One Destination centers – Transforming Malls into a relevant community Hub Anoop Gopal, Senior VP & Head – Oasis Malls, Landmark Group, United Arab Emirates</p>	<p>1400 Session One (Tech Talk) For Asia put a topic of AI Personalisation: Unlocking the Shopping Malls New Superpower Ben Chesser, CEO & Founder Coniq, United Kingdom</p>
<p>1440 Session Two How ETFE Delivers High Performance, Lightweight, Structurally Efficient and Sustainable Shopping Malls & Leisure Projects Matthew G. Penrose, Executive Vice President, Vector Foiltec, Asia-Pacific</p>	<p>1440 Session Two What Happens If Engineers Run Your Mall? Bryan Tan, Chief Executive Officer Ascentis Pte Ltd/Ascentis Sdn Bhd, Singapore and Malaysia</p>	<p>1420 Session Two How to successfully reposition underperforming assets, boost footfall, and enhance the customer experience Mohammad Ghazanfar Ali, Chief Operating Officer- Mall and Commercial, Overseas Realty plc, Sri Lanka (Havelock City Mall)</p>
<p>1520 Afternoon Refreshments</p>	<p>1520 Afternoon Refreshments</p>	<p>1500 Afternoon Refreshments</p>
<p>1550 Session Three The Future of experience and design. Simon Mitchell, Co-Founder Sybarite, United Kingdom</p>	<p>1550 Session Three Using Immersive Design to Curate Retail Experiences Siti Norman, Director, BIM & Technology Turner & Townsend, Singapore</p>	<p>1530 Session Three Activating Urban and Retail Spaces with Multi-Sports Hubs That Inspire Connection and Wellbeing Sanjeev Sarin, Retail Director Operations North India, Phoenix Mills Limited, India</p>
<p>1630 Session Four Designing for changes: How Retail Malls Can Stay Relevant in the Next Decades Chin Yong Ng, Design Principal – Retail 10 Design, China</p>	<p>1630 Session Four AI Meets Style – Transforming Apparel Design Through Real-Time Consumer Engagement (Speaker to be Advised)</p>	<p>1610 Session Four (Topic to be advised) Next-Gen Mall Strategy: Driving Footfall Through Experiences, Not Discounts Waltopia's Session</p>
<p>1710 Session Five (Topic to be Advised) Rethinking the Floorplan – Strategic Rezoning and Remerchandising to Maximize Mall Performance and Tenant Synergy Stephen Chow, Managing & Creative Director, CAN Design, Hong Kong</p>	<p>1710 End of Day One</p>	<p>1650 End of Day One</p>
<p>1750 End of Day One</p>		

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Day Two: Thursday 23rd April 2026

0800 Registration & Coffee

0850 Opening Keynote Address

0900 Plenary One

Mix Use in the Era of Adaptive Storyworlds

Samo Pedersen, Head of Business Development Middle East & Asia / Lead Associate Architect, **ECE, Germany**

0945 Plenary Two

Creating a Dynamic Retail Environment Through Strategic Partnerships

Trevor Hill, General Manager, The Exchange TRX, **Lendlease, Malaysia**

1030 Morning Refreshments

1130 Plenary Three

Elevating the Retail Horizon: From Transactional Spaces to Experiential Destinations

Melissa Wong, Vice President- Tenancy, **Resorts World Genting, Malaysia**

1215 Plenary Four

Case Study: Wuxi MixC Mall

Jose Miso, Studio Director, **Ippolito Fleitz Group, China**

1300 Networking Luncheon

Stream 1 - Mall Revitalization	Stream 2 - Mall Infrastructure	Stream 3 - Mall Marketing
<p>1400 Session One Reinventing Retail Spaces through conscious Community Led and Culturally Grounded narratives Martin Haeger MBE, Director HL Design Group, Malaysia</p>	<p>1400 Session One Real Time AI Surveillance for Recognition and Management of Potential Threats Hew Wei Tyng, Director of Operations, Sustainability & ESH Technical Services, Sunway Malls, Malaysia</p>	<p>1400 Session One Expanding Live Initiatives in Shopping Malls: Diversifying Offerings for Community Engagement Christine Hong Barbosa, Vice President of Marketing & Retail Development, Macau Theme Park Resort – Lisboaeta Macau, China</p>
<p>1440 Session Two Reimagining Retail Assets: Repurposing, Revitalising and Driving Cash Flow in Malaysia's Malls Jamie Tan, Managing Director JLL Malaysia</p>	<p>1440 Session Two Optimizing Surveillance Technology: Enhancing Real-Time Monitoring and Post-Incident Analysis Thanus Rapee Sa-Nguansup (Noo), Vice President, King Power Corporation, Thailand</p>	<p>1440 Session Two Power in the Niche - Activating Malls Through Strategic KOL Collaborations Teges Prita Soraya, Director - Head of Operating Asset at NWP Property (a Warburg Pincus portfolio Company), PT.Nirvana Wastu Pratama, Indonesia</p>
<p>1520 Afternoon Refreshments</p>	<p>1520 Afternoon Refreshments</p>	<p>1520 Afternoon Refreshments</p>
<p>1550 Session Three Guidelines with Soul: Elevating Mall Experience Through Design Governance Afzan Binti Abdul Aziz, Design Manager PNB Merdeka Retail Mall SB, Malaysia (PNB Merdeka 118 Mall)</p>	<p>1550 Session Three Brand Collaboration in Leasing: Creating Innovative Retail Spaces (Speaker to be Advised)</p>	<p>1550 Session Three From Reacting to Anticipating: Agentic Commerce and the New Mall Journey Low Ngai Yuen, Managing Director AEON360, Malaysia</p>
<p>1630 Session Four Designing Retail Spaces that Engage, Excite & Energise the Community Pamy Wong, CEO Visata Creative Visata Creative Pte Ltd, Malaysia</p>	<p>1630 Session Four To Flush or Not to Flush: Enhancing Mall Toilets & Their Layouts (Speaker to be Advised)</p>	<p>1630 Session Four Paving the Way: Smart Parking Solutions for Enhanced Efficiency and Experience (Speaker to be Advised)</p>
<p>1710 End of Conference</p>	<p>1710 End of Day One</p>	<p>1710 End of Conference</p>

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COMPANY DETAILS

Name	Industry
Address	
Postcode	Country
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ATTENDEE DETAILS

1	Name	Job Title
	Tel	Email
2	Name	Job Title
	Tel	Email
3	Name	Job Title
	Tel	Email
4	Name	Job Title
	Tel	Email
5	Name	Job Title
	Tel	Email

APPROVAL

NB: Signatory must be authorised on behalf of contracting organisation.

Name	Job Title
Email	
Tel	Fax
Authorising Signature	

REGISTRATION FEES

	Corporate
End of February 2026	USD 2195 + 8% SST (Per Delegate)
End of March 2026	USD 2495 + 8% SST (Per Delegate)
1st April 2026 onwards	USD 2995 + 8% SST (Per Delegate)
All options inclusive of delegate pack, luncheon and refreshments.	

PAYMENT METHODS

Payment is due in 5 working days. By Signing and returning this form, you are accepting our terms and conditions.

Bank Transfer

Credit Card

REGISTER NOW

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Take a Snapshot or Scan and Email us

TERMS & CONDITIONS

- The course fee is inclusive of the event proceedings, materials, refreshment and lunch.
- Upon receipt of the complete registration form, invoice will be issued. Trueventus request that all payments be made within 5 working days of the invoice being issued. Full payment must be received prior to the event. Only delegates that have made full payment will be admitted to event. Clients are responsible for their own banking fees and banking fees will not be absorbed into the booking price.
- Substitution & cancellations policy. Should the registered delegate is unable to attend, a substitute delegate is welcome at no extra charge. Written notifications of all substitutions is required 5 working days prior to the event. Trueventus contracts carry 100% full liability upon receipt of registration. Non payment does not constitute cancellation. A 100% of cancellation fee will be charged under the terms outlined below. Due to limited event seats, Trueventus agrees to book and confirm the seat for the client upon issuance of invoice. Upon signing of this contract, client agrees that in case of dispute or cancellation of this contract Trueventus will not be for total contract value. If a client does not attend the event without written notification at least 5 working days prior to the event date, he/she will be deemed as no show. A no show at the event still constitutes that the client will have to pay the invoice amount that was issued to them. Trueventus does not provide refunds for cancellations. By signing this contract the client also agrees that if they cancel that Trueventus reserves the right to pursue monies owned via the use of local debt collection agency were the client is situated. Furthermore the client will be held liable for any costs incurred in collection of outstanding monies. When any cancellations are notified in writing to Trueventus 5 working days prior to the event, a credit voucher will be issued for use in future Trueventus events.
- Trueventus will at all times seek to ensure that all efforts are made to adhere to meet the advertised package, however we reserve the right to postpone, cancel or move a venue without penalty or refunds. Trueventus is not liable for any losses or damages as a result of substitution, alteration, postponement or cancellation of speakers and / or topics and / or venue and / or the event dates. If force majeure were to occur Trueventus accepts no responsibility or liability for any loss or damage caused by events beyond their control, including but not restricted to strikes, war, civil unrest, flight delays, fire flood, or any adverse weather conditions. Trueventus is not liable in the event that a participant is exposed or is infected by Covid 19. Trueventus under no circumstances is liable for any other costs that might have been incurred in the attendance of the event, including but not limited to flights, accommodation, transfers, meals etc. Trueventus reserves the right to replace / change speakers in the best interest of the conference.
- Upon receiving this signed booking form, you the client hereby consent to Trueventus to keep your details for the use of future marketing activities carried out by Trueventus and third party organisations & partners.
- Copyright and Intellectual Property. Any redistribution or reproduction of part or all of the contents in any form in connection to this event is prohibited without prior written consent by Trueventus.
- Client hereby agrees that he/she exclusively authorizes Trueventus charged the credit card with details listed above for the amount provided herein; this registration form serves as a contract that is valid, binding and enforceable. He/she at any time will have no basis to claim that the payments required under this Contract are unauthorized, improper, disputed or in any way. Upon issuance of invoice Trueventus will be charging the client USD 30 processing fee.
- All Trueventus events are held in a classroom or theater format.
- All Trueventus events are held at either 5 or 4 Star Hotels.
- All payment must be directed to Trueventus in full prior to the event. Any company's participating in National training schemes such as HRDC Scheme and are applying grants you must first pay Trueventus and upon you receiving the grant you will be refunded this amount back. Failure to pay prior to the event can result in your company being blocked from joining the conference.
- All transaction charges, withholding taxes, local taxes, or currency exchange issues will be strictly absorbed by sender. Trueventus reserves absolute right to refuse admission of participant/s to the event should invoice amount is not received in full.



HRDC claimable under SBL KHAS scheme
HRDC Approved Training Provider Reg No: 889325K
(Applicable for Malaysia only)

FOR FURTHER DETAILS, CONTACT

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