



Version Date: Sept 25th 2025

ANNOUNCEMENT:

We have newly launched HR2000 iPayroll (web-based) system! HR2000 i-Payroll is a web-based Employee Self-Service (ESS) system that simplifies the processes of e-Payroll, e-HR, e-Leave, e-Claim, e-TMS and e-Appraisal. ESS feature allows employees and department managers to apply and manage leave and claim transactions.

QUICK PAY / QUICK STAFF / QUICK TMS / E-OFFICE customers should migrate to HR2000 iPayroll system for future feature enhancements.

Definitions:

HR 2000 SDN BHD (“HR2000”, “we”, “our”, or “us”) is committed to carry out our obligations to ensure customers data safety and application reliability and performance.

HR2000 provides **windows-based** software solution, Quick Pay / Quick Staff / Quick TMS (the 'Services'), to the Customer in accordance with the terms and conditions outlined in this agreement

“Customer” shall mean the organization (company or other legal entity) that is receiving our Services pursuant to HR2000’s general terms and conditions of services.

SERVICE LEVEL AGREEMENT

1. Purpose

This Service Level Agreement (SLA) describes the standard level of service customers can expect from HR2000. This SLA attempts to quantify the levels of service that customer of HR2000 can expect, and the remedies we offer in case HR2000 fails to provide service at those levels.

2. HR2000 is Committed in Providing:

- **E-mail & phone support response time** is guaranteed within 60 minutes (exclude peak hours) and available within HR2000 standard business day.
- Regular **software updates** included system stability improvements, bug fixes, system security fixes, new and/or enhanced features, and further improvements to performance. HR2000 retains the right to modify the frequency of features release availability at its discretion.
- **Service Availability & Response Time:** Telephone and e-mail support (Mon – Fri) 9:00 am to 5:45 pm (except Lunch hour 12:45pm-1:45pm) - excluding State & Public holidays. All reports of Incidents must be made to HR2000 by customer’s Authorized Contact(s) either via e-mail or telephone.
- HR2000 is committed to protecting your privacy. Authorized employees within the company on a need-to-know basis only use any information collected from individual customers.
- The following services are available upon customers’ request and subject to additional fees:
 - Re-fresher Software training
 - Re-installing the SERVICES into customers computing environment
 - Payslip Customization
 - Database Conversion



3. Your Account

If you use the SERVICES, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password. You must submit accurate salary/wage and payroll information to Service during the enrollment process. Thereafter, you shall timely and accurately update all wage and payroll information as necessary to reflect changes. It is your responsibility to submit complete and accurate information to the Service and to remit the fees due in connection with the Service. It is your responsibility to check that statutory contributions and banking files are calculated accurately.

During support of your usage, you may need to furnish some information to ease troubleshooting. The data we asked should be relevant to troubleshoot and fix your issue in using the SERVICES.

4. Disclaimer of Warranties and Limited Liability

The service is made available "AS IS" and "AS AVAILABLE". Your use of the Service is entirely at your own risk. HR2000 disclaims all other warranties, express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose, for the service and all accompanying written materials. HR2000 is not liable for damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss arising out of use or inability to use the service.

5. Notification of Changes

HR2000 reserves the right to change the terms of this policy, at our sole discretion, to ensure that it is consistent with our future developments, industry trends, and/or any changes in legal or regulatory requirements. Notices to you regarding any modifications to this policy may be sent to you through email or ordinary mail. Any modifications to our policy will be announced on our website and other important pages. Therefore, it is suggested that you frequently read this declaration.



TERMS & CONDITIONS

Introduction:

These terms and conditions govern your use of these SERVICES; by using the SERVICES, you accept these terms and conditions in full.

1. Privacy Statement

HR2000 is committed to protecting your privacy. Authorized employees within the company on a need-to-know basis only use any information collected from individual customers. We constantly review our systems and data to ensure the best possible service to our customers.

2. Trademarks & Copyright

iPayroll.com.my / iLoginHR.com / HRserver.com.my / Quick Pay / Quick Staff / Quick TMS are trademarks of HR2000. HR2000's trademarks may not be used in connection with any product or service that is not of HR2000 in any manner that is likely to cause confusion among customers. All trademarks not owned by HR2000 that appear on this WEBSITES are the property of their respective owners. All content included on the site, such as text, graphics, logos, button icons, images, audio clips, digital downloads, data compilations, and software, is the property of HR2000. All software used on this site is the property of HR2000 or its software suppliers and is protected by Malaysian and international copyright laws.

3. Confidentiality & Personal Data Protection Act 2010

HR2000 respects the privacy of individuals with regard to personal data and is committed to protecting the privacy of our users, and strives to provide a safe, secure user experience. Client records are regarded as confidential and therefore will not be divulged to any third party. We will not sell, share, or rent your personal information to any third party.

4. Prohibitions

You must not misuse this SERVICES. You will not: commit or encourage a criminal offense; transmit or distribute a virus, trojan, worm, logic bomb or any other material which is malicious, technologically harmful, in breach of confidence or in any way offensive or obscene; hack into any aspect of the Service; corrupt data; cause annoyance to other users; infringe upon the rights of any other person's proprietary rights; send any unsolicited advertising or promotional material, commonly referred to as "spam"; or attempt to affect the performance or functionality of any computer facilities of or accessed through this SERVICES.



5. Customer Responsibilities

Customer acknowledges that they are solely responsible for the security of their account, including but not limited to, the protection of their login credentials, access to the service, and any data or information stored or processed within the service. Customer agrees to implement reasonable security measures to prevent unauthorized access to their account and data, including, but not limited to, using strong passwords, regularly updating their systems, and being vigilant against phishing and social engineering attacks. Customer is responsible for all activities that occur under their account.

HR2000 will no longer provide support for obsolete or unsupported Windows operating systems, including Windows XP, Windows Vista, and Windows 7. To ensure security, stability, and full compatibility with our products and services, we recommend upgrading to a currently supported version of Windows.

6. Breaches of these terms and conditions

Without prejudice to HR2000 other rights under these terms and conditions, if you breach these terms and conditions in any way, HR2000 may take such action as HR2000 deems appropriate to deal with the breach, including suspending your access to the SERVICE, prohibiting you from accessing the SERVICES, blocking computers using your IP address from accessing the SERVICES.

7. Force Majeure

Neither party shall be liable to the other for any failure to perform any obligation under any Agreement which is due to an event beyond the control of such party including but not limited to any Act of God, terrorism, war, Political insurgence, insurrection, riot, civil unrest, act of civil or military authority, uprising, earthquake, flood or any other natural or man-made eventuality outside of our control, which causes the termination of an agreement or contract entered into, nor which could have been reasonably foreseen. Any Party affected by such event shall forthwith inform the other Party of the same and shall use all reasonable endeavors to comply with the terms and conditions of any Agreement contained herein.

8. Software License Agreement

Each software license issued by HR2000 grants the customer a limited, non-exclusive, and **non-transferable** right to use the software solely for internal business purposes. The software is licensed, not sold, and all ownership and intellectual property rights remain with HR2000. Licenses may not be transferred, resold, rented, or sublicensed to any third party.



9. Annual Maintenance Contract & Fees

The SERVICES will be updated and maintained by HR2000. HR2000 retains the right to modify the frequency of features release availability at its discretion. Future software additions, such as revisions to the employment act or statutory board, bank format, and year-end reporting, require an annual maintenance contract. This agreement will automatically be renewed annually after the first term ends, provided that one month's notice is given beforehand. Either party may terminate the maintenance contract agreement by providing written notice before the actual contract expiration date.

HR2000 maintains the right to amend maintenance fees with at least one (1) month's written notice. A number of causes, such as rising operational costs, inflation, or shifts in third-party service provider fees, may necessitate such alterations.

10. Redemption of Training Sessions

All Training session must be redeemed within 90 days period starting on the invoice date. Otherwise, the user is deemed to have been trained.

11. Redemption of Plug-In Module

Every supplied PLUG-IN module must be redeemed within the warranty period starting on the invoice date.

The following PLUG-IN services are available upon customers' request and subject to additional fees:

- Poller Installation
- Payslip Customization
- Database Conversion

12. Indemnity

You agree to indemnify, defend and hold harmless HR2000, its directors, officers, employees, consultants, agents, and affiliates, from any and all third-party claims, liability, damages and/or costs (including, but not limited to, legal fees) arising from your use the SERVICES or your breach of the Terms of Service.

13. Notification of Changes

HR2000 reserves the right to change the terms of this policy, at our sole discretion, to ensure that it is consistent with our future developments, industry trends, and/or any changes in legal or regulatory requirements. Notices to you regarding any modifications to this policy may be sent to you through email or ordinary mail. Any modifications to our policy will be announced on our website and other important pages. Therefore, it is suggested that you frequently read this declaration.

HR 2000 SDN BHD (475163-M)