Case Study

Building a High-Performing Offshore Project Team in Malaysia

Australia Edition

FastLaneRecruit Building Teams, **Powering** Growth

Contents

FastLaneRecruit Building Teams, **Powering** Growth

About FastLane

Fastlane Group, established in 2013, began as an innovative accountancy and advisory firm specializing in supporting SMEs, entrepreneurs, startups, high-growth companies, and businesses expanding globally. With a commitment to combining technology and expertise, we have consistently delivered best-in-class services, ensuring our clients in Hong Kong meet their financial and compliance needs, allowing them to focus on their core business objectives.

As the business landscape evolves, so have we. Recognizing the growing demand for flexible and cost-effective talent solutions, we have established FastLaneRecruit to assist clients with recruitment and building remote teams in Southeast Asia. This expansion allows our clients to access high-quality talent while benefiting from our comprehensive support in HR advisory, payroll administration, and compliance, helping them scale their businesses efficiently and confidently in a competitive environment.

Our Purpose

At FastLaneRecruit, our purpose is to empower businesses to achieve their full potential by delivering innovative and reliable recruitment and Employer of Record (EOR) solutions. We are dedicated to assisting our clients in building and managing remote teams in Southeast Asia, providing access to a diverse talent pool while ensuring seamless HR, payroll, and compliance management. Through our expertise and advanced technology, we strive to be the trusted partner that enables businesses to scale efficiently, reduce costs and focus on their strategic growth.

Our Mission

Our mission is to empower businesses to grow and thrive by providing innovative, reliable, and cost-effective recruitment and Employer of Record (EOR) solutions. We are committed to helping our clients navigate the complexities of talent acquisition and management, ensuring that they can build and scale their teams with confidence, efficiency, and compliance. Through our expertise and dedication, we aim to be the trusted partner for companies seeking to expand their capabilities and achieve long-term success in a competitive global market.

Our Principles

- **Client-Centric Focus**: Tailored solutions to address client-specific challenges.
- **Integrity and Transparency**: Uphold the highest standards in all interactions.
- **Innovation and Excellence**: Continuous improvement and adoption of the latest technology.
- **Collaborative Partnership**: Foster strong partnerships both within our team and with clients.
- **Responsiveness and Agility**: Adapt quickly to the evolving needs of clients and the market.

Our Values

- **Commitment to Quality**: Deliver high-quality services that exceed client expectations.
- **Respect and Integrity**: Treat everyone with respect and act with honesty.
- **Innovation**: Continuously seek innovative solutions.
- **Customer Focus**: Prioritize client needs and provide tailored solutions.
- **Collaboration**: Value teamwork and collaboration to achieve common goals.
- **Responsiveness**: Ensure timely and effective solutions.
- **Excellence**: Pursue excellence in all aspects of our work.

Get in Touch

For more information or to contact FastLane Group on Company Formation, please email:

enquiry@fastlanerecruit.com

Disclaimer

Information provided by our recruitment agency is general and without guarantees. Employers are responsible for their own assessments and due diligence when hiring. Our agency is not liable for any actions taken based on this information.

Building Offshore Project Team in Malaysia For Australian Companies

Traditional outsourcing models frequently fall short because they often lack the seamless integration, control, and reliability that modern organisations require. While outsourcing was once the norm, forward-thinking companies are now moving towards more strategic and cohesive solutions. They focus on building dedicated offshore teams that closely align with their internal workflows, rather than relying on temporary or ad-hoc hires.

This trend is driving greater interest in offshore team development in cost-effective and strategically located markets like Malaysia.

At FastLaneRecruit, we offer this intelligent, future-proof approach. We assist Australian companies in establishing dedicated, high-performing offshore project teams in Malaysia, functioning as a true extension of their core business without the complications of setting up a local entity. Our end-to-end offshore staffing service is structured around three key phases:

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Stage 1: Build the Right Team
We source and recruit talented professionals who fit your company's culture, values, and operational needs.

Stage 2: Set Up a Functional Workspace
We provide your offshore team with a modern, compliant work environment designed to foster productivity and collaboration.

Stage 3: Equip and Enable Your Team
We deliver the necessary tools, training, and ongoing support to empower your team to perform effectively and add measurable value.

Partnering with us enables Australian companies to drive sustainable growth, enhance operational flexibility, and realise significant long-term cost efficiencies while maintaining the high-quality service their clients expect.

1. Stage 1: Build the Right Team

1.1 Talent Sourcing
To establish a high-performing offshore project team for Australian companies, we start with an in-depth consultation to understand your project scope, delivery model, and workflow requirements. We identify the critical project roles needed to support your operations — from entry-level coordinators and technical specialists to experienced project managers and cross-functional leads who align with both internal teams and client-facing activities.

We then tap into our robust recruitment network in Malaysia, developed through long-standing partnerships and trusted talent pipelines within the project management sector. Every candidate undergoes a rigorous screening and assessment process to ensure they meet the skill level, cultural alignment, and performance expectations of Australian businesses.

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1.1.1 Essential Roles for a High-Performing Project Team
1. Project Administrator (0-2 years)

Project Administrators assist Project Managers by managing coordination tasks such as scheduling, documentation, and tracking project progress. They help prepare reports, handle project communications, and maintain documentation using tools like MS Project, JIRA, or Asana. These roles are frequently outsourced to offshore teams in countries like Malaysia or the Philippines to reduce administrative burden while ensuring projects remain organised and compliant with Australian standards.

2. Project Officer (1-3 years)

Project Officers take a hands-on role in managing daily project activities. They support risk monitoring, maintain issue logs, and facilitate timely communication between stakeholders. Often involved in budgeting assistance, procurement follow-ups, and stakeholder coordination, offshore Project Officers help Australian businesses streamline execution and ease the workload of onshore teams.

3. Project Analyst / PMO Analyst (3-5 years)

Project Analysts offer essential analytical and governance support to the Project Management Office (PMO). Their duties include tracking project KPIs, analysing cost data, preparing progress updates, and optimising delivery processes. Offshore PMO Analysts play a key role in maintaining compliance with methodologies like PRINCE2 or AgilePM, providing cross-project visibility, reporting, and resource management.

4. Project Manager (5-8 years)

Project Managers oversee end-to-end delivery of projects for Australian companies, handling planning, budgeting, team leadership, and stakeholder engagement. Offshore Project Managers often integrate within Agile teams or hybrid setups, ensuring milestones are achieved and reporting directly to Australian stakeholders. They manage cross-functional teams and tailor delivery approaches such as Agile or Waterfall to meet client or project requirements.

5. Program Manager (8-12+ years)

Program Managers are responsible for overseeing large-scale programs or portfolios comprising multiple projects. They manage budgets, timelines, and ensure strategic alignment across various departments and locations. For Australian firms, senior offshore managers collaborate closely with local leaders to ensure delivery complies with regulatory, operational, and quality standards. They also mentor project managers and act as escalation points for critical issues.

1.1.2 Key Evaluation Criteria We Look For When Hiring Offshore Project Team Members for Australian Companies

For Australian businesses looking to build offshore project teams in Malaysia, success depends on selecting professionals who can uphold delivery excellence, support cross-border coordination, and operate effectively in fast-paced, detail-driven project environments. Below are the key criteria we use to evaluate top-tier project talent for Australian-led initiatives:

Relevant Experience in Supporting Project Teams for Australian Operations

Australian companies need project professionals who are structured, adaptable, and proactive. Ideal candidates bring hands-on experience in supporting local and offshore project delivery, including:

- Coordinating project schedules, organising virtual stand-ups, and facilitating milestone tracking across time zones.
- Preparing project documentation, progress reports, and presentation materials that align with internal and client-facing standards.
- Managing documentation workflows for compliance, procurement, vendor engagement, or onboarding in line with Australian frameworks.
- Familiarity with typical project templates, delivery standards, and stakeholder reporting expected in Australian project environments.

Strong English Communication (with Bonus Bahasa or Mandarin Proficiency)

Clear communication is essential for project collaboration across borders. The ideal offshore team member should demonstrate:

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- Excellent written and verbal English skills for managing project documentation, stakeholder updates, and issue tracking.
- Familiarity with Australian business communication norms—direct, concise, and outcomes-focused.
- Bonus fluency in Bahasa Malaysia or Mandarin, which can be valuable for regional collaboration or diverse project teams.
- High attention to detail in preparing reports, action items, and meeting minutes to ensure clarity and accountability.

Understanding of Australian Project Culture and Delivery Standards

Australian project environments value accountability, transparency, and results. Offshore candidates should show:

- Awareness of project governance practices common in Australia, including project gate reviews, risk tracking, and issue logs.
- Respect for confidentiality and compliance, particularly in regulated industries like finance, construction, or healthcare.
- Capacity to work under pressure during deadlines, reporting cycles, or stakeholder escalations.
- Self-sufficiency in managing daily project responsibilities while ensuring high standards of delivery and collaboration.

Technical Proficiency and Familiarity with Project Tools

Offshore project team members should be comfortable using the digital tools Australian teams rely on. Key tools include:

- Microsoft Office Suite (especially Excel for tracking and PowerPoint for reporting).
- Project and collaboration platforms such as Microsoft Teams, Zoom, and Slack.
- Cloud-based file management using SharePoint, OneDrive, or Google Drive.
- Project management software like JIRA, MS Project, Trello, Asana, or Monday.com for issue tracking and progress monitoring.

Reliability, Initiative, and Ownership Mentality

Offshore project professionals must be dependable, proactive, and delivery-focused. We prioritise candidates who:

- Can manage their time effectively across time zones and deliver updates without constant oversight.
- Take initiative to flag risks, suggest improvements, and take responsibility for tasks beyond their scope.
- Have a consistent record of meeting deliverables, collaborating remotely, and maintaining stakeholder confidence.
- Come with strong references and demonstrate cultural alignment with Australian business values.

Experience in Remote Work and Cross-Border Collaboration

With many Australian companies embracing hybrid models, offshore project staff must excel in remote delivery. We look for:

- Experience working remotely on project teams, with consistent availability and responsiveness.
- Ability to maintain visibility through status reports, shared project trackers, and documentation updates.
- Competence in using digital tools for coordination, risk management, and stakeholder communication.
- Independence and discipline in delivering project outcomes while staying aligned with Australian teams.

1.2 Employer of Record (EOR) Services

After selecting the ideal project support professionals, we onboard them through FastLaneRecruit's local Employer of Record (EOR) solution. This approach provides a legally compliant hiring framework, allowing Australian companies to engage project management professionals in Malaysia without the need to set up a local entity.

Under this model, FastLaneRecruit becomes the official legal employer of your offshore team in Malaysia. While we take care of local employment obligations, your Australian company retains full control over daily operations, performance management, and ensuring workflows align with your internal standards.

Here's how the EOR model works:
- **Operational Control:** You define job responsibilities, select candidates, and manage their daily tasks in accordance with your Australian business needs.
- **Local Compliance:** We handle the issuance of employment contracts compliant with Malaysian law, register employees with relevant statutory bodies (EPF, SOCSO, EIS), and oversee compliant onboarding procedures.
- **Payroll & HR:** We manage all payroll activities, including payslip processing, statutory contributions, and leave administration, freeing you from local employment complexities.
- **HR Support:** As the official employer, FastLaneRecruit provides ongoing HR assistance, manages employee relations, and ensures adherence to Malaysian labour laws.
- **Risk Management:** Our EOR framework removes the necessity for your company to register a local entity, significantly reducing legal exposure and operational risk.

This model is an ideal solution for Australian companies looking to expand their operations efficiently and compliantly. With FastLaneRecruit, you can quickly establish your offshore project team while focusing on delivering excellent client service, as we handle the compliance and HR responsibilities behind the scenes.

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1.3 Payroll & Compliance Management

At FastLaneRecruit, we handle every aspect of payroll and employment compliance for your Malaysian offshore team, ensuring processes are timely, accurate, and fully compliant with local laws, aligned with best HR practices.

Our service covers comprehensive compensation management, including statutory deductions, tax filings, and meticulous HR record maintenance. This approach safeguards your company's reputation, supports employee satisfaction, and guarantees transparent, on-time payments.

1.3.1 Key Components and How We Execute Them

We start with precise monthly payroll processing, calculating gross salaries, relevant deductions, and net pay. Using secure payroll systems, we factor in bonuses, allowances, and overtime according to Malaysian labour regulations. Each payroll cycle is thoroughly reviewed to ensure accuracy and consistency.

We oversee all mandatory contributions, including:

- **EPF (Employees Provident Fund):** Malaysia's retirement savings scheme, comparable to Australia's superannuation system, with contributions from both employer and employee.
- **SOCSO (Social Security Organisation):** Provides coverage for work-related injuries and illnesses.
- **EIS (Employment Insurance System):** Offers temporary income support for unemployed workers, similar to Australia's unemployment benefits.
- **Income Tax (PCB):** Malaysia's monthly tax withholding system, with submissions made to the Inland Revenue Board (LHDN).

We also produce detailed monthly payslips, clearly outlining earnings, deductions, and net pay to promote transparency and build trust.

Additionally, we manage all leave entitlements including annual, medical, and statutory leave in accordance with the <u>Malaysian Employment Act 1955</u>, delivering accurate reports for staff and management.

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At the end of each fiscal year, we prepare and submit EA Forms, Malaysia's equivalent to Australia's Payment Summary or Tax File Number Declaration, ensuring full regulatory compliance.

Why This Matters for Your Company
For Australian companies engaging offshore admin teams in Malaysia, adhering to local employment laws is critical. Comprehensive payroll and HR compliance:

- Protects your company from legal liabilities, financial penalties, and damage to reputation
- Builds trust, engagement, and retention among your offshore workforce
- Ensures your Malaysian operations maintain the same professionalism as your Australian headquarters

By outsourcing payroll and HR compliance to FastLaneRecruit, your business can stay focused on core operations with confidence that your offshore team is supported, compliant, and managed fairly.

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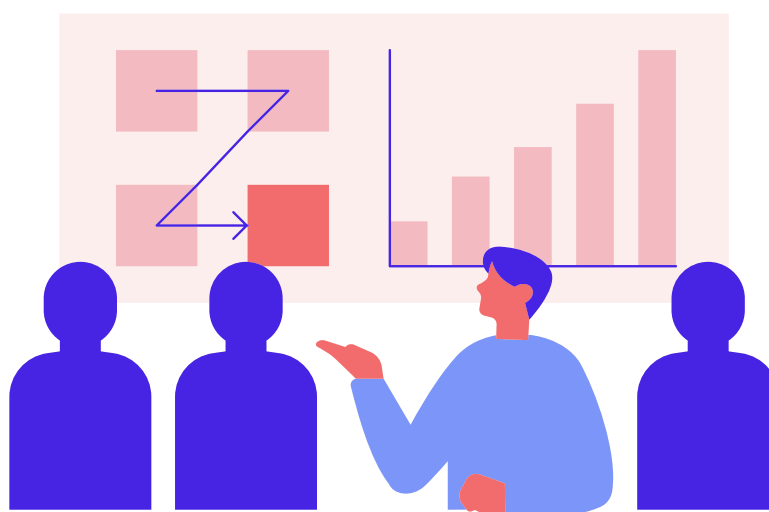
2. Stage 2: Set Up the Workspace

2.1 Workspace Sourcing & Office Setup

For Singapore companies expanding their operations offshore to Malaysia, establishing the right working environment is critical to team productivity and satisfaction. At FastLaneRecruit, we provide end-to-end support in sourcing and setting up workspaces that reflect your company's operational standards and values.

We start with a thorough assessment of your workspace needs, taking into account team size, preferred working arrangements (such as hybrid or fully in-office), and any specific requirements, like private zones for confidential work, collaborative meeting areas, or secure IT infrastructure for sensitive information.

Leveraging our deep knowledge of the local market, we conduct comparative research and present tailored workspace options to help your Singapore business select the most suitable solution for your offshore project team:

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- **Coworking Spaces:** Ideal for smaller teams or companies testing offshore expansion. These flexible environments offer high-speed internet, meeting facilities, reception services, and opportunities for collaboration. They combine affordability with a dynamic team atmosphere, which is perfect for lean, agile operations.
- **Private Office Suites:** Suitable for businesses seeking branded, secure, and professional environments without the responsibility of a standalone lease. These suites provide dedicated access, enhanced privacy, and operational control, balancing flexibility with exclusivity.

- **Self-Rented Offices:** Best for larger teams or longer-term plans, this option offers full control over the office design, security measures, and privacy standards. Ideal for companies prioritising data protection, confidentiality, and strong brand presence.

To support your decision-making, we deliver a clear report comparing:
- Location Benefits: Accessibility to public transport, proximity to client hubs, and availability of business support services
- Cost Efficiency: Analysis of rental terms, deposits, and long-term value
- Security & Privacy: Essential for managing client financial data securely
- Scalability: Assessment of whether the space supports future growth

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2.2 Virtual Tours and Site Assessments

We coordinate virtual tours and on-site inspections, giving your Australian company direct insight into each location's layout, facilities, and security features. This allows informed decision-making without the need for travel, helping you choose a workspace that fits your team's workflow and culture.

2.3 Local Negotiation and Lease Management

After you select a workspace, FastLaneRecruit acts as your trusted local partner for lease negotiations. We manage everything from securing competitive rental rates and deposit terms to negotiating access to shared facilities and flexible lease conditions. With our deep knowledge of Malaysia's commercial property market, we help you avoid hidden costs and ensure your office setup fully supports your team's needs.

2.4 Why Workspace Setup Matters

Providing a well-equipped, functional workspace goes beyond desks and the internet to form the foundation your offshore project team in Malaysia needs to succeed. Here's why it matters:

- **Attracting and Retaining Talent:** A comfortable, accessible, and well-located office boosts employee satisfaction, aiding recruitment and retention of top admin talent. It reflects your commitment to both quality service and employee wellbeing.
- **Supporting Growth:** Selecting the right workspace whether coworking, private suites, or self-rented offices enables efficient scaling. Flexible layouts and lease terms allow your operations to grow without disruption.
- **Ensuring Continuity:** A reliable workspace with fast internet, robust IT security, and stable infrastructure facilitates seamless collaboration with your Australian office. It ensures data security and supports uninterrupted daily workflows.

2.5 Our End-to-End Support

At FastLaneRecruit, we handle the entire setup of your Malaysian offshore workspace so you can focus on expanding your Australian operations. Our service includes:

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- **Local Expertise & Location Scouting:** We identify workspace options that offer convenience, proximity to business hubs, and easy accessibility, ensuring your project team is well-positioned.
- **Virtual & On-Site Tours:** We arrange online and physical walkthroughs, enabling you to evaluate spaces thoroughly without needing to travel.
- **Lease Negotiation & Contract Assistance:** Representing you locally, we secure lease agreements that align with your budget and operational flexibility.
- **Workspace Installation & Readiness:** From ergonomic furniture to high-speed internet and secure IT infrastructure, we oversee every aspect of setup, ensuring compliance with local regulations and full operational readiness from day one.

3. Stage 3: Equip Your Team

For Australian companies expanding into Malaysia, providing your offshore team with the right technology and tools is essential to ensure smooth service delivery and uninterrupted operations. At FastLaneRecruit, we offer end-to-end support to guarantee your offshore team is fully equipped to operate as an integrated extension of your business from day one.

3.1 IT & Equipment Provisioning

We start by sourcing and preparing IT hardware customized to meet the demands of your project management workflows. Our focus is to supply your offshore team with dependable technology that supports daily tasks, encourages collaboration, and protects data integrity and compliance.

This includes:

- **Laptops and Monitors:** Devices selected to run core enterprise applications and workflow tools efficiently, whether for email management, scheduling, reporting, or CRM updates. We prioritise equipment that delivers stable, responsive performance to handle multitasking in a dynamic business environment.

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- **Headsets, Docking Stations, and Ergonomic Accessories:** Provided to ensure a comfortable, professional workspace and facilitate clear communication during virtual meetings and extended working hours.

- **Printers and Scanners:** For workflows requiring physical documents such as HR files, contracts, or compliance paperwork, we integrate printers and scanners seamlessly with your digital systems to support efficient hybrid operations.

Our local IT specialists manage all testing and configuration to ensure each device integrates smoothly into your company's technology infrastructure. This includes user account setup, software updates, and security patch installations, delivering a ready-to-use workspace for your offshore team to start contributing immediately.

3.2 Software Installation & Pre-Onboarding Setup

Prior to your offshore project team's first day, we complete the full installation and configuration of critical software. This establishes a secure, integrated digital workspace that reflects your Australian operations and protects internal data.

Our setup covers:
- **Business Productivity Software:** Installing essential tools like Microsoft Office 365, Google Workspace, or CRM platforms such as HubSpot or Zoho. User accounts and workflows are tailored to your team's communication and reporting needs.
- **Secure Document Management:** Setting up platforms like Google Drive, Dropbox, or OneDrive with organised folder structures and access controls that align with your internal document policies, enabling smooth collaboration and secure file management.

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- **Communication & Collaboration Tools:** Configuring apps such as Microsoft Teams, Zoom, and Slack to facilitate team messaging, virtual meetings, and project coordination—with calendar integrations and audio/video tests for optimal performance.
- **VPN Access and Cybersecurity:** Implementing VPN connections and advanced cybersecurity measures to safeguard sensitive data, secure file transfers, and enforce role-based access controls in line with Australian compliance standards.

Our team verifies each step to ensure your offshore employees can access the necessary tools and information seamlessly, laying the groundwork for consistent, compliant, and well-integrated operations aligned with your company standards.

3.3 Local IT Support

A well-equipped team also needs ongoing IT support to maintain productivity and security. That's why FastLaneRecruit provides continuous local IT assistance tailored to your offshore team's needs.

Our support includes:

- **Technical Troubleshooting & Hardware Maintenance:** Rapid resolution of hardware or software issues to minimise downtime and keep your team focused. From device malfunctions to application errors, our IT experts act quickly and effectively.
- **Software & System Updates:** Regular updates and maintenance of all software tools and operating systems including project management platforms and collaboration applications to reduce vulnerabilities and maintain peak performance.
- **Network Security & VPN Management:** Ongoing monitoring of VPN connections and network security to protect data and comply with privacy laws.
- **Equipment Refresh & Upgrades:** Managing hardware lifecycle replacements and upgrades to ensure your offshore team has the latest technology, reducing disruptions and supporting ongoing productivity.

With this comprehensive local IT support, your offshore team gains the reliability and technical confidence required to consistently deliver professional, compliant services.

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3.4 Why This Matters

For Australian companies, a robust IT infrastructure is vital to maintaining client trust and meeting strict compliance requirements. With FastLaneRecruit's comprehensive support, your offshore team in Malaysia is equipped with secure, dependable tools that enable them to provide seamless, high-quality services fully aligned with your Australian office's expectations.

4. Outcome & Results

What We Offer	How It Helps You
Comprehensive project management talent	From entry-level associates to senior managers, precisely matched to your company's specific needs and culture.
Significant cost efficiency	Save up to 60% compared to hiring locally in Australia, enhancing your company's profitability.
Quick team deployment	Your offshore project team will be recruited, trained, and fully operational within 30 days.
Full compliance & HR management	No need to set up a local entity — we handle payroll, tax, and employment administration completely on your behalf.
Flexible workspace and IT infrastructure	Customised office setups and IT solutions tailored to support your preferred working styles and technology platforms.

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5. Bringing It All Together: Your Offshore Team, Fully Supported

At FastLaneRecruit, we understand that building a high-performing offshore project team in Malaysia involves more than recruitment. It's about creating a secure, compliant, and seamlessly integrated extension of your Australian company's operations.

Here's how we deliver this:

- **Stage 1: Build the Right Team**
- We identify and onboard professionals across all levels, ensuring they possess the technical skills and cultural fit to match your company's workflows and values.

- **Stage 2: Set Up a Functional Workspace**
- From sourcing the perfect office location to designing workspaces that align with your brand and operational requirements, we handle every detail to balance cost-effectiveness with professionalism.

- **Stage 3: Equip and Enable Your Team**
- We provide up-to-date IT infrastructure, essential project management and communication software, plus ongoing local IT support ensuring your offshore team is fully equipped and integrated with your Australian headquarters from day one.

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6. Start with a Complimentary Discovery Call

To discuss how these stages can be customized to your company's unique goals, we offer a <u>free discovery call</u>. This session is your opportunity to explore challenges and learn how our tailored solutions can deliver real value for your offshore project team.

We also invite you to visit Malaysia to:

- Meet the FastLaneRecruit team—your dedicated partner in offshore team building and management.
- Tour potential workspaces to experience firsthand the professional environments designed to support your team.
- Review our infrastructure and operational workflows to confirm they meet your company's high standards.
- See our IT support in action, demonstrating how we ensure data security, smooth connectivity, and consistent performance.

<u>Contact us today</u> to book your discovery call and take the first step toward building a smarter, cost-effective offshore project team with FastLaneRecruit.

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Please drop us an email at
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Book an appointment and swing by
our offices for a chat and coffee.

Scan our QR code to visit our
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