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**SSM e-LODGE MENT SERVICES**

## 1. What is SSM e-Lodgement Services?

SSM e-Lodgement Services is a facility provided by SSM to enable the lodgement or filing of company and business statutory documents electronically. This is an initiative undertaken by SSM in collaboration with the Malaysian Administrative Modernization & Management Planning Unit (MAMPU). It utilizes the Government's Public Service Portal (PSP) via the website **www.gov.my** as a platform to lodge documents and to complement over the counter transaction.

## 2. When SSM e-Lodgement Services commenced?

SSM e-Lodgement Services for companies transactions commenced on 21 November 2007 and officially launched on 22 January 2008.

## 3. How can I access SSM e-Lodgement Services?

Please go to **www.gov.my** or **www.ssm.com.my**

## 4. What are the services offered by SSM e-Lodgement Services?

The services offered to a Subscriber pursuant to Clause 1.3(a) in the Protocol for e-Lodgement (PEL) are:

<b>Service provided by the e-Lodgement Services</b>	<b>Documents involved</b>
Request for availability of name	Form 13A
Application to incorporate a company (local)	Form 6, Form 48A and Memorandum & Articles of Association.
First submission after Incorporation	Form 24, Form 44, Form 49
Submission of annual return for companies having a share capital (Exempt Private Companies)	Form of Annual Return of a company having a share capital and Certificate Relating to an Exempt Private Company
Submission of annual return for companies having a share capital (other than exempt private companies)	Form of Annual Return of a company having a share capital, financial statements, and Form 56 (where applicable)
Application for change of company name	Form 11, Form 52
Notice of situation of registered office and office hours and particular of changes	Form 44

Notice of place where Register of Members and Index kept or of change in that place	Form 53
Application for company secretary's licence	Form 48B
Application for renewal for company secretary's licence	Form 48C
Return giving particulars in Register of Directors, Managers and Secretaries and changes of particulars	Form 49, Form 48A
Return of allotment of shares	Form 24

The services offered to a Subscriber pursuant to Clause 1.3(b) in the Protocol for e-Lodgement (PEL) are:

<b>Service provided by the e-Lodgement Services</b>	<b>Documents involved</b>
Request for availability of name	Form 13A
Application for company secretary's licence	Form 48B
Application for renewal company secretary's licence	Form 48C

## 5. How to use SSM e-Lodgement Services?

A user is required to:

- (i) Register as a **Public Service Portal (PSP)** user.  
User ID and password will be given upon registration;
- (ii) Register as a **SSM subscriber** and pay the subscription fee; and
- (iii) Comply with the system requirements.

6. **What are the operation hours of SSM e-Lodgement Services?**

SSM e-Lodgement Services are available 24 hours daily from Monday to Sunday (24/7).

7. **Can I still submit the documents over the counter?**

Yes, eventhough the SSM e-Lodgement Services is provided by SSM, you still can submit your application over the counter.

8. **How to check my application status?**

You can check the application status through MyOnline Transactions at MyHome.

**Status of the application :**

Not Submitted - if the form has been fill up and saved.

In process - if the form has been fill up and in process.

9. **What are the requirements to upload a supporting document?**

The requirements are:

- Document Format : TIFF \* Format
- Size of each document : Accounts and M&A Not exceed 3MB\*  
(250 pages)  
: Other attachment not exceeding 1MB\*  
(20 pages)
- Document resolution : Maximum 200 Dpi\*

- \* TIFF - Tag Image File
- MB - Megabyte
- Dpi - Dot per inch

#### 10. Why I cannot click 'SUBMIT' button?

The '**SUBMIT**' button is disabled because you have not filled up all the required information. The red color link(s) and symbol '\*' indicates the form(s) that has been saved but incomplete.

Please complete all the forms by clicking on '**FINISH**' button prior submitting. The validation error (purple colour link will appear at the top left of the form indicates the incomplete field in the form.

#### 11. What are the payment methods for SSM e-Lodgement Services?

The payment methods are:

- i. credit card (visa and master); or
- ii. subscriber's prepaid system; or
- iii. direct debit.

**Note:** To confirm that your payment is successful, please ensure that you print the receipt and keep for your reference.

## 12. How can I obtain a copy of company profile?

You may obtain a company profile online via our SSM e-Info Services (Available 24 hours daily).

The steps are:

- 1) Go to **www.ssm.com.my**
- 2) Click on **SSM "e-Info"** Services icon
- 3) Select product business or company information  
**\*Pay with Master Card, Visa Card and Prepaid**
- 4) Click for storage, email or printing

You may contact SSM e-Info Helpdesk at 1-300-30-8686 or 603-4045 8686 if you need any assistance.

## 13. Who can I contact if I encounter any problem regarding SSM e-Lodgement Services?

If you encounter any problem or have enquiries regarding SSM online service, you can call - **03-40476111/40476222** (Hotline) or email: **enquiry@ssm.com.my** for assistance.

SSM Call Centre operating hours:

<b>Day</b>	<b>Time</b>
Monday - Friday	8:15 am - 8:15 pm
Saturday and Sunday	8:15 am - 5:15 pm
Public holiday	Close

## 14. What is the filing date and time for an electronic document lodged via SSM e-Lodgement Services?

The date and time of electronic document filing is the date and time of receipt recorded and displayed on the computer screen.

## **REGISTRATION OF PUBLIC SERVICE PORTAL (PSP)/MYGOVERNMENT PORTAL USER**

### **15. How to register as a Public Service Portal (PSP) User?**

Please go to ***www.gov.my*** for PSP User Registration.

Please refer to **Flow Chart of Registration of New Account** at <https://www.gov.my/MyGov/Account/NewRegFlow.aspx>.

### **16. What are the advantages and benefits as Public Service Portal (PSP) user?**

For the advantages and benefits as PSP user, please go to <http://www.gov.my/MyGov/BM/Registration> for further detail.

### **17. How much is the fee for Public Service Portal (PSP) user registration?**

No fee charged.

### **18. Who can I contact if I encounter any problem regarding Public Service Portal (PSP) user registration?**

For any assistance or enquiry related to the PSP user registration, please call the MAMPU Hotline:

Tel: 603-88884594, 88884599, 88884616;

Fax: 603-88883261 or

E-mail: admin@portal.gov.my

## **REGISTRATION OF SSM SUBSCRIBER**

### **19. Who is SSM subscriber?**

A person who has entered into a Subscriber Agreement, has paid the relevant subscription fees and has activated his Personal Identification at the PSP.

### **20. Who can file documents through SSM e-Lodgement Services?**

The Subscribers –

(a) for the e-Lodgement Services stated in Clause 4.1 in the Protocol for e-Lodgement (PEL) shall be:

- (i) members of a prescribed professional body pursuant to section 139A(a) of the Companies Act 1965; and
- (ii) persons licensed by the registrar pursuant to section 139A(b) of the Companies Act 1965; and

(b) for the e-Lodgement Services stated in Clause 4.2 in the Protocol for e-Lodgement (PEL) shall be any individual.

### **21. How much is the fee for SSM Subscriber registration?**

The annual subscription fees are:

- i. RM 5.00 (Subscriber to the Business e-Lodgement); and
- ii. RM120.00 (Subscriber to the Companies e-Lodgement).

## SYSTEM REQUIREMENTS

### 22. What are the softwares and hardwares required for using SSM e-Lodgement Services?

The softwares and hardwares required are:

- a. Computer
  - Pentium III processor and above
  - 256 MB of memory and above
  - 50 MB of hard disk space and above
  - 56 Kbps dial-up modem or broadband/streamyx
- b. Internet connection
- c. Adobe Reader 4.0 and above  
(Reader can upload at <http://www.adobe.com/>)
- d. Microsoft Internet Explorer 5.5 and above
- e. Printer (black or color)
- f. Scanner

## PAYMENT METHODS

### 23. What are the payment methods using SSM e-Lodgement Services?

The payment methods are:

- ✓ Credit Card (Master/Visa)
- ✓ Prepaid Accounts/Subscriber's Prepaid System
- ✓ Direct Debit /Financial Process Exchange (FPX)

**24. Is there any extra charge for using e-Lodgement services?**

There's no extra charge.

**25. How to confirm the payment made is successful?**

Receipt will appeared on the payment notification screen. Please print the receipt and keep for your reference.

**26. Who can I contact if I encounter any problem while using Credit Card (Visa/Master), Prepaid Accounts or Direct Debit/Financial Process Exchange (FPX)?**

For assistance or enquiry related to the payment of the services, you are advised to contact the following payment service provider:

<b>Payment Method</b>	<b>Agency</b>	<b>Tel. No</b>	<b>Fax No</b>	<b>E-mail</b>
<b>Prepaid Accounts</b>	Hotline SSM	603 -40476111 603 -40476222	603-40476337	<a href="mailto:enquiry@ssm.com.my">enquiry@ssm.com.my</a>
<b>Credit Card (Visa/Master Cards)</b>	Bank Islam	603-2616 8181 603-2698 8008	-	-

<b>Direct Debit (FPX)</b>	Bank Islam Malaysia Berhad (BIMB)	603-2616 8181 603-2698 8008	603-2698 0587	<a href="mailto:callcenter@bankislam.com.my">callcenter@bankislam.com.my</a>
	Public Bank Berhad	1800-88-3323 1800-88-3318	603-2161 9307	<a href="mailto:customerservice@publicbank.com.my">customerservice@publicbank.com.my</a>
	CIMB Bank @ Bumiputra-Commerce Bank Berhad	603- 22956100 603-26931722	603-2698 6628	<a href="mailto:callcenter@cb.com.my">callcenter@cb.com.my</a>
	Hong Leong Bank	603-76268899 603-21665240 603-21665241	603-2715 8623	<a href="mailto:voc@hlbb.hongleong.com.my">voc@hlbb.hongleong.com.my</a>
	Maybank	1300-88-7788	-	-
	RHB Bank	603-92806603 603-89242659	603-89242684	-

## **SECTION A: CREDIT CARD**

### **27. Is there any pre condition to use credit card?**

No. You can use the credit card by fill in the credit card number, expiry date and security code number.

### **28. Are all credit cards acceptable for SSM e-Lodgement Services?**

No, only **Master** and **Visa** card are accepted.

### **29. What is the service availability for credit card?**

Twenty four hours daily, seven days a week (24/7).

## **SECTION B: PREPAID ACCOUNT**

### **30. How to open prepaid account with SSM?**

- a. User must register as Public Service Portal (PSP) user and SSM subscriber via online.
- b. Make a payment via counter or fax.
  - i. **Via Counter**
    - Fill in the required application form (provided by SSM)
    - Attached a photocopy of an IC of the applicant.
    - Submit the completed form together with initial deposit.
    - SSM will create an account for the user.

**ii Via Fax**

- Contact 03-40476111/6222 (Hotline) to request the required application form through e-mail.
- Bank-in initial deposit to **SURUHANJAYA SYARIKAT MALAYSIA (Account No.: 14153010025346 – Bank Islam)**
- Fax the completed application form together with the copy of bank in slip to SSM-HQ (Fax No.: 03-40476337).
- SSM will create an account for the user.

**31. What is the minimum deposit and top-up for the prepaid account?**

<b>Type of Prepaid Account</b>	<b>Minimum Initial deposit</b>	<b>Minimum Top-up</b>
Corporate Account	RM 500.00	RM10.00
Individual Account	RM 70.00	RM10.00

**32. How to top-up the prepaid account?**

There are 2 methods to top up the prepaid account:

**ii. Via Counter**

- Fill in the required application form (provided by SSM)
- Submit the completed form together with the payment.
- SSM will top up the user account.

**ii Via Fax**

- Contact 03-40476111/6222 (Hotline) to request the required application form through e-mail.

- Bank-in the payment to **SURUHANJAYA SYARIKAT MALAYSIA (Account No.: 14153010025346 – Bank Islam)**
- Fax the completed application form together with the copy of bank in slip to SSM-HQ (Fax No.: 03-40476337).
- SSM will top up the user account.

### **33.How to change particulars of the prepaid account holder?**

User can fill up the **Prepaid Account Registration Form** and tick at **Information Update** via website or SSM Counter.

**Note:** Any changes of the particulars of the account holder will be updated at **Prepaid Module** only. Users are advised to update the changes at myGovernment portal (Refer: **www.gov.my** and select 'Update myProfile')

### **34.How to close and claim the balance of the prepaid accounts?**

You can write an official letter to SSM's Account Section.

### **35.How to check prepaid account balance?**

You can call 03-40476111/6222 (Hotline) for assistance.

## **SECTION C: DIRECT DEBIT/FINANCIAL PROCESS EXCHANGE (FPX)**

### **36. What is Direct Debit/Financial Process Exchange (FPX)?**

Direct Debit is a payment method that allows an organization to instruct their bank to collect the amounts charged directly from customers' accounts.

**37. What is the requirement for Direct Debit /Financial Process Exchange (FPX)?**

- i) You must have saving or current account with selected bank
- ii) Register the accounts with 'Internet banking'.

**38. Which banks provide the services for Direct Debit/Financial Process Exchange (FPX) for SSM e-Lodgement Services?**

The banks are:

- a) For Individual Account:
  - ✓ Bank Islam Malaysia Berhad
  - ✓ CIMB Berhad
  - ✓ Hong Leong Bank Berhad
  - ✓ Public Bank Berhad
  - ✓ Maybank Berhad (maybank2u)
  - ✓ RHB Bank Berhad
- b) For Corporate Account
  - ✓ Public Bank Berhad
  - ✓ Maybank Berhad(maybank2e)

**39. Is there any extra charge if using the Direct Debit/ Financial Process Exchange (FPX) service for SSM e-Lodgement Services?**

There's no extra charge.

**40. How to make payment using the Direct Debit/Financial Process Exchange (FPX)?**

Please follow the bank payment instruction.

**41. What is the service availability for the Direct Debit/Financial Process Exchange (FPX)?**

From 07:00 a.m. to 11.00 p.m. everyday, depending on the internet banking of the bank.

**REQUEST FOR AVAILABILITY OF NAME (ROC)**

**42. Is there any guidelines for choosing a name of a company?**

Yes. You can download the following guidelines from PSP/myGovernment Portal at the instruction page at every forms for your references:

- (i) Guideline for Naming a Company
- (ii) Guideline for Application of a Company's Name
- (iii) Government Gazette
- (iv) Warta Pindaan 2001
- (v) Gezatted Words

**43. How do I know the result for the applications of availability of a company name (ROC) via e-Lodgement services?**

The Result Letter will be sent via e-mail to the lodger. The user can also check the status of the submission by clicking myHome at [www.gov.my](http://www.gov.my).

**44.If the proposed name of a company is approved through e-Lodgement services, can I submit the application for incorporation over the counter?**

Yes.

**45.How much is the fee for request on the availability of company name?**

RM 30.00 per name.

**46. Do I have to pay the fee again if my proposed company name has been rejected?**

Yes. You are required to pay the fee for another proposed company name when you submit the new application.

## **APPLICATION FOR CHANGE OF COMPANY NAME (ROC)**

**47.How do I apply for change of company name via e-Lodgement services?**

### **Step 1: Obtain approval for the company name**

The applicant has to obtain approval to use the name proposed.

### **Step 2: Apply change of the company name**

Fill in the following documents:

**1) Form 11 – Special resolution for change in company name**

- File within 14 days from the date of the resolution approved.

**2) Form 52 – Copy of the minutes signed by the parent company in relation to the change of name of a subsidiary (for wholly owned subsidiaries)**

- File within one month from the date of the minutes signed.

**Note:** Please ensure that the documents are completed and complied with the regulations for submission of documents.

### **48. How to attach if there is an annexure?**

You must submit the application over the counter.

### **49. How do I get the Certificate on Change of Name of Company?**

The certificate (Form 13) will be sent via email to the lodger.

## **INCORPORATION OF LOCAL COMPANY (ROC)**

### **50. Who can incorporate a company online via e-Lodgement services?**

Any person who wants to incorporate a local company must appoint a company secretary who can be either an individual who is a member of a professional body prescribed by the Minister of Domestic Trade and Consumer Affairs or an individual licensed by SSM.

### **51.What is the requirement to incorporate a local company via e-Lodgement services?**

The requirements are:

- 1) This application shall be lodged within 3 months from the company name approval date.
- 2) This application allows a maximum of **3 submissions** for Form 6, **20 submissions** for Form 48A and **10 subscribers** in the M&A. Applicant is required to go to SSM counter if it requires more submissions.
- 3) For Form 48A, this section allows applicant to declare the document in such manner as prescribed by regulation or approved by the registrar (i.e. by filling the fields).
- 4) If the subscriber is not a natural person, the applicant should go to the counter for registration.
- 5) Supporting documents scanned as an attachment will only be accepted in TIF format. The size of document i.e.: M&A Duly Stamped must not exceed 3MB, whereas document resolution cannot be more than 200 dpi.

### **52.Is there any guidelines for incorporation of a company?**

Yes. You can download the following guideline for your reference:

- Guideline for Incorporation of a Company

### 53. **How to lodge a Memorandum & Article via e-Lodgement services?**

There are 2 types of upload can be used:

#### **a. Upload from eDocument**

The scanned documents (in TIFF format being saved in myHome of Public Service Portal (PSP)

#### **b. Direct Upload**

The scanned documents (in Tiff format) being saved in other medium

i.e.: Local Disc (C;) Folder, etc.

### **FIRST SUBMISSION AFTER INCORPORATION (ROC)**

### 54. **What are the requirements for first submission after incorporation of a local company via e-Lodgement services?**

**The requirements are:**

- 1) This application shall be lodged within **1 month** from the incorporation date.
- 2) This application allows a maximum of 15 input rows of Particulars of Allottees. Applicant is required to go to SSM counter if more inputs are required.
- 3) The application must fill up all the first submission documents (Form 24, Form 44 and Form 49).

## **APPLICATION AND RENEWAL FOR COMPANY SECRETARY'S LICENCE (ROC)**

### **55. How do I apply for company secretary's licence via e-Lodgement services?**

You are required to:

- 1) Register as a PSP user online service.
- 2) Register as a SSM subscriber.
- 3) Select and fill-up Form 48B (Application for Company Secretary's Licence) and upload the required documents.
- 4) Lodge Form 48B with the application fee of RM50.00.

### **56. What are the requirements to apply for a Company Secretary Licence?**

Anyone can apply for a company secretary licence if:

The applicant is not a bankrupt;

The applicant is not a criminal as stated in section 130(1) of the Companies Act 1996;

The applicant resides in Malaysia; and

The applicant is of age 18 years and above.

### **57. What are the procedures to apply for a Company Secretary Licence?**

#### **1) Documents and Fees**

The following documents and fees need to be submitted:

- Form 48B - Application for a Company Secretary Licence;
- Copy of academic certificates;

Companies Commission of Malaysia

- Documents that can verify the relevant experience;
- Reference letter;
- A recent passport-size photo; and
- Application fees of RM50.00.

## 2) Experience and Qualification

### *Minimum Requirement qualification*

Sijil Pelajaran Malaysia or equivalent (Credit in Bahasa Malaysia or English)

### *Experience*

The applicant has to have relevant work experience in company law or company secretarial practice.

### *Duration of work experience*

- Sijil Pelajaran Malaysia/Sijil Tinggi Pelajaran Malaysia, 5 years of work experience;
- Holders of a Certificate, Diploma or Degree (in the fields of law, company secretarial practice, management, business administration or accounting) need 3 years, 2 years and 1 year of work experience respectively.

## 3) Interview

Each applicant has to attend an interview where he/she will be assessed on his/her knowledge in relation to company law or company secretarial practices.

## 4) Licence

Successful applicants will be required to pay a licence fee of

RM150.00 after which a licence valid for a period of three (3) years will be issued.

### **58. How to renew Company Secretary's Licence (ROC) via e-Lodgement services?**

You are required to:

- 1) Register as a PSP user online service.
- 2) Register as a SSM subscriber.
- 3) Select and fill-up Form 48C (Application for Renewal for Company Secretary's Licence).
- 4) Lodge Form 48C with a fee of RM50.00 for the application for Renewal of the Company Secretary's License and RM150.00 for the Company Secretary's License to Suruhanjaya Syarikat Malaysia 30 days before the expiry date.