Implementation of e-Invoice: FAQs for Customers

Dear Valued Customers (“you”),

Thank you for choosing MCIS Insurance Berhad (MCIS Life) as your preferred insurer. We are proud to be a member of the Life Insurance Association of Malaysia (LIAM).

In line with the Inland Revenue Board of Malaysia's ("IRBM") October 2023 announcement regarding the implementation of e-invoicing in Malaysia, MCIS Life has adopted e-invoicing since 1 August 2024.

Please refer to the Frequently Asked Questions (FAQs) on e-invoicing for more information:

1. What is e-invoicing?

e-invoicing is introduced by IRBM in the Malaysian tax legislations from 1 August 2024 with a view to enhance the efficiency of Malaysia’s tax administration management. An e-invoice is a digital representation of a transaction between a supplier and a buyer.

2. What document would you (i.e. the policyholder) receive post 1 August 2024?

On 26 July 2024, the IRBM announced a nationwide Interim Relaxation Period, allowing businesses to issue consolidated e-invoices (EI) and self-billed e-invoices (SBEI) for six months after e-invoicing implementation.

In addition, all insurance companies are granted approval by IRBM for issuing consolidated EI for all its provision of products and services from **1 August 2024 to 30 June 2025**. During this period, **we will continue issuing normal invoices and/or receipts to you, following our current practice.**

From 1 July 2025 onwards, you will receive validated e-invoices for all premiums, fees, and charges related to your insurance policies with MCIS Life.

3. Will you receive EI from MCIS Life if you are not a policyholder?

No, EI will only be issued to policyholders, as per IRBM’s latest guidelines.

4. What information is requested from you to ensure compliance with e-invoicing?

We are reaching out to you to obtain your latest information as required by legislation. This includes your **Name, Address, Contact Number, Email Address, Tax Identification Number (TIN), NRIC / new Business Registration Number (BRN), Passport/ MyPR/ MyKAS** identification number for non-Malaysian and **Sales & Services Tax (SST) Number (if applicable).**

Please ensure that you update your details by filling out the appropriate form based on your profile. For individuals, please use the Customer Service Request Form, and for entities, the Entity Service Request Form. Both forms are available on the MCIS Life website under the Customer Care section at www.mcis.my/customer-care/download-forms.

It is important to note that this is crucial for us to ensure compliance with the implementation moving forward in issuing a validated EI and/or validated SBEI as applicable, **after the Interim Relaxation Period**. Failure to do so may result in non-compliance of e-invoicing in Malaysia.

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5. What is Tax Identification Number (TIN)?

Definition of TIN:
- The TIN is a unique number assigned to individuals or entities by the Inland Revenue Board of Malaysia (IRBM).
- It is used to identify taxpayers and to file tax returns with IRBM.

Requirement:
- Providing your TIN is mandatory if you are a taxpayer in Malaysia.
- This applies regardless of whether you are an individual or a business.

Format Variation:
- The format of the TIN may vary depending on your business category or the type of taxpayer you are. For example, a corporate entity's TIN may differ from an individual's TIN.

Further Information:
If you need more details on the TIN formats, you can refer to the specific document provided on the IRBM website through the link https://www.hasil.gov.my/media/1iblexbc/malaysia-tin.pdf.

6. Can I update my information online or must it be done in person?

You can update your information using any of the following methods:
1. **Visit Our Website**:
   Download the necessary forms from our website, complete them, and submit them to us.
2. **Visit Us or Contact Your Trusted Intermediary**:
   You can obtain the forms by visiting any of our branches or contacting your trusted intermediary (agent).
3. **Submitting Completed Forms**:
   Once you have completed the forms, you may:
   - Hand them over at any of our branches.
   - Submit them to your trusted intermediary (agent).
   - Email the scanned forms to einvoice@mcis.my.

7. What happens if my information is incomplete or incorrect?

Incomplete or incorrect information may delay the issuance of your validated e-invoice (EI) or self-billed e-invoice (SBEI). This can potentially affect your ability to comply with tax regulations or process your claims efficiently.

To avoid these issues, it is important to provide complete and accurate details, including:
- Full Name
- Updated Address
- NRIC/Tax Identification Number (TIN)
- Passport/ MyPR/ MyKAS identification number
- New Business Registration Number (BRN) (if applicable)
- Sales & Services Tax (SST) Number (if applicable)

If your information is incomplete, we will contact you to request the missing details. Please respond promptly to prevent delays in receiving your invoices or processing claims.

For further guidance on updating your information, please reach out to our support team at einvoice@mcis.my or visit our website.

8. Why do you need to update your Business Registration Number (BRN) maintained with us?
Effective 11 October 2019, the Companies Commission of Malaysia (SSM) introduced a standardized 12-digit registration number format for companies, businesses, and Limited Liability Partnerships (LLPs) to ensure consistency and alignment with regulatory requirements.

To comply with the Inland Revenue Board of Malaysia's (IRBM) e-invoicing regulations, all SSM-registered businesses are required to provide their updated BRN. Non-SSM registered businesses

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must submit the BRN issued by their respective authorities.

9. What if there is a dispute on the invoice issued by MCIS Life (e.g. containing errors)?

From 1 August 2024 to 30 June 2025, our current practice will remain unchanged. If there is a dispute, we will issue you a credit note and provide a revised invoice.

Starting from 1 July 2025, you will need to visit our dedicated website (to be advised) to raise the dispute. Once your request is verified and accepted by MCIS Life, we will issue an e-Credit Note that references the original e-Invoice (EI) number, where applicable. A revised e-Invoice will then be issued to serve as proof of your expense for tax purposes.

10. What if there is a policy cancellation request from you?

You may raise the policy cancellation request as per current practice.

However, from 1 July 2025 onwards, MCIS Life may issue an e-Refund Note (e-RN) to you for the refund of premium as a result of the policy cancellation, where applicable.

11. Why are you receiving self-billed e-invoice (SBEI) from MCIS Life on the cash claim payment that you have received?

Starting 1 February 2025, the Inland Revenue Board of Malaysia (IRBM) requires MCIS Life to issue self-billed e-invoices (SBEIs) for all claim payments, including cash claims. This is part of a new tax regulation to ensure accurate record-keeping for claim transactions.

If you are a corporate customer, you will need to provide us with important details like your Tax Identification Number (TIN), Sales and Service Tax (SST) number, and updated Business Registration Number (BRN) before we can process your claim. Once these details are submitted, we will issue a validated SBEI for your records.

If you are an individual policyholder, this process does not affect you, and no further action is needed.

12. Can I request for backdated e-invoices for transactions made before 1 August 2024?

No, backdated e-invoices cannot be issued for transactions completed before 1 August 2024. The e-invoicing requirement by the Inland Revenue Board of Malaysia (IRBM) comes into effect from 1 August 2024.

For transactions made prior to this date, invoices and receipts issued under our existing process will remain valid for tax and record-keeping purposes. If you require a copy of any previously issued invoice, please contact us at einvoice@mcis.my or visit your nearest branch for assistance.

13. How about if you have further questions on e-invoicing?

Please raise your question to einvoice@mcis.my. We will endeavor to answer your queries, based on the latest IRBM's guidelines and requirements.

Thank you for your continuous support and cooperation.

Regards,

MCIS Insurance Berhad

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