

e-Invoicing FAQ to Customers

e-Invoicing FAQ to Customers (1/3)

No.	Questions	Answers
1	What is an e-Invoice?	<ul style="list-style-type: none"> An e-invoice by LHDN refers to an electronic invoicing systems introduced by Malaysia's Inland Revenue Board. This initiative is part of the government effort to digitalized transaction between a supplier and a buyer, designed to replace traditional paper or electronic documents such as invoices, credit notes, and debit notes. With the implementation of e-Invoicing, the banking industry will be required to issue e-Invoices to the impacted transactions. This will be provided in addition to the existing customer statements.
2	Is e-Invoice only applicable for transactions within Malaysia?	<ul style="list-style-type: none"> No, e-Invoice is applicable to all taxpayers conducting business in Malaysia, covering both local and international transactions
3	When will MBSB start issuing e-Invoice documents to its customers?	<ul style="list-style-type: none"> e-Invoices will be issued effective 1 July 2025. Customers are required to provide consent for MBSB to issue e-Invoices. Customers have the flexibility to opt in or opt out of receiving e-Invoices at any time
4	Will e-Invoice replace existing customer statements?	<ul style="list-style-type: none"> No, e-Invoices will be issued only for transactions impacted by its implementation. Customer statements will continue to be issued as usual
5	How frequently will e-Invoices be issued?	<ul style="list-style-type: none"> e-Invoices will be issued according to the frequency of the existing customer statements. If no existing statement is issued, the e-Invoice will be issued on an ad-hoc basis
6	How will I receive my e-Invoice?	<ul style="list-style-type: none"> e-Invoice will be delivered via email. It is crucial for customers to provide a valid email address for the e-Invoice to be delivered
7	What should I do if I don't receive my e-Invoice?	<ul style="list-style-type: none"> If you don't receive your e-Invoice, check your spam folder and ensure your email address is up to date with MBSB Bank. For assistance, visit our branch or contact our customer service

e-Invoicing FAQ to Customers (2/3)

No.	Questions	Answers
8	Do I need to provide any information for e-Invoice to be issued?	<ul style="list-style-type: none"> ▪ Yes, the following information will be collected by MBSB from customers who require an e-Invoice: <ul style="list-style-type: none"> • Name • Tax Identification Number (“TIN”) • Registration/ Identification Number/ Passport Number • Email • Address • Contact Number • SST Registration Number – <i>only for SST registrants</i>
9	What would happen if I provide incorrect or incomplete information?	<ul style="list-style-type: none"> ▪ The e-Invoice may be rejected by IRBM during the validation process. As a result, a validated e-Invoice is unable to be issued. Customers are responsible for ensuring that all details provided are correct and up-to-date
10	How can I submit my personal information to MBSB Bank for e-Invoicing purpose?	<ul style="list-style-type: none"> ▪ You can submit your information through the following channels. MBSB Bank will provide timely updates on the start of the data collection process <ul style="list-style-type: none"> • Online Survey Form • Relationship Managers (RMs) • Visiting your nearest MBSB branch • Contact our Customer Service Center: 03-2096 3000

e-Invoicing FAQ to Customers (3/3)

No.	Questions	Answers
11	Where can I obtain my Tax Identification Number (“TIN”)?	<ul style="list-style-type: none"> ▪ For customers who are already registered with IRBM, <ul style="list-style-type: none"> • Option 1: On the front page of your EA form (Statement of Remuneration from Employment) • Option 2: Visit the IRBM MyTax Portal under the ‘e-Daftar’ menu at https://mytax.hasil.gov.my/ezHasil • Option 3: Visit your nearest IRBM office • Option 4: Contact IRBM via their available channels at https://www.hasil.gov.my/en/contact-us/ ▪ For customers who are not yet registered with IRBM, you can register either online or in person at the nearest IRBM branch. For more detailed information, please refer to https://www.hasil.gov.my/en/individual/individual-life-cycle/registration/ or https://www.hasil.gov.my/en/company/tax-file-registration/.
12	Where can I obtain my Sales and Service Tax (“SST”) Registration Number?	<ul style="list-style-type: none"> ▪ For SST registrants, <ul style="list-style-type: none"> • Option 1: Visit the Royal Malaysian Customs Department (RMCD) portal at https://sst01.customs.gov.my/account/inquiry • Option 2: Contact the RMCD SST Helpdesk at https://mysst.customs.gov.my/CallCenterHelpDesk
13	Will MBSB Bank share my information with third parties?	<ul style="list-style-type: none"> ▪ Your personal information will remain strictly confidential and will not be disclosed to third parties unless when required by law or with your explicit consent, in accordance with Section 133 of the Financial Services Act (FSA), Section 145 of the Islamic Financial Services Act (IFSA), and the Personal Data Protection Act (PDPA).
14	I have a joint account; will every account holder receive an e-Invoice?	<ul style="list-style-type: none"> ▪ The e-Invoice will be issued to the primary account holder. If the other account holder requires a copy of the e-Invoice, they must submit a request to MBSB
15	What format of business registration number should non-individuals provide?	<ul style="list-style-type: none"> ▪ For SSM registered entities, they are required to provide the new 12-digit business registration number ▪ For non-SSM registered entities, they are required to provide the relevant registration number from the respective authority/ body