

## F.A.Q on Evaluation and Issuance Fees

### 1) **Why is MIDA introducing evaluation and issuance fees on MIDA's services?**

MIDA is introducing evaluation and issuance fees to address several key objectives:

**Streamlining Application Processes:** These fees are integral to our commitment to streamline and modernise our application processes. By doing so, we aim to make these processes more efficient and responsive to the needs of our stakeholders.

**Ensuring Sustainability:** The introduction of these fees serves as a crucial step towards ensuring the long-term sustainability of our services. They will help cover the operational costs associated with evaluating applications, issuing approvals, and maintaining our IT infrastructure.

**Investing in Digital Transformation:** MIDA is moving towards digital transformation through the MIDA InvestMalaysia portal. These fees contribute to covering the maintenance costs of our IT infrastructure, enabling us to provide more convenient digital services to our clients.

**Maintaining High Standards:** We are committed to upholding high standards in our services. The cost recovery from the charges allows us to invest in resources and continuously improve our service quality.

**Enhancing Efficiency:** The introduction of these fees aligns with our goal of enhancing the efficiency of our evaluation services. This, in turn, benefits our stakeholders.

**Ensuring Future Upgrades:** In addition to current operational needs, the fees will support future upgrades and advancements in MIDA's IT systems, ensuring that we remain at the forefront of technological innovation and continue delivering value to our clients.

We appreciate your understanding and support as we implement these fees to enhance the quality, efficiency, and sustainability of our services. By doing so, we are better equipped to support investment and economic growth in Malaysia, ultimately benefiting our clients and stakeholders.

**2) How do these fees align with MIDA's mission and goals?**

These fees align with MIDA's mission of promoting and facilitating investments in Malaysia. By introducing these fees, we ensure the continued provision of efficient and high-quality services, which is central to our mission of attracting investments and fostering economic growth.

**3) What applications and services will be subject to charges?**

The applications and services subject to charges will include evaluation and issuance fees for the following services:

**Evaluation Fees**

No.	Type of Applications
1.	<b><u>Import Duty and/or Sales Tax Exemption (Tariff)</u></b>
	<b>i. New Application - Pengecualian Cukai (PC1/PC2/PC3/PC Services)</b>
	<b>ii. Additional Services for:</b> a) Appeal b) Amendment c) Extension d) Additional quantity
	<b>iii. Confirmation Letter for Exemption / Surat Pengesahan MIDA (SPM)</b>
2.	<b><u>e-Incentive(s)</u></b>
	<b>i. New Incentive(s) Applications</b>
	<b>ii. Diversification / Expansion / Appeal of Incentive(s) Applications</b>
	<b>iii. Post Approval Incentive(s)/ Post Incentive(s)</b> (such as <u>redefinition of products, amendment, extension, determination of effective date, etc.</u> )
3.	<b><u>Manufacturing License (ML)</u></b>
	<b>i. New Manufacturing License (ML) Application</b>
	<b>ii. Diversification / Expansion / Regularisation</b>
	<b>iii. Appeal of Manufacturing License (ML)</b>
	<b>iv. Post Licensing/ Post Approval for ML</b> (such as redefinition of products, amendment, change of company name/factory location, etc.)

4.	<b><u>Exemption of Manufacturing License (ICA10)</u></b>
	i. <b>New Application of ICA10</b>
	ii. <b>Appeal Application of ICA10</b>
5.	<b><u>Grant Applications</u></b>
	i. <b>Domestic Investment Accelerator Fund (DIAF) ESG Adoption</b>
	ii. <b>Foreign Investment Accelerator Fund (FIAF)</b>
	iii. <b>Post Approval Grant</b> (such as redefinition of products, amendment, change of company name, factory location, etc.)
6.	<b><u>Permit under Petroleum Development Act, 1974 (PDA 2)</u></b>
	i. <b>New Permit (PDA 2)</b>
	ii. <b>Diversification / Expansion / Regularisation</b>
	iii. <b>Appeal Permit of PDA</b>
	iv. <b>Post Approval Permit of PDA</b>
7.	<b><u>International Integrated Logistics Services (IILS) Status</u></b>
	i. <b>New Application of IILS</b>
	ii. <b>Appeal Application of IILS</b>
8.	<b><u>General Applications</u></b>
	i. <b>Post Incentive Application- ITA/PS (Amendment)</b>
	ii. <b>Post Incentive Application - Amendment of Incentive Approval under the Promotion of Investments Act, 1986 / Income Tax Act, 1967</b>
	iii. <b>Post Approval Application for:</b> a) Operational Headquarters (OHQ) b) International Procurement Centre (IPC) c) Regional Distribution Centre (RDC) d) Principal Hub (P-Hub) e) Research and Development (R&D) Status
	iv. <b>Appeal Application for Domestic Investment Strategic Fund (DISF)</b>
	v. <b>Appeal Application for High Impact Fund (HIF)</b>

## Issuance Fees

No.	Type of Applications
1.	<b><u>RE/RO Application</u></b>
	i. New application of RE/RO Status
	ii. Extension onwards of RE/RO Status
2.	<b><u>Annual Compliance Report/Assessment (ACR/ACA/CAF-PH/CAF-IILS)</u></b>
3.	<b><u>Request on Certified True Copy (CTC) for the following documents:</u></b>
	i. Manufacturing License (ML) - Lampiran A
	ii. Approval Letter of ICA10
	iii. Approval Letter for Incentive(s)
	iv. Approval Letter for: a) Post Approval b) Post Licensing c) Post Incentive
	v. Approval Letter for Expatriate post
	vi. Approval Letter for Import Duty and/or Sales Tax Exemption (Tariff)
	vii. Confirmation Letter for Exemption / Surat Pengesahan MIDA (SPM)
4.	<b><u>Duplication of Manufacturing License [Lesen Pendua]</u></b>
	i. First request
	ii. Second request
	iii. Third request
5.	<b><u>MIDA Support Letter</u></b>
	i. APEC Business Travel Card (ABTC)
	ii. Entry Permit for Permanent Residence (PR)
	iii. Professional Visit Pass (PVP)
	iv. Confirmation Letter - Surat Pengesahan Pengilang dan Aktiviti Nilai Ditambah
	v. Other Support Letter

#### 4) Effective date of the charging implementation?

The evaluation and issuance fees will be effective in stages starting 6<sup>th</sup> November 2023 based on the following table. Applicants are encouraged to review the fee schedule on the MIDA website and MIDA InvestMalaysia portal and prepare accordingly.

#### Evaluation Fees

No.	Type of Applications	Timeline
1.	<b><u>Import Duty and/or Sales Tax Exemption (Tariff)</u></b>	
	<b>i. New Application - Pengecualian Cukai (PC1/PC2/PC3/PC Services)</b>	6 <sup>th</sup> November 2023
	<b>ii. Additional Services for:</b> a) Appeal b) Amendment c) Extension d) Additional quantity	
	<b>iii. Confirmation Letter for Exemption / Surat Pengesahan MIDA (SPM)</b>	
2.	<b><u>e-Incentive(s)</u></b>	
	<b>i. New Incentive(s) Applications</b>	1 <sup>st</sup> December 2023
	<b>ii. Diversification / Expansion / Appeal of Incentive(s) Applications</b>	
	<b>iii. Post Approval Incentive(s)/ Post Incentive(s)</b> (such as redefinition of products, amendment, extension, determination of effective date, etc.)	
3.	<b><u>Manufacturing License (ML)</u></b>	
	<b>i. New Manufacturing License (ML) Application</b>	1 <sup>st</sup> December 2023
	<b>ii. Diversification / Expansion / Regularisation</b>	
	<b>iii. Appeal of Manufacturing License (ML)</b>	
	<b>iv. Post Licensing/ Post Approval for ML</b> (such as redefinition of products, amendment, change of company name/factory location, etc.)	
4.	<b><u>Exemption of Manufacturing License (ICA10)</u></b>	

	i. <b>New Application of ICA10</b>	6 <sup>th</sup> November 2023
	ii. <b>Appeal Application of ICA10</b>	
<b>5.</b>	<b><u>Grant Applications</u></b>	
	i. <b>Domestic Investment Accelerator Fund (DIAF) ESG Adoption</b>	10 <sup>th</sup> November 2023
	ii. <b>Foreign Investment Accelerator Fund (FIAF)</b>	
	iii. <b>Post Approval Grant</b> (such as redefinition of products, amendment, change of company name, factory location, etc.)	3 <sup>rd</sup> March 2025
<b>6.</b>	<b><u>Permit under Petroleum Development Act, 1974 (PDA 2)</u></b>	
	i. <b>New Permit (PDA 2)</b>	3 <sup>rd</sup> March 2025
	ii. <b>Diversification / Expansion / Regularisation</b>	
	iii. <b>Appeal Permit of PDA</b>	
	iv. <b>Post Approval Permit of PDA</b>	
<b>7.</b>	<b><u>International Integrated Logistics Services (IILS) Status</u></b>	
	i. <b>New Application of IILS</b>	3 <sup>rd</sup> March 2025
	iii. <b>Appeal Application of IILS</b>	
<b>8.</b>	<b><u>General Applications</u></b>	
	i. <b>Post Incentive Application- ITA/PS (Amendment)</b>	3 <sup>rd</sup> March 2025
	ii. <b>Post Incentive Application - Amendment of Incentive Approval under the Promotion of Investments Act, 1986 / Income Tax Act, 1967</b>	
	iii. <b>Post Approval Application for:</b> a) Operational Headquarters (OHQ) b) International Procurement Centre (IPC) c) Regional Distribution Centre (RDC) d) Principal Hub (P-Hub) e) Research and Development (R&D) Status	
	iv. <b>Appeal Application for Domestic Investment Strategic Fund (DISF)</b>	
	v. <b>Appeal Application for High Impact Fund (HIF)</b>	

## Issuance Fees

No.	Type of Applications	
1.	<b><u>RE/RO Application</u></b>	
	i. New application of RE/RO Status	6 <sup>th</sup> November 2023
	ii. Extension onwards of RE/RO Status	
2.	<b><u>Annual Compliance Report/Assessment (ACR/ACA/CAF-PH/CAF-IILS)</u></b>	6 <sup>th</sup> November 2023
3.	<b><u>Request on Certified True Copy (CTC) for the following documents:</u></b>	
	i. Manufacturing License (ML) - Lampiran A	13 <sup>th</sup> July 2023
	ii. Approval Letter of ICA10	
	iii. Approval Letter for Incentive(s)	
	iv. Approval Letter for: a) Post Approval b) Post Licensing c) Post Incentive	
	v. Approval Letter for Expatriate post	
	vi. Approval Letter for Import Duty and/or Sales Tax Exemption (Tariff)	
	vii. Confirmation Letter for Exemption / Surat Pengesahan MIDA (SPM)	13 <sup>th</sup> July 2023
4.	<b><u>Duplication of Manufacturing License [Lesen Pendua]</u></b>	
	i. First request	6 <sup>th</sup> November 2023
	ii. Second request	
	iii. Third request	
5.	<b><u>MIDA Support Letter</u></b>	
	i. APEC Business Travel Card (ABTC)	6 <sup>th</sup> November 2023
	ii. Entry Permit for Permanent Residence (PR)	

iii.	<b>Professional Visit Pass (PVP)</b>	
iv.	<b>Confirmation Letter - Surat Pengesahan Pengilang dan Aktiviti Nilai Ditambah</b>	
v.	<b>Other Support Letter</b>	

#### 4) What is the fee structure for these applications?

The fee structure for each application, including evaluation and issuance fees, is outlined in the MIDA Fee Schedule below, which can also be found on the MIDA website and MIDA InvestMalaysia Portal. Please refer to this schedule for specific fee amounts.

#### Evaluation Fees

No.	Type of Applications	Fees (RM)
1.	<b><u>Import Duty and/or Sales Tax Exemption (Tariff)</u></b>	
	i. <b>New Application - Pengecualian Cukai (PC1/PC2/PC3/PC Services)</b>	<b>2,000.00</b>
	ii. <b>Additional Services for:</b> a) Appeal b) Amendment c) Extension d) Additional quantity	<b>700.00</b>
	iii. <b>Confirmation Letter for Exemption / Surat Pengesahan MIDA (SPM)</b>	<b>700.00</b>
2.	<b><u>e-Incentive(s)</u></b>	
	i. <b>New Incentive(s) Applications</b>	<b>2,500.00</b>
	ii. <b>Diversification / Expansion / Appeal of Incentive(s) Applications</b>	<b>2,500.00</b>
	iii. <b>Post Approval Incentive(s)/ Post Incentive(s)</b> (such as <u>redefinition of products, amendment, extension, determination of effective date, etc.</u> )	<b>2,000.00</b>
3.	<b><u>Manufacturing License (ML)</u></b>	
	i. <b>New Manufacturing License (ML) Application</b>	<b>1,500.00</b>



	ii. <b>Diversification / Expansion / Regularisation</b>	<b>1,500.00</b>
	iii. <b>Appeal of Manufacturing License (ML)</b>	<b>750.00</b>
	iv. <b>Post Licensing/ Post Approval for ML</b> (such as <u>redefinition of products, amendment, change of company name/factory location, etc.</u> )	<b>750.00</b>
<b>4.</b>	<b><u>Exemption of Manufacturing License (ICA10)</u></b>	
	i. <b>New Application of ICA10</b>	<b>1,000.00</b>
	ii. <b>Appeal Application of ICA10</b>	<b>1,000.00</b>
<b>5.</b>	<b><u>Grant Applications</u></b>	
	i. <b>Domestic Investment Accelerator Fund (DIAF) ESG Adoption</b>	<b>3,000.00</b>
	ii. <b>Foreign Investment Accelerator Fund (FIAF)</b>	<b>12,000.00</b>
	iii. <b>Post Approval Grant</b> (such as redefinition of products, amendment, change of company name, factory location, etc.)	<b>2,000.00</b>
<b>6.</b>	<b><u>Permit under Petroleum Development Act, 1974 (PDA 2)</u></b>	
	i. <b>New Permit (PDA 2)</b>	<b>1,500.00</b>
	ii. <b>Diversification / Expansion / Regularisation</b>	<b>1,500.00</b>
	iii. <b>Appeal Permit of PDA</b>	<b>750.00</b>
	iv. <b>Post Approval Permit of PDA</b>	<b>750.00</b>
<b>7.</b>	<b><u>International Integrated Logistics Services (IILS) Status</u></b>	
	i. <b>New Application of IILS</b>	<b>2,500.00</b>
	ii. <b>Appeal Application of IILS</b>	<b>2,500.00</b>
<b>8.</b>	<b><u>General Applications</u></b>	
	i. <b>Post Incentive Application- ITA/PS (Amendment)</b>	<b>2,000.00</b>
	ii. <b>Post Incentive Application - Amendment of Incentive Approval under the Promotion of Investments Act, 1986 / Income Tax Act, 1967</b>	<b>2,000.00</b>
	iii. <b>Post Approval Application for:</b> a) <b>Operational Headquarters (OHQ)</b>	<b>2,000.00</b>

	<ul style="list-style-type: none"> <li>b) International Procurement Centre (IPC)</li> <li>c) Regional Distribution Centre (RDC)</li> <li>d) Principal Hub (P-Hub)</li> <li>e) Research and Development (R&amp;D) Status</li> </ul>	
iv.	<b>Appeal Application for Domestic Investment Strategic Fund (DISF)</b>	<b>2,000.00</b>
v.	<b>Appeal Application for High Impact Fund (HIF)</b>	<b>2,000.00</b>

### Issuance Fees

No.	Type of Applications	Fees (RM)
1.	<b><u>RE/RO Application</u></b>	
	i. New application of RE/RO Status	5,000.00
	ii. Extension onwards of RE/RO Status	10,000.00
2.	<b><u>Annual Compliance Report/Assessment (ACR/ACA/CAF-PH/CAF-IILS)</u></b>	2,000.00
3.	<b><u>Request on Certified True Copy (CTC) for the following documents:</u></b>	
	i. Manufacturing License (ML) - Lampiran A	500.00
	ii. Approval Letter of ICA10	
	iii. Approval Letter for Incentive(s)	
	iv. Approval Letter for: a) Post Approval b) Post Licensing c) Post Incentive	500.00
	v. Approval Letter for Expatriate post	
	vi. Approval Letter for Import Duty and/or Sales Tax Exemption (Tariff)	
	vii. Confirmation Letter for Exemption / Surat Pengesahan MIDA (SPM)	
4.	<b><u>Duplication of Manufacturing License [Lesen Pendua]</u></b>	
	i. First request	2,000.00

	ii. Second request	3,000.00
	iii. Third request	5,000.00
5.	<b><u>MIDA Support Letter</u></b>	
	i. APEC Business Travel Card (ABTC)	1,000.00
	ii. Entry Permit for Permanent Residence (PR)	3,000.00
	iii. Professional Visit Pass (PVP)	1,000.00
	iv. Confirmation Letter - Surat Pengesahan Pengilang dan Aktiviti Nilai Ditambah	500.00
	v. Other Support Letter	500.00

**5) Will there be any exemptions or waivers for evaluation and issuance fees?**

No, there are no exemptions or waivers for evaluation and issuance fees. All applicants are required to pay the specified fees as part of the application process.

**6) Can applicants request refunds of the evaluation and issuance fees if their applications are not approved?**

No, the evaluation and issuance fees are non-refundable. We recommend carefully reviewing the eligibility criteria and guidelines for each service before submission to ensure a successful application.

**7) Can I request refunds of the evaluation and issuance fees if I withdraw the applications?**

No, you cannot request refunds of the evaluation and issuance fees if you choose to withdraw your applications. These fees are non-refundable and are collected to cover the costs associated with the evaluation process, administrative tasks, and related expenses incurred during the application review.

Before submitting your applications, it's essential to carefully consider your decision, review the eligibility criteria and guidelines, and ensure that you are prepared to proceed. In cases where you have concerns or questions about your application, it's advisable to contact MIDA to seek guidance and clarification before making your submission.

**8) How can I make payment for the evaluation and issuance fees?**

Payment for evaluation and issuance fees must be made exclusively through the InvestMalaysia portal. No other method of payment is allowed. Detailed instructions for payment can be referred to <https://investmalaysia.mida.gov.my/EIP/UserGuide.aspx>.

**9) How will the introduction of evaluation and issuance fees affect the application process?**

The introduction of these fees is aimed at enhancing the efficiency of the MIDA application process. Payment confirms your commitment to the application, and MIDA will continue to facilitate and evaluate your application.

**10) How can I get more information or seek clarification about evaluation and issuance fees?**

For any questions or clarifications regarding the evaluation and issuance fees or the application process, please contact our Customer Service at 03-2267 3633 or login InvestMalaysia portal and submit your enquiry. The details are as follows:

Phone: +603-22673633

Website: <https://investmalaysia.mida.gov.my/>

**Customer Service Hours:**

Our customer service support operates during the following hours:

**Days: Monday to Friday**

**Operating Hours: 8.00 AM to 5.00 PM (GMT+8)**

**Closed During Weekends and Public Holidays**

**11) How can I stay informed about updates and changes related to evaluation and issuance fees?**

Stay informed about updates and changes related to evaluation and issuance fees by regularly checking our website <https://www.mida.gov.my/> or/and MIDA InvestMalaysia portal <https://investmalaysia.mida.gov.my/> or/and official communications from MIDA.

We appreciate your understanding and cooperation as we implement these fees to maintain the quality of our services and ensure a streamlined application process. If you have further questions or require assistance, please do not hesitate to reach out to us.

## 12) How can companies stay informed about MIDA's services and policies?

### A. Visit MIDA's Official Website:

For the latest information on MIDA's services, policies, guidelines, and announcements, please visit our official website at <https://www.mida.gov.my/>. Our website is a comprehensive resource hub for businesses and investors seeking information on Malaysia's investment climate.

### B. Subscribe to MIDA's E-newsletter:

To receive regular updates and news directly in your inbox, we encourage companies to subscribe to our E-newsletter. This subscription provides timely information on investment opportunities, policy changes, and other relevant updates. You can find the subscription option on our website.

### C. Refer to MIDA InvestMalaysia Portal:

Our MIDA InvestMalaysia portal is a valuable platform for accessing information related to investment opportunities, incentives, and policies. It provides comprehensive insights into the Malaysian business environment and is an essential resource for companies interested in investing in Malaysia.

### D. Review MIDA's Frequently Asked Questions (FAQ):

Frequently Asked Questions (FAQ) on our website <https://www.mida.gov.my/> and MIDA InvestMalaysia portal <https://investmalaysia.mida.gov.my/> provide answers to common queries about MIDA's services, procedures, and policies. It's a helpful reference for companies seeking quick and concise information.

### E. Connect with MIDA's Customer Service:

For personalised assistance and inquiries, you can reach out to our contact centre. Our dedicated support team is available to assist you with any questions or concerns you may have. Contact information can be found on our website.

We are committed to providing transparent and up-to-date information to support businesses and investors interested in Malaysia. By utilising these channels, companies can stay well-informed about MIDA's offerings and engage with us effectively.

## **FAQ on Receipt**

**1. Will I receive a receipt for the evaluation and issuance fees when my payment is successful?**

Yes, you will receive a receipt generated by our system upon successful payment of the evaluation and issuance fees at the InvestMalaysia Portal. There is no need to request a receipt separately.

**2. How will I receive the receipt?**

The receipt will be generated and downloadable from the system associated with your account on InvestMalaysia Portal.

**3. What information will be included in the receipt?**

The receipt will typically include details such as a unique receipt number,

**4. Is the receipt considering an official document for accounting or reimbursement purposes?**

Yes, the receipt generated by our system is generally considered an official document and can be used for accounting or reimbursement purposes. However, it's advisable to consult with your financial department or relevant authorities to confirm its acceptance.

**5. What should I do if I don't receive the receipt after a successful payment?**

If you do not receive the receipt upon successful payment. Please contact our customer service team at the following:

Phone: +603-22673633

Email: [mpaychannel@mida.gov.my](mailto:mpaychannel@mida.gov.my)

**Customer Service Hours:**

Our customer service support operates during the following hours:

**Days: Monday to Friday**

**Operating Hours: 8.00 AM to 5.00 PM (GMT+8)**

**Closed During Public Holidays**

Our customer service team will be available to assist you, investigate the issue, and provide the necessary support to ensure you receive the receipt promptly.

- 6. Is there a way to confirm the receipt of my payment without the receipt?**  
The receipt serves as a confirmation of your payment. If you encounter any issues or have concerns about the receipt, please contact our customer service for assistance.
- 7. How can I obtain a duplicate receipt if needed in the future?**  
If you require a duplicate of the receipt in the future, please contact our customer service, and they will assist you in obtaining a copy. You can also download the receipt from InvestMalaysia Portal.
- 8. Are changes to receipt details allowed after issuance?**  
No, amendments or changes to the details of the receipt, such as the payment date, payment amount, or other information, are not allowed once the receipt has been issued. It is important to review all details carefully during the payment process to ensure accuracy.
- 9. What should I do if I notice an error on my receipt after it has been issued?**  
If you identify an error on your receipt after it has been issued, please contact our customer service. They will provide guidance on the necessary steps to address any discrepancies or issues.
- 10. Where can I obtain a revised receipt if incorrect details are found?**  
In certain cases, you may be able to request a new receipt with corrected details. However, this will be subject to review and approval by our support team. Contact our customer service for assistance in such situations.
- 11. How can I ensure that the details on my receipt are accurate before making a payment?**  
To ensure accuracy, carefully review all details displayed on the payment confirmation screen before finalising your payment. Verify that the payment amount, payment method, and other information are correct.

## **FAQ on Tax Invoices**

**1. Will I receive a tax invoice for evaluation and issuance fees?**

Yes, a tax invoice will be issued together with the receipt upon successful payment of the evaluation and issuance fees through the InvestMalaysia Portal.

**2. How will I receive the tax invoice?**

The tax invoice will be generated and downloadable from the system associated with your account on the InvestMalaysia Portal, along with the receipt.

**3. Is the tax invoice considered an official document for accounting or reimbursement purposes?**

Yes, the tax invoice generated by our system is generally considered an official document and can be used for accounting or reimbursement purposes. However, it's advisable to consult with your financial department or relevant authorities to confirm its acceptance.

**5. What should I do if I don't receive the tax invoice after a successful payment?**

If you do not receive the tax invoice upon successful payment. Please contact our customer service team at the following:

Phone: +603-22673633

Email: [mpaychannel@mida.gov.my](mailto:mpaychannel@mida.gov.my)

**Customer Service Hours:**

Our customer service support operates during the following hours:

**Days: Monday to Friday**

**Operating Hours: 8.00 AM to 5.00 PM (GMT+8)**

**Closed During Public Holidays**

Our customer service team will be available to assist you, investigate the issue, and provide the necessary support to ensure you receive the receipt promptly.

**6. Can I request a tax invoice before making the payment?**

No, tax invoices are only issued after the payment for evaluation and issuance fees has been successfully completed. We are unable to entertain requests for tax invoices before payment is completed.



**7. How can I ensure that the details on my tax invoice are accurate before making a payment?**

Before making a payment, carefully review all the details entered during the payment process. Once the payment is completed, the tax invoice will be generated based on the information provided, and no changes can be made afterward.

**8. Where can I obtain a duplicate tax invoice if needed in the future?**

If you require a duplicate tax invoice in the future, you can download it from the InvestMalaysia Portal or contact our customer service team for assistance.

**9. What should I do if I notice an error on my tax invoices after it has been issued?**

If you identify an error on your tax invoices after it has been issued, please contact our customer service. They will provide guidance on the necessary steps to address any discrepancies or issues.

**10. Where can I obtain a new tax invoice with corrected details if an error is identified?**

In certain cases, you may be able to request a new tax invoice with corrected details. However, this will be subject to review and approval by our support team. Contact our customer service for assistance in such situations.

## **F.A.Q on Payment Gateway via InvestMalaysia Portal**

- 1) Why is Payment Gateway via InvestMalaysia Portal necessary?**

This integration streamlines the payment process into a single, centralised platform to facilitating seamless transactions, reduce administrative delays, and enhance security. It simplifies fee management for users while improving efficiency and transparency for MIDA.
- 2) How can I make payments for the evaluation and issuance fees?**

Payments for evaluation and issuance fees can be made exclusively through InvestMalaysia portal.
- 3) Where can I access the InvestMalaysia Portal for making payments?**

You can access the InvestMalaysia Portal at <https://investmalaysia.mida.gov.my/EIP/InvestMalaysia.aspx>.
- 4) Are there alternative methods of payment available for these fees?**

No, payment for evaluation and issuance fees can only be made through the InvestMalaysia Portal. No other payment methods are accepted.
- 5) Is the Payment Gateway via InvestMalaysia Portal secure for online transactions?**

Yes, this Payment Gateway via InvestMalaysia Portal uses robust security protocols to protect your data and transactions, ensuring compliance with international cybersecurity standards
- 6) What should I do if I encounter issues while making a payment?**

For assistance, please contact our customer service team or log a request through the helpdesk in the InvestMalaysia Portal <https://investmalaysia.mida.gov.my/EIP/Support.aspx> :

Phone: +603-22673633

Email: [mpaychannel@mida.gov.my](mailto:mpaychannel@mida.gov.my)

Customer Service Hours:

Our customer service support operates during the following hours:

Days: Monday to Friday

Operating Hours: 8.00 AM to 5.00 PM (GMT+8)

Closed During Weekends and Public Holiday

**7) Can I make payments using a mobile device or tablet?**

Yes, the InvestMalaysia Portal is mobile-friendly and accessible across devices, including smartphones and tablets

**8) What payment methods are accepted on the Payment Gateway via the InvestMalaysia Portal?**

The platform supports credit/debit cards, e-wallets, and B2B/B2C transactions. Specific options are listed on the portal during checkout.

**9) Is the payment process user-friendly and straightforward?**

Yes, we have designed the payment process to be user-friendly and straightforward. If you have any specific questions or encounter issues related to making payments for evaluation and issuance fees, please don't hesitate to contact our customer service for assistance.