

**FREQUENTLY ASKED QUESTIONS  
SSM COUNTER OPERATIONS POST - MCO**

NO.	QUESTION	ANSWER
1.	When will SSM resume its counter operations and start accepting customers?	<p>SSM counter operations resumed on 13 May 2020 through three (3) methods:</p> <ul style="list-style-type: none"> <li>(a) Online Appointment</li> <li>(b) Drive-through / Dropbox</li> <li>(c) Registered Post</li> </ul> <p>The counter operations begin daily from 8.15 am to 4.15 pm on working days.</p>
2.	What is SSM online appointment?	It is a platform that enables customers to request for an appointment to obtain certain services at any of SSM's offices on a specific date and time.
3.	How does the online appointment method work?	<p>Following are the steps for the online appointment:</p> <ul style="list-style-type: none"> <li>(a) Visit SSM's official portal at <a href="http://www.ssm.com.my">www.ssm.com.my</a>;</li> <li>(b) Click on the appointment banner on the portal's main page;</li> <li>(c) Fill in the appointment form with your complete information;</li> <li>(d) Click submit;</li> <li>(e) Wait for the confirmation email;</li> <li>(f) Bring along the appointment slip when present at SSM office</li> </ul>
4.	What are the services offered through SSM online appointment?	<p>The services offered through the online appointment are:</p> <ul style="list-style-type: none"> <li>(a) <b>BUSINESS RELATED SERVICES</b> <ul style="list-style-type: none"> <li>i. Ezbiz ID Activation</li> <li>ii. Business registration for persons with disability/senior citizen;</li> <li>iii. Changes of business ownership;</li> <li>iv. Business Confirmation Letter;</li> <li>v. Business Ownership Confirmation Letter;</li> <li>vi. Court Order related matters.</li> </ul> </li> </ul>

NO.	QUESTION	ANSWER
		<p>(b) COMPANY RELATED SERVICES</p> <ul style="list-style-type: none"> <li>i. Lodgement of company statutory documents;</li> <li>ii. Lodgement of queried documents or resubmission of documents;</li> <li>iii. Lodgement of document related to auditor;</li> <li>iv. Payment for incorporation of audit firm;</li> <li>v. Payment for company secretary licence;</li> <li>vi. Payment for compound;</li> <li>vii. Payment for training fee offered by COMTRAC;</li> <li>viii. Payment for SSM's tender;</li> <li>ix. Claim for payment receipts;</li> <li>x. Company information supply services / express filing;</li> <li>xi. User activation - MyCOID/MyLLP/MBRS</li> <li>xii. Advisory and enquiry services;</li> <li>xiii. Payment for local/foreign company's name;</li> <li>xiv. Conversion of company status;</li> <li>xv. Certificate of commencement of business;</li> <li>xvi. Changes of company's particular;</li> <li>xvii. New registration of foreign company;</li> <li>xviii. Query and collection of company's documents;</li> <li>xix. Enquiries and MyCOID/MyLLP;</li> <li>xx. Charges related matters;</li> <li>xxi. Collection of company related documents;</li> </ul>

NO.	QUESTION	ANSWER
		<p>(c) OTHER SERVICES</p> <ul style="list-style-type: none"> <li>i. Complaint on non-compliance of company/business;</li> <li>ii. Review and appeal of compounds;</li> <li>iii. KLCH supporting letter – HQ only;</li> <li>iv. Company secretary license/practising certificate;</li> <li>v. Auditor related matters;</li> <li>vi. Blacklist related matters;</li> <li>vii. Matters in relation to notices under section 7(11) of CA.</li> </ul>
5.	How does the drive through method works?	<p>Following are the steps for the drive through method:  Make sure the documents submitted are complete;</p> <ul style="list-style-type: none"> <li>(a) The statutory document of the company must be placed in an envelope or a box;</li> <li>(b) Fill in the sender's information form and make sure to include the company registration number. Stick the completed form on the envelope cover or box;</li> <li>(c) Make sure the bank draft / cheque of the management company is attached with the document;</li> <li>(d) Send it over the drive-through counter via the special route provided;</li> <li>(e) Submit the document to the officer on duty.</li> </ul> <p><i>Note: The drive-through method is only implemented at the SSM headquarters. For SSM state and branch offices, the drop box concept is used in place of the drive-through method.</i></p>

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6.	How does the drop box method work at the SSM state offices and branches?	<p>All SSM state offices and branches nationwide will prepare a dedicated box for the purpose of documents handover. The box will be located at the main entrance of our offices. It will be supervised by SSM officers to ensure that customers perform the following steps:</p> <ul style="list-style-type: none"> <li>(a) Make sure the documents submitted are complete;</li> <li>(b) The statutory document of the company must be placed in an envelope or a box;</li> <li>(c) Fill in the sender's information form and make sure to include the company registration number. Stick the completed form on the envelope cover or box;</li> <li>(d) Make sure the bank draft / cheque of the management company is attached with the document;</li> <li>(e) Submit document to the officer on duty to be placed in the dedicated box (drop box).</li> </ul>
7.	How do customers make submissions using the registered post method?	<p>Customers can follow these steps:</p> <ul style="list-style-type: none"> <li>(a) Make sure the documents submitted are complete;</li> <li>(b) The statutory document of the company must be placed in an envelope or a box and labelled with the company's registration number;</li> <li>(c) Make sure the bank draft / cheque of the management company is attached with the document;</li> <li>(d) Only use the services of registered post.</li> </ul> <p><i>Note: Please refer to the addresses of SSM offices nationwide in the "Contact Us" section in the SSM portal</i></p>

NO.	QUESTION	ANSWER
8.	What are the acceptable transactions for the drive-through, drop box and registered post method?	The services offered for the drive-through, drop box and registered post method are limited to the submission of statutory documents related to company only.
9.	Upon receiving the appointment confirmation email, will customers be asked for proof when they are present at any SSM office?	<p>Yes. Customers need to bring along the confirmation email from SSM as proof.</p> <p>Customers are advised to be present on the allotted date and time.</p>