

**FREQUENTLY ASKED QUESTIONS**  
**SSM COUNTER OPERATIONS DURING MCO, CMCO & RMCO STARTING**  
**13<sup>TH</sup> UNTIL 26<sup>TH</sup> JANUARY 2021**

<b>NO.</b>	<b>QUESTION</b>	<b>ANSWER</b>
1.	Are SSM service counters operating during the implementation of MCO, CMCO and RMCO?	<p>Following the announcement of the Movement Control Order (MCO), the SSM service counter will be closed starting from 13<sup>th</sup> January to 26<sup>th</sup> January 2021 involving six (6) states as follows:</p> <ul style="list-style-type: none"> <li>(a) Wilayah Persekutuan (Kuala Lumpur/ Putrajaya/ Labuan)</li> <li>(b) Selangor</li> <li>(c) Pulau Pinang</li> <li>(d) Johor</li> <li>(e) Melaka</li> <li>(f) Sabah</li> </ul> <p>Meanwhile, SSM service counters in the other states will operate as usual under the implementation of CMCO and RMCO</p>
2.	How to lodge statutory documents to SSM in the state that implemented by MCO?	<p>Customers can lodge the statutory documents through these two (2) methods:</p> <ul style="list-style-type: none"> <li>(a) Dropbox; or</li> <li>(b) Registered Post</li> </ul>
3.	When is the operating hours for drop box services during the MCO?	<p>Dropbox services start from 8.30am to 2.00pm on weekdays (except Public Holiday). Dropbox is located at the main entrance or lobby.</p>

4.	What is the procedure for submitting a document via drop box?	<p>A dedicated counter/box will be placed at the main entrance/lobby of the SSM office. It is supervised by the SSM officer on duty.</p> <p>When using drop box services, the customers should:</p> <ul style="list-style-type: none"> <li>(a) Ensure that the documents submitted are complete;</li> <li>(b) Ensure that the bank draft / management company's cheque is attached with the document (cash is strictly not allowed);</li> <li>(c) The company statutory documents must be included in the envelope or a box;</li> <li>(d) Fill in the Sender's Information Form and with the company registration number and paste it on the envelope or box;</li> <li>(e) Submit document to the officer on duty to be placed in the dedicated box.</li> </ul>
5.	How to submit statutory documents via registered post?	<p>Customers can follow these steps:</p> <ul style="list-style-type: none"> <li>(a) Ensure that the documents submitted are complete;</li> <li>(b) Ensure that the bank draft / management company's cheque is attached with the document (cash is strictly not allowed);</li> <li>(c) Insert the company's statutory document into an envelope or a box and addressed to respective SSM offices;</li> <li>(d) Use the registered post service only.</li> </ul>

		<i>Note: Please refer the address in the Contact Us column on the SSM portal.</i>
6.	Can previously obtained appointments be used to deal at the counter?	No. All appointment slots which have been booked during the implementation of MCO from 13 <sup>th</sup> until 26 <sup>th</sup> January 2021 are void. Our customers are required to obtain new appointment slots from 27 <sup>th</sup> January 2021 onwards (subject to further government announcement)
7.	Are there any alternative way to deal with SSM during MCO?	SSM highly encourages our customers to take advantage of SSM's online services through the following link:  (a) Portal Ezbiz - <a href="https://ezbiz.ssm.com.my/">https://ezbiz.ssm.com.my/</a> (b) Portal MyCoID - <a href="https://mycoid2016.ssm.com.my/">https://mycoid2016.ssm.com.my/</a> (c) Portal MyLLP - <a href="https://www.myllp.com.my/">https://www.myllp.com.my/</a> (d) Portal e-Info - <a href="https://www.ssm-einfo.my/">https://www.ssm-einfo.my/</a> (e) Portal MyData - <a href="https://www.mydata-ssm.com.my/">https://www.mydata-ssm.com.my/</a> (f) Portal e-Secretary - <a href="https://esecretary.ssm.com.my/">https://esecretary.ssm.com.my/</a>