



SURUHANJAYA SYARIKAT MALAYSIA  
COMPANIES COMMISSION OF MALAYSIA  
( Agensi di bawah KPDNHEP )

## FREQUENTLY ASKED QUESTIONS (FAQ) FOR BUSINESS REGISTRATION

NO.	QUESTION	ANSWER
1.	What are the services offered at SSM Counters after the MCO period?	<p>The following are the types of services offered through the Business Registration counter after the expiration of the MCO:</p> <ul style="list-style-type: none"> <li>(a) Business registration for the Elderly/Disabled</li> <li>(b) Change in business ownership</li> <li>(c) Business verification letter</li> <li>(d) Business ownership confirmation letter</li> <li>(e) Matters related to Court Order</li> </ul> <p><b>IMPORTANT:</b></p> <p>All of the above can be done through appointment <b>EXCEPT</b> for <b>Ezbiz ID Activation</b>.</p> <p>Transactions offered through online at <a href="mailto:ezbiz@ssm.com.my">ezbiz@ssm.com.my</a> that will NOT be accepted at the counter include:</p> <ul style="list-style-type: none"> <li>(a) Business Registration;</li> <li>(b) Business Changes;</li> <li>(c) Business Renewal; and</li> <li>(d) Termination of Business.</li> </ul>
2.	Can I come directly to the SSM Office for matters as in item 1?	<p>For the comfort of customers and to reduce the risk of Covid-19 infection, customers need to make an appointment in advance via (<a href="https://www.ssm.com.my/Pages/Borang-Temujanji.aspx">https://www.ssm.com.my/Pages/Borang-Temujanji.aspx</a>) before coming to the office.</p> <p>The counter operating hours are as follows: 8.15 am to 4.15 pm.</p>
3.	During the MCO period, how do customers: (i) register a business; (ii) register business changes; (iii) terminate a business; and (iv) renewal a business?	<p>Transactions can be done online at <a href="http://www.ezbiz.ssm.com.my">www.ezbiz.ssm.com.my</a>.</p> <p>Every owner/ partners have to register as Ezbiz users and activate their accounts before proceeding with the online transactions.</p>
4.	How to activate Ezbiz Online user account at <a href="http://ezbiz.ssm.com.my">ezbiz.ssm.com.my</a> ?	<b>Step 1:</b>

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		<p>Users are required to <b>sign up</b> as Ezbiz users at <a href="http://ezbiz.ssm.com.my">ezbiz.ssm.com.my</a> and will received a notification with a reference number (eg. <a href="#">EZ02201707010087</a>);</p> <p><b>Step 2:</b> Users are required to <b>activate</b> their accounts at the nearest SSM office. They are also required to bring along their My Cards; and</p> <p><b>Step 3:</b> Users will receive a notification that the Ezbiz ID has been activated. They may proceed to do transactions at Ezbiz Online.</p>
5.	I'm an Ezbiz Online user but i forgot my password. How do I get a new password?	Please click Forgot Password to retrieve a new password.
6.	How do I change registered email address for Ezbiz Online Account?	Business owners need to visit the nearest SSM counters and bring along their MyKad for this purpose.
7.	What is the approval period given for any application made on Ezbiz Online during MCO?	<p>The client charter during MCO for new application on Ezbiz Online is within 3 working days.</p> <p>For example, an application submitted on 01 July 2020 will be processed no later than 04 July 2020 before 11.59 pm.</p> <p>This client charter only applies during the MCO period or until further notice.</p>
8.	My registration certificate expires on 20 March 2020 which is during the MCO period. Can I be exempted from the compound for late renewal of business?	Compound exemption for the late renewal of business will be given to businesses expiring between 17 March 2020 to 31 December 2020.
9.	My registration certificate expires on 16 March 2020 which is during the MCO period. Can I be exempted from the compound for late renewal of business?	<p>Compound exemption for late renewal of business will be given to the businesses expiring between 17 March 2020 to 31 December 2020.</p> <p>However, an appeal can be made for the compound to be reduced but subject to SSM's approval.</p>
10.	My registration certificate expired on 22 March 2019 but I only renewed my business after the MCO period ends. Can I renew my business even though the business has already expired for almost one (1) year and its 1 year cycle ended during the MCO period?	<p>Business Registration Certificate that is expired for more than one year may not be renewed. Business owners need to register for a new business using the expired business name (but it is subject to SSM's approval).</p> <p>The new business will be given a new business registration number and business owners can purchase the</p>

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		business verification letter at the SSM counter (RM10.00) as proof that the business has been re-registered.
11.	<p>My registration certificate expires on 18 March 2020 and I have renewed the business on 01 May 2020. I was charged a compound for the delay in the renewal of the business and the compound was paid on the same day.</p> <p>I noticed that there is a compound exemption for late renewal of business for businesses expiring between 17 March 2020 to 30 June 2020.</p> <p>Can I claim a refund for the compound payment made?</p>	<p>Yes. The business owner can claim the refund. Please visit our portal at <a href="https://www.ssm.com.my/Pages/Refund/Refund.aspx">https://www.ssm.com.my/Pages/Refund/Refund.aspx</a> for more information.</p>
12.	<p>How do I terminate a business during the MCO period? And how do I terminate a business if the business has already expired.</p>	<p>Business termination can be done online at <a href="http://www.ezbiz.ssm.com.my">www.ezbiz.ssm.com.my</a>. Every owner/partners have to register as Ezbiz user and activate their accounts before proceeding with the online transactions. You need to attach the registration certificate (Form D) or renewal certificate (Form E) for business termination application. There is no cost involved for this application. However, you need to pay RM10.00 if you require the business information. Please ensure that there's no overdue compound termination application is made.</p> <p>Business termination application is not required if the business is expired. Business owners can buy the verification letter from e-info or MyData (SSM's appointed agent) amounting to RM15.30, in order to prove that the business has been expired.</p>