



FREQUENTLY ASKED QUESTIONS (FAQ): SSM REFUND APPLICATION PROCESS THROUGH THE RMS PORTAL

1. When will the online refund application process through the RMS portal commence?

All refund applications must be submitted online through the RMS portal starting from 1 October 2025.

2. How can customers access and apply for a refund?

- (a) Log in to **SSM4U** → Select **RMS** → Access the **E-Services Public Portal**.
- (b) Select the **Refund** menu and complete the application form.
- (c) Upload the official SSM receipt and supporting documents.
- (d) Submit the application.
- (e) A confirmation email containing the **Refund Application Number** will be sent to the registered email address.
- (f) The refund processing period may take up to **30 working days**.

3. What types of refund application categories may SSM customers select?

There are two (2) types of refund application categories that SSM customers may select, namely:

- (a) **Refund Form** - For general refund applications.
- (b) **My Transactions**: For refunds made through the following portals:
 - Xcess.
 - Asset Management System (AMS).
 - *Sistem Pengurusan Stor* (SPS);

- E-Perolehan;
- Corporate Registry System (CRS); and
- Malaysian Business Reporting System (MBRS).

Please ensure that the correct refund application category is selected to avoid any delay in the refund application.

4. What documents must be submitted for a refund application?

Customers must attach the official SSM payment receipt together with other supporting documents as proof of payment for both application categories, whether **Refund Form** or **My Transactions**. Please ensure that all attached documents are clear and in a readable format.

5. Can a refund application be submitted without an official receipt from SSM?

Yes. Please upload any supporting document as proof of payment. SSM will conduct further verification before processing the refund application.

6. Is customer information stored securely?

Yes. The **RMS Public Portal** uses secure technology to protect customers' data and transaction details.

7. What mandatory information is required when completing a refund application?

Please ensure that the bank information is active and valid, as follows:

(a) Bank Name

Example: Maybank, CIMB or Public Bank.

(b) Bank Account Holder Name

Example: If the customer selects a company bank account, please ensure that the account holder name matches the identification details registered with the bank.

(c) Bank Account Number

Please ensure that the account number is active and matches the account holder name and identification number.

(d) Identification Type

Select the *Identification Type* provided in the system.

(e) Identification Number

Please ensure that the identification number matches the account holder name and bank account details.

Example: Enter the Identification Number, such as Business Registration Number or Company Registration Number / Passport Number / Police Number / Military Number / New Identification Card Number, or Old Identification Card Number.

8. How will customers know that their refund application has been successfully submitted to SSM?

Once the application has been successfully submitted, customers will receive a confirmation email from rmsadmin@ssm.com.my.

9. How can customers check the status of their refund application?

The refund application status will be sent via email from rmsadmin@ssm.com.my or noreply-ifast@ssm.com.my. Please check the registered email address regularly.

10. How can customers obtain assistance if they do not receive any email from SSM regarding their refund application?

Customers may email the refund application details to refund@ssm.com.my or enquiry@ssm.com.my for further verification.

11. What happens if the bank information provided in the refund application is inaccurate?

If the bank information provided is invalid or inaccurate, the refund application cannot be processed and may be delayed. SSM will notify the

customer via email together with the details of the invalid bank information. Customers are required to update and resubmit the correct bank information through the link provided in the email. If no response is received or the update is made late, the refund processing period may exceed 30 working days.

12. What happens to refund applications submitted before the launch of the refund portal in RMS?

If customers have not received any feedback for applications submitted **before 1 October 2025**, please email the refund details and supporting documents to refund@ssm.com.my for further assistance. Please provide the following information for further review by SSM.

- (a) Refund Reference Number – (example: 00071/2024, 00625/2025)
- (b) Entity Name – (Company Name / Business Name / LLP Name)
- (c) Entity Number – (Company Registration Number / Business Registration Number / Business Owner's Identification Card Number)
- (d) Applicant Name

13. Does SSM accept refund applications for transactions exceeding two (2) years?

Yes. At present, SSM continues to accept refund applications involving transactions exceeding two (2) years. Any changes to SSM's policy regarding refund applications will be communicated to customers through the RMS portal and FAQ.

14. Can the email address teamsupport_fin@ssm.com.my still be used by customers?

No. Effective 15 January 2026, customers are required to submit all refund-related enquiries via refund@ssm.com.my or enquiry@ssm.com.my to ensure centralised monitoring and efficient handling.