

## FREQUENTLY ASKED QUESTIONS (FAQ)

### IMPLEMENTATION OF THE ELECTRONIC BENEFICIAL OWNERSHIP SYSTEM (E-BOS)

NO	QUESTION	ANSWER
1.	When will the Electronic Beneficial Ownership System (e-BOS) begin operation?	e-BOS was launched and began operation on 1 April 2024.
2.	How can users access e-BOS?	e-BOS could be accessed via <a href="https://ssm4u.com.my">https://ssm4u.com.my</a> .
3.	What browser suitable for using this e-BOS?	e-BOS is best viewed by using Chrome or Mozilla Firefox with a resolution of 1024 x 768.
4.	How could new users access e-BOS?	<p>e-BOS users need to follow the following steps:</p> <p><b>Step 1</b> : Ensure that the user has registered with the SSM4U Portal (<a href="https://ssm4u.com.my">https://ssm4u.com.my</a>) and has been verified as a Verified User.</p> <p><b>Step 2</b> : Visit the SSM4U portal at <a href="https://ssm4u.com.my">https://ssm4u.com.my</a>.</p> <p><b>Step 3</b> : Log in to the SSM4U portal using the registered email address and password.</p> <p><b>Step 4</b> : In the main services section, click on the e-BOS icon.</p>

NO	QUESTION	ANSWER
		<p><b>Step 5</b> : Apply as a Verified Professional User:</p> <p>On the e-Bos Dashboard page, click User Management and click Upgrade/Update Verified Professional. Complete all the required information, click Submit and wait until the application is approved.</p> <p>A notification email will be sent to the registered email after application processed).</p> <p><b>Step 6</b> : Proceed to submit Beneficial Ownership information via e-BOS after the account has been activated.</p>
5.	What services are offered under e-BOS?	<p>The services offered are as follows:</p> <p><b>(a) NOTIFICATION OF BENEFICIAL OWNERSHIP INFORMATION.</b></p> <ul style="list-style-type: none"> <li>➤ Add of new beneficial owner/ senior management;</li> <li>➤ Update of beneficial owner/ senior management; and</li> <li>➤ Cease beneficial owner/ senior management.</li> </ul> <p><b>(b) RECTIFICATION OF BENEFICIAL OWNERSHIP INFORMATION.</b></p>

NO	QUESTION	ANSWER
6.	When is the mandatory date for updating beneficial ownership information through the e-BOS?	Mandatory submission begins on 1 April 2024.
7.	What is meant by the e-BOS transition period?	<p>The transition period is the duration provided to companies to update Beneficial Ownership Information through e-BOS.</p> <p>Companies must update Beneficial Ownership information via e-BOS within three (3) months (1 April 2024 - 30 June 2024).</p>
8.	Beginning 1 April 2024, should all companies need to submit update Beneficial Ownership information via e-BOS even if they have updated it through the submission of Annual Return (AR)?	<p>Yes, all companies need to submit Beneficial Ownership via e-BOS even though latest Beneficial Ownership information has been lodged through Annual Return.</p> <p>This is to ensure that the beneficial ownership information is recorded in e-BOS.</p>
9.	Should companies update Beneficial Ownership information via e-BOS even though there are no changes in Beneficial Ownership information?	Yes. All companies need to submit beneficial ownership to the Registrar via e-BOS starting 1 April 2024.
10.	What actions must be taken by local companies to obtain and submit Beneficial Ownership information after its incorporation?	<p>Actions that should be taken as below:</p> <p>(a) Obtain and record BO information into register of BO within sixty (60) days from the date of appointment of the company.</p> <p>(b) Notify the Registrar within fourteen (14) days from the date of BO information is recorded in the register of BO.</p>

NO	QUESTION	ANSWER																					
		(c) The 60-day period specified in (a) shall include a 14-day period to notify the registrar.																					
11.	When is the submission period for beneficial ownership updates for newly registered foreign companies?	Within fourteen (14) days after the companies have been registered as foreign companies.																					
12.	When is the submission period for companies with Existing status for local companies and foreign companies?	Submission must be made within fourteen (14) days from the date beneficial ownership information/change is recorded in the company's register.																					
13.	Could a company with status other than Existing status submit Beneficial Ownership information through the e-BOS system?	<p>(a) Yes, company with status other than Existing status could submit Beneficial Ownership information via e-BOS; and</p> <p>(b) Submission must be attached with supporting documents as per the table below:</p> <table border="1" data-bbox="794 1283 1353 1615"> <thead> <tr> <th data-bbox="794 1283 837 1352">No</th> <th data-bbox="837 1283 1145 1352">STATUS SYARIKAT</th> <th data-bbox="1145 1283 1353 1352">DOKUMEN LAMPIRAN YANG PERLU DISERTAKAN</th> </tr> </thead> <tbody> <tr> <td data-bbox="794 1352 837 1400">1</td> <td data-bbox="837 1352 1145 1400">WINDING UP</td> <td data-bbox="1145 1352 1353 1400">Liquidator Consent/Court Order</td> </tr> <tr> <td data-bbox="794 1400 837 1447">2</td> <td data-bbox="837 1400 1145 1447">STRUCK-OFF &amp; WINDING-UP VIA COURT ORDER</td> <td data-bbox="1145 1400 1353 1447">Mandatory Court Order</td> </tr> <tr> <td data-bbox="794 1447 837 1494">3</td> <td data-bbox="837 1447 1145 1494">WINDING UP (UNDER CVA)</td> <td data-bbox="1145 1447 1353 1494">Liquidator Consent/Court Order</td> </tr> <tr> <td data-bbox="794 1494 837 1541">4</td> <td data-bbox="837 1494 1145 1541">EXISTING UNDER JM (UNDER CVA)</td> <td data-bbox="1145 1494 1353 1541">Nominees Consent/Court Order</td> </tr> <tr> <td data-bbox="794 1541 837 1588">5</td> <td data-bbox="837 1541 1145 1588">EXISTING (UNDER JM)</td> <td data-bbox="1145 1541 1353 1588">JM Consent/ Court Order</td> </tr> <tr> <td data-bbox="794 1588 837 1615">6</td> <td data-bbox="837 1588 1145 1615">EXISTING (UNDER CVA)</td> <td data-bbox="1145 1588 1353 1615">Nominees Consent/ Court Order</td> </tr> </tbody> </table>	No	STATUS SYARIKAT	DOKUMEN LAMPIRAN YANG PERLU DISERTAKAN	1	WINDING UP	Liquidator Consent/Court Order	2	STRUCK-OFF & WINDING-UP VIA COURT ORDER	Mandatory Court Order	3	WINDING UP (UNDER CVA)	Liquidator Consent/Court Order	4	EXISTING UNDER JM (UNDER CVA)	Nominees Consent/Court Order	5	EXISTING (UNDER JM)	JM Consent/ Court Order	6	EXISTING (UNDER CVA)	Nominees Consent/ Court Order
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14.	Will a late filing fee for submissions that are submitted after fourteen (14) days be imposed?	<p>(a) Submission made during the three (3) months transition period are not subject to a late lodgement penalty; and</p> <p>(b) SSM will update any changes from time to time.</p>																					

NO	QUESTION	ANSWER
15.	What is the registration method to updating beneficial ownership information in e-BOS?	<p>The registration process is as follows:</p> <p>Auto Registered - For all submissions except:</p> <ul style="list-style-type: none"> <li>(a) Other than Existing Companies; and</li> <li>(b) Rectification (Section 602(1)).</li> </ul>
<b>RECTIFICATION: SECTION 602(1)</b>		
16.	Is the notification of beneficial ownership information that has been registered amended?	<ul style="list-style-type: none"> <li>(a) Yes, the company can apply for rectification under provision Section 602(1);</li> <li>(b) Amendments are only applicable to submissions made through e-BOS only;</li> <li>(c) The application must be accompanied by complete supporting documents; and</li> <li>(d) Registration is based on <i>Practice Note No. 6/2019 (Revised): Procedures for Rectification of Documents Lodged and Registered with the Companies Commission of Malaysia.</i></li> </ul>
17.	What types of amendments could be made through e-BOS?	<p>(a) <b>Rectification :</b></p> <p>Amendments to the beneficial owner/senior management information that has been submitted. Example - Date of appointment of beneficial owner and number of identification card.</p>

NO	QUESTION	ANSWER
		<p>(b) <b>Remove/Cancellation :</b></p> <p>Amendment to cancel the appointment/placement of beneficial owner/senior management. Example - Appointment of Mr. A as senior management.</p>
<b>JOINT ARRANGEMENT</b>		
18.	<p>How to create a group in a joint arrangement?</p>	<p>(a) The company must nominate two (2) or more beneficial owners.</p> <p>(b) The displayed by the system names of those who have been appointed, allowing to choose one and then modify the Joint Arrangement group's name and percentage.</p> <p>(c) Total percentage will be calculated as a group.</p>
19.	<p>What is the allowable percentage (%) of Joint Arrangement holdings?</p>	<p>The minimum requirement for the Joint Arrangement is 50.001% for each group.</p>
20.	<p>What notifications need to be submitted to SSM if the registers of beneficial owners' information is kept at any other than a registered office?</p>	<p>Companies need to submit Section 47(2) to SSM.</p>
21.	<p>Where should inquiries regarding e-BOS be directed?</p>	<p>For any inquiries regarding e-BOS, please contact SSM Customer Care (SSMCC) via the Complaints &amp; Feedback section, SSM Chatbot, SSM Live Chat which can be accessed through the official SSM portal, telephone number 03-7721 4000 or email to <a href="mailto:enquiry@ssm.com.my">enquiry@ssm.com.my</a>.</p>