

FREQUENTLY ASKED QUESTIONS
CORPORATE REGISTRY SYSTEM (CRS)

NO.	QUESTION	ANSWER
1.	What is the Corporate Registry System (CRS)?	CRS is SSM's new online platform for company incorporation, updating company information and lodging statutory documents under the Companies Act 2016, the Interest Schemes Act 2016, and the Trust Companies Act 1949.
2.	Why did SSM introduce CRS?	CRS was introduced to provide a more efficient, integrated and user-friendly digital platform. The CRS consolidates various services onto a single platform and offers enhanced workflows, automation and notification capabilities.
3.	What are the key benefits of CRS?	CRS provides a modern user experience, improves efficiency and facilitates the monitoring of applications. The key benefits of CRS include: • 24-hour access, 7 days a week; • Enhanced user interface; • Faster and more structured workflows; • Real-time notifications; and • Easier monitoring of application status.
4.	When will CRS becomes operational?	CRS will be implemented in three phases. Phase 1, which involves the lodgment of statutory company documents, commence on 14 July 2026.
5.	Which existing systems will be replaced by CRS?	For Phase 1, CRS replaces MyCoID, e-Secretary and various statutory company

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		document lodgment services that were previously conducted over the counter.
6.	What services are provided under Phase 1 of CRS?	Phase 1 of CRS covers the following services: • <i>Name Search</i> • <i>Incorporation</i> • <i>Charges</i> • <i>Corporate Intermediaries Registration</i> • <i>Corporate Administration</i> • <i>Initiate Striking Off</i> • <i>Insolvency - Corporate Voluntary Arrangement</i> • <i>Company Information Update</i> • <i>Receivership of Company</i> • <i>Insolvency - Asset Management</i> • <i>Insolvency - Judicial Management</i> • <i>Insolvency - Striking Off</i> • <i>Insolvency - Winding Up</i> • <i>Interest Scheme</i> • <i>Appeal to Minister</i> • <i>Court Order</i> • <i>BizTrust</i> • <i>Over the Counter</i> • <i>Relodgement</i> • <i>Extension of Time</i> • <i>Rectification</i> • <i>Compound</i>
7.	Will MyCoID and e-Secretary continue to be available after CRS becomes operational? Will MyCoID and e-Secretary continue to be available after the Corporate Registry System (CRS) becomes operational? A: No. The MyCoID and e-Secretary services will be fully replaced by the Corporate Registry System (CRS).	No. MyCoID and e-Secretary services will be fully replaced by CRS.
8.	Will company data and user records in the existing systems be automatically transferred to CRS?	Yes – company data and records will be transferred to CRS. Users are advised to retain all records of transactions done through MyCoID and e-

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		Secretary, as well as copies of documents lodged over the counter.
9.	If an application in MyCoID is in "draft" status, will the information be migrated to CRS?	No. All applications must be submitted through CRS, as MyCoID is no longer in operation.
10.	How will the lodgement of documents at SSM counters be handled after CRS becomes operational? Should any services continue to require over-the-counter transactions, SSM will make the necessary announcements from time to time.	All document lodgement transactions can be done online through CRS. If there are any services that still require over the counter transactions, SSM will provide updates from time to time.
11.	Will the SSM4U portal be replaced by CRS?	No. The SSM4U portal will not be replaced by CRS and will continue to operate as usual. Users need to access CRS through the SSM4U portal.
12.	Why was the notice regarding the implementation of CRS and the discontinuation of physical document lodgement issued within a relatively short notice prior to the implementation date?	All necessary assessments and validations had to be completed to ensure the smooth implementation of the CRS. Consequently, the notification period was determined after all processes had been finalised to ensure that the information communicated to users is accurate and clear.
13.	Will SSM introduce any changes to fees, lodgement processes or company registration procedures following the implementation of CRS?	No changes to fees will be imposed as a result of the implementation of CRS. However, for document lodgement and company registration processes, users will be required to complete or update certain new information in accordance with the system requirements.
14.	How will applications or transactions submitted before the system shutdown period be processed after CRS becomes operational?	Applications or transactions submitted before the system shutdown period will be processed and the status will be communicated via email.

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USER REGISTRATION		
15.	How to access CRS?	CRS can be accessed through the SSM4U portal. Users need to log in to SSM4U and access CRS through the portal. The steps to access CRS are as follows:  The infographic is titled 'UNTUK PENGGUNA BAHARU & SEDIA ADA' and is divided into three columns: KUMPULAN 1 (PENGUNA SEDIA ADA), KUMPULAN 2 (PENGUNA SEDIA ADA), and KUMPULAN 3 (PENGUNA BAHARU). Each column lists steps for logging in, resetting passwords, and activating accounts. At the bottom, it says 'PERNIAGAAN ANDA BERMULA DI SSM' and provides QR codes for further information.
16.	Which email address should users use to log in to CRS?	Users must use the email address registered with SSM4U.
17.	Do I need an SSM4U account to access CRS?	Yes.
18.	Can I use my existing SSM4U account to access CRS?	Yes. Existing SSM4U users may use the same account and password to access CRS.
19.	How can new users register to use CRS?	New users must first register for an SSM4U account. Once registration is complete, users must visit the nearest SSM counter or use a Tap.it kiosk for identity verification. After the verification process is completed and the account is activated, users may access CRS.

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USER ROLES AND ACCESS		
20.	Who can access CRS?	Access to CRS is granted to authorised users. These include company secretaries, directors, lawyers, liquidators, auditors, individuals, agent, Substantial Shareholder and other eligible categories of users.
21.	Can the same account be used by more than one user at the same time?	No. Only one active login session is permitted per account at any given time.
22.	Are Maker and Checker functions provided in the CRS?	Yes.
23.	What are the roles of the Maker and Lodger in the CRS?	Maker – responsible for preparing the information for lodgement. Lodger – responsible for reviewing documents and ensuring that the information entered by the Maker is accurate, authentic and correct; the Lodger is subsequently responsible for lodging the documents with SSM.
USER GUIDE AND SUPPORT		
24.	Will CRS user manual be provided?	Yes. A detailed user manual will be provided for each CRS service.
25.	If technical issues arise after the launch of CRS, what assistance or support channels will be provided by SSM?	If users experience technical issues or have any enquiries relating to CRS, SSM provides dedicated CRS hotlines, which commenced operations on 14 July 2026. Please contact the hotlines at: a) 03-2299 5544; b) 03-2299 5545; c) 03-2299 5552; or d) 03-2299 5553. Email: crs_support@ssm.com.my

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NOTIFICATION AND APPLICATION STATUS		
26.	How will users receive updates regarding transactions or queries relating to their applications?	Users will receive updates through notifications in CRS, SSM4U and email.
27.	Will CRS continue to send email notifications for all transactions or queries?	Yes.
28.	Can a company secretary who handles the same company (Joint Company Secretary) view the same application?	Yes.
29.	How can users check the status of their applications?	Users can check the status of their applications through the CRS dashboard and the Task List.
30.	How can users check the status of lodged applications?	Users can check the status of lodged applications on the CRS dashboard. Application Status: • Draft – The lodgement has been prepared but has not yet been submitted for processing. • Submitted – The application/ lodgement has been successfully submitted and is awaiting review or processing. • Approved – The application has been reviewed and approved or registered. • Query – Additional information, clarification or correction is required before processing can proceed. • Withdrawn – The application/ lodgement has been voluntarily withdrawn by the applicant and will not be processed further. • Rejected – The application/ lodgement has been reviewed but

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		not approved due to non-compliance, insufficient information, etc.
CRS SYSTEM REQUIREMENT		
31.	What software are required to use CRS?	CRS is a web-based system that can be accessed through a standard web browser. Users are encouraged to ensure their web browsers and internet connections are up to date. The supported major versions are: • Chrome 149 • Firefox 151 • Edge 149 and 148 • Safari 26 and 18 • iOS 26 and 18 • Firefox ESR 140
32.	How do users upload supporting documents?	Users must adhere to the following requirements: Document format: • PDF, image • Size per document: 25MB • Document resolution: 200 dpi
LODGEMENT OF APPLICATION AND COMPANIES STATUTORY DOCUMENT		
33.	Can the submission of notices by substantial shareholders under Sections 137, 138, 139, and 141 of the Companies Act 2016 be made through CRS?	Yes.
34.	Does the immediate lodgment process for charges and the Return of Allotment (ROA) need to go through CRS?	Lodgment of that application can be made through CRS.

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35.	Must auditors lodge documents through CRS?	Yes, all auditor-related documents must be lodged through CRS.
36.	Must PD2/2016 be lodged over the counter?	Yes.
37.	Can compound payments be made online through CRS?	Yes.
38.	Can applications submitted through CRS be saved as a draft?	Yes.
39.	How long will draft applications be retained?	Draft applications will be retained for seven (7) days.
40.	Can users respond to applications that have been queried through CRS?	Yes.
41.	Can an application that has been queried be resubmitted online?	Yes.
42.	Are all applications approved automatically?	No.
43.	Can an application be withdrawn after it has been submitted through CRS?	Yes.
44.	When can an application be withdrawn?	An application may be withdrawn before approval is granted.
45.	Can Express Filing be done via CRS?	No. The Express Filing facility is not available through CRS.
46.	Why cannot the filled-in information be submitted?	The completed form cannot be submitted because certain mandatory information has not been completed. As a result, the screen will display a red link and an asterisk (*). Ensure that all mandatory information is completed so that the asterisk (*) no longer appears, then press the 'SUBMIT' button to send the application.

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47.	Will MBRS will continue to operate after CRS becomes operational?	Yes.
48.	Will annual returns and financial statements be lodged through CRS?	No. Annual returns and financial statements must be lodged through MBRS.
PAYMENT METHOD		
49.	What payment methods are accepted?	The accepted payment methods are as follows: • Debit card/Credit card; • FPX; and • Supported e-wallets.
50.	Are there any prerequisites for using a credit card?	There are no specific prerequisites. Users simply need to enter the following information: • credit card number; • expiry date; and • security code (printed on the back of the card).
51.	Are all types of credit cards accepted for payment for CRS services?	Only Visa and Mastercard credit cards are accepted for payments for CRS services.
52.	What are the operating hours for credit card payments?	Credit card payments can be made at any time, 24 hours a day, seven (7) days a week (24/7).
53.	What is payment via Financial Process Exchange (FPX)?	FPX is a payment method that allows payments to be made directly from a user's savings or current account via internet banking.
54.	How can users make payments via FPX?	Users simply need to follow the payment instructions displayed in the system during the FPX payment transaction process.
55.	Is FPX payment supported by all banks?	FPX payments can be made through banks that support the service. The list of available banks will be displayed during the payment process.

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56.	Will users be charged any additional fees for using FPX?	No additional fees will be charged.
57.	Which e-wallets are supported by CRS?	The e-wallet payment options available via CRS are GrabPay, Maybank QR Pay, Mcash, Boost, and Touch'n Go eWallet. The available e-wallets will be displayed when users select the payment method.
58.	Is there a payment limit when using an e-wallet?	Transaction limits are subject to the policies and terms established by the respective e-wallet providers.
59.	How can users verify that the payment transaction has been successfully completed?	The payment status will be displayed on the screen and a notification will appear on the CRS dashboard. Users will also receive a confirmation email once the payment has been successfully received.
60.	How can users check the payment status?	The payment status can be checked through the system portal using the transaction reference or other relevant information.
61.	What should be done if a payment fails but the funds have already been deducted from the user's account?	Users are advised to first check the transaction status in the payment history. Users may contact the designated CRS hotline and provide proof of the transaction for further verification.
REFUND		
62.	Can a payment that has been made be refunded?	Refund requests are subject to the terms and regulations applicable to CRS.
63.	How long does it take to process a refund?	The refund processing period is subject to the procedures and approvals established by SSM.

NO.	QUESTION	ANSWER
AWARENESS AND TRAINING PROGRAM		
64.	Will company secretaries be provided with training on the use of the new CRS?	Yes. Training sessions have already begun, and continue to be conducted in stages.
65.	How can users register for the training sessions?	SSM will notify the relevant professional bodies by email regarding participation in the upcoming training session.
66.	Will SSM organise briefing or training sessions on the use of CRS prior to its implementation?	Yes. SSM has conducted several briefings sessions on the use of CRS on the following dates: (a) 10 February 2026; (b) 20 May 2026; and (c) 24 June 2026. SSM will provide updates on any future training sessions through its official communication channels from time to time.
67.	Are fees charged for CRS training based on the COMTRAC training schedule?	Currently, all training sessions are provided free of charge. However, if fees or charges for participation in training sessions are introduced in the future, further information will be provided from time to time.
68.	Why were only certain company secretaries involved in the CRS pre-briefing sessions with SSM? Why were company secretaries at the state level not included?	SSM conducts briefing and pre-briefing sessions in stages, based on the target groups and implementation requirements. In addition to sessions with representatives of professional bodies and stakeholders, sessions involving company secretaries at the state level are also held online to ensure comprehensive information dissemination.

NO.	QUESTION	ANSWER
LODGEMENT OF APPLICATIONS AND STATUTORY COMPANY DOCUMENTS THROUGH SSM COUNTER SERVICES		
69.	What services are offered through SSM service counters?	The services offered at the service counters at all existing SSM offices are limited to the following: • Documents under the Companies Act 1965, excluding documents that must be lodged through MBRS; • Applications for the rectification of registers, excluding documents relating to company incorporation, Charges and Interest Schemes; and • Practice Directive No. 11/2026. However, SSM will provide further information from time to time if there are any additions to or reductions in the services offered at the counters.
70.	What types of forms are used for lodgement through SSM service counters?	The existing forms may continue to be used for lodgement through the service counters. The forms are available on SSM's official website under the "Legal Framework" tab.

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