

FREQUENTLY ASKED QUESTIONS (FAQ) ABOUT SSM BIZTRUST QR CODE THROUGH MYSSM APPLICATION FOR REGISTRATION OF BUSINESS, REGISTRATION OF COMPANIES AND LIMITED LIABILITY PARTNERSHIP

General information on the functions of MySSM app		
No.	Questions	Answers
1	What is the function of MySSM?	<p>MySSM is an official application of the Companies Commission of Malaysia (SSM) that offers information access services related to Registration of Business (ROB), Registration of Company (ROC) and Limited Liability Partnership (LLP) via mobile devices.</p> <p>Modules of SSM e-Services that offers in the MySSM app are:</p> <ul style="list-style-type: none"> i. e-Search; ii. e-Query; iii. e-Compound; iv. Status 308; and v. SSM BizTrust (NEW)
2	Who are the users of MySSM ?	<p>Three (3) categories of MySSM app users are:</p> <ul style="list-style-type: none"> i. MySSM app administrator; ii. Business entities (ROB, ROC and LLP); and iii. Members of the public residing in Malaysia.
3	How do I access this application?	<p>Users can access MySSM app by downloading the app via smartphone from Apple App Store (iOS), Google Play Store (Android) and Huawei AppGallery (Huawei).</p>
4	Are there any fees to obtain this application?	<p>No fees charged. The application can be downloaded for free.</p>
5	Is MySSM app available all the time?	<p>This service is available seven (7) days a week, and 24 hours a day.</p>

General information on the function of SSM BizTrust QR code		
No.	Questions	Answers
1	What is the function of SSM BizTrust?	<p>SSM BizTrust function has been rebranded as a business starter kit which serves as a verification and identification of digital identity to business entities (ROB, ROC and LLP) that registered with SSM.</p> <p>The aim is to strengthen the compliance on these business entities through the provisions of the Acts administered by SSM.</p>
2	What is included in this business starter kit?	<p>Business starter kit comes in the form of SSM BizTrust QR code which serves as a review of business corporate information that display information such as :</p> <ul style="list-style-type: none"> i. Name of business; ii. Business entity registration number; iii. Status; and iv. Business URL address.
3	Who is eligible to obtain the SSM BizTrust QR code?	<p>Starting March 31st, 2021, SSM BizTrust QR code will be provided to sole proprietorship and partnership businesses registered under the Business Registration Act 1956 (APP 1956).</p> <p>The implementation to ROC and LLP entities will be extended by stages.</p>
4	How to obtain SSM BizTrust QR code?	<p>For the time being, SSM BizTrust QR code is automatically provided to sole proprietorship and partnership businesses registered under the Business Registration Act 1956 (APP 1956) through the ezBiz Online portal at ezbiz.ssm.com.my.</p> <p>The implementation to ROC and LLP entities will be extended in stages.</p>
5	Are there any fees charged to obtain SSM BizTrust QR codes?	No fees charged.

6	Are there any differences with the existing SSM BizTrust implementation method?	<p>Yes. For ROB entities, the QR code will be automatically provided through ezBiz Online portal. Users are not required to apply through the SSM BizTrust portal.</p> <p>ROC and LLP entities are still required to apply SSM BizTrust through SSM BizTrust portal at https://biztrust.ssm.com.my/. Free registration is offered until December 31st, 2021.</p>
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General information on SSM BizTrust QR code through MySSM		
No.	Questions	Answers
1	Where does SSM BizTrust QR code function can be used?	<p>SSM BizTrust QR code can only be scanned using the MySSM app. It can be used and displayed at:</p> <ul style="list-style-type: none"> i. Business premises; ii. Business websites; iii. Business social media sites; iv. Business cards; and v. Marketplace sites.
2	Does the QR code on the Certificate of Registration (Form D) has the same function as the SSM BizTrust QR code?	<p>Yes. Starting March 31st, 2021, new sole proprietorship and partnership business entities registered under the Business Registration Act 1956 (APP 1956) are able to scan the QR code on the Certificate of Registration (Form D) through the MySSM app.</p>
3	What version of the MySSM app supports the SSM BizTrust QR code function?	<p>This function is only available in the MySSM app version 3.1.8 and above. Users can update the MySSM app from Apple App Store (iOS), Google Play Store (Android) and Huawei AppGallery (Huawei).</p>
4	There are premises and websites / social medias that have not applied SSM BizTrust QR code, when will it be fully enforced?	<p>SSM BizTrust QR code was first introduced to the public on March 31st, 2021. For the time being, SSM BizTrust QR code is applicable to ROB entities and the implementation will be</p>

		<p>expanded to ROC and LLP entities in stages.</p> <p>Users are encouraged to use the MySSM app for SSM BizTrust QR code review as this application is supported by SSM and guarantees the authenticity of the corporate information of the business entities.</p>
5	Who should I contact if the SSM BizTrust QR code in MySSM is malfunction ?	<p>Any enquiries regarding SSM BizTrust QR code, please contact:</p> <p>SSM Call Center at 03-7721 4000; Facsimile at 03-7721 4001; or Email to enquiry@ssm.com.my.</p> <p>SSM Call Center operating hours: Monday-Sunday 8.00am-6.00pm Public Holidays Closed</p>

SSM BizTrust QR code function for visitors		
No.	Questions	Answers
1	How do visitors use SSM BizTrust QR code function through MySSM app?	<p>For existing MySSM application users (make sure your MySSM application is in the latest version):</p> <ol style="list-style-type: none"> i. Step 1: Press the SSM BizTrust menu or icon on the MySSM homepage; ii. Step 2: Click 'Proceed' on the SSM BizTrust QR code brief introduction page to go to the next page; iii. Step 3: Press 'Touch the screen to scan' (the camera system will open automatically to scan the SSM BizTrust QR code); iv. Step 4: Please scan the SSM BizTrust QR code of; and v. Step 5: After scanning, the user will receive information (business entity name and business

		<p>number, status as well as business URL address).</p> <p>For users who do not have the MySSM app:</p> <ol style="list-style-type: none"> i. Step 1: Download the app by searching 'MySSM' from Apple App Store, Google Play Store and Huawei AppGallery. ii. Step 2: Press the MySSM app display on the mobile device. iii. Step 3: Press the SSM BizTrust menu or icon on the MySSM homepage; iv. Step 4: Click 'Proceed' on the SSM BizTrust QR code brief introduction page to go to the next page; v. Step 5: Press 'Touch the screen to scan' (the camera system will open automatically to scan the SSM BizTrust QR code); vi. Step 6: Please scan the QR code of SSM BizTrust; and vi. Step 7: After scanning, information such as business entity name and business number, status as well as business URL address will be displayed.
2	Why does the QR code scan result shows the "Invalid SSM BizTrust QR Code" notification?	This notification is displayed if SSM BizTrust QR code is not scanned using MySSM app.
3	Why does the QR code scan result displays the "No Network. Check your internet connection and try again." notification?	This notification is displayed if the internet network connection is unstable.

SSM BizTrust QR code function for Business Entities		
No.	Questions	Answers
1	How to obtain SSM BizTrust QR code?	For ROC and LLP entities, this implementation will be implemented in

		<p>stages and will be informed from time to time.</p> <p>For the time being, SSM BizTrust QR code will be provided to entities under the Business Registration Act 1956 (APP 1956) and who has a ezBiz Online account.</p> <p>For existing users of ezBiz Online portal:</p> <ol style="list-style-type: none"> i. Step 1: Log in to your ezBiz account using your User ID and password; ii. Step 2: Press 'Other Services' on the main menu page to go to the 'SSM BizTrust' menu; iii. Step 3: Press 'View Barcode' on the SSM BizTrust portal to display the SSM BizTrust QR code. iv. Step 4: Press 'Download' to download the SSM BizTrust QR code.
2	How do I upload the SSM BizTrust QR code on social media (Instagram)?	<p>For ROC and LLP entities, this implementation will be implemented in stages and will be informed from time to time.</p> <p>For the time being, SSM BizTrust QR code will be provided to entities under the Business Registration Act 1956 (APP 1956) and who has a ezBiz Online account.</p> <p>Option 1</p> <ol style="list-style-type: none"> i. Step 1: Press 'Download' to download SSM BizTrust QR code (image in JPEG format) via ezBiz Online portal; ii. Step 2: Log in into business Instagram account;

		<ul style="list-style-type: none"> iii. Step 3: Press '+' to upload SSM BizTrust QR code to Instagram Post; iv. Step 4: Press 'Next' and write the appropriate caption; and v. Step 5: Press 'Share' and the SSM BizTrust QR code display is available. <p>Option 2</p> <ul style="list-style-type: none"> i. Step 1: Press 'Download' to download SSM BizTrust QR code (image in JPEG format) via ezBiz Online portal; ii. Step 2: Log in into business Instagram account; iii. Step 3: Swipe right to upload SSM BizTrust QR code to Instagram Story; iv. Step 4: Press 'Send to' and the SSM BizTrust QR code display is available. <p>Note: Instagram Story can be used as a 'Highlight' on a business's Instagram account.</p>
3	How do I upload SSM BizTrust QR code on social media (Facebook Page)?	<p>For ROC and LLP entities, this implementation will be implemented in stages and will be informed from time to time.</p> <p>For the time being, SSM BizTrust QR code will be provided to entities under the Business Registration Act 1956 (APP 1956) and who has a ezBiz Online account.</p> <ul style="list-style-type: none"> i. Step 1: Press 'Download' to download SSM BizTrust QR code (image in JPEG format) via ezBiz Online portal; ii. Step 2: Log in into business Facebook Page account; iii. Step 3: Press 'News Feed' and 'Photo' to select the downloaded SSM BizTrust QR code image to upload to the Facebook Post;

		<p>iv. Step 4: Press 'Publish' and the SSM BizTrust QR code display is available.</p> <p>vi. Step 5: Press 'Pin to Top' to post the QR code placed on top of the Facebook Page Timeline.</p>
4	How do I upload the SSM BizTrust QR code on the business website?	<p>For ROC and LLP entities, this implementation will be implemented in stages and will be informed from time to time.</p> <p>For the time being, SSM BizTrust QR code will be provided to entities under the Business Registration Act 1956 (APP 1956) and who has a ezBiz Online account.</p> <p>i. Step 1: Press 'Download' to download SSM BizTrust QR code (image in JPEG format) via ezBiz Online portal; and</p> <p>ii. Step 2: Upload the SSM BizTrust QR code in the footer either left or right of the website.</p> <p>Note: The minimum scale of the QR code display is 3.0 cm² and is readable if scanned.</p>
5	Does the QR code on the Certificate of Registration (Form D) has the same function as the SSM BizTrust QR code?	<p>Yes. Starting March 31st, 2021, new sole proprietorship and partnership business entities registered under the Business Registration Act 1956 (APP 1956) are able to scan the QR code on the Certificate of Registration (Form D) through the MySSM app.</p>
6	Can this QR code be displayed on a personal Facebook page?	<p>Owners are encouraged to use the official Facebook Page of the business for the purpose of developing of the brand and products.</p>
7	If I do not have a business URL page, can I display this QR code at the business premises?	<p>For the time being, the use of SSM BizTrust QR code is only to entities under the Business Registration Act</p>

		1956 (APP 1956). However, business premise owners are encouraged to display the SSM BizTrust QR code.
8	How do I upload the SSM BizTrust QR code on the business premises?	<p>For ROC and LLP entities, this implementation will be implemented in stages and will be informed from time to time.</p> <p>For the time being, SSM BizTrust QR code will be provided to entities under the Business Registration Act 1956 (APP 1956) and who has a ezBiz Online account.</p> <ul style="list-style-type: none"> i. Step 1: Press 'Download' to download SSM BizTrust QR code (image in JPEG format) via ezBiz Online portal; and ii. Step 2: Print the SSM BizTrust QR code and display it at the business premises.
9	Can SSM BizTrust QR code be displayed on websites / social medias that are owned by the merchant?	No. The information displayed on MySSM app is proven authentic about business entities registered with SSM. Users can compare information and identify whether the entity is legitimate or not.
10	Can I upload the SSM BizTrust QR code on any website / social media?	No. Business owners are required to register the business URL address with SSM before uploading its QR code to the business website / social media.