



## **FAQ: SSM NEW REFUND APPLICATION PROCESS**

### **1. When will the new Refund process be available?**

SSM allow customers to request refunds digitally through the SSM new refund public portal manage by our new Revenue Management System (RMS). All refund applications can be resubmitted via the new Refund Portal, which is scheduled to be operational on 1 October 2025.

### **2. What happens to the refund made before 13 September 2025?**

Refund applications submitted before 13 September 2025 will be processed in our current refund system. If you do not receive any response regarding your refund application (submitted before 13 September 2025), please email your refund details or attachment submitted to [refund@ssm.com.my](mailto:refund@ssm.com.my) / [tempsupport\\_fin@ssm.com.my](mailto:tempsupport_fin@ssm.com.my) for further assistance.

### **3. How do I access and apply for a refund on 1<sup>st</sup> October 2025?**

- (a) Once you make a payment for any purchase of products and services provided by SSM, you will receive an official SSM receipt from our SSM portal.
- (b) Log in ssm4u > Search RMS icon > Landing page E-Services Public Portal.
- (c) Navigate to the Refund Menu.
- (d) Start a new refund application by entering all refunds details and uploading your receipt or any related supporting documents.
- (e) Submit your application.
- (f) Customers will receive refund confirmation (Refund Application Number) via email once your request is submitted.
- (g) Your application shall be processed within 30 workings day.

**4. Why the Refund menu consists of “Refund Form” and “My Transaction”. Which one should I choose?**

There are two (2) refund methods available for SSM customers as follows:

- (a) Submission refund request through Refund Form; and
- (b) Submission refund request through “My Transaction” – this refund request applicable **ONLY** for customers who perform payment transactions with the following portal starting 1 October 2025.
  - (i) Xcess.
  - (ii) iSPARS.
  - (iii) Asset Management System (AMS).
  - (iv) System Pengurusan Store (SPS); and

Kindly ensure that you choose the correct refund menu to avoid any delays with your refund request. Your refund request shall be verified according to the officer in charge.

**5. What documents do I need to attach to my refund application?**

Kindly attach SSM official payment receipt together with any additional supporting documents as part of your proof of payment. Both refund method (“Refund form” and “My Transaction”) required supporting documentation upon submission. Please ensure your attachment is in readable format.

**6. Is my information secure?**

Yes. The RMS Public Portal uses secure technology to protect your data and transactions.

**7. What is the mandatory information that I need to know in filling out my refund request/application?**

Make sure your bank information is active and valid such as below:

- (a) **Bank Name**  
(e.g., Maybank, CIMB, Public Bank)
- (b) **Account Holder’s Name**  
– must be the same as the applicant’s name / entity registered with SSM.

- (c) **Bank Account Number**
  - ensure the account is active and valid.
- (d) **Identity Type**
  - Select Identity Type listed in the field provided in the system
- (e) **Identity Number**
  - Key in your Identity Number (i.e.: Business Registration Number/Passport No./Polis No./Military ID/ New NRIC/ Old NRIC).

**8. What if the bank information provided is wrongly entered into the refund application?**

If the bank information is invalid or incorrect, your refund cannot be processed and will be delayed. You will be notified through SSM email on the invalid bank information. You will be required to update and resubmit the correct bank details via link provided in the emails sent. If no response or delay update is received from our customer, the refund processing time may exceed 30 working days.

**9. How do I know my refund request / application successfully submitted to SSM?**

After submitting your refund request, you will receive updates via email. Please regularly check your email inbox (email address declared in the refund application) for the following notification:

- (a) Submission confirmation – customer shall receive an acknowledgement after submission in the system.
- (b) Status updates (e.g., under review, approved, rejected).

**10. Who should i contact if i have enquiries about my refund?**

If you encounter any issues or have any enquiries regarding the RMS Refund Portal, please reach us at

- (a) 03-2299 5544
- (b) 03-2299 5545
- (c) Email to:  
[tempsupport\\_fin@ssm.com.my](mailto:tempsupport_fin@ssm.com.my)