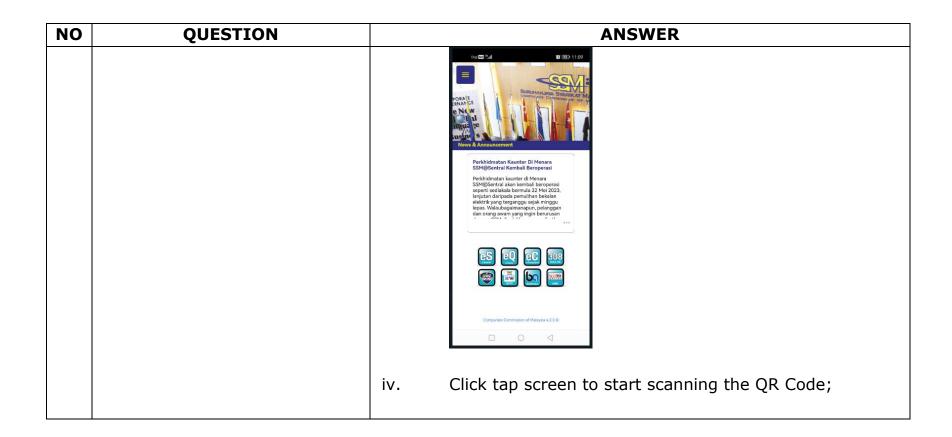
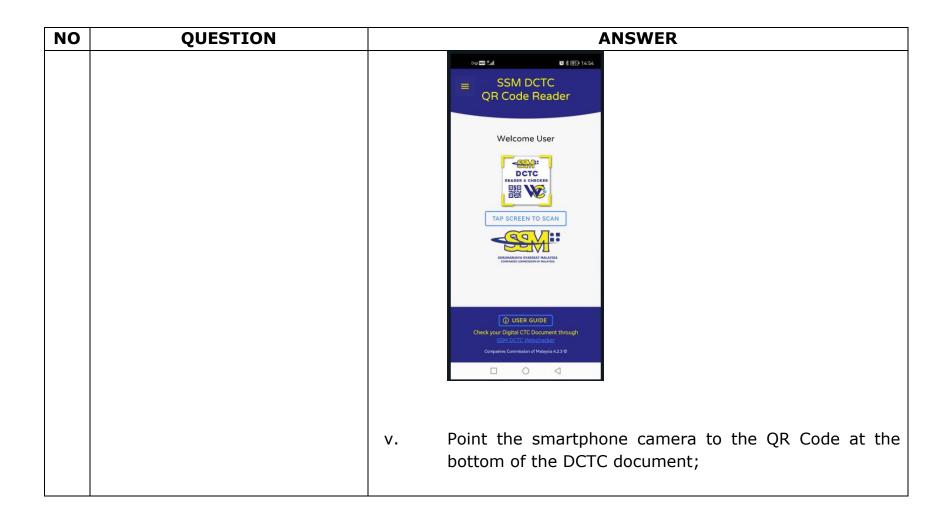
FAQ (ENGLISH VERSION)

Category: SSM Digital Certified True Copy (DCTC) QR Code Reader

QUESTION	ANSWER
What is SSM Digital Certified True Copy (DCTC) QR Code Reader?	This is an application that provides service to verify and validate the authenticity of the Digital Certified True Copy (CTC) documents or products issued by the Companies Commission of Malaysia (SSM) via a mobile application.
How do I access this application?	This application can be accessed by downloading the SSM DCTC QR READER application onto a smartphone from the Google Play (Android), App Store (iOS) or Huawei AppGallery.
Are there any charges for downloading this application?	No. This application can be downloaded for free.
How do I use this application?	 i. Click the MySSM icon on your smartphone; ii. MySSM homepage will be displayed;
	What is SSM Digital Certified True Copy (DCTC) QR Code Reader? How do I access this application? Are there any charges for downloading this application?

NO	QUESTION	ANSWER
	QUESTION	SSM DCTC QR Code Reader Welcome User TAP SCREEN TO SCANI BUILDINGS OF HALLES HALLEST A CHICKER SCHOOL COMPANIC CONTROL OF HALLEST A CHICKER COMPANIC CONTROL CONTROL OF HALLEST A CHICKER COMPANIC CONTROL CONTROL OF HALLEST A CHICKER STANDARD
		iii. Click on the SSM DCTC QR Code Reader icon;





NO	QUESTION	ANSWER
		BORANG D (KAEDAH IJ) PERAKUAN PEMBAHARUAN PENDAGTARAN AKTA PENDAGTARAN PENDAG
		vii. Verify that the copy displayed on the smartphone is the same as the printed copy.
5.	Why does the QR Code scan result shows "CTC record is valid. The document is not available. Please contact	This notification will be displayed if a successful search is performed but the DCTC product or document is not available in SSM's records.
	<pre>enquiry@ssm.com.my further clarification"?</pre>	For any inquiries or complaints, please submit to enquiry@ssm.com.my .

NO	QUESTION	ANSWER
6.	,	, , , , , , , , , , , , , , , , , , , ,
7.	Why does the QR Code scan result show "Invalid CTC QR Code"?	, ,

FAQ (ENGLISH VERSION)

Category: SSM Digital Certified True Copy (DCTC) Web Checker

NO	QUESTION	ANSWER
1.	What is the SSM Digital	This is a system that provides services to verify and validate the
	Certified True Copy (DCTC)	authenticity of the Digital Certified True Copy (CTC) document issued
	Web Checker?	by the Companies Commission of Malaysia (SSM) via the web.
2.	How do I become a user of	(a) Open the internet browser and type https://ssm4u.com.my;
	this web checker?	(b) Click "REGISTER" to register and obtain your user ID;
		(c) Click "SIGN IN" and key in the user ID and password if the
		user is a registered user of SSM4U; and
		(d) Click icon "DCTC READER & CHECKER".
		The Web Checker screen will appear.
3.	How do I search for DCTC	Once the web checker screen is displayed, key in the "Serial Number"
	documents or products	stated below the QR Code on the DCTC document. (Example:
	through this web checker?	MY1911060833420 or EI1911041607293)
		Please click on the "I'm not a robot" in the reCAPTCHA box.
		reCAPTCHA box is mandatory to be completed. Once checked, click on
		the "Search" button.
		The message "Field Serial No: is mandatory" will be displayed if the
		serial number is incomplete.

NO	QUESTION	ANSWER
		The DCTC document will be displayed if the search is successful.
4.	Why does the search result show "CTC record is valid. The document is not available. Please contact enquiry@ssm.com.my for further clarification"?	product or document is not available in SSM's records. For any inquiries or complaints, please submit to
5.	Why does the search result show "CTC document generated with expired public key. Please contact enquiry@ssm.com.my for further clarification."	· · · · · · · · · · · · · · · · · · ·
6.	Why does the search result shows "Invalid Serial No"?	This message will be displayed if the serial number was not issued by SSM.

Prepared by:

Business Development Section Marketing and Business Development Division Suruhanjaya Syarikat Malaysia 31 October 2023