

LEMBAGA HASIL DALAM NEGERI MALAYSIA



**SISTEM HASIL *INTERNATIONAL DATA EXCHANGE FACILITY* (HiDEF)
PERTUKARAN MAKLUMAT SECARA AUTOMATIK (AEOI) UNTUK *COMMON*
REPORTING STANDARD (CRS)**

CRS Registration User Manual

1.0 INTRODUCTION

1.1 SYSTEM OVERVIEW

AEIOI is a procedure that governs how the tax authorities in the participating countries exchange data relating to the bank and safekeeping accounts of taxpayers. The goal is to make tax evasion impossible. AEIOI is an international standard. The member countries of the G20, the OECD, and other important financial centres have committed to the implementation of AEIOI.

Automatic Exchange of Information (AEIOI) is broadly recognised to be a positive step to global transparency. It is a proactive tool that will be able to inform countries of its resident's wealth that has been concealed offshore undetected and hence, simultaneously deters future non-compliance.

The CRS is the single global standard for the collection, reporting and exchange of financial accounting information on non-residents. Under it, a Reporting Financial Institution applies the CRS due diligence rules to identify eligible financial accounts held by residents of other jurisdictions and then reports required information to their local tax authority. This information is then sent to the non-residents tax authority.

Financial institutions required to report under the CRS include banks and other deposit taking institutions, custodial institutions, investment entities, and specified insurance companies.



Figure 1-1 LHDNM - FATCA, CRS, CBC and Tax Ruling Process Flows

1.2 COMMON REPORTING STANDARD (CRS)

The CRS was developed by the OECD to put a global model of automatic exchange of information into practice and draws extensively on the intergovernmental approach taken in order to implement the Common Reporting Standard (CRS). It sets out the financial account information to be exchanged, the financial institutions required to report, the different types of accounts and taxpayers covered, as well as common due diligence procedures to be followed by financial institutions.

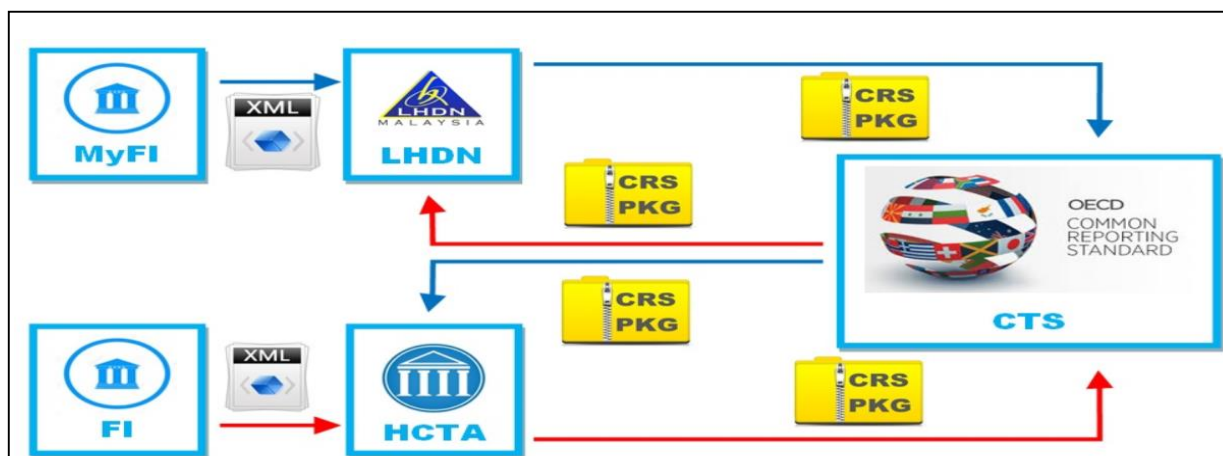


Figure 2-2 LHDNM - CRS Process Flow

Note: The "RED" line is file transfer from foreign to domestic and "BLUE" line is from domestic to foreign

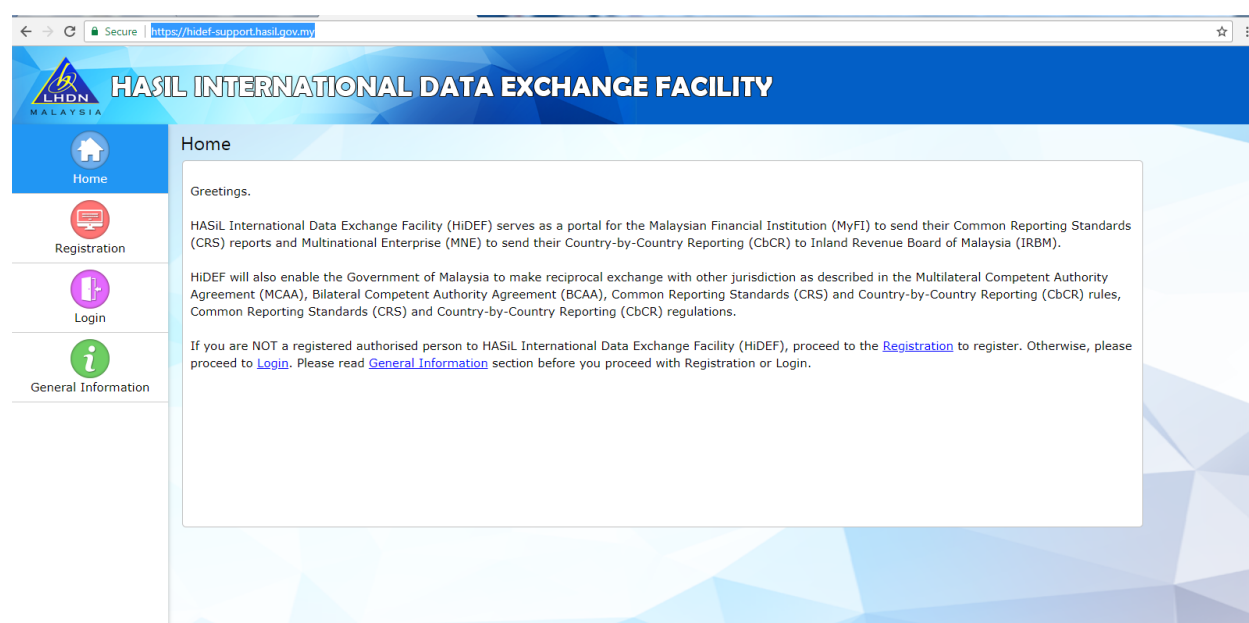
CRS REGISTRATION PROCESS

2. CRS REGISTRATION

This menu is used by Malaysian Financial Institutions (MYFI) for registration to proceed with CRS reporting using HiDEF Portal.

The HiDEF portal is a web based application that can be accessed through the URL address given: <https://hedef-support.hasil.gov.my/>

The homepage screen is displayed as follows:

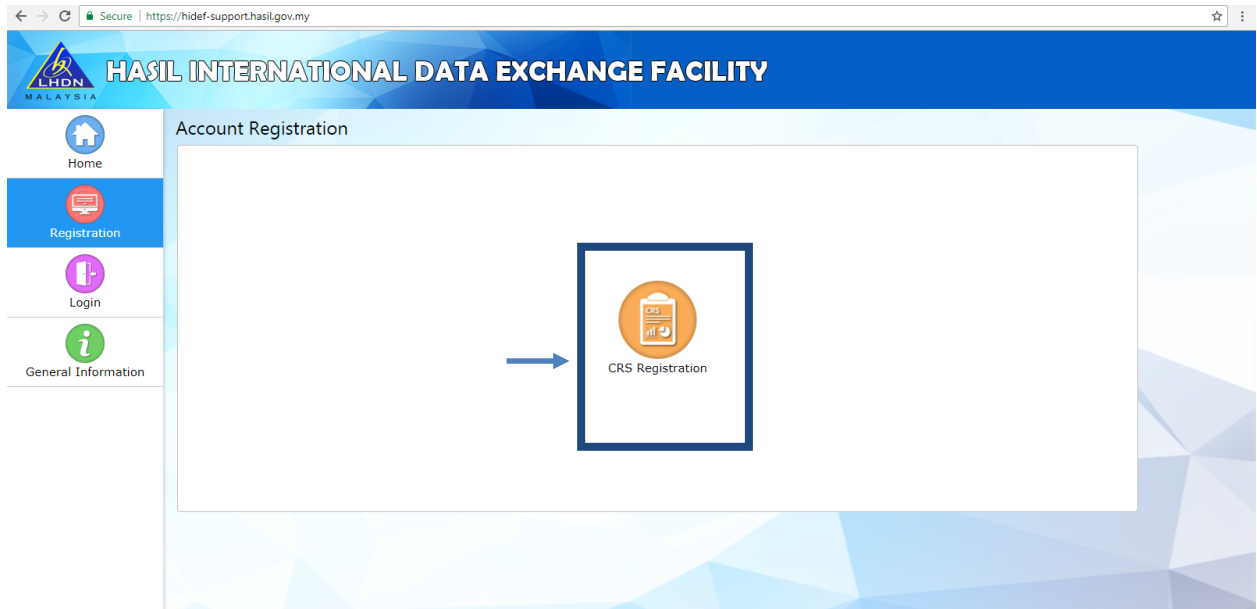


The application consists of 4 side menus:

- Home
- Registration
- Login
- General Information

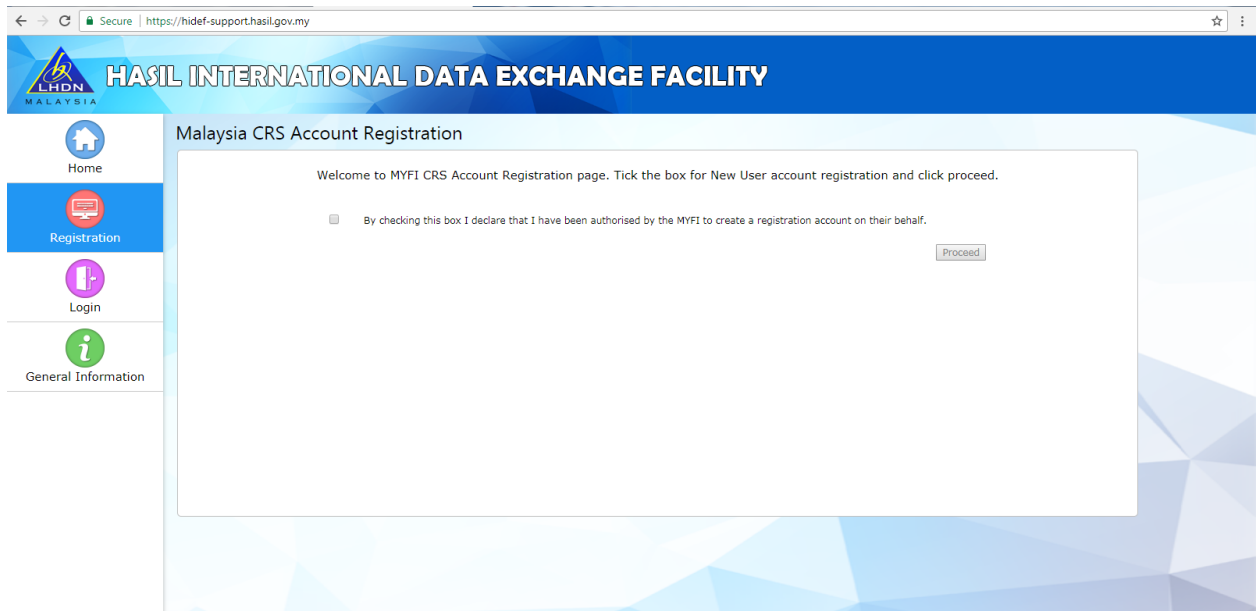
To access the menu:

2.1. HiDEF Home Screen > Registration > CRS Registration



1. Select CRS Registration icon to proceed with the registration.

Main page for CRS Registration displayed as below:



Click the checkbox and click the PROCEED button.

Welcome to MYFI CRS Account Registration page. Tick the box for New User account registration and click proceed.

→ ☒ By checking this box I declare that I have been authorized by the MYFI to create a registration account on their behalf.

→

2.2 HiDEF General Information > General Information

A side menu for CRS Registration displayed as follows:

The screenshot shows a web browser window with the URL `172.20.251.4/hidef_portal/reg_crs.php`. The page header features the LHDN Malaysia logo and the title "HASIL INTERNATIONAL DATA EXCHANGE FACILITY". A left-hand side menu contains links: Home, General Information (highlighted), Address Information, Authorised Person, Password, Acknowledgement, Submission, and Confirmation. The main content area is titled "Malaysia CRS Registration" and contains a "General Information" form. The form is titled "General Information of the Financial Institution" and includes three fields: "Category*" (a dropdown menu), "Legal Name*" (a text input field), and "Tax Identification Number*" (a dropdown menu followed by a text input field). A blue arrow points to the "Next" button at the bottom right of the form. A note at the bottom of the form states: "Please do not use back button/close this session until you have proceed with submission."

General Information

- Select available Financial Institution category from the dropdown list.
- Enter valid Legal Name of Financial Institution.
- Select the Malaysia Tax Identification type from the dropdown list.
- Enter valid Malaysia Tax Identification number.
- Click on Next button to resume registration

**Note that all the fields mark with asterisk "*" are mandatory fields, and every fields might have different validations.*

General Information

General Information of the Financial Institution

Category* Custodial Institution ?
Legal Name* RHB Investment I-FUND ?
Tax Identification Number* C 2618615385 ?

The screen above is the example of valid fields entered.

The tooltips are also available on certain field.

Secure | https://hidef-support.hasil.gov.my/reg_crs.php

HASIL INTERNATIONAL DATA EXCHANGE FACILITY

Home

- General Information
- Address Information
- Authorised Person
- Password
- Acknowledgement
- Submission Confirmation

Malaysia CRS Account Registration

General Information

General Information of the Financial Institution

Category*

Legal Name*

Tax Identification Number*

Financial Institution Category

- Custodial Institution - includes savings banks, commercial banks, savings and loan associations and credit unions
- Depository Institution - includes custodians banks, brokers and central securities depositories
- Investment Entity - includes entities investing, reinvesting or trading in financial instruments, portfolio management or investing, administering or managing Financial Assets
- Specified Insurance Company - includes most of life insurance companies

Next

* Please do not use browser's back button/close this session until you have proceed with submission.

CRS-schema-v1.0 (...zip) CRS-schema-v1.0 (...zip) CRS-schema-v1.0 (...zip) Failed - Network error CRS-schema-v1.0 (...zip) CRS-schema-v1.0 (...zip)

Show all X

2.3 HiDEF Address Information > Address Information

Address Information

Click the Next button, and the page will redirect to Address Information menu.

3. System will display Address Information page and enter required fields as follows:

- a. Address Line 1
- b. Address Line 2
- c. City
- d. State (dropdown)
- e. Postcode
- f. Office Phone Number
- g. Fax Number
- Group Email Address* for CRS Reporting : System will check the email address format. An invalid format entered, an error message will appear.

Note:

*Group Email Address:

Group email refers to the corporate group email which need to be created by a company. Email addresses of the person(s) in charge regarding CRS should be included as the recipients for any email notification and HiDEF alerts.

An email with the company's registered domain should be created earlier by your IT Support Group before you can proceed with the registration process. Please follow the following format to create the email:

e.g: company ABC

crs_XXXXX(create your own unique 5 alphanumeric characters)@abc.com.my (e.g:

crs_bank1@abc.com.my)

Under this group email created, FI shall insert email address of the person(s) in charge regarding CRS Registration and reporting email notification and HiDEF alerts.

However, if there is no group email created by the company, FI may also insert the FI's Authorised Person's email address in this field.

Authorised Person's personal email refers to the authorized person's corporate email and will receive email notification with regards the CRS ID registration.

4. Click Next button to proceed to the next step or click Back to return to previous page or click the sidebar menu to navigate.

2.4 HiDEF Authorised Person > Authorised Person

Authorised Person

Click the Next button, and the page will redirect to Authorised Person menu.

The screenshot displays the 'Malaysia CRS Account Registration' page. On the left is a sidebar menu with options: Home, General Information, Address Information, Authorised Person (highlighted with a blue arrow), Password, Acknowledgement, Submission, and Confirmation. The main content area is titled 'Authorised Person' and contains a form for 'Authorised Person of the Financial Institution'. The form includes fields for Name, Designation, Department, Office Phone Number, and Email Address. A note below the email field states: 'Please make sure the email address is valid and accessible'. At the bottom right of the form, there are 'Previous' and 'Next' buttons. A blue arrow points to the 'Next' button. A disclaimer at the bottom reads: '* Please do not use browser's back button/close this session until you have proceed with submission.'

10. System will display Authorised Person Information section and FI needs to enter valid information as follows:

- a. Name
 - b. Designation
 - c. Department
 - d. Office Phone Number
 - e. Email Address
- System will check the email address format. Any invalid format entered, an error message will appear.
 - The email entered in this section will receives all notification emails relates to the registration process.

11. Click Next button to proceed to the next step or click Back to return to previous page or click the sidebar menu to navigate.

2.5 HiDEF Password > Password

Password

Click the Next button, and the page will redirect to Password menu.

The screenshot shows the 'Malaysia CRS Account Registration' page with the 'Password' section selected in the sidebar. The page title is 'HASIL INTERNATIONAL DATA EXCHANGE FACILITY'. The sidebar menu includes: Home, General Information, Address Information, Authorised Person, Password (selected), Acknowledgement, Submission Confirmation, and Confirmation. The main content area is titled 'Password' and contains the instruction: 'Create a password that meet the following criteria'. The criteria are: must be at least eight (8) characters and maximum twenty (20) characters long; must contain both uppercase and lowercase letters; must contain a number; and must contain a special character ~!@#\$\$%^&*-. Below the criteria are two input fields: 'Create Password*' and 'Confirm Password*'. An eye icon is next to the 'Create Password*' field. A blue arrow points to the eye icon. At the bottom right of the form are 'Previous' and 'Next' buttons. A blue arrow points to the 'Next' button. A note at the bottom states: '* Please do not use browser's back button/close this session until you have proceed with submission.'

14. MYFI is requested to create password and enter the required fields as follows:

- Create Password
- Confirm Password

A password must contains:

- 8-20 characters with At least
 - 1 uppercase letter
 - 1 lowercase letter
 - 1 number
 - 1 of the special characters ~!@#\$\$%^&*-
- Password must match for both column
- The password must be kept in secure manner.
- Password entered can be viewed using the Eye button →

15. Click on Next button to proceed to next step or click Back to return to previous page or click the sidebar menu to navigate.

2.6 HiDEF Acknowledgement > Acknowledgement

Acknowledgement

Click the Next button, and the page will redirect to Acknowledgment menu.

16. Click the checkbox and the Request Security Registration Number button.

- At this point, system will check all data entered in the previous fields for validation. If any errors found, system will display a pop up error message. User will need to rectify the error.

An example of invalid field pop up error message

- After clicking Request Security Number, system will check again to reconfirm Authorised Person's Email Address for CRS Reporting, the email will be sent to this email, kindly check, then proceed by clicking OK button, click Cancel button if you want to amend and it will bring you to Address Information again.
- 10 minutes time out will be given once you click Security Registration Number button, After 10 minutes, if the Security Registration Number (SRN) is still not been entered, a popup will come out saying that your old SRN has expired, click OK and the Security Registration Number button will be enable again. Click and wait another 10 minutes.

17. A Security Registration Number will be sent to the authorised person's email.

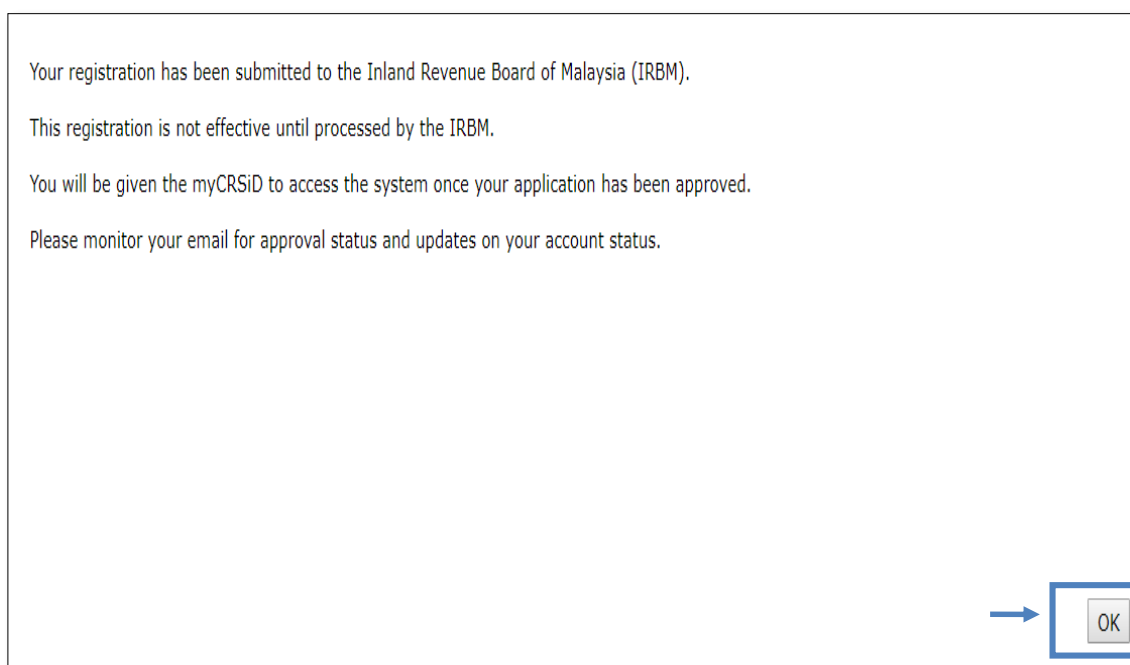
Make sure you have entered a valid official email address for CRS Reporting in the Authorisation Person Menu previously.

18. Enter valid Security Registration Number as received by email.

- After 3 failed login attempts, system will display a pop up error message and redirect to the HiDEF Portal Home page.
- 15 minutes timeout will be given once you click the Request button.
- You will need to register once again either if wrong Security Registration Number entered or exceed the timeout session.
- Submit Button is disabled until the correct Security Registration Number is entered.

19. Once the fields' validation are done and correct Security Registration Number is entered, you may complete the registration by clicking the Submit button.

Click the Submit button, and system will redirect to the Submission Confirmation page.



20. Click OK button to submit the registration and a notification will be sent to the authorized person's email. MYFI needs to send the Authorised Person's Authorisation Letter via email address crs@hasil.gov.my for verification and approval purposes.

MyCRSiD will only be generated once the Inland Revenue Board of Malaysia, Department of International Taxation's officer has approved the application, Kindly note that your application may be rejected due to the following reasons:

- i. Invalid email format
- ii. Incorrect selection of FI category
- iii. Incorrect tax number
- iv. Incorrect legal name

3. CRS REGISTRATION LOGIN

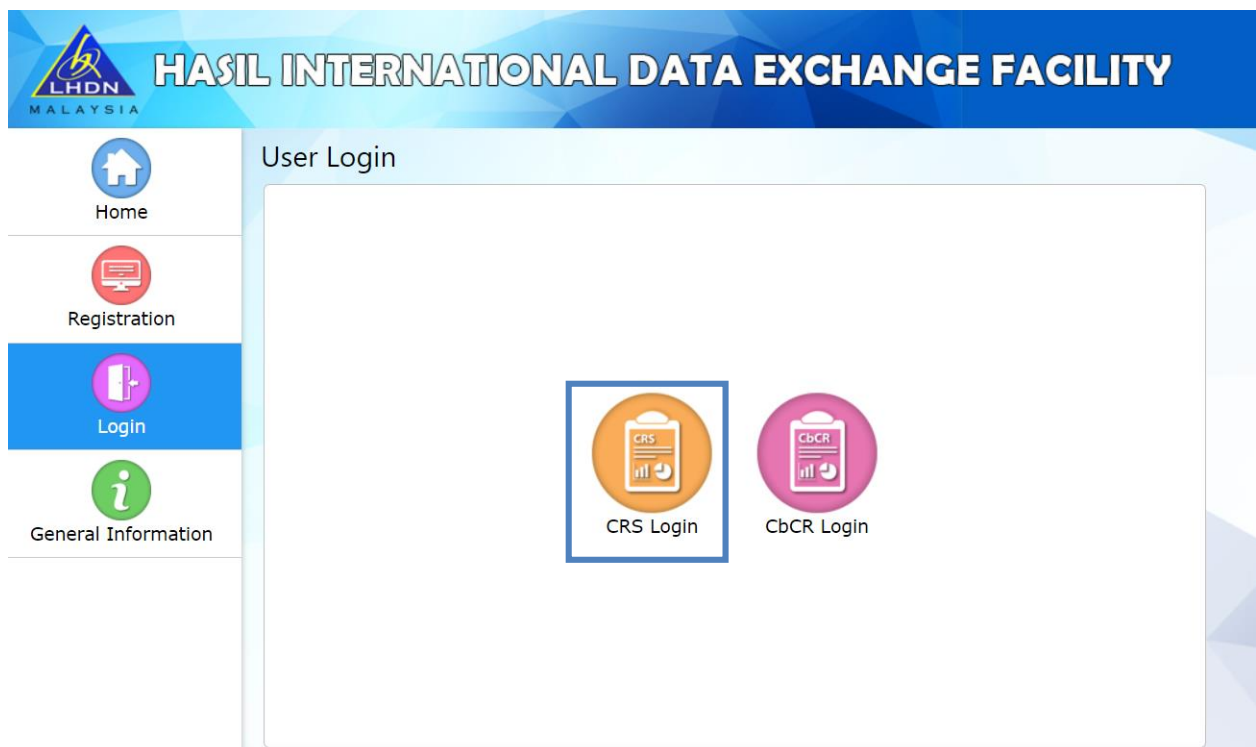
This menu is used by Financial Institution once their Registration application has been successfully approved by the Department of International Taxation officer. They may login to this page to update information, upload security certificates for CRS reporting and proceed upload the XML package for CRS reporting.

The HiDEF CRS Registration is a fully web based application that can be accessed through the URL address given below:

<https://hidef-support.hasil.gov.my/>

To access the menu:

Home > Login > CRS Login



1. Enter MyCRSID and Password.

3.1 CRS REGISTRATION PROFILE

1. Click Login to continue. The page will redirect to CRS Login Main page and Profile screen will be set as a default page.

- There are 5 side menus available on this screen.
- There are 5 tabs under profile menu i.g General Information, Address Information, Authorised Person, Password and Transaction Log.
- General Information tab is set as default screen.
- Financial Institution may update the information of the following tabs:
 - a. Address Information
 - b. Authorised Person

c. Password

- Note that all the information are the same as registration process

Profile

General Information	Address Information	Authorised Person	Password	Transaction Log
<p>Address Line 1* NO 1</p> <p>Address Line 2 JALAN 2</p> <p>City* PETALING JAYA</p> <p>State* Selangor</p> <p>Postal Code 88888</p> <p>Office Phone Number* 0333333333</p> <p>Fax Number 0333333334</p> <p>Email Address* myfi@company.com</p> <p>Please make sure the email address is valid and accessible</p>				
<p>→ Save</p>				



Address Information

Profile

General Information	Address Information	Authorised Person	Password	Transaction Log
<p>Name* TEST</p> <p>Designation* TEST DESIGNATION</p> <p>Department* TEST DEPARTMENT</p> <p>Office Phone Number* 0333333333</p> <p>Email Address for CRS Reporting* myfi@company.com</p> <p>Please make sure the email address is valid and accessible</p>				
<p>→ Save</p>				

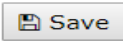
Authorised Person

Profile

General Information	Address Information	Authorised Person	Password	Transaction Log
<div>Old Password <input type="password"/> </div> <div>New Password <input type="password"/></div> <div>Confirm Password <input type="password"/></div>				
				 <input type="button" value="Save"/>

Password Changes

- If you wish to change your password, enter your old password.
- The New Password and the Confirm Password must be identical.
- The password format is same as the registration format.

3. Click  button, to save all the information changes.

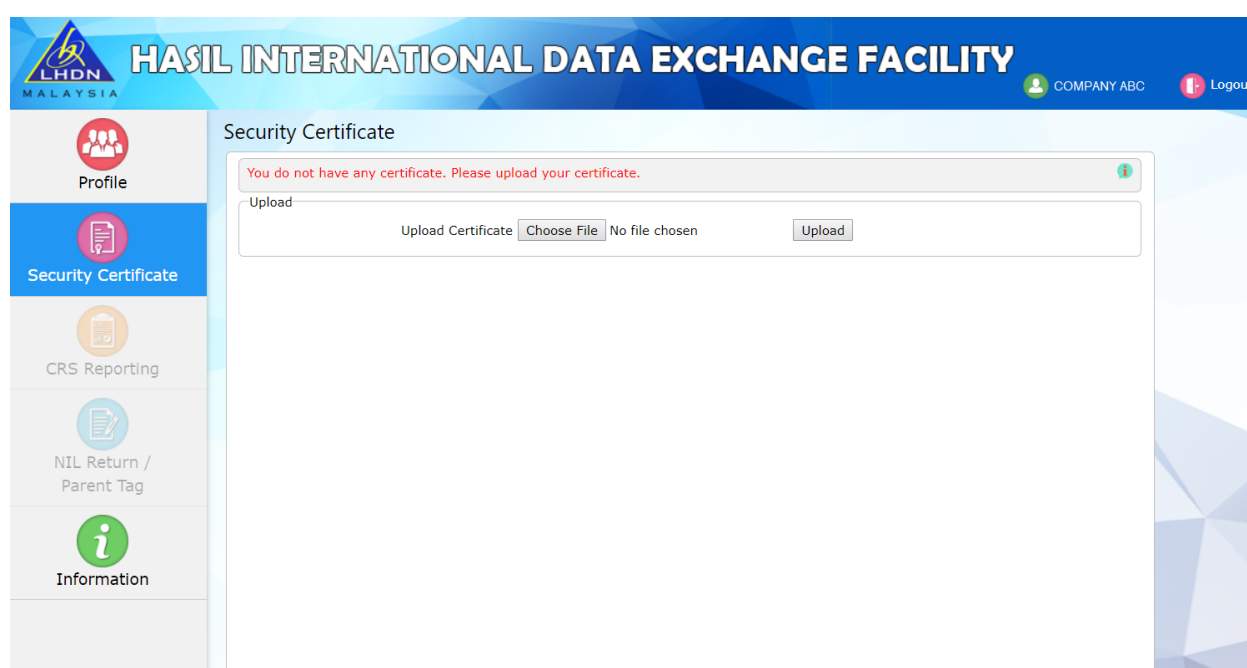
3.2 CRS REGISTRATION SECURITY CERTIFICATES UPLOAD

This menu is used by Financial Institution once their Registration application has been successfully approved by the Department of International Taxation officer. They may login to this page to upload security certificates for CRS reporting.

To access the menu:

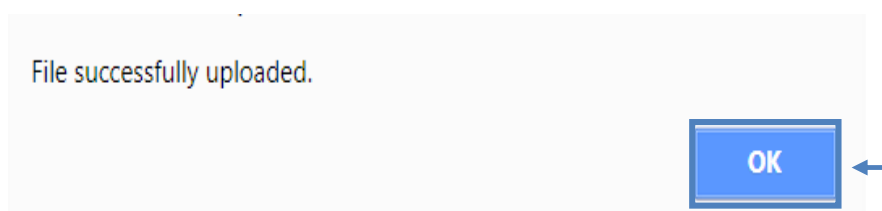
Home > Login > CRS Login > Security Certificates

1. To upload a Security Certificate, click on the Security Certificate menu.

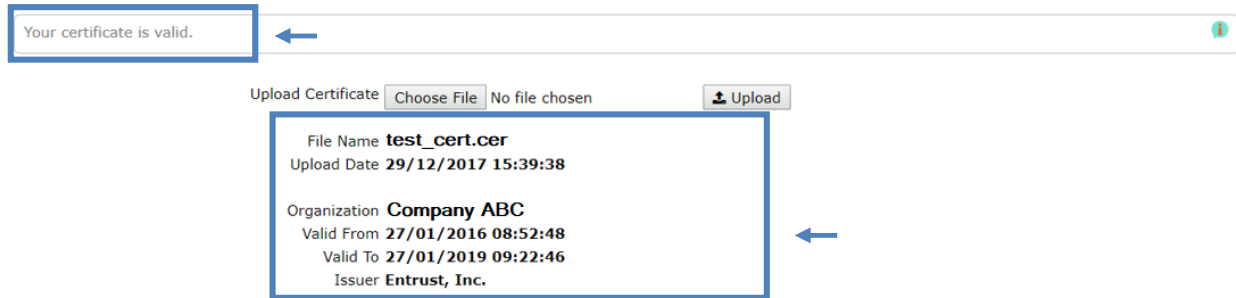


- Take note that only file with the format of (.cer, .crt) can be uploaded
- If the file does not meet the requirement, a pop up error message will appear.

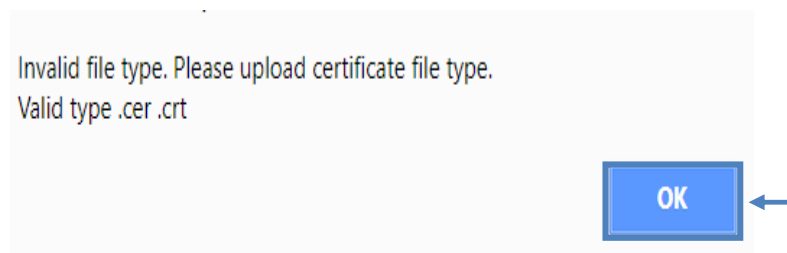
- Click Choose File button.
- Choose the file with the required extension format and size, and then click Ok.
- Click the Upload button, and system will display a pop up message as below, and then click Ok.



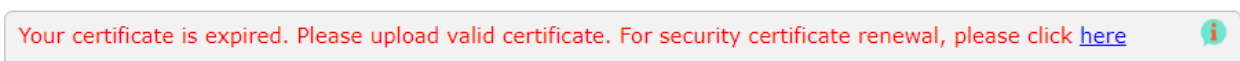
- The system will show the information about the the File Name, Upload Date, Organization, Valid From, Valid To and Issuer.
- There will be a pop up message appeared to notify whether the uploaded certificate is valid or Invalid.
- If any expired certificate is uploaded, a pop up message 'Your Certificate is invalid' will be displayed.
- MYFI need to re-upload a valid Security Certificate



- If the certificate does not meet the requirement, a pop up error message will appear.
- MYFI need to re-upload a valid file type of the Security Certificate



- If the certificates uploaded is expired, an alert message will come out as below:



- 'Here' will brings you to IRBM data preparation manual, search point no. 2 to renew or buy a valid certificates from the list of certificates provider.

Kindly note that, the CRS Reporting and Nil Return/Parent Tag menus are still under construction.

The CRS Reporting menu allows MYFI to upload the XML package for CRS Reporting purposes. The data submitted will be displayed as list of records in the system.

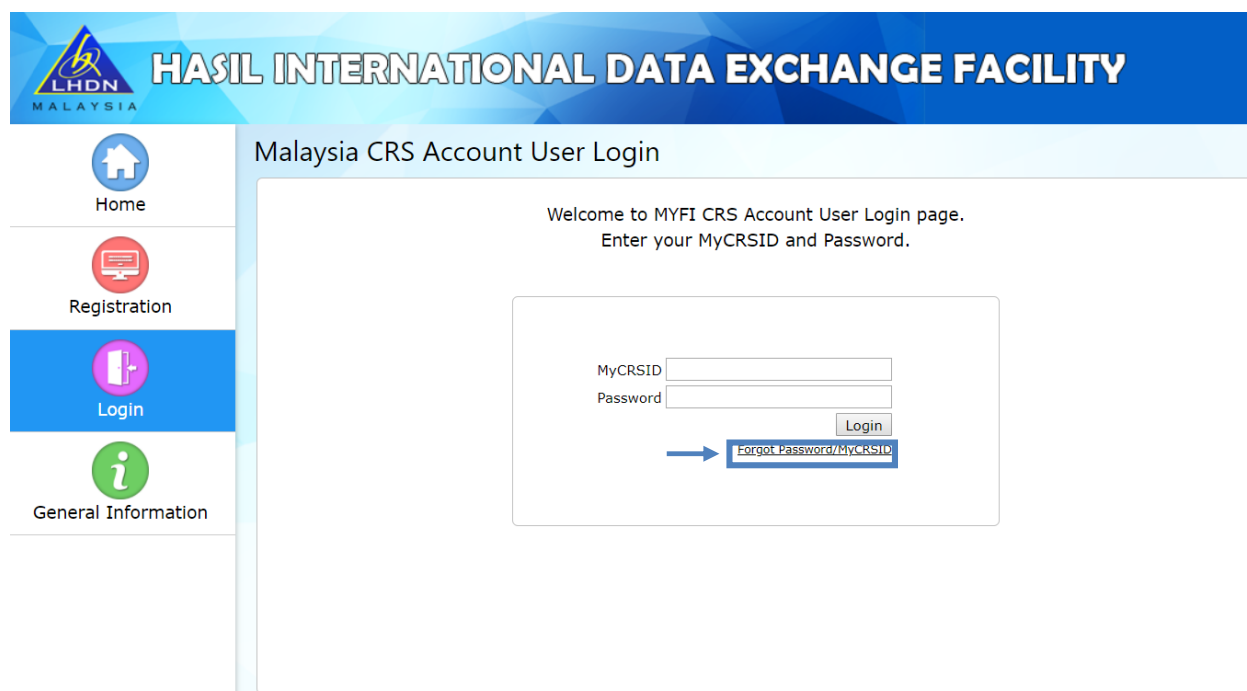
The Nil Return/Parent Tag menu allows MYFI to submit the NIL Return or Parent Tag reporting based on the financial year and the data submitted will be displayed as list of records in the system.

3.3 CRS REGISTRATION FORGOT PASSWORD

This menu is used for Financial Institution after their Registration has been successfully approved the Department of International Taxation officer. This option can be used if the users forgot their previously setup password.

To access the menu:

Home > Login > CRS Login > Forgot Password



1. If you forgotten your password, click on the Forgot Password link. After clicking the Forgot Password link, it will redirect to Retrieve Password page, on Step 1.

crs@hasil.gov.my to officially retrieve your ID through your registered email address for retrieval of MyCRSID'. At the bottom right, there is a 'Next' button highlighted with a blue box and an arrow." data-bbox="115 636 900 846"/>

2. Enter your valid MyCRSID and click Next button. It will redirect to Retrieve Password page Step 2.

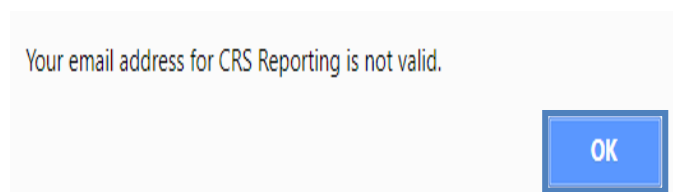
Step 1 Step 2 Step 3

Enter your email address for CRS Reporting

Next

3. Enter the authorized person's email address for CRS Reporting (set during registration process).

- If you entered the invalid email address, error message will come out as below:



4. Click Next to proceed, it will redirect to Retrieve Password. A message will be pop up saying that Temporary Password has been sent to your email. Please login with the given temporary password.

Retrieve Password

Step 1 Step 2 Step 3

You have successfully answer your security questions.
A temporary password has been sent to **myfi@company.com**
Please use the password given to login and change your password.

5. Once login with temporary password, system will alert you to change the temporary password and click OK.

Please change your password.

OK

6. Please proceed changing your password by entering temporary password and change it to a New Password and confirm it using the same password format during registration and click Save button.

Profile

General Information	Address Information	Authorised Person	Password	Transaction Log
<div><div>Old Password <input type="password"/></div><div>New Password <input type="password"/></div><div>Confirm Password <input type="password"/></div></div> <div>Save</div>				

A system message will pop up and notify that the password is successfully updated.

Successfully updated.

OK

Just click OK button and you are done changing your forgotten password.

**Note - please keep your password in secure place.*

3.4 CRS REGISTRATION LOGIN (TRANSACTION LOG)

This program is use for Financial Institution after their Registration has been successfully approved by the Department of International Taxation officer. They may login to view any transaction log for that particular Financial Institution.

To access the menu:

Home > Login > CRS Login

The screenshot shows the login interface for the HASIL INTERNATIONAL DATA EXCHANGE FACILITY. The header features the LHDN MALAYSIA logo and the title 'HASIL INTERNATIONAL DATA EXCHANGE FACILITY'. A left sidebar contains navigation links: Home (house icon), Registration (computer icon), Login (key icon, highlighted in blue), and General Information (info icon). The main content area is titled 'Malaysia CRS Account User Login' and displays a welcome message: 'Welcome to MYFI CRS Account User Login page. Enter your MyCRSID and Password.' Below this is a login form with two input fields labeled 'MyCRSID' and 'Password', a 'Login' button, and a link for 'Forgot Password/MyCRSID'.

1. Enter your MyCRSID and Password.
2. Click Login to continue. After clicking the Login button, it will redirect to CRS Main page.

HASIL INTERNATIONAL DATA EXCHANGE FACILITY

COMPANY ABC Logout

Profile

General Information | Address Information | Authorised Person | Password | Transaction Log

Category: Specified Insurance Company

Legal Name: COMPANY ABC

Tax Identification Number: C 2145902901

- There are 5 side menus available for Financial Institution user to view.
- As you can see, there are 6 tabs available under the Profile menu for Financial Institution to be viewed.
- By default, it will display the General Information tab.

3. Proceed to Transaction Log tab.

Profile

General Information

Address Information

Authorised Person

Password

Transaction Log

Excel

PDF

No.	Action	Time
1.	Upload Security Certificate	29/03/2018 16:57:51
2.	Upload Security Certificate	29/03/2018 16:55:03
3.	Upload Security Certificate	29/03/2018 16:54:16
4.	Upload Security Certificate	29/03/2018 16:52:52
5.	Upload Security Certificate	29/03/2018 16:52:34
6.	Upload Security Certificate	29/03/2018 16:52:10
7.	Upload Security Certificate	29/03/2018 16:51:52
8.	Upload Security Certificate	29/03/2018 16:47:36
9.	Upload Security Certificate	29/03/2018 16:46:12
10.	Upload Security Certificate	29/03/2018 16:43:22

Showing 1 to 10 of 11 entries

Previous

1

2

Next

- Any transaction done by this Financial Institution will be recorded here.

Column defined in Listing:-

- No. – defines the number of records available.
- Action – defines any action done to the particular Financial Institution.
- Time – defines the timestamp in Date and Time for the action taken.

Click on

Excel

PDF

 to download the record on Excel or PDF.

Showing 1 to 10 of 11 entries

Previous

1

2

Next

The below bar is showing number of entries available and standard page navigation.