

e-NEWSLETTER

HASiL



HASiL
ALWAYS READY TO SERVE YOU

CONTACT US VIA :

- i) HASiL Care Line : 03-8911 1000 / 603-8911 1100 (Overseas)
- ii) HASiL Live Chat
- iii) Customer Feedback Form : <https://maklumbalaspelanggan.hasil.gov.my/MaklumBalas/en-us/>
- iv) e-Janji Temu HASiL : <https://janjitemu.hasil.gov.my/>

1. TAX REFUND

HASiL's Client Charter states that any excess in tax payment will be refunded within :

- i) 30 working days from the date of e-Filing submission
- ii) 90 working days from the date of mailed or by hand submission.

This procedure is subject to complete and accurate information provided in the Return Forms.

2. UPDATING PERSONAL INFORMATION

if there's a need to update personal information such below :

- i) Telephone number ;
- ii) E-mail address ;
- iii) Name and bank account number, or
- iv) Correspondence address ;

or submitting information of tax reliefs and rebates (prefill basis in the e-Form), log on to <https://mytax.hasil.gov.my/> > e-Kemaskini

3. CP500 AMENDMENT

An amendment of the estimated tax instalment amount can be made by using Form CP502. The completed form must be submitted to the branch that handles the taxpayer's file by 30 June.

Form CP502 can be downloaded from HASiL Official Portal, <https://www.hasil.gov.my> > Forms > Download Forms > Other Forms.

4. INDIVIDUAL TAX PAYMENT

HASiL has provided various tax payment channels to facilitate individual taxpayers to fulfil their responsibilities to the nation, including :

- a) HASiL Payment Counters (Kuala Lumpur / Kota Kinabalu / Kuching)
- b) ByrHasil (FPX and Credit Card) : <https://byrhasil.hasil.gov.my>
- c) HASiL Collection Agents
 - i) Authorized Bank
 - Counter
 - Internet Banking Portal
 - ATM machine
 - Tele-Banking
 - Cheque Deposit Machine
 - Cash Deposit Machine
 - ii) Pos Malaysia counter
- d) Monetary Transfer from Overseas
 - i) Telegraphic Transfer (TT) / Interbank Transfer Giro (IBG) / Electronic Fund Transfer (EFT)
 - ii) Bank Draft
 - iii) e-Telegraphic Transfer : <https://ett.hasil.gov.my/va?lang=EN>

Log on to HASiL official portal at www.hasil.gov.my > Individual > Individual Tax Cycle > Payment for more information on tax payments.

5. STOPPAGE ORDER

A Stoppage Order is enforced on individuals or company directors who have tax arrears in their income tax, real property gains tax (RPGT) or company tax.

The revocation or the temporary release of the stoppage order will only be granted if the following steps are taken :

Revoking the Stoppage Order

The taxpayer must pay the tax arrears in FULL, based on the amount stated in the certificate issued.

Temporary Release

- i) A minimum payment of 50% of the tax arrears as stated in the certificate has been made ;
- ii) The taxpayer or the representative must contact the HASiL branch that handles the taxpayer's file at least 7 days before travelling period ;
- iii) The application letter submitted must include the travelling details such as place, purpose and the duration of the visit.

Once the necessary steps are taken, a temporary release letter will be issued to the taxpayer informing the period in which the taxpayer is allowed to travel abroad.

Taxpayers are advised to check the status of the stoppage order at <https://sspi.imi.gov.my/sspi/>.

In situation where taxpayer is barred from leaving the country, please contact the following lines:

- i) HASiL Headquarter : 03-8313 8888 ext. 21539 / 21543 / 21550 / 21494 / 21490 ;
- ii) HASiL Care Line : 03-8911 1000 ;
- iii) HASiL Recovery Call Centre : 03-8751 1000 ; or
- iv) HASiL branch that handles tax files

For further information on stoppage order and operating hours, log on to HASiL Official Portal, www.hasil.gov.my > Individuals> Others> Stoppage Order.

BEWARE OF TAX SCAMMERS :

HASiL WILL NOT PROVIDE BANK ACCOUNT NUMBER VIA PHONE CALL/EMAIL/LETTER FOR THE PAYMENT OF INCOME TAX. PLEASE USE BYRHASiL FOR TAX PAYMENT IF APPLICABLE.

BE CAREFUL AND DON'T BE FOOLED.