

OCBC Bank (Malaysia) Berhad  
OCBC Al-Amin Bank Berhad  
E-Invoice in Malaysia  
Frequently Asked Questions (FAQs)

No	Topic	Questions	Answer
1.	General	What is an e-invoice?	<p>An e-invoice is a digital representation of a transaction between a supplier and a buyer, in the format specified and validated by Inland Revenue Board of Malaysia (IRBM).</p> <p>An e-invoice contains the same essential information as a traditional document such as supplier and buyer details, description of items purchased / services, quantity, price excluding tax, tax and total amount. The e-invoice records transaction data for daily business operations.</p>
2.	General	Is e-invoice applicable to transactions in Malaysia only?	No, e-invoice is not limited to transactions within Malaysia only; it also applies to cross border transactions.
3.	Issuance of e-invoice	Which OCBC customers are impacted by e-invoice?	<p><b>Corporate / Entities (e.g. companies, limited liability partnership, etc.):</b>  OCBC will begin issuing e-invoices to this category of customers on or after 1 July 2025, with complete and accurate details being provided.</p> <p><b>Individuals:</b>  A request can be made to OCBC for a copy of the e-invoice.</p> <p>The e-invoice will be made available on or after 1 July 2025. It is issued only on request and only with complete and accurate details being provided.</p> <p><b>Note:</b>  Following the media announcement by IRBM on 26 July 2024, OCBC are currently reporting e-invoice to IRBM on a consolidated basis. We are working closely with the IRBM to fully implement e-invoice by 1 July 2025 in accordance with the current legislation.</p>
5.	Issuance of e-invoice	What happens if the customer provides incorrect / incomplete e-Invoice information to OCBC?	OCBC will fill in the customer's information for e-invoice based on the records maintained by OCBC. The e-invoice will then be submitted online to IRBM for validation against the customer's information maintained by IRBM. If the mandatory information is incorrect/incomplete or there is discrepancy between the customer's information maintained by OCBC and IRBM respectively, validation cannot be completed, and OCBC is not able to issue an e-invoice to the customer. Therefore, it is important for customers to ensure that all information provided is accurate and complete

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4.	Information for e-invoice	What is the information required from customers for e-invoice issuance?	Please refer to Appendix 1.
5.	Information for e-invoice	How can a customer obtain their Tax Identification Number (TIN)?	<p>(a) Option 1: Check your company or individual tax return</p> <p>(b) Option 2: Check the IRBM Portal</p> <ul style="list-style-type: none"> <li>▪ MyTax Portal Portal <a href="https://mytax.hasil.gov.my/">https://mytax.hasil.gov.my/</a></li> <li>▪ IRBM e-Daftar Portal <a href="https://mytax.hasil.gov.my/ezHasil?data=e-Daftar&amp;id=ezHasil%20sebelum">https://mytax.hasil.gov.my/ezHasil?data=e-Daftar&amp;id=ezHasil%20sebelum</a></li> </ul> <p>(c) Option 3: Contact the HASiL Contact Centre (03-8911 1000)</p> <p>(d) Option 4: Visit the nearest IRBM branch or office.</p>
6.	Information for e-invoice	What is the format of TIN?	<p>Below is the information obtained from the IRBM FAQ on the SDK microsite <a href="https://sdk.myinvois.hasil.gov.my/faq/">https://sdk.myinvois.hasil.gov.my/faq/</a></p> <p>If your TIN begins with a zero '0' after the prefix, please remove any initial zeros after the prefix for successful validation.</p> <p>For example, if the TIN is 'C01234567890', please enter 'C1234567890'.</p> <p>If your TIN does not end with a zero '0' (e.g., C123456789), please ensure you add an additional zero '0' at the end (e.g., C1234567890). Please note that non-individual TIN always ends with zero '0'.</p>
7.	Information for e-invoice	How can a customer obtain their Sales & Service Tax (SST) Number?	<p>For customers registered for Sales &amp; Service Tax (SST), please visit the Royal Malaysian Customs Department (RMCD) portal on SST <a href="https://sst01.customs.gov.my/account/inquiry">https://sst01.customs.gov.my/account/inquiry</a>,</p> <p>or</p> <p>Contact the RMCD SST Helpdesk via this link <a href="https://mysst.customs.gov.my/CallCenterHelpDesk">https://mysst.customs.gov.my/CallCenterHelpDesk</a></p>
8.	Information for e-invoice	For business entities, which business registration number ("BRN") should they provide to OCBC?	<p>Corporate / Entities registered with the Companies Commission of Malaysia (SSM) must provide their new 12-digit business registration number for the issuance of the e-invoice document.</p> <p>Customers registered with other authorities / bodies are required to enter the relevant registration number.</p>

No	Topic	Questions	Answer
9.	Information for e-invoice	When do I need to submit the mandatory information?	We encourage you to submit your information at your earliest convenience. This will allow us to issue e-invoice to you effective 1 July 2025 onwards. If we do not receive your information, we will assume that you prefer not to receive the e-invoice.
10.	Information for e-invoice	What happens if I only submit the mandatory information after 1 July 2025?	<p>You can still provide your information after 1 July 2025. However, OCBC is not able to issue any e-invoice prior to receiving the complete and accurate mandatory customer information. E-Invoice will only be made available in your next statement cycle or transactions after the mandatory information is made available.</p> <p>For example, your monthly statement cycle date is from 1 September – 30 September 2025. However, you only submit your e-invoice information in October 2025. You will only receive your e-invoices from statement cycle for October 2025 and onwards. OCBC is not able to issue e-invoice for July 2025 to September 2025.</p>
11.	Frequency of e-invoice issuance	When will the customer receive the validated e-invoice?	<p>OCBC will issue the e-invoice following the corresponding account statement cycle.</p> <p>For one-time / ad-hoc transactions, the e-invoice document will be issued after the transaction is completed.</p>
12.	Data Privacy	Does Personal Data Protection Act 2010 govern the processing of e-invoice?	<p>Please note under Section 82C (11) of the Income Tax Act 1967, any personal data processed for e-invoice issued or transmitted to IRBM will not be subject to the provisions of the Personal Data Protection Act 2010 (Act 709).</p> <p>Rest assured, your information and the use of your information by OCBC will be in accordance with OCBC Privacy Policy (<a href="https://www.ocbc.com.my/group/security-privacy">https://www.ocbc.com.my/group/security-privacy</a>).</p>

## Appendix 1

Information required from customers for e-invoice issuance

Information		Description
1.	Name	Name of recipient of the e-invoice
2.	Tax Identification Number ("TIN")	Customer's TIN assigned by IRBM For businesses: mandatory for locally incorporated For individual: optional
3.	Business Registration / Identification Number / Passport Number	For businesses: Business registration number  For Malaysian individual: MyKad / MyTentera identification number  For non-Malaysian individual: Passport number / MyPR / MyKAS identification number
4.	Sales and Service Tax ("SST") Registration Number	SST registration number if the customer is a SST-registrant
5.	E-mail	E-mail address of the recipient of the e-invoice
6.	Address	Address of recipient of the e-invoice
7.	Contact Number	The telephone number of the Customer