

Frequently Asked Questions

GENERAL – INTRODUCTION & E-INVOICE IMPLEMENTATION	
Q1.	<p>What is e-Invoice?</p> <p>e-Invoice is a digital representation of a transaction between a supplier and a buyer. e-Invoice replaces paper or electronic documents such as invoices, credit notes, and debit notes.</p> <p>An e-Invoice contains the same essential information as traditional document, for example, supplier’s and buyer’s details, item description, quantity, price excluding tax, tax, and total amount, which records transaction data for daily business operations.</p>
Q2.	<p>When will Great Eastern Takaful begin issuance of e-Invoice?</p> <p>Great Eastern Takaful falls under Phase 1 implementation effective 1st August 2024 and will comply with e-Invoice requirements through submission of consolidated e-Invoice to LHDN.</p> <p>However, e-Invoice will be implemented by phases to ensure smooth transition:</p> <p>Phase 1: Self-billed e-Invoice for Certificate Benefits Payout will be available on 1st August 2024.</p> <p>Phase 2: e-Invoice for Contribution Collection will be advised at a later stage.</p>
Q3.	<p>Who can request for e-Invoice?</p> <p>e-Invoice will be issued for all payout transactions. Both individual and entity customer can request for e-Invoice. For individual certificate holder, e-Invoice will be published in i-Get In Touch, whereas for entity customer, a copy of e-Invoice can be obtained from the Takaful Advisor. Alternatively, e-Invoice can be obtained from MyInvois Portal at https://www.hasil.gov.my/en/e-invoice/myinvois-portal/.</p> <p>Nevertheless, a hardcopy of e-Invoice will be sent out via POS Malaysia to an entity customer’s correspondence address which is registered in our system record.</p>
Q4.	<p>What is the purpose of e-Invoice?</p> <p>e-Invoice is used in below scenario:</p> <ol style="list-style-type: none"> Taxpayers can use e-Invoice to claim tax deductions or personal tax relief. Proof of expense – e-Invoice covers purchase made or other expenditure by taxpayers. Proof of income – e-Invoice is issued whenever a sale or other transaction is made to recognise it as an income of the taxpayers.
E-INVOICE FOR PAYOUT TRANSACTION (CLAIMS & CERTIFICATE BENEFITS)	
Q5.	<p>What are the types of e-Invoices issued for Payout Transaction?</p> <p>The types of e-Invoice issued for Payout Transaction are:</p> <ol style="list-style-type: none"> Self-Billed e-Invoice Self-Billed Credit Note Self-Billed Refund Notes

Q6.	<p>What is a Self-Billed e-Invoice?</p> <p>A Self-Billed e-Invoice is generated by the buyer on behalf of the supplier, for specific types of transactions.</p> <p>Self-Billed e-Invoice will be issued by us for bonus paid or distribution of surplus payment / investment profit to participants, in accordance with the e-Invoice treatment as mentioned under Section 11 of the e-Invoice Specific Guideline released by LHDN.</p>
Q7.	<p>What is a Self-Billed Credit Note?</p> <p>A Self-Billed Credit Note is issued by buyers to correct errors, apply discounts, or account for returns in a previously issued Self-Billed e-Invoice with the purpose of reducing the value of the original Self-Billed e-Invoice.</p>
Q8.	<p>What is a Self-Billed Refund Note?</p> <p>A Self-Billed Refund Note is the document issued by buyers to confirm the refund of the buyer's payment. This is used in situations where there is a return of monies to the buyer.</p>
Q9.	<p>What are the transactions that will be system-triggered to issue Self-Billed e-Invoice?</p> <p>All payout transactions including but not limited to:</p> <ol style="list-style-type: none"> a. Claim b. Maturity c. Campaign Rewards d. Annual Cash Payout e. Freelook cancellation payout f. Surrender/Partial Surrender payout g. Partial Withdrawal payout h. Payout from Certificate Servicing transaction (Reduce/downgrade benefit, etc.) i. Advance Contribution Account – withdrawal

E-INVOICE FOR CONTRIBUTION COLLECTION







Q10.	<p>Is there any e-Invoice document issued for Contribution Collection?</p> <p>The e-Invoice for contribution collection will be implemented in the next phase. Stay tuned for further announcements on this.</p>
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INFORMATION REQUIRED FROM CUSTOMERS FOR ISSUANCE OF E-INVOICE

Q11.	<p>For individual certificate, what are the required information to be provided for the issuance of e-Invoice?</p> <p>For the purposes of e-Invoice, individual taxpayers should provide:</p> <p>(a) For Malaysian individuals to provide either:</p> <ol style="list-style-type: none"> i. TIN with prefix of "IG"; ii. MyKad/ MyTentera identification number; or iii. Both TIN and MyKad/ MyTentera identification number. <p>(b) For non-Malaysian individuals to provide either:</p> <ol style="list-style-type: none"> i. TIN with prefix of "IG"; or
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	ii. Both TIN and latest passport number/MyPR/MyKAS identification number.
Q12.	<p>For entity certificate holders, what are the required information to be provided for the issuance of e-Invoice?</p> <p>To issue an e-Invoice to entity customers, below additional information is required to be submitted/updated:</p> <p>For Malaysian Businesses</p> <ul style="list-style-type: none"> • TIN (Tax Identification Number); • Business Registration Number; and • Sales & Service Tax (SST) Number. <p>All the above information is mandatory for the issuance of e-Invoice as supporting document for your tax deduction.</p> <p>Please also update the below details if there are any changes:</p> <ul style="list-style-type: none"> • Email Address; • Contact Number; and • Correspondence Address.
Q13.	<p>For entity certificate holder, noted that email address is required. Whose email address should be provided?</p> <p>Please provide us the Authorised Person's email address.</p>
Q14.	<p>What is SST number?</p> <p>The SST number is a unique identifier assigned to businesses in Malaysia once they register as taxpayers after meeting the required registration threshold by Royal Malaysian Customs Department.</p>
Q15.	<p>How to find SST number?</p> <p>The process of checking whether your business is registered with the SST is quite simple.</p> <p>Step 1: Visit the official website https://www.mysst.customs.gov.my, click on the "Registration Status" tab.</p> <p>Step 2: Click "Please Select" button, followed by "Name of Business".</p> <p>Step 3: Provide the name of your business and hit submit button.</p>
Q16.	<p>How can customer provide the required information to Great Eastern Takaful?</p> <p>For entity certificate holder, customer can submit the PSF01A Form (Request for Person Changes). The TIN number can be penned down at the "Others" column.</p> <p>For individual certificate holder, they can submit PSF01A Form (Request for Person Changes) and certified true copy of NRIC/Passport to update ID number.</p>



<p>Q17.</p>	<p>How can I submit the completed PSF01A Form (Request for Person Changes) to Great Eastern Takaful?</p> <p><u>For i-Get In Touch users:</u></p> <p>To submit via i-Get In Touch by the following path:</p> <p>Log in to i-Get In Touch > My Form Submission > Certificate Alteration > Select Service Request Type: Change of Personal Particular > Select Service Request: Change of Name/DOB/Gender/ Title Name/Country of Birth/Nationality/NRIC No./Birth Certificate/Passport No.</p> <p><u>For non-i-Get In Touch users:</u></p> <ul style="list-style-type: none"> a) To submit via email (i-greatcare@greateastertakaful.com), b) Takaful Advisors to submit on behalf of customer via i-Great Partner (iGP), or c) Takaful Advisor Takaful Advisors to assist customer to register i-Get In Touch and submit via customer portal. <p>Appended below are two QR codes for your customers' easy reference to access i-Get In Touch:</p> <table border="1" data-bbox="284 949 1466 1408"> <thead> <tr> <th data-bbox="284 949 874 1005">i-Get In Touch Login Page</th> <th data-bbox="882 949 1466 1005">i-Get In Touch Guide Page</th> </tr> </thead> <tbody> <tr> <td data-bbox="284 1016 874 1408"> <div style="text-align: center;">  <p>Scan the QR code above to login as an existing user OR register as a new user</p> </div> </td> <td data-bbox="882 1016 1466 1408"> <div style="text-align: center;">  <p>Scan the QR code above to access How-To-Guides OR watch tutorial videos of various i-Get In Touch facilities</p> </div> </td> </tr> </tbody> </table>	i-Get In Touch Login Page	i-Get In Touch Guide Page	<div style="text-align: center;">  <p>Scan the QR code above to login as an existing user OR register as a new user</p> </div>	<div style="text-align: center;">  <p>Scan the QR code above to access How-To-Guides OR watch tutorial videos of various i-Get In Touch facilities</p> </div>
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<p>Q18.</p>	<p>When do I need to submit this mandatory information?</p> <p>Please submit your information as soon as possible, latest by 31 December 2024.</p>				
<p>Q19.</p>	<p>What happens if I only submit the mandatory information after 1 July 2025?</p> <p>If the information is not submitted prior to 1 July 2025, Great Eastern Takaful is not able to issue an e-Invoice, which may subsequently impact your tax deduction. e-Invoice will only be made available in your next billing cycle once the mandatory information is updated.</p>				
<p>Q20.</p>	<p>What happens if the entity holders do not submit the required mandatory information for e- Invoice?</p> <p>If the mandatory information requested is not provided or is inaccurate, Inland Revenue Board of Malaysia (IRB) may reject your e-Invoice during its validation. Therefore, Great</p>				



	Eastern Takaful is not able to issue a validated PDF e-Invoice, which the company may require for tax deduction purposes.
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VIEWING E-INVOICE	
Q21.	<p>How will customer receive the e-Invoice?</p> <p>For individual certificate holders All e-Invoice letters will be published in i-Get In Touch (iGIT). Please follow the below steps to obtain the e-Invoice:</p> <p>Step 1: Login iGIT > Select “My Document” > Click “e-Invoice” Step 2: e-Invoice: To select e-Invoice Type: Options: -</p> <ul style="list-style-type: none"> • Self-Billed e-Invoice (Payout) • Self-Billed Credit Note (Payout) • Self-Billed Refund Note (Payout) <p>For entity certificate holders Entity certificate holder may obtain the e-Invoice from their Takaful Advisor. Alternatively, download from MyInvois Portal at https://www.hasil.gov.my/en/e-invoice/myinvois-portal/.</p>
Q22.	<p>Will the Takaful Advisor get a copy of the e-Invoice?</p> <p>Yes. The Takaful Advisor may download a copy of e-Invoice in i-Great Partner starting from 13 August 2024.</p>
Q23.	<p>Any notification sent to certificate holder when there is e-Invoice issued?</p> <p>Email notification will be sent to certificate holder’s registered email address upon the issuance of e-Invoice.</p>
Q24.	<p>For how many years the e-Invoice will be made available in i-Get In Touch?</p> <p>e-Invoice will be made available in i-Get In Touch for 5 years.</p>
Q25.	<p>How many e-Invoices will be issued for certificates with multiple payouts, e.g. annual cash payout and claim?</p> <p>As payment for annual cash payout and claim are under two different transactions, two self-billed invoices will be issued.</p>
Q26.	<p>For entity customer, can Great Eastern Takaful issue the e-Invoice to the Life Assured (employee’s name) instead of Proposer (Company’s name)?</p> <p>Self-Billed Invoice will be issued based on the disbursement payee name in the system. Thus, if the payee’s name is under entity, the e-Invoice will be issued under the Company’s name.</p>
Q27.	<p>In what scenario will the e-Invoice not be available in iGIT?</p> <p>The e-Invoice will be submitted to IRB (Inland Revenue Board of Malaysia) for validation before being uploaded into iGIT. Should the e-Invoice be rejected by IRB, it will not be available in iGIT until a validated e-Invoice is available.</p>



Q28.	<p>What should customers do if there is discrepancy of personal details?</p> <p>Individual certificate holders should update their personal details via iGIT at the following path:</p> <p>Login i-Get In Touch > Select “My Service Request” > Select “Update Personal Detail”</p> <p>Entity certificate holders should fill up and submit the PSF01A Form (Request for Person Changes) to update their details.</p>
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OTHERS	
Q29.	<p>Can I call Inland Revenue Board of Malaysia (IRB) to obtain information on e-Invoice?</p> <p>You may refer to myinvois@hasil.gov.my for more information. Alternatively, taxpayers may reach out to the e-Invoice HASIL Helpdesk Line at 03-8682 8000, available 24/7. OR Chat via the MyInvois Live Chat at https://www.hasil.gov.my/en/e-invoice/contact-us.</p>
Q30.	<p>How can I retrieve my TIN number?</p> <p>TIN registered with LHDN can be retrieved through one of the following methods:</p> <ol style="list-style-type: none"> i. Check from e-Daftar menu (without login to MyTax Portal) https://mytax.hasil.gov.my/ezHasil?data=e-Daftar&id=ezHasil%20sebelum; ii. Login to MyTax Portal https://mytax.hasil.gov.my/; iii. Contact the HASIL Contact Centre (03-8911 1000); or iv. Visit the nearest LHDN offices.

