USER GUIDELINE FOR SSM CUSTOMER

REFUND APPLICATION PROCESS

Latest updated on 27 July 2026

TABLE OF CONTENTS

1. INTRODUCTION

1.1. Document Objective

This user guideline prepared is to assist customers of Suruhanjaya Syarikat Malaysia (SSM) in understanding the procedures for submitting refund applications through SSM's portal, the Revenue Management System (RMS).

Effective 1 October 2025, all refund applications must be submitted online through RMS. This new process replaces the previous methods of submitting refund request forms that were done manually and via e-mail, thereby providing customers with a more convenient and streamlined refund application process. There are two (2) types of refund application categories available for SSM customers as follows:

i. Refund applications submitted through the **Refund Form**; and

ii. Refund applications submitted through the **"My Transactions"** feature. This type is **ONLY** applicable to customers who have made payment transactions through the following portals:

(a) Xcess;

(b) Asset Management System (AMS);

(c) *Sistem Pengurusan Stor* (SPS);

(d) *E-Perolehan* (EP);

(e) Corporate Registry System (CRS); and

(f) Malaysian Business Reporting System (MBRS).

1.2. Scope

This manual provides step-by-step guidance to customers on the following:

i. Logging in to the RMS Portal;

ii. Completing and submitting a refund application through the *Refund Form* or *My Transactions*;

iii. Uploading supporting documents related to the refund application; and

iv. Tracking refund status after submission.

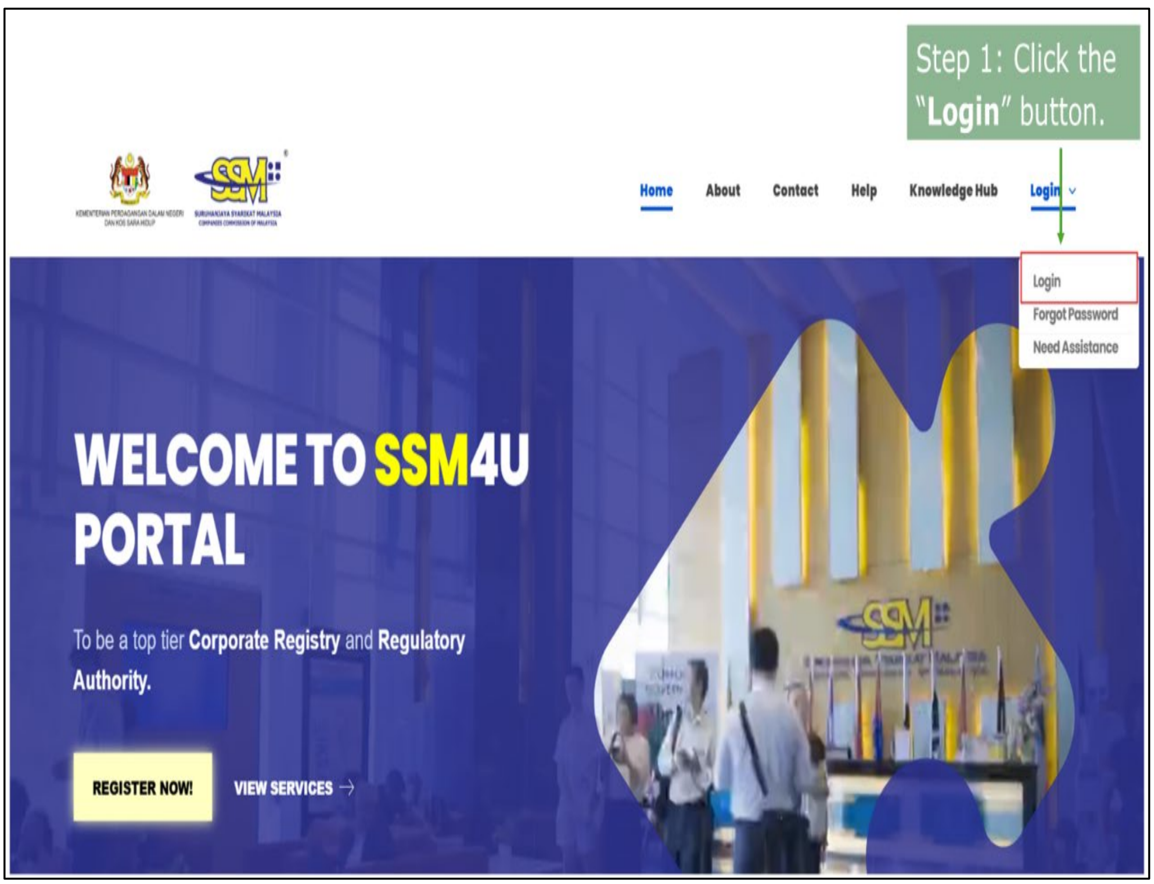
2. ACCESSING THE RMS PUBLIC PORTAL

This section explains the procedures to access the RMS portal through the SSM4U website and navigate to the Refund Menu.

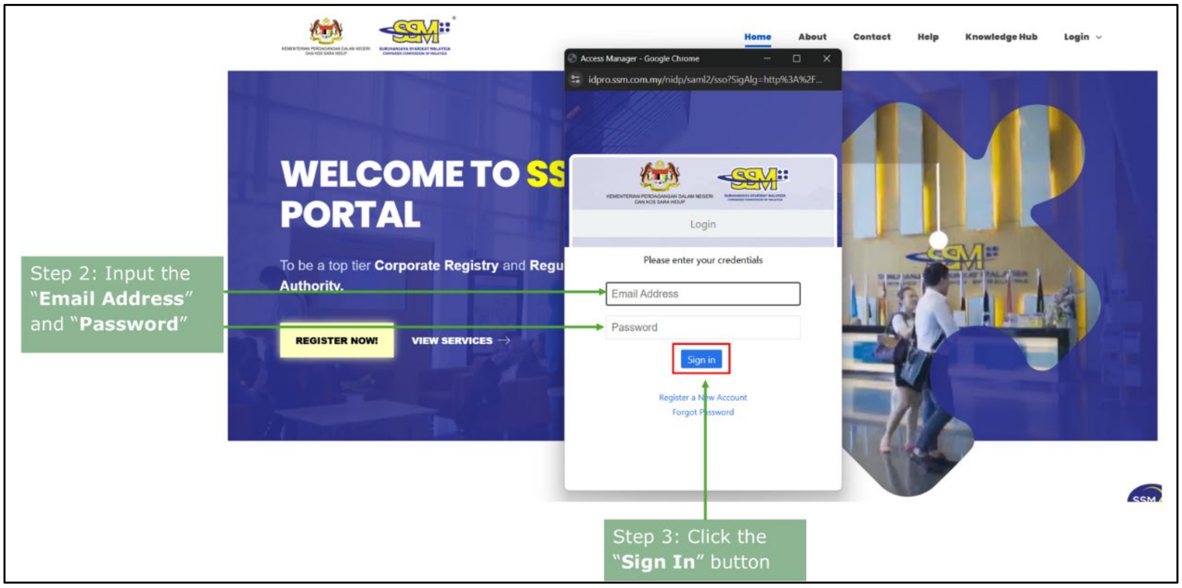
To submit a refund application, customers must log in to the RMS Portal using their registered SSM4U credentials.

2.1. Login

(a) Visit the SSM4U website at https://ssm4u.com.my/ and click the "Login" button.



(b) Enter the registered e-mail and password.



(c)

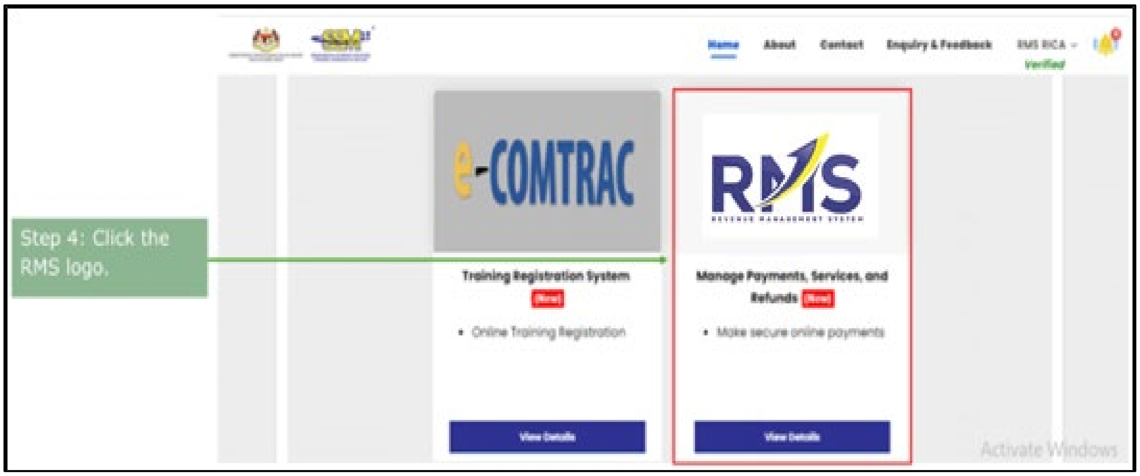
Notes:

i. Click "Forgot Password" to reset the password.

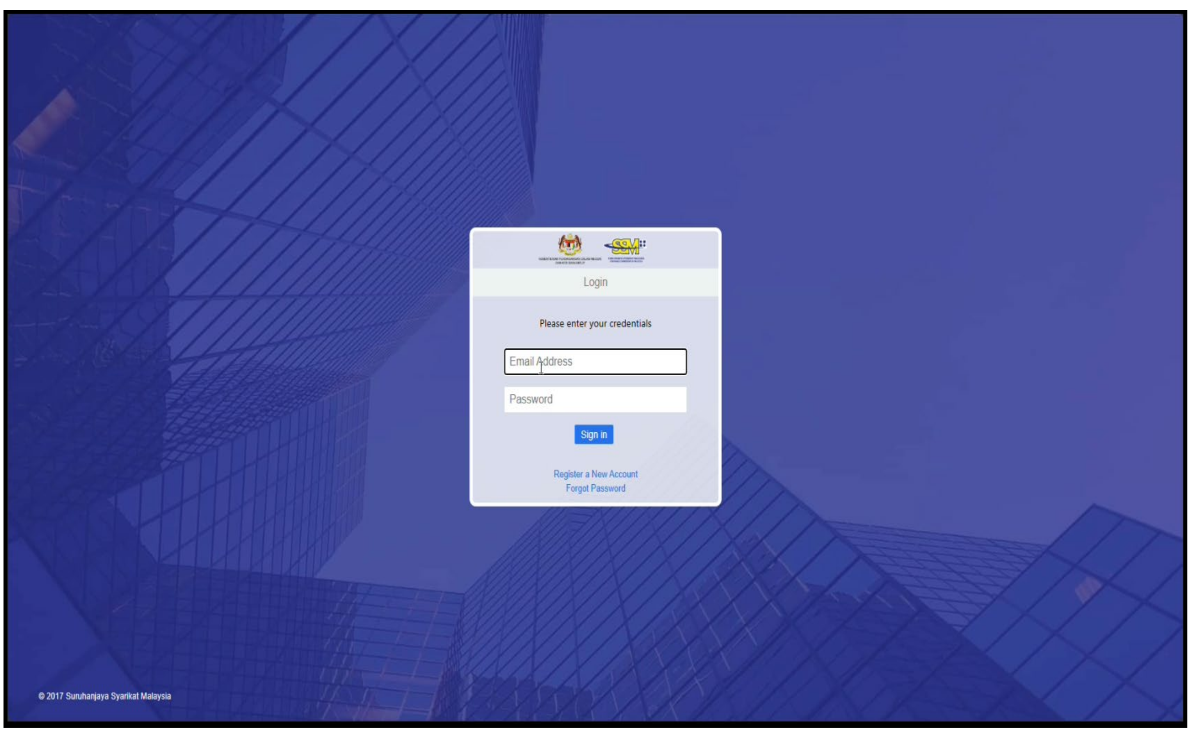
ii. Click "Register a New Account" to create a new account. No supporting documents are required upon registration of new users to access RMS portal.

iii. Click "Help" to access the SSM4U user guidelines.

(d) Click the RMS logo to access the RMS portal.



(e) Once on the RMS page, log in using the ID and password registered with SSM4U.

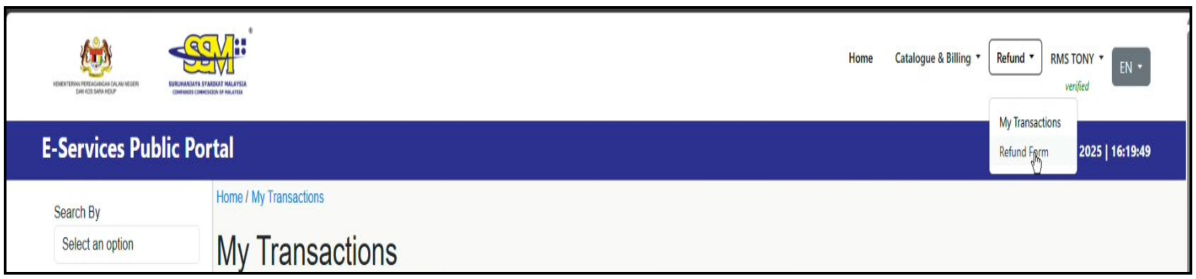


3. REFUND APPLICATION VIA THE REFUND FORM

3.1. Submission of the refund application.

This section explains step-by-step process to complete and submit the Refund request through the **Refund Form**. Ensure that all required information is complete and entered accurately in each section to avoid any delays in processing the application.

Click the menu **Refund,** then select **Refund Form** on the dashboard:



3.1.1. Customer Information.

This section captures the customer's personal information, which will be used for identity verification and communication throughout the refund process.

Please provide the following information:

i. Full Name;
ii. E-mail Address;
iii. Phone Number; and
iv. Residential Address.

Note: Ensure the email address and phone number provided are valid and contactable.

3.1.2. Receipt Information.

These details are usually stated on the receipt issued by SSM.

Please provide the following:

i. Receipt Number – If the refund application involves duplicate payments, customer may enter more than one (1) receipt number.

ii. Receipt Amount – Refund amount requested.

iii. Reference Number - If it is related to duplicate payment, please provide all relevant transaction **reference numbers** for verification and validation by SSM.

iv. Transaction ID – If the request is related to duplicate payment, please provide all relevant **transaction IDs** for verification and validation by SSM.

v. Entity Name – Entity name display in the receipt.

vi. Entity Type (e.g.: Individual (Business)/ Company/ LLP)

vii. Entity Number (e.g.: IC Number/ Co. Registration No)

***Please refer to the screen below.*

Note: Customers are required to complete all payment details in the fields provided on the screen. Kindly refer to the receipt issued by SSM.

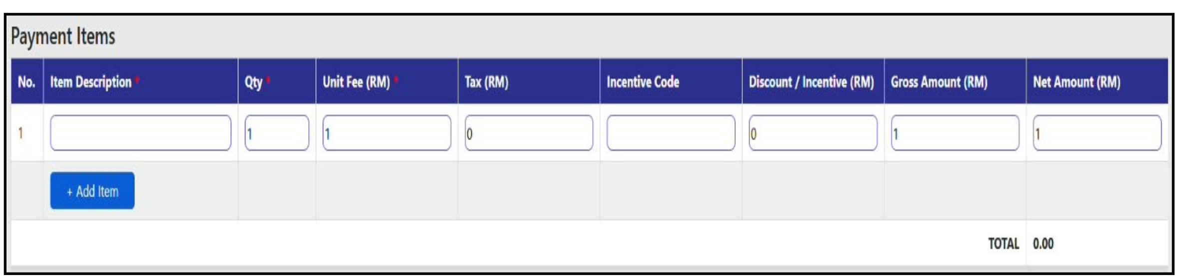
3.1.3. Payment Details

Customers are required to provide the payment details related to the refund request.

i. Enter the relevant payment details as stated in the official receipt, including the description, quantity and amount related to the refund request.

ii. Ensure that all information entered matches the original receipt. All fields must be completed for the refund request to be processed.

iii. If there is more than one transaction, repeat the payment details entry for each transaction submitted for a refund.



Note: Please ensure that all information of each payment detail is completed in full.

3.1.4. Payee Bank Information

Bank account information is required for the refund process. Please complete the following information:

i. Bank Name;

ii. Bank Account Number;

iii. Account Holder's Name;

iv. Identity Type (e.g.: NRIC, Passport Number); and

v. Identity Number.

Note: Please ensure that all bank information is accurate to avoid failed transactions or delays in payment processing by the bank.

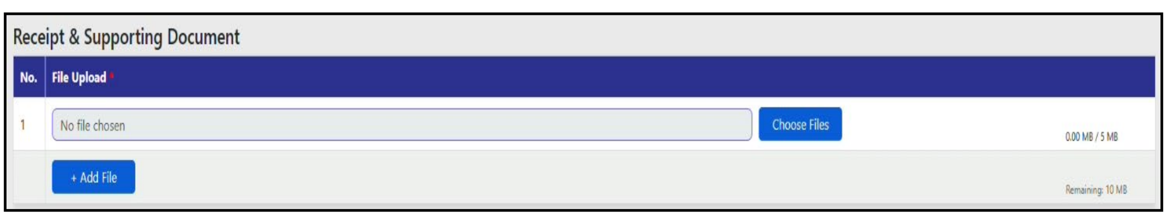
3.1.5. Receipt and Supporting Documents

Customers are required to upload the payment receipt and any other supporting documents relevant to the refund request.

Upload requirements:

i. Official receipt (mandatory); and

ii. Supporting documents or any additional proof of payment (optional).



Note: Ensure that all uploaded files are clear and readable. Unreadable files may result in the refund request being rejected due to incomplete submission of the supporting documents.

3.1.6. Other Information

This section contains optional fields such as:

i. Remarks or justifications for the refund request; and

ii. Additional notes (if any).

Note: *Use this section if the refund request requires further explanation or clarification.*

3.1.7. Submitting the Refund Request

After completing all sections, customer should:

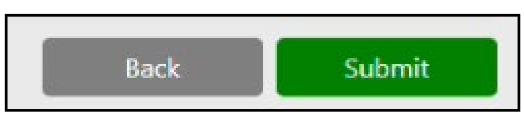
i. Review all entered information;

ii. Confirm that all uploaded documents are correct;

iii. Click "Submit"; and

iv. A confirmation screen will appear, and a confirmation e-mail will be sent to the customer's registered email address.

The processing time takes up to 30 working days, depending on the nature of refund and the verification process.



4. REFUND APPLICATION VIA MY TRANSACTIONS

4.1. Submission refund request through "My Transactions" - Direct Refund Application (Appeal)

Select "My Transactions" menu under the "Refund" tab. The system will display the payment transaction history for payments made through the following portals:

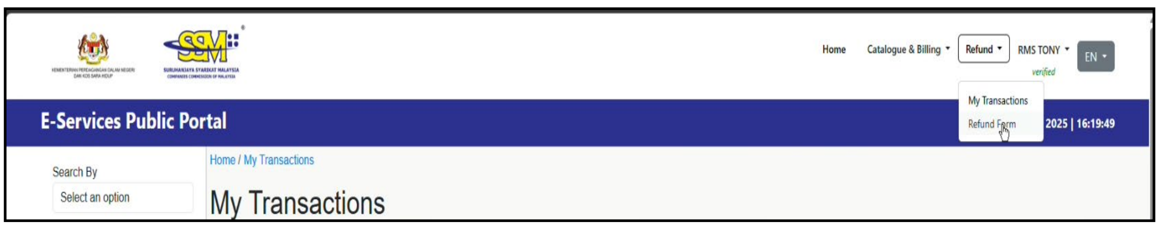
(a) Xcess;

(b) Asset Management System (AMS);

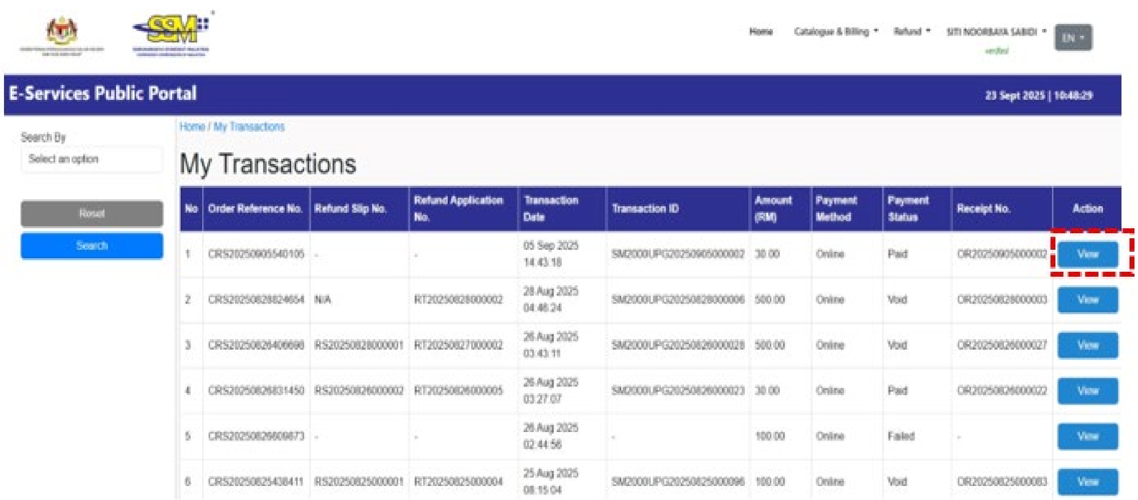
(c) *Sistem Pengurusan Stor* (SPS);

(d) *E-Perolehan* (EP); and

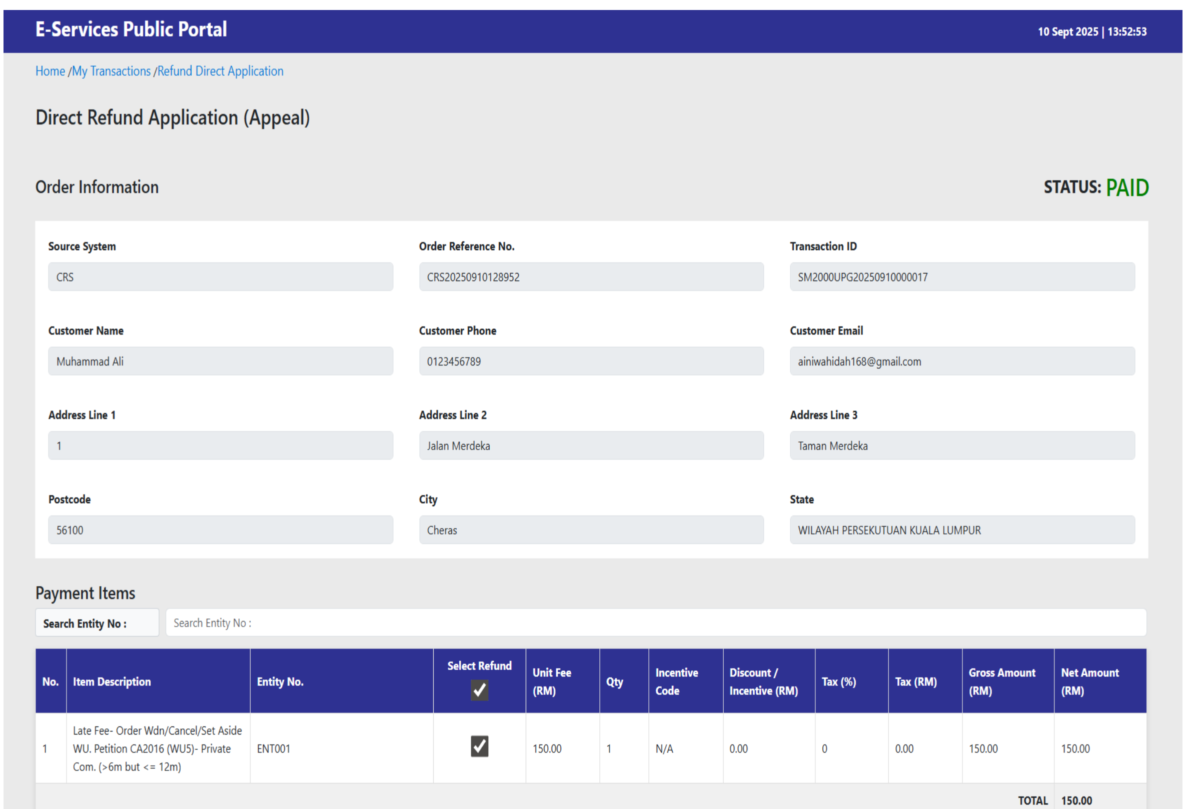
(e) Corporate Registry System (CRS).

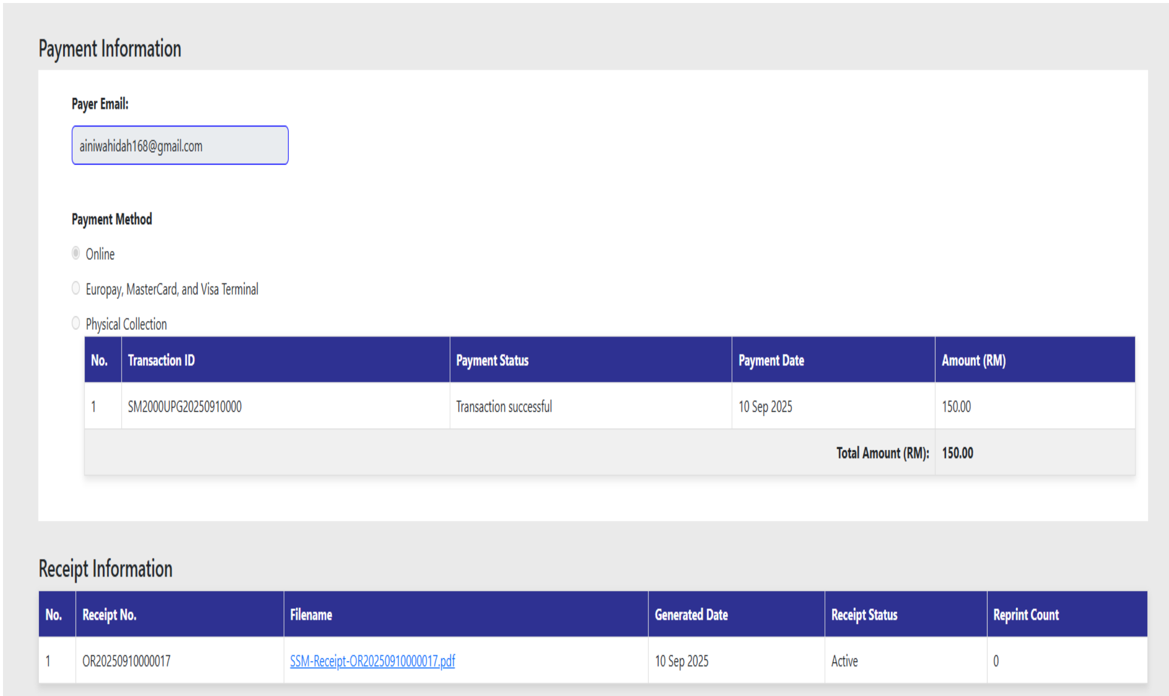


Click the "View" button for the selected transaction submitted for a refund request. The customer will be redirected to the **Direct Refund Application (Appeal)** page. The customer's payment details from the SSM portal, as described in Section 4.1.1 will be displayed.



4.1.1. Direct Refund (Appeal) Application





Payment Information

Payer Email:

ainiwahidah168@gmail.com

Payment Method

- Online
- Europay, MasterCard, and Visa Terminal
- Physical Collection

No.	Transaction ID	Payment Status	Payment Date	Amount (RM)
1	SM2000UPG20250910000	Transaction successful	10 Sep 2025	150.00
			Total Amount (RM):	**150.00**

Receipt Information

No.	Receipt No.	Filename	Generated Date	Receipt Status	Reprint Count
1	OR20250910000017	SSM-Receipt-OR20250910000017.pdf	10 Sep 2025	Active	0

4.1.2. Payee Bank Information

SSM requires the customer's bank account details to process the refund application.

Please provide the following information:

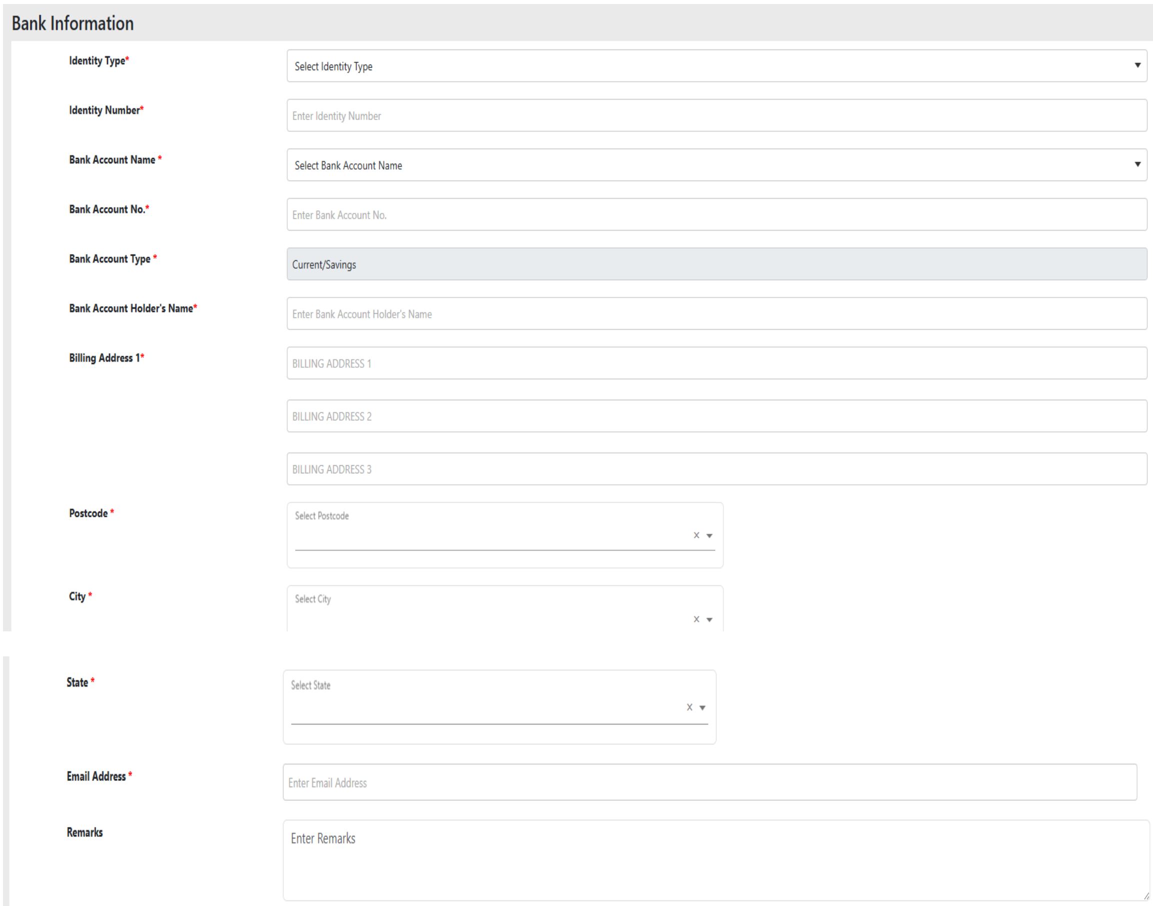
i. Bank Name;

ii. Bank Account Number;

iii. Account Holder's Name;

iv. Identity Type (e.g., NRIC, Passport Number); and

v. Identity Number.



Note: Please ensure that all mandatory fields marked with "" are completed accurately to avoid transaction failures or delays in the refund payment process.*

4.1.3. Historical Table

This section displays the history and status of refund requests that have been successfully processed. Customers can check the status of their refund requests at any time.

Historical Table

No.	Action	Action Timestamp	Performed By	Remarks
1	Job Pick Up	18 Jun 2026 10:10:20	MOHD FADHIL NASARUDIN	-
2	Refund Request	18 Jun 2026 10:10:20	FADHIL	TEST 18062026

4.1.4. Submitting the Refund Request

After completing all required sections, customers should:

i. Review all entered information.

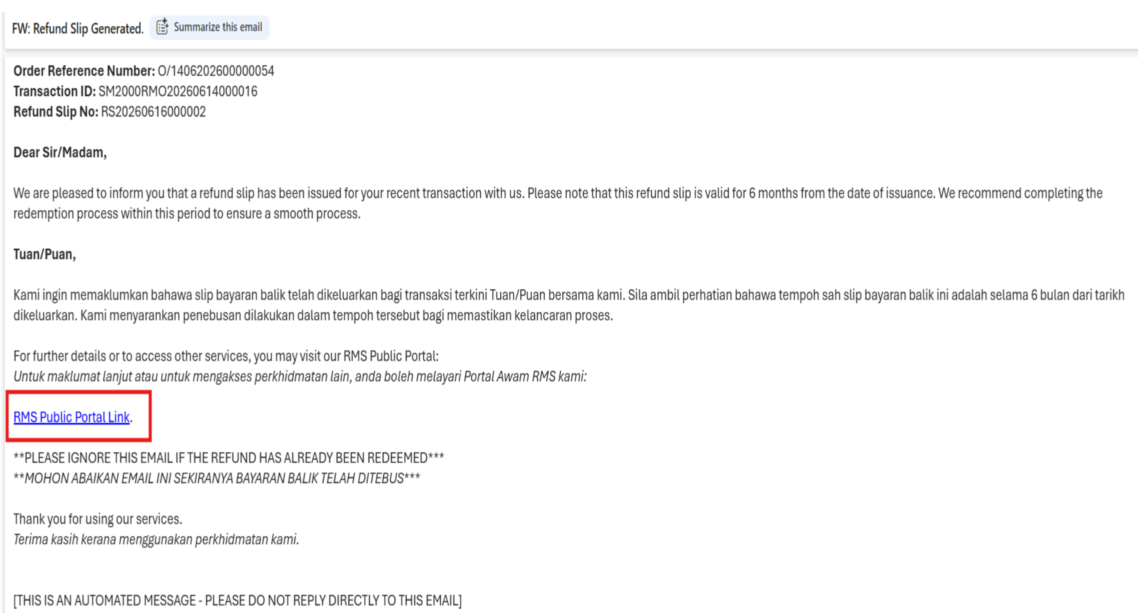
ii. Confirm that all uploaded documents are correct. Click the "Request Refund" button.

iii. A confirmation screen will be displayed, and a confirmation e-mail will be sent to the customer's registered e-mail address.

The processing time takes up to 30 working days, depending on the nature of refund and the verification process.

4.2. Submission refund request through "My Transactions" - Refund Slip-01

For refund applications under this category, customers will receive an e-mail as shown below. Please click the following link RMS Public Portal Link.



FW: Refund Slip Generated. Summarize this email

Order Reference Number: O/1406202600000054
Transaction ID: SM2000RMO20260614000016
Refund Slip No: RS20260616000002

Dear Sir/Madam,

We are pleased to inform you that a refund slip has been issued for your recent transaction with us. Please note that this refund slip is valid for 6 months from the date of issuance. We recommend completing the redemption process within this period to ensure a smooth process.

Tuan/Puan,

Kami ingin memaklumkan bahawa slip bayaran balik telah dikeluarkan bagi transaksi terkini Tuan/Puan bersama kami. Sila ambil perhatian bahawa tempoh sah slip bayaran balik ini adalah selama 6 bulan dari tarikh dikeluarkan. Kami menyarankan penebusan dilakukan dalam tempoh tersebut bagi memastikan kelancaran proses.

For further details or to access other services, you may visit our RMS Public Portal:
Untuk maklumat lanjut atau untuk mengakses perkhidmatan lain, anda boleh melayari Portal Awam RMS kami:

RMS Public Portal Link.

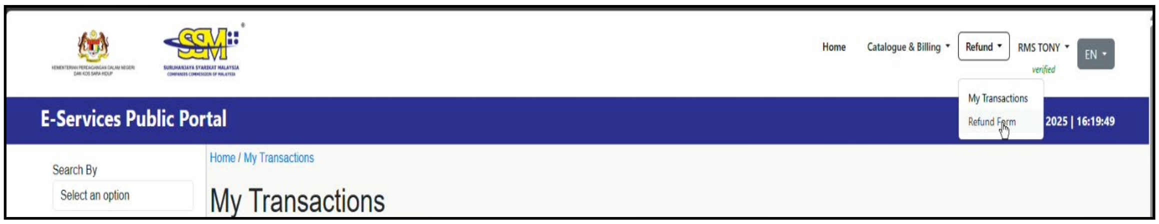
PLEASE IGNORE THIS EMAIL IF THE REFUND HAS ALREADY BEEN REDEEMED*
MOHON ABAIKAN EMAIL INI SEKIRANYA BAYARAN BALIK TELAH DITEBUS*

Thank you for using our services.
Terima kasih kerana menggunakan perkhidmatan kami.

[THIS IS AN AUTOMATED MESSAGE - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL]

Please select “My Transactions” to view payment history from supported portals:

(a) Malaysian Business Reporting System (MBRS).



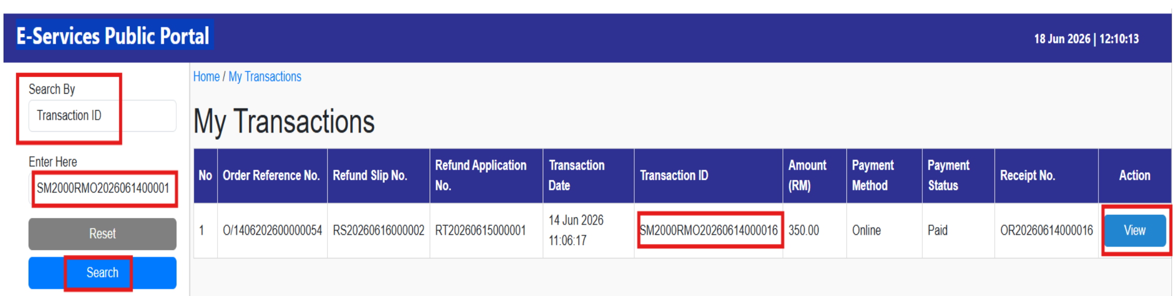
To locate the transaction to be refunded, please refer to any of the following reference types provided in the e-mail:

i. Order Reference Number; or

ii. Transaction ID; or

iii. Refund Slip Number

Please use the “Search By” option and select the relevant reference type. Then, enter the reference number in the “Enter Here” field and click the “Search' button”.



Click the “View” button for the relevant transaction and the user will be redirected to the “Refund Submit Bank Information” details page.

4.2.1. Submission of Bank Information for the Refund Process

Home /My Transactions /Refund Submit Bank Information

Refund Submit Bank Information

Order Information — **STATUS:** PAID

Source System	Order Reference No.	Transaction ID
MBRS	O/1406202600000054	SM2000RMO20260614000016
Customer Name	**Customer Phone**	**Customer Email**
LAM CHE MAI	987655233444	sanupsalve01@gmail.com
Address Line 1	**Address Line 2**	**Address Line 3**
ABCD	Address 2	Address 3
Postcode	**City**	**State**
34267	ABC	SABAH

Payment Items

No.	Item Description	Entity No.	Amount (RM)	Qty	Incentive Code	Discount / Incentive (RM)	Tax (%)	Tax (RM)	Gross Amount (RM)	Net Amount (RM)	Refund Amount (RM)
1	REFAR12026061300015 06-08-2018 Annual Returns - Private Company 201201028208/1012695-X MVF METAL WORKS SDN. BHD.	201201028208/1012695	150.00	1	N/A	0.00	0	0.00	150.00	350.00	350.00
2	REFAR12026061300015 06-08-2018 Late Lodgement Under MBRS 201201028208/1012695-X MVF METAL WORKS SDN. BHD.	201201028208/1012695	200.00	1	N/A	0.00	0	0.00	200.00	350.00	350.00
										TOTAL	700.00

Payment Information

Payer Email:

sanupsalve01@gmail.com

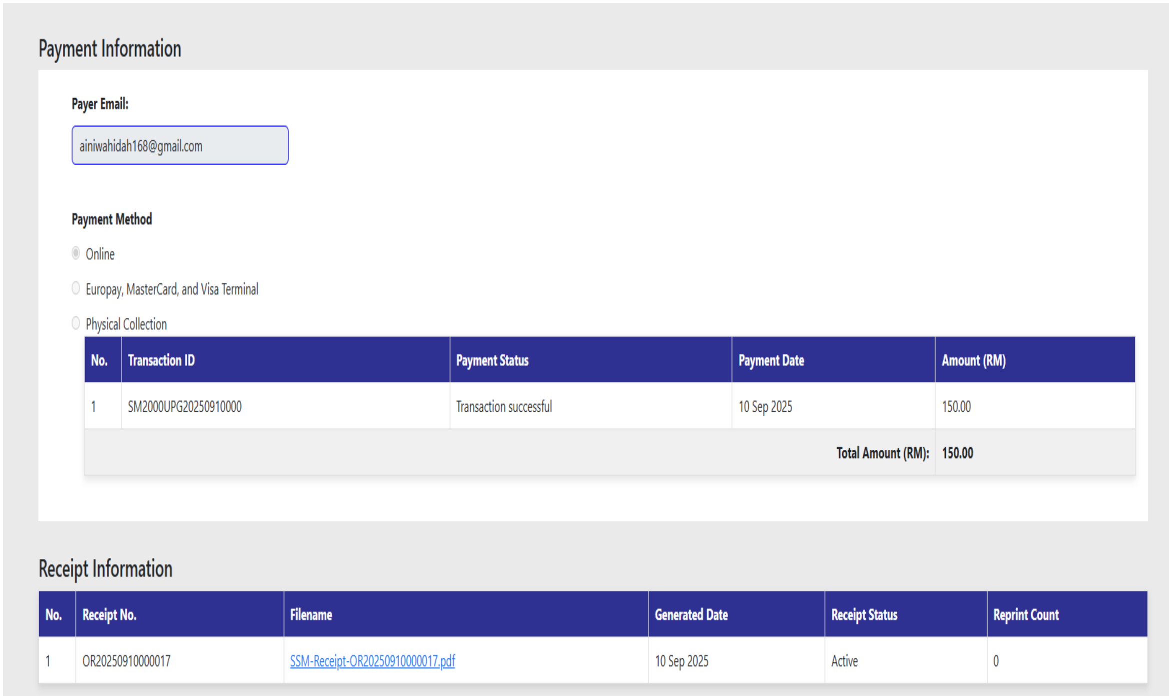
Payment Method

- Online
- Europay, MasterCard, and Visa Terminal
- Physical Collection

No.	Transaction ID	Payment Status	Payment Date	Amount (RM)
1	SM2000RMO20260614000	Transaction successful	14 Jun 2026	350.00
			Total Amount (RM):	350.00

Receipt Information

No.	Receipt No.	Filename	Generated Date	Receipt Status	Reprint Count
1	OR20260614000016	SSM-Receipt-OR20260614000016.pdf	14 Jun 2026	Active	0



Payment Information

Payer Email:

ainiwahidah168@gmail.com

Payment Method

- Online
- Europay, MasterCard, and Visa Terminal
- Physical Collection

No.	Transaction ID	Payment Status	Payment Date	Amount (RM)
1	SM2000UPG20250910000	Transaction successful	10 Sep 2025	150.00
			Total Amount (RM):	150.00

Receipt Information

No.	Receipt No.	Filename	Generated Date	Receipt Status	Reprint Count
1	OR20250910000017	SSM-Receipt-OR20250910000017.pdf	10 Sep 2025	Active	0

4.2.2. Payee Bank Information

SSM requires the customer's bank account details to process the refund application.

Please provide the following information:

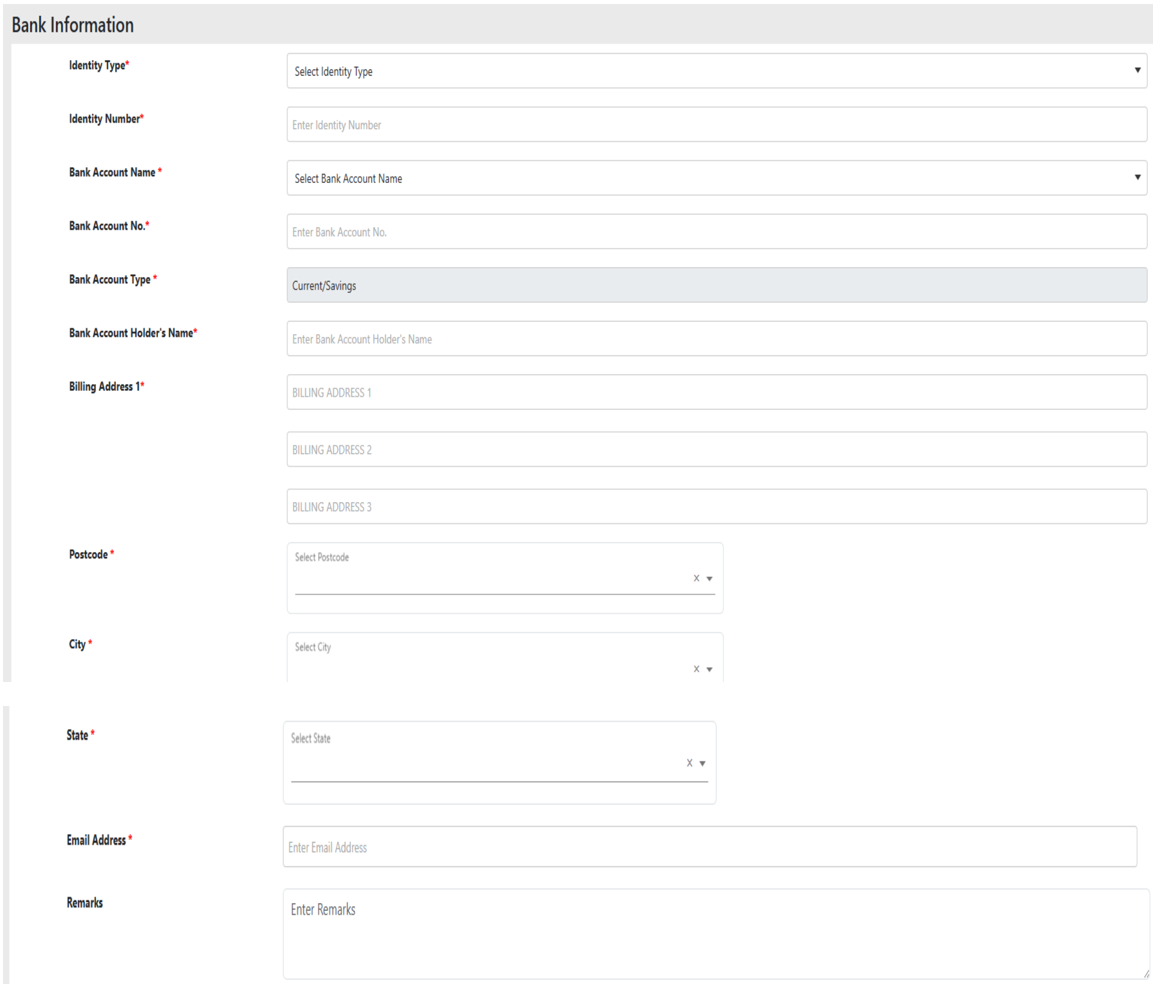
i. Bank Name;

ii. Bank Account Number;

iii. Account Holder's Name;

iv. Identity Type (e.g., NRIC, Passport Number); and

v. Identity Number.


Bank Information

Identity Type* — Select Identity Type
Identity Number* — Enter Identity Number
Bank Account Name * — Select Bank Account Name
Bank Account No.* — Enter Bank Account No.
Bank Account Type * — Current/Savings
Bank Account Holder's Name* — Enter Bank Account Holder's Name
Billing Address 1* — BILLING ADDRESS 1
BILLING ADDRESS 2
BILLING ADDRESS 3
Postcode * — Select Postcode
City * — Select City
State * — Select State
Email Address * — Enter Email Address
Remarks — Enter Remarks

Note: Please ensure that all mandatory fields marked with "" are completed accurately to avoid transaction failures or delays in the refund payment process.*

4.2.3. Historical Table

This section displays the history and status of refund requests that have been successfully processed. Customers can check the status of their refund application at any time.

Historical Table

No.	Action	Action Timestamp	Performed By	Remarks
1	Job Pick Up	18 Jun 2026 10:10:20	MOHD FADHIL NASARUDIN	-
2	Refund Request	18 Jun 2026 10:10:20	FADHIL	TEST 18062026

4.2.4. Submitting the Refund Request.

After completing all required sections, customers should:

i. Review all entered information;

ii. Confirm that the uploaded documents are correct; and

iii. Click the "Submit" button.

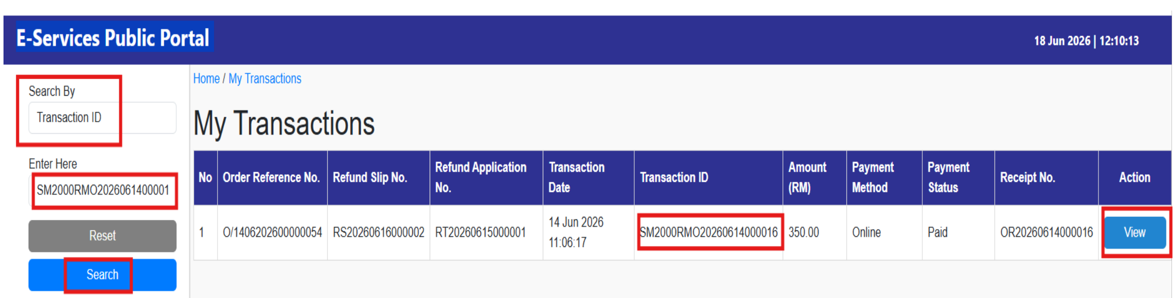
The processing time takes up to 30 working days, depending on the nature of refund and the verification process.

5. REFUND STATUS CHECK

5.1. Checking Refund Status

After submitting the refund application, customers can check the status of their refund request using the relevant reference number.

Click the "View" button for the relevant transaction. Customers will be redirected to the "Refund Submit Bank Information" page.



Historical Table

This section displays the history and status of the refund requests that have been successfully processed. Customers can check the status of their refund application at any time.

Historical Table

No.	Action	Action Timestamp	Performed By	Remarks
1	Refund Bank Info Submitted	18 Jun 2026 12:56:26	Anonymous	-

5.2. Notification of Refund Submission

After submitting the refund request, customer will receive notifications via e-mail. Please check the registered email inbox regularly for the following notifications:

i. Submission confirmation – Customer will receive an acknowledgement after submitting the refund request in the system.

----- Forwarded Message -----
From: rmsadmin@ssm.com.my <rmsadmin@ssm.com.my>
To: "fadhil_nasarudin@yahoo.com" <fadhil_nasarudin@yahoo.com>
Sent: Thursday, September 18, 2025 at 12:00:06 PM GMT+8
Subject: Acknowledgement of Refund Application - RT20250918000007

Assalamualaikum and Greetings,

Dear Sir/Madam,
Please be informed that your refund application has been received by the Companies Commission of Malaysia (SSM). The case reference number for this application is **RT20250918000007** .
This application will be processed within 30 working days from the date of receipt, subject to the receipt of all complete supporting documents.
If you have any further inquiries, you may contact us via email at enquiry@ssm.com.my / refund@ssm.com.my by stating the case reference number for reference.
Your cooperation and attention are highly appreciated.
Thank you.

Assalamualaikum dan Salam Sejahtera,

Tuan/Puan,
Dimaklumkan bahawa permohonan bayaran balik tuan/puan telah diterima oleh Suruhanjaya Syarikat Malaysia (SSM). Nombor rujukan kes bagi permohonan ini ialah **RT20250918000007** .
Permohonan ini akan diproses dalam tempoh 30 hari bekerja dari tarikh penerimaan, tertakluk kepada penerimaan semua dokumen sokongan yang lengkap.
Sekiranya terdapat sebarang pertanyaan lanjut, tuan/puan boleh menghubungi kami melalui emel di enquiry@ssm.com.my / refund@ssm.com.my dengan menyatakan nombor rujukan kes sebagai rujukan.
Kerjasama dan perhatian tuan/puan amat dihargai.
Sekian, terima kasih.

[THIS IS AN AUTOMATED MESSAGE - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL]

ii. Refund application status updates (e.g., under review, approved or rejected).

----- Forwarded Message -----
From: "rmsadmin@ssm.com.my" <rmsadmin@ssm.com.my>
To: "fadhil_nasarudin@yahoo.com" <fadhil_nasarudin@yahoo.com>
Sent: Tuesday, September 9, 2025 at 04:30:07 PM GMT+8
Subject: Approval of Refund Application - RT20250909000003

Assalamualaikum and Greetings,

Dear Sir/Madam,
Please be informed that your refund application with reference number **RT20250909000003** has been approved by the Approving Body (BYM).
The approved refund amount is **RM 1010** . The payment will be processed within the stipulated timeframe and credited to the account specified in your application. Any delays will be communicated from time to time.
If you have any further inquiries, please contact us via email at enquiry@ssm.com.my / refund@ssm.com.my by quoting your case reference number for reference.
Thank you.

Assalamualaikum dan Salam Sejahtera,

Tuan/Puan,
Dimaklumkan bahawa permohonan bayaran balik tuan/puan dengan nombor rujukan RT20250909000003 telah diluluskan oleh Badan Yang Meluluskan (BYM).
Jumlah bayaran balik yang telah diluluskan adalah sebanyak RM 1010. Bayaran akan diproses dalam tempoh yang ditetapkan dan dikreditkan ke akaun yang telah dinyatakan dalam permohonan.Sebarang kelewatan akan dimaklumkan dari semasa ke semasa.
Sekiranya tuan/puan mempunyai sebarang pertanyaan lanjut, sila hubungi kami melalui emel di enquiry @ssm.com.my /refund@ssm.com.my dengan menyatakan nombor rujukan kes sebagai rujukan.
Sekian, terima kasih.

[THIS IS AN AUTOMATED MESSAGE - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL]

iii. Required follow-up actions (if any)

All notifications will be sent through the RMS system to the customer's registered email address used during login.