

## **FREQUENTLY ASKED QUESTIONS (FAQ)**

### **CORPORATE REGISTRY SYSTEM (CRS)**

#### **1. What is the Corporate Registry System (CRS)?**

The Corporate Registry System (CRS) is SSM's new online platform for company incorporation, company information updates and the lodgement of statutory company documents under the Companies Act 2016, Interest Schemes Act 2016 and Trust Companies Act 1949.

#### **2. Why has SSM introduced CRS?**

CRS has been introduced to provide a more efficient, integrated and user-friendly digital platform.

The system consolidates multiple services into a single platform while offering enhanced workflow processes, automation and notification capabilities.

#### **3. What are the key benefits of CRS?**

CRS provides a more modern user experience, improves operational efficiency and facilitates easier monitoring of applications.

The key benefits of CRS include:

- 24-hour access, 7 days a week;
- Enhanced user interface;
- Faster and more structured workflows;
- Real-time notifications; and
- Easier application status tracking.

#### **4. When will CRS become operational?**

CRS will be implemented in three phases. Phase 1, which involves the lodgement of statutory company documents, is scheduled to commence on 30 June 2026.

#### **5. Which existing systems will be replaced by CRS?**

For Phase 1, CRS will replace MyCoID, e-Secretary and various statutory company document lodgement services that were previously conducted over the counter.

## **6. What services are available under Phase 1 of CRS?**

Phase 1 of CRS provides services for companies as follows:

- Name Search
- Incorporation
- Charges
- Corporate Intermediaries Registration
- Corporate Administration
- Initiate Striking Off
- Insolvency – Corporate Voluntary Arrangement
- Company Information Update
- Receivership of Company
- Insolvency – Asset Management
- Insolvency – Judicial Management
- Insolvency – Striking Off
- Insolvency – Winding Up
- Interest Scheme
- Appeal to Minister
- Court Order
- BizTrust
- Over the Counter
- Relodgement
- Extension of Time
- Rectification
- Compound

## **7. Will MyCoID and e-Secretary continue to be available after CRS becomes operational?**

No. MyCoID and e-Secretary services will be fully replaced by CRS once the system becomes operational.

## **USER REGISTRATION**

### **8. How can I access CRS?**

CRS can be accessed through the SSM4U portal.

Users are required to log in to SSM4U and access CRS via the portal.

### **9. Do I need SSM4U account to access CRS?**

Yes.

### **10. Can I use my existing SSM4U account to access CRS?**

Yes. Existing SSM4U users may use the same account and password to access CRS.

### **11. How can new users register for CRS?**

New users must first register for an SSM4U account. Once the registration is completed, users are required to visit any SSM counters for identity verification. Upon successful verification and account activation, users will be able to access CRS.

### **12. What should existing company secretaries do before CRS becomes operational?**

Company secretaries should ensure that their SSM4U profile information is up to date and accurate. Company secretaries and other users are also advised to download and keep copies of company documents that have been lodged through MyCoID before the system is discontinued.

## **USER ROLES AND ACCESS**

### **13. Who can access CRS?**

Access to CRS is granted to authorised users. These include company secretaries, directors, lawyers, liquidator and other eligible categories of users.

### **14. Can the same account be used by more than one users at the same time?**

No. Only one active login session is permitted for each account at any given time.

**15. Is the Maker and Checker function available in CRS?**

Yes.

**NOTIFICATIONS AND APPLICATION STATUS**

**16. How will users receive updates regarding their transactions or application queries?**

Users will receive updates through notifications in CRS, SSM4U and email.

**17. Will CRS continue to send email notifications for all transactions or queries?**

Yes.

**18. How will users know if their application has been queried by SSM?**

If an application is queried by SSM, users will be notified through CRS, SSM4U and email.

**19. Can Joint Company Secretaries handling the same company view the same application?**

Yes.

**20. Will Joint Company Secretaries handling the same company receive the same query notifications?**

Yes.

**21. How can users check the status of their applications?**

Application status can be checked through the CRS dashboard and the Task List.

**FILING AND LODGEMENT OF APPLICATIONS AND STATUTORY COMPANY DOCUMENTS**

**22. Can applications submitted through CRS be saved as drafts?**

Yes.

**23. How long will draft applications be retained?**

Draft applications will be retained for seven (7) days.

**24. Can users respond to SSM queries through CRS?**

Yes.

**25. Can a queried application be resubmitted online?**

Yes.

**26. Are all applications approved automatically?**

No.

**27. Can an application be withdrawn after it has been submitted through CRS?**

Yes.

**28. When can an application be withdrawn?**

An application may be withdrawn before approval is granted.

**29. Can Express Filing be made through CRS?**

No. The Express Filing feature is not available through CRS.

**FEES AND CHARGES**

**30. Are the lodgement fees under CRS different from the existing fees?**

No. The current lodgement fees remain applicable.

**31. Will payment be refunded if an application is withdrawn?**

No. Payments that have been made will not be refunded if an application is withdrawn.

## **USER GUIDES AND SUPPORT**

### **32. Will a user manual for CRS be provided?**

Yes. Each CRS service will have a comprehensive user manual.

### **33. Where can the CRS user manual be obtained?**

The user manual can be accessed through SSM's official website at [www.ssm.com.my](http://www.ssm.com.my).

### **34. How can users obtain the latest information regarding the implementation of CRS?**

Users are advised to check SSM's official website, the CRS portal, the SSM4U portal and their email regularly for the latest updates.

### **35. Who should users contact if they encounter problems while using CRS?**

If users experience any issues or have enquiries regarding CRS, they may contact:

- (a) SSM Customer Care at 03-7721 4000; or  
(b) Email: [enquiry@ssm.com.my](mailto:enquiry@ssm.com.my)

SSM Customer Care Operating Hours:

Day	Operating Hours
<b>Monday to Friday</b>	9:00 a.m. – 5:30 p.m.
<b>Saturday, Sunday and Public Holidays</b>	Closed

## **PAYMENT METHODS**

### **36. What payment methods are available in CRS?**

The following payment methods are available:

- Credit Card (Visa and Mastercard);
- Debit Card (Visa and Mastercard); and
- Internet Banking.

**37. Are all types of credit cards accepted for payment through CRS?**

CRS only accepts locally and internationally issued credit cards through Visa and Mastercard.

**38. How can users verify that a payment transaction has been successfully completed?**

The payment status will be displayed on the screen and a notification will be shown on the CRS dashboard.

Users will also receive a confirmation email once the payment has been successfully received.