SURUHANJAYA SYARIKAT MALAYSIA
COMPANIES COMMISSION OF MALAYSIA

FREQUENTLY ASKED QUESTIONS
CORPORATE REGISTRY SYSTEM (CRS)

NO.	QUESTION	ANSWER
1.	What is the Corporate Registry System (CRS)?	CRS is SSM's new online platform for company incorporation, updating company information and lodging statutory documents under the Companies Act 2016, the Interest Schemes Act 2016, and the Trust Companies Act 1949.
2.	Why did SSM introduce CRS?	CRS was introduced to provide a more efficient, integrated and user-friendly digital platform. The CRS consolidates various services onto a single platform and offers enhanced workflows, automation and notification capabilities.
3.	What are the key benefits of CRS?	CRS provides a modern user experience, improves efficiency and facilitates the 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 monitoring of application status.

NO.	QUESTION	ANSWER
4.	When will CRS becomes operational?	CRS will be implemented in three phases. Phase 1, which involves the lodgment of statutory company documents, commenced on 14 July 2026.
5.	Which existing systems will be replaced by CRS?	For Phase 1, CRS replaces MyCoID, e-Secretary and various statutory company document lodgment services that were previously conducted over the counter.
6.	What services are provided under Phase 1 of CRS?	Phase 1 of CRS covers the following services: • 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 • Finance • Supporting Module – Learn About The System

NO.	QUESTION	ANSWER
7.	Will MyCoID and e-Secretary continue to be available after CRS becomes operational?	No. The MyCoID and e-Secretary services will be fully replaced by CRS.
8.	Will company data and user records in the existing systems be automatically transferred to CRS?	Yes. Company data and user records will be transferred to CRS. Users are advised to retain all records of transactions done through MyCoID and e-Secretary, as well as copies of documents lodged over the counter.
9.	If an application in MyCoID is in "draft" status, will the information be migrated to CRS?	No. All applications must be submitted through CRS, as MyCoID is no longer in operation.
10.	How will the lodgement of documents at SSM counters be handled after CRS becomes operational?	All document lodgement transactions can be done online through CRS. If there are any services that still require over the counter transactions, SSM will provide updates from time to time.
11.	Will the SSM4U portal be replaced by CRS?	No. The SSM4U portal will not be replaced by CRS and will continue to operate as usual. Users need to access CRS through the SSM4U portal.
12.	Why was the notice regarding the implementation of CRS and the discontinuation of physical document lodgement issued within a relatively short notice prior to the implementation date?	All necessary assessments and validations had to be completed to ensure the smooth implementation of the CRS. Consequently, the notification period was determined after all processes had been finalised to ensure that the information communicated to users is accurate and clear.
13.	Will SSM introduce any changes to fees, lodgement processes or company registration procedures following the implementation of CRS?	No changes to fees will be imposed following the implementation of CRS. However, for the lodgement and company registration processes, users

<table>
<tr><th>NO.</th><th>QUESTION</th><th>ANSWER</th></tr>
<tr><td></td><td></td><td>will be required to complete or update certain new information in accordance with the system requirements.</td></tr>
<tr><td colspan="3">USER REGISTRATION</td></tr>
<tr><td>14.</td><td>How to access CRS?</td><td>CRS can be accessed through the SSM4U portal. Users need to log in to SSM4U and access CRS through the portal.

The steps to access CRS are as follows:


</td></tr>
<tr><td>15.</td><td>Which email address should users use to log in to CRS?</td><td>Users must use the email address registered with SSM4U.</td></tr>
<tr><td>16.</td><td>Do I need an SSM4U account to access CRS?</td><td>Yes.</td></tr>
<tr><td>17.</td><td>Can I use my existing SSM4U account to access CRS?</td><td>Yes. Existing SSM4U users may use the same account and password to access CRS.</td></tr>
<tr><td>18.</td><td>How can new users register to use CRS?</td><td>New users must first register for an SSM4U account.

Once registration is complete, users must visit the nearest SSM counter or use a Tap.it kiosk for identity verification.</td></tr>
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NO.	QUESTION	ANSWER
		After the verification process is completed and the account is activated, users may access CRS.
USER ROLES AND ACCESS		
19.	Who can access CRS?	Access to CRS is granted to authorised users. These include company secretaries, directors, lawyers, liquidators, auditors, individuals and other eligible categories of users.
20.	Can the same account be used by more than one user at the same time?	No. Only one active login session is permitted per account at any given time.
21.	Are Maker and Checker functions provided in the CRS?	Yes.
22.	What are the roles of the Maker and Lodger in the CRS?	Maker – responsible for preparing the information for lodgement. Lodger – responsible for reviewing documents and ensuring that the information entered by the Maker is accurate, authentic and correct; the Lodger is subsequently responsible for lodging the documents with SSM.
USER GUIDE AND SUPPORT		
23.	Will CRS user manual be provided?	Yes. A detailed user manual will be provided for each CRS service.
24.	If technical issues arise after the launch of CRS, what assistance or support channels will be provided by SSM?	If users experience technical issues or have any enquiries relating to CRS, SSM provides dedicated CRS hotlines, which commenced operations on 14 July 2026. Please contact *Talian Khas* at: a) 03-2299 5544; b) 03-2299 5545; c) 03-2299 5552; or d) 03-2299 5553.

NO.	QUESTION	ANSWER
		Email: crs_support@ssm.com.my
NOTIFICATION AND LODGEMENT STATUS		
25.	How will users receive updates regarding transactions or queries relating to their applications?	Users will receive updates through notifications in CRS, SSM4U and email.
26.	Will CRS continue to send email notifications for all transactions or queries?	Yes.
27.	Can a company secretary who handles the same company (Joint Company Secretary) view the same application?	Yes.
28.	How can users check the status of their applications?	Users can check the status of their applications through the CRS dashboard and the Task List.
29.	How can users check the status of lodged applications?	Users can check the status of lodged applications on the CRS dashboard. Application Status: • Draft – The lodgement has been prepared but has not yet been submitted for processing. • Submitted – The application/ lodgement has been successfully submitted and is awaiting review or processing. • Approved – The application has been reviewed and approved or registered. • Query – Additional information, clarification or correction is required before processing can proceed. • Withdrawn – The application/ lodgement has been voluntarily

<table>
<tr><th>NO.</th><th>QUESTION</th><th>ANSWER</th></tr>
<tr><td></td><td></td><td>withdrawn by the applicant and will not proceessed further.

• Rejected – The application/ lodgement has been reviewed but not approved due to non-compliance, insufficient information, etc.</td></tr>
<tr><td colspan="3">CRS SYSTEM REQUIREMENT</td></tr>
<tr><td>30.</td><td>What software are required to use CRS?</td><td>CRS is a web-based system that can be accessed through a standard web browser.

Users are encouraged to ensure their web browsers and internet connections are up to date.

The supported major versions are:

• Chrome 149
• Firefox 151
• Edge 149 and 148
• Safari 26 and 18
• iOS 26 and 18
• Firefox ESR 140</td></tr>
<tr><td>31.</td><td>How do users upload supporting documents?</td><td>Users must adhere to the following requirements:

Document format:

• PDF, image
• Size per document: 25MB
• Document resolution: 200 dpi</td></tr>
<tr><td colspan="3">LODGEMENT OF APPLICATION AND COMPANIES STATUTORY DOCUMENT</td></tr>
<tr><td>32.</td><td>Can the submission of notices by substantial shareholders under Sections 137, 138, 139, and 141 of the Companies Act 2016 be made through CRS?</td><td>Yes.</td></tr>
</table>

NO.	QUESTION	ANSWER
33.	Does the lodgement of charges and the *Return of Allotment* (ROA) need to be made through CRS?	The lodgement of these applications may be made through CRS.
34.	Must auditors lodge documents through CRS?	Yes, all auditor-related documents must be lodged through CRS.
35.	Must PD2/2017 be lodged over the counter?	No. The lodgement of Form PD2/2017 must be carried out through the Corporate Registry System (CRS).
36.	Can compound payments be made online through CRS?	Yes.
37.	Can applications submitted through CRS be saved as a draft?	Yes.
38.	How long will draft applications be retained?	Draft applications will be retained for seven (7) days.
39.	Can users respond to applications that have been queried through CRS?	Yes.
40.	Are all applications approved automatically?	No.
41.	Can an application be withdrawn after it has been submitted through CRS?	Yes.
42.	When can an application be withdrawn?	An application may be withdrawn before approval is granted.
43.	Can Express Filing be done via CRS? .	No. The Express Filing facility is not available through CRS.
44.	Why cannot the filled-in information be submitted?	The completed form cannot be submitted because certain mandatory information has not been completed. As a result, the screen will display a red link and an asterisk (*).

NO.	QUESTION	ANSWER
		Ensure that all mandatory information is completed so that the asterisk (*) no longer appears, then press the 'SUBMIT' button to send the application.
45.	Will MBRS will continue to operate after CRS becomes operational?	Yes.
46.	Will annual returns and financial statements be lodged through CRS?	No. Annual returns and financial statements must be lodged through MBRS.
PAYMENT METHOD		
47.	What payment methods are accepted?	The accepted payment methods are as follows: • Debit card/Credit card; • FPX; and • Supported e-wallets.
48.	Are there any prerequisites for using a credit card?	There are no specific prerequisites. Users simply need to enter the following information: • credit card number; • expiry date; and • security code (printed on the back of the card).
49.	Are all types of credit cards accepted for payment for CRS services?	Only Visa and Mastercard credit cards are accepted for payments for CRS services.
50.	What are the operating hours for credit card payments?	Credit card payments can be made at any time, 24 hours a day, seven (7) days a week (24/7).
51.	What is payment via Financial Process Exchange (FPX)?	FPX is a payment method that allows payments to be made directly from a user's savings or current account via internet banking.

NO.	QUESTION	ANSWER
52.	How can users make payments via FPX?	Users simply need to follow the payment instructions displayed in the system during the FPX payment transaction process.
53.	Is FPX payment supported by all banks?	FPX payments can be made through banks that support the service. The list of available banks will be displayed during the payment process.
54.	Will users be charged any additional fees for using FPX?	No additional fees will be charged.
55.	Which e-wallets are supported by CRS?	The e-wallet payment options available via CRS are GrabPay, Maybank QR Pay, Mcash, Boost, and Touch’n Go eWallet. The available e-wallets will be displayed when users select the payment method.
56.	Is there a payment limit when using an e-wallet?	Transaction limits are subject to the policies and terms established by the respective e-wallet providers.
57.	How can users verify that the payment transaction has been successfully completed?	The payment status will be displayed on the screen and a notification will appear on the CRS dashboard. Users will also receive a confirmation email once the payment has been successfully received.
58.	How can users check the payment status?	The payment status can be checked through the system portal using the transaction reference or other relevant information.
59.	What should be done if a payment fails but the funds have already been deducted from the user's account?	Users are advised to first check the transaction status in the payment history.

NO.	QUESTION	ANSWER
		Users may contact the designated CRS hotline and provide proof of the transaction for further verification.
REFUND		
60.	Can a payment that has been made be refunded?	Refund requests are subject to the terms and regulations applicable to CRS.
61.	How long does it take to process a refund?	The refund processing period is subject to the procedures and approvals established by SSM.
AWARENESS AND TRAINING PROGRAM		
62.	Will company secretaries be provided with training on the use of the new CRS?	Yes. Training sessions have already begun and continue to be conducted in stages.
63.	How can users register for the training sessions?	SSM will notify the relevant professional bodies by email regarding participation in the upcoming training session.
64.	Will SSM organise briefing or training sessions on the use of CRS prior to its implementation?	Yes. SSM has conducted several briefings sessions on the use of CRS on the following dates: (a) 10 February 2026; (b) 20 May 2026; and (c) 24 June 2026. SSM will provide updates on any future training sessions through its official communication channels from time to time.
65.	Are CRS training sessions subject to a fee?	At present, all CRS training sessions are provided free of charge. However, should any fees or charges be imposed for training sessions in the future, notification will be provided from time to time.

NO.	QUESTION	ANSWER
66.	Why only certain company secretaries are selected to take part in the pre-briefing sessions with SSM?	SSM conducts briefing and preliminary briefing sessions in stages, according to the target groups and implementation requirements. In addition to sessions with representatives of professional bodies and stakeholders, online sessions involving company secretaries at the state level are also organised to ensure the comprehensive dissemination of information.
LODGEMENT OF APPLICATIONS AND STATUTORY COMPANY DOCUMENTS THROUGH SSM COUNTER SERVICES		
67.	What services are offered through SSM service counters?	The services offered at the service counters at (all existing SSM offices) are limited to the following: • Documents under the Companies Act 1965, excluding documents that must be lodged through MBRS; • Applications for the rectification of registers, excluding documents relating to company incorporation, Charges and Interest Schemes; and • Practice Directive No. 11/2026. However, SSM will provide further information from time to time if there are any additions to or reductions in the services offered at the counters.
68.	What types of forms are used for lodgement through SSM service counters?	The existing forms may continue to be used for lodgement through the service counters. The forms are available on SSM’s official website under the “Legal Framework” tab.

NO.	QUESTION	ANSWER
APPLICATIONS WITH "QUERY" STATUS FROM THE MyCoID SYSTEM		
69.	Will applications for name search, company incorporation, the lodgement of company constitutions, returns of allotment of shares and registration of charges that remain under query status in the MyCoID system be migrated to CRS?	Applications under query status for all the applications types specified will not be migrated to or generated in CRS. Applicants are advised to resubmit the applications and make a new payment (where applicable) through CRS.
70.	Can applicants claim a refund for applications under query status?	Yes. For applications affected during the transition period (i.e. lodgement applications submitted from 8 June 2026 onwards), applicants may submit a refund claim through the Revenue Management System (RMS) portal at the following link: https://rms.ssm4u.com.my/rms/loading-home-page After accessing the portal, please select the RMS logo to submit your refund application.
REGISTRATION OF CHARGE		
71.	Does the registration of a charge that is still within the lodgement period (30 days from the date of creation of the charge), but could not be lodged due to the closure of the existing system and the instability of the system following the CRS Go-Live, require a court order?	No. The lodgement period has been extended following the closure of the SSM legacy system and the instability experienced after the CRS Go-Live. SSM has also granted an exemption from the requirement to obtain a court order for the registration of charges with a date of creation of the charge up to 31 July 2026.
72.	In CRS, applicants are required to provide the Loan Tenure and Charge Expiry Date when submitting an application for the registration of a charge. What information should be provided for these two fields?	Loan Tenure refers to the loan period, which is the specified duration within which the loan is to be fully repaid. Charge Expiry Date refers to the loan maturity date, which is the date on

NO.	QUESTION	ANSWER
		which the loan is expected to be fully settled. All information relating to the Loan Tenure and Charge Expiry Date must be obtained from the lender before the application for the registration of the charge is submitted.
73.	How should the Important Covenants or Terms and Conditions of the Instrument of Charge be completed if the information to be provided exceeds the prescribed character limit?	If the Terms and Conditions exceed the prescribed character limit, applicants may attach the information as a separate document and upload it under the Supporting Documents section.
74.	How can customers obtain the Certificate of Registration or Release of Charge?	The certificate will be sent via e-mail once the application has been approved. Customers must download the certificate through the link provided within 14 days from the date of approval.
75.	What if the charge to be registered does not have a facility tenure or a fixed expiry date, and will only terminate upon the full discharge of the charge? What information should be specified for the Loan Tenure and Charge Expiry Date?	The loan tenure can be specified as 0 months, in which case the Charge Expiry Date information does not need to be provided.
76.	Will the stated *Charge Expiry Date* affect the security interest of the chargee?	No. The expiry information will not automatically affect the status of the charge settlement even if the facility tenure has expired. The settlement of the charge is governed by Sections 360(1) and (2) of the Companies Act 2016, under which the charge settlement document must be registered with SSM.

NO.	QUESTION	ANSWER
77.	In the CRS, you are required to provide details regarding the "Title of Property/ Facility/ Assets" and "Quantity" within the Property Details section when applying for charge registration. What information should be entered?	"Title of Property/ Facility/ Assets" is a text field where you must enter the name or identifying title of the asset, property, or security facility being registered. "Quantity" refers to the number or total units of the specific type of property, asset, or security being registered and pledged as collateral. Guidelines for filling in the "Quantity" field: • Enter only numeric figures (whole numbers). • Do not leave the field blank if the system requires an entry; enter a value of "1" if it involves a single unit or the entire asset/security.
COMPANY INFORMATION UPDATE		
78.	How can customers download a PDF copy of an application that has been submitted through CRS for the Company Information Update?	Yes. Users may download the document in PDF format from the dashboard beginning from 23 July 2026. The PDF will only be available for download for seven (7) days.
79.	Why does the lodgement under Section 58 dated 19 July 2026 display the status "Lodgement – Draft" on the dashboard together with the message "Submit by Nominator"?	No further action is required from the nominator for the said lodgement. If the status "Lodgement – Draft" and the message "Submit by Nominator" are still displayed, please inform SSM for further action through the following channels: Please contact *Talian Khas* at: • 03-2299 5544 • 03-2299 5545

NO.	QUESTION	ANSWER
		• 03-2299 5552 • 03-2299 5553 or e-mail: crs_support@ssm.com.my
80.	Why are the 'Secondary Identification Details' not displayed in the Section 58 document?	The draft document or PDF for Section 58 should display both sets of identification details. If the information is not displayed, please submit further details to SSM together with a screenshot for further action by the technical team.
81.	Why am I unable to make a lodgement under Section 78(1)?	CRS has a validation function for Section 78. However, this function was enhanced effective 31 July 2026 for enabling the submission.
82.	Will the *Edit* or *Save* button be displayed when making a lodgement under Section 47(3)?	The *Edit* or *Save* button will be displayed. If the button is not displayed, please e-mail crs_support@ssm.com.my so that corrective action can be taken before proceeding with the lodgement.
83.	What is Share Analysis?	Share Analysis is available under the Company Information Update (CIU) module for the designated share-related services.
84.	Is it necessary to update the Share Analysis through Section 51(1), as was the practice in the MyCoID system?	No. For all designated share-related services involving changes to a company's shares, the Share Analysis can be updated directly within the relevant service.
85.	Should the Share Analysis section be updated using the total number of shares or only the updated number of shares?	The Share Analysis reflects the company's total number of share units, not only the changes made in the current transaction.
86.	For public companies, is it necessary for the Share Analysis total to match the company's total share units?	No. The CRS system does not require the Share Analysis total to be matched (tallied) for public companies or foreign companies.

NO.	QUESTION	ANSWER
87.	For company shareholders of Indian or Chinese nationality, which option should be selected?	Please select "Citizen, Non-Malays".
88.	Are there circumstances where the total *Analysis of Share* does not reach 100%?	Yes. Please refer to the disclaimer provided in the system.
89.	How is the Share Analysis stored, as the Share Analysis needs to be updated every time share information is submitted for lodgement?	The Share Analysis will be overwritten, and the latest updated information will be stored in the register.
90.	Can a shareholder who has converted to Islam select "Citizen, Malays"?	No. Conversion of religion does not involve a change of race.
91.	What information should be entered under the Shareholding Analysis section when lodging Section 78 for a public listed company?	**Public Listed Company:** The Shareholding Analysis shall be prepared based on the shareholding position as at the date of the allotment of shares. Please refer to the company's Share Registrar to obtain accurate and up-to-date information. Please note that the system will not perform any validation between the total number of shares allotted and the information stated in the Shareholding Analysis table.
92.	Under what circumstances can the *Citizen, Non-Native* category be used?	The *Citizen, Non-Native* category may be used for an individual who has acquired citizenship through legal processes such as naturalisation, registration or other permitted methods. Example: • An individual born in Indonesia who subsequently becomes a Malaysian citizen through naturalisation is classified as a Malaysian *citizen (non-native)*.

NO.	QUESTION	ANSWER
COMPOUND		
93.	What is the procedure for submitting an appeal against a compound through CRS or via e-mail to **ar_compliance@ssm.com.my**?	An appeal may only be submitted by a company director or a company secretary registered under the respective company. Customers may refer to the Compound Appeal User Manual uploaded on SSM's official website. All matters relating to compounds under the Companies Act 2016 and the Companies Act 1965 are now fully managed through CRS, including: • checking compound statuses and records; • downloading and printing compound notices; • submitting compound appeal applications; and • making payments for compounds imposed on companies and directors. Such matters are no longer accepted over the counter, through the EzBiz portal or via e-mail. Accordingly, all related applications and transactions must be carried out entirely through CRS.
94.	How will I be notified if a compound is imposed on me?	The compound details will be displayed on the *CRS Dashboard* and in the *Compound Tray*. A notification containing the compound details will also be sent to the registered e-mail address.
95.	Can a compound be paid by another party?	Yes. Any party may make the compound payment, provided that they have a valid compound reference number and the compound remains under *Unpaid* status.

NO.	QUESTION	ANSWER
96.	Can an appeal against a compound be submitted via e-mail or at the counter?	All matters relating to compounds under the Companies Act must be carried out entirely through CRS. Applications submitted at the counter or via e-mail are no longer accepted.
97.	Who is responsible for settling the compounds if a company is wound up through a court order?	The company directors are responsible for ensuring that all outstanding compounds are settled.
USER ACCESS		
98.	How can customers obtain information on the Checker and Maker roles in CRS and where can this information be found?	Customers may refer to the CRS External User Manual – Supporting Module, specifically the Appointing Maker module, which explains the functions of Maker, Checker, and the procedures for using them at page 69.
99.	What is the procedure for registering as a Lawyer user?	Customers may refer to the procedure/ guideline for Registration as Authorised Lawyer, whether as an Entity, Firm, or Individual, in the CRS External User Manual – Supporting Module, pages 35–47.
100.	Why is the e-mail information in SSM4U different from the e-mail information displayed in CRS?	The e-mail address updated in the SSM4U Portal will be automatically updated in CRS when the customer clicks the "Go to CRS" button. At that point, the system will retrieve the customer's profile information from SSM4U. If the e-mail address is still not updated in CRS, please contact: Please contact *Talian Khas* at: • 03-2299 5544 • 03-2299 5545 • 03-2299 5552 • 03-2299 5553 or e-mail: crs_support@ssm.com.my

NO.	QUESTION	ANSWER
NAME SEARCH APPLICATION		
101.	Why I not received the result of my company name search application?	The processing time for name search applications is currently longer due to the increased volume of applications received. SSM is making every effort to ensure that all applications are processed as quickly as possible. Customers are advised to check the status of their applications regularly through CRS. SSM appreciates your patience and cooperation.
COMPANY INCORPORATION		
102.	How do I submit an application for the rectification of the register concerning company incorporation information?	The application must be submitted online through the menu: *Incorporation → Post Incorporation → Rectification of Registers* The applicant must complete the application form, upload a statutory declaration as a supporting document and pay a fee of RM300.
103.	Why does CRS no longer allow applicants to download the Section 14 Superform, as permitted under the MyCoID system?	Through the CRS portal, which commenced operations on 14 July 2026, the Section 14 Superform is generated with a 'Draft' watermark for the applicant's review before the application is lodged. Applicants are advised to download the PDF file of the Section 14 Superform bearing the 'Draft' watermark before clicking the *Submit & Pay* button.
104.	Is it necessary to purchase the PDF of the Section 14 *Superform* after the company has been registered?	No. The applicant or the company may purchase the Section 14 *Superform* through a service provider, if required.

NO.	QUESTION	ANSWER
105.	Is the draft PDF valid for use in dealings with the relevant parties or for official purposes?	Yes. The Section 14 Superform bearing the 'Draft' watermark may be used for registration purposes with the relevant parties or agencies and for official purposes, as it contains the complete information from the company registration application.
106.	Is there any difference between the PDF form purchased through the Product Portal and the PDF form uploaded by the applicant to the CRS portal?	The registration application information is the same. However, the two forms can be distinguished by the 'SSM' and 'Draft' watermarks and their respective application reference number.
107.	Can the following application forms be downloaded from the CRS portal, namely: • Section 28 Change of Company Name • Section 41 Change of Company Status • Section 41(2)(c) Commencement of Business • Section 562 Registration of Foreign Company • Section 567 Change of Name of Foreign Company	Yes. All these application forms may be downloaded from the CRS portal for the applicant's records. The application forms bearing the 'Draft' watermark must first be downloaded and saved before the lodgement process is carried out.
STRIKING OFF		
108.	Why am I unable to proceed with the Striking Off application and receive the message 'Existing Applied Un-Process/In-Process Strike Off Application'?	This message indicates that there are company documents that have not yet been processed or are still in query status. Please ensure that all documents have been fully processed before submitting the Striking Off application.
109.	Who can act as the Maker and Lodger for a Striking Off application?	**For a Striking Off application:** **Maker** – Can only be an appointed company secretary.

NO.	QUESTION	ANSWER
		Lodger – Must be a director, shareholder, or liquidator who is a Verified User in SSM4U. The application may also be submitted directly by a director or shareholder without going through the company secretary, subject to the prescribed requirements. **Simulation based on scenarios:** **SITUATION 1:** The company secretary acts as the Maker, while the director or shareholder acts as the Lodger for the Striking Off application **Procedure:** (a) The company secretary prepares the required documents, enters the relevant information into CRS and uploads the supporting documents, including the shareholders' resolution and the company's management accounts. (b) The company secretary completes the details of the director or shareholder who will act as the Lodger. Please ensure that the Lodger is a Verified User in SSM4U. (c) The company secretary clicks **"Preview Submission"**. (d) The application will be sent to the dashboard of the respective director/shareholder. It will be saved as a *Draft* on both the

NO.	QUESTION	ANSWER
		company secretary's dashboard and the director's or shareholder's dashboard. (e) The director/shareholder must then **claim** the application from their dashboard, review it and proceed to lodge the application. (f) The applicable fees must then be paid. **SITUATION 2:** The director/ shareholder submits the application **without going through the company secretary**. **Procedure:** (a) The company director/shareholder prepares and uploads the relevant documents into the CRS system. (b) The company director/shareholder then lodges the application and pays the applicable fees.
GENERAL		
110.	Why is the postcode I entered not accepted by CRS?	If the postcode is not available in CRS, please report the matter to SSM by provide supporting documents, such as a utility bill displaying the relevant address and postcode, to enable further review and action.
111.	When will the Client Charter for each CRS module be established?	SSM is currently finalising the Client Charter for each module.

NO.	QUESTION	ANSWER
		The Client Charter will be announced once CRS has reached a stable operational stage, ensuring the optimum delivery of services.
PD11/2026 - NOTICE TO UPDATE SHARES AND SHAREHOLDERS INFORMATION		
A. GENERAL		
112.	What is Practice Directive No. 11/2026?	Practice Directive No. 11/2026 prescribes the procedures for the lodgement of shareholders' and share capital information required under the Companies Act 2016. The Practice Directive was issued pursuant to section 20C of the Companies Commission of Malaysia Act 2001.
113.	Why did SSM introduce Practice Directive No. 11/2026?	PD 11/2026 was introduced to ensure that the shareholders' and share capital information maintained in the Register is updated based on the latest information maintained by companies at their registered offices, so that the Register accurately reflects the issued and paid-up share capital of companies. It also aims to standardize shareholding and shareholder information in the CRS, enabling customers to lodge and submit share-related information in accordance with the prescribed requirements. Following the implementation of the Corporate Registry System (CRS), SSM also requires additional information

<table>
<tr><th>NO.</th><th>QUESTION</th><th>ANSWER</th></tr>
<tr><td></td><td></td><td>that was not previously maintained in the earlier system, including:
• voting rights attached to shares;
• details of preference shares (such as cumulative/ non-cumulative, redeemable/ non-redeemable, convertible/ non-convertible and participating/ non-participating);
• details of shares (cash / otherwise than cash); and
• the shareholding information of each shareholder.

Accordingly, the exercise is intended not only to update existing records but also to capture additional information required under CRS.</td></tr>
<tr><td>114.</td><td>Is PD 11/2026 related to the implementation of CRS?</td><td>Yes.

PD 11/2026 expressly states that following the introduction of CRS, companies are required to update and lodge their shareholders' and share capital information with the Registrar.

The information submitted also enables SSM to capture additional information required to support the enhanced functionality of CRS.</td></tr>
<tr><td colspan="3">B. APPLICABILITY</td></tr>
<tr><td>115.</td><td>Which companies are required to comply with PD 11/2026?</td><td>PD 11/2026 applies to:
• local companies whose members hold more than one type of share; and
• all foreign companies.</td></tr>
</table>

NO.	QUESTION	ANSWER
116.	Which companies are NOT required to comply with PD 11/2026?	A local company that has only one type of share, namely Ordinary Shares and hold one details of shares such as Cash or Otherwise than cash is not subject to PD 11/2026.
117.	Are "Cash" and "Otherwise than Cash" considered different types of shares?	"Cash" and "Otherwise than Cash" refer to the form of consideration for which the shares were issued. This is part of Type of shares information.
118.	My company has only Ordinary Shares, single shareholders but some shares were issued for cash and some otherwise than cash. Do I need to submit Annexure B?	No. A company that has only Ordinary Shares is regarded as having only one type of share. CRS will identify based on previous submissions that indicate cash/ otherwise than cash.
119.	My company has Ordinary Shares and Preference Shares. Is PD 11/2026 applicable?	Yes. Ordinary Shares and Preference Shares are different types of shares. Accordingly, the company falls within paragraph 6(a) of PD 11/2026 and is required to submit the prescribed information before accessing the relevant share-related services in CRS.
C. SHARE - RELATED LODGEMENTS		
120.	Do I need to submit PD 11/2026 before lodging share-related transactions through CRS (e.g. Section 51 or Section 78)?	Yes. The purpose of PD11/2026 is to ensure that all existing share and shareholder information has been completed in the CRS before proceeding with the lodgement of any share-related transactions.

NO.	QUESTION	ANSWER
121.	Why do companies need to submit information that has already been lodged with SSM?	Although SSM already maintains historical shareholders' and share capital information, CRS requires additional information that was not previously maintained in the earlier registry. The additional information includes: • voting rights; • preference share characteristics; • shareholder-level shareholding information; and • other additional share information required by CRS. Accordingly, companies within the scope of PD11 are required to submit Annexure B to enable this information to be captured in CRS.
122.	What information is required under Annexures B and C?	Annexures B and C require information including: • capital structure; • authorised capital (for foreign companies only); • type of shares; • details of shares (cash/non-cash); • voting rights; • preference share characteristics; • issued share capital; • shareholder information; • shareholding of each shareholder; and

NO.	QUESTION	ANSWER
		• information on body corporates and holding companies, where applicable. Please refer to the Annexures.
123.	How should Annexure B or Annexure C be completed if the company has shares issued for cash and non-cash consideration?	If the company is subject to Practice Directive No. 11/2026, the company is required to complete Annexure B and submit it at the nearest SSM office counter. For assistance in completing the form, you may refer to the official guidance available on the CRS webpage or seek assistance from the nearest SSM office. Companies that meet the requirements of Practice Directive No. 11/2026 are required to submit the information at an SSM counter.
124.	If my company has Ordinary Class A and Class B shares, or Preference Class A and Class B shares, where should these shares be declared, given that the form does not provide separate fields for Class A and Class B shares?	Under the current share composition, Class A and Class B shares are consolidated under their respective share types. Therefore, Ordinary A and Ordinary B shares should be declared under "Ordinary" shares, while Preference A and Preference B shares should be declared under "Preference" shares.
125.	Is the Authorized Capital in Foreign Companies is mandatory field?	No Companies are not required to complete the Authorized Capital details if the country of origin does not have a practice or requirement for the issuance of authorized capital.

NO.	QUESTION	ANSWER
D. LODGEMENT		
126.	How do I submit PD11?	Companies are required to complete and submit document below over the counter at: • SSM Head Office; or • any SSM State Office. 1. Local Company - Annexure B. a) Notice to Update Shares and Shareholders Information; b) Table A – Capital Structure; and c) Table B – Shareholders Breakdown. 2. Foreign Company- Annexure C. a) Notice to Update Shares and Shareholders Information; b) Table A – Capital Structure; and c) Table B – Shareholders Breakdown.
127.	Do I need to key in the information into CRS myself?	No. Companies only need to submit the completed documents over the counter. The information submitted will subseq uently be updated into CRS by authorised SSM officers through the prescribed maintenance process.
128.	Why must the submission be made over the counter?	PD11 currently prescribes that the required information must be lodged over the counter. Following submission, authorised SSM officers will verify and update the information into CRS.
E. STATUS LODGEMENT		

NO.	QUESTION	ANSWER
129.	How long will it take for PD11 to be processed?	The processing period is subject to SSM's internal processing procedures. Once the submission has been processed, the status will be reflected in CRS.
130.	How can the status of a Practice Directive No. 11/2026 lodgement be checked?	The status of a Practice Directive No. 11/2026 lodgement can be checked through the CRS dashboard. An e-mail notification will also be sent to inform the user of the lodgement status.
F. TIMELINE		
131.	What is the submission period?	Companies are given six (6) months, from 14 July 2026 until 14 January 2027, to lodge the required information. The Registrar may extend this period if necessary.
132.	Is there any fee for the lodgement under Practice Directive No. 11/2026?	No. No fee is imposed for the lodgement required under Practice Directive No. 11/2026.
133.	Is there any late lodgement fee?	No late lodgement fees will be imposed.
G. NON - COMPLIANCE		
134.	What happens if I do not submit PD11?	Companies that are subject to PD11 will not be able to access the relevant share-related services listed in Annexure A until the required information has been lodged with the Registrar.
135.	Will I be fined for not submitting PD11?	PD11 does not impose any fee for the lodgement.

NO.	QUESTION	ANSWER
		However, companies that are subject to PD11 will not be able to access the relevant share-related services until the required information has been submitted.
136.	What if I submit false information?	The person signing the declaration must ensure that all information provided is true and accurate. It is an offence under section 591 of the Companies Act 2016 to knowingly make or authorise the making of a false or misleading statement. Upon conviction, the person may be liable to imprisonment for a term not exceeding ten years, a fine not exceeding RM3 million, or both.
137.	For a public listed company, shareholder and shareholding information changes frequently due to ongoing trading activities. What is the cut-off date for the shareholder and shareholding information to be reported?	The shareholding and shareholder information to be reported should reflect the position as of the latest Annual Return filing date. Therefore, the cut-off date for the information to be reported would be the date up to which the latest Annual Return was lodged.
H. FORM PD 11- NEW		
138.	What is Table A and Table B in Annexure B?	Table A - Statement by Company on Its Share Capital. Its means overall capital structure in company with additional information a s at current information recorded to SSM. Table B - Shareholders Breakdown. Its means Shareholders information for each shareholder with additional infor mation as at current information recorded to SSM

NO.	QUESTION	ANSWER
139.	What is the difference between the old and new versions of Practice Directive No. 11/2026?	The format of the form remains unchanged. However, changes have been made to Tables A and B as follows: 1. The local and foreign templates have been separated. 2. Information on the Corporate Representative has been added.
140.	Who may sign the declaration?	The declaration may be signed by: • the Company Secretary; or • a director of the company; or • an Agent to the company.
141.	I already submitted PD11 (old version). Should I submit the new version of PD11.	No, if the information was not related to Corporate Representative.
142.	How can the company obtain the form?	The form template can be obtained from the SSM website under the CRS and Legal Framework sections.
143.	Why is the lodger role for Form PD11/2026 restricted to company secretaries and agents only?	The lodger for Form PD11/2026 is limited to company secretaries or agents to ensure that every lodgement submitted is consistent with the lodger records registered in the CRS system.
REQUIREMENT OF FOREIGN NATIONAL ID		
144.	Is foreign national ID information mandatory for CRS?	Yes. *Foreign National ID* information is mandatory for foreign directors in CRS.
145.	What information should be entered for the national ID for countries that do not have a specific ID?	For countries that do not have a specific ID, a social security number or any other identification number recognised by the respective country may be provided.
146.	Is the passport number no longer mandatory if a *Foreign National ID* has been provided?	The passport number remains **mandatory** even if a *Foreign National ID* has been provided.

NO.	QUESTION	ANSWER
147.	For an existing director or shareholder of a company, must the *Foreign National ID* information also be updated and provided?	The information does not need to be updated.
148.	Some existing officers or shareholders are difficult to contact to obtain their *Foreign National ID* information. What action should be taken to enable the lodgement to proceed?	The *Foreign National ID* information does not need to be updated. The existing passport number may be used for the purpose of the lodgement.
149.	If a foreign director or shareholder provides only a passport as evidence and for registration purposes, what information should be entered in the *Foreign National ID* field?	It is the responsibility of the company secretary to provide SSM with accurate information. However, if various efforts have been made to obtain the *Foreign National ID* information but it remains unavailable, the company may enter the same passport number in the *Foreign National ID* field.

Updated on 24 August 2026