



SURUHANJAYA SYARIKAT MALAYSIA
COMPANIES COMMISSION OF MALAYSIA



SURUHANJAYA SYARIKAT MALAYSIA
COMPANIES COMMISSION OF MALAYSIA

CORPORATE REGISTRY SYSTEM (HT4 – CRS)

External User Manual

**Appeal to
Minister**

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1 Introduction

1.1 Purpose of the Document

This manual provides comprehensive guidance on the use of the **Appeal to Minister** module in CRS. It is intended for Registry Officers, Back Office Staff, and authorised Public Users who perform company name checks, pre-approvals, and validations as part of the company registration workflow.

The manual covers the functional overview, user roles, system navigation, search procedures, evaluation criteria and decision-making workflows. All instructions assume that users have valid CRS credentials and the appropriate permissions.

1.1.1 Prerequisite

A registered External Company Secretary (EXT-COSEC) who is active in **SSM4U**, has been verified, and holds a valid SSM Practising Certificate for the entity.

2 Module Overview

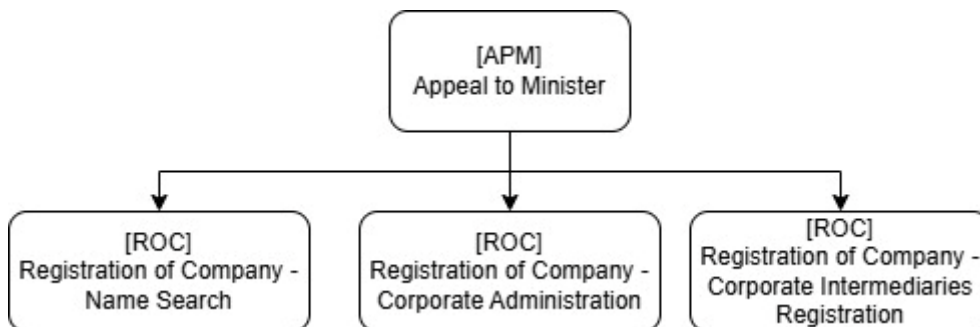


Figure 1: Functional Diagram

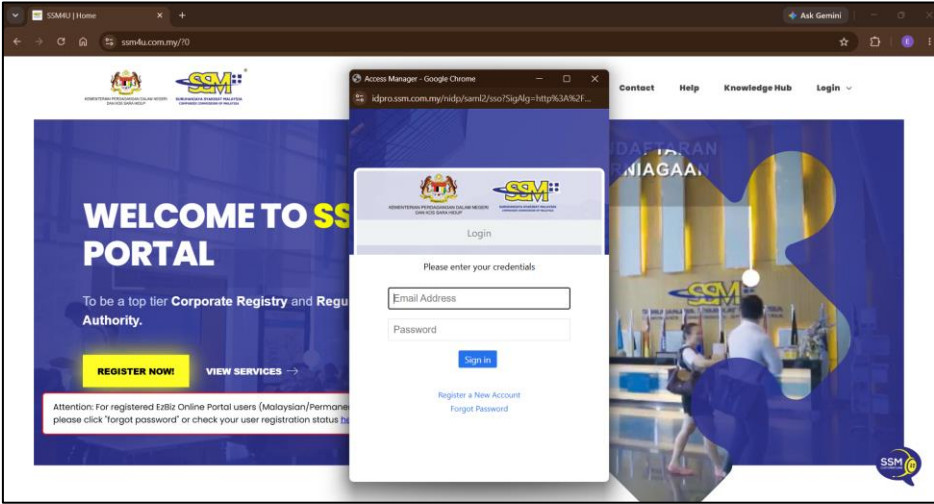
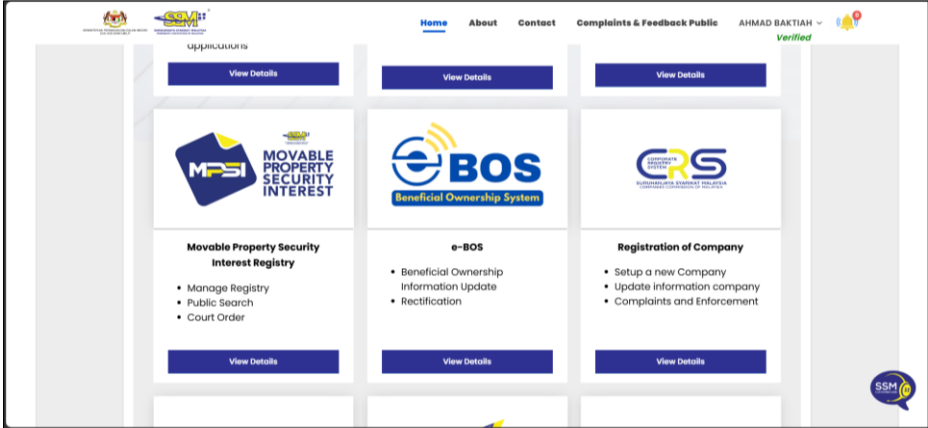
3 Corporate Intermediaries Registration Module

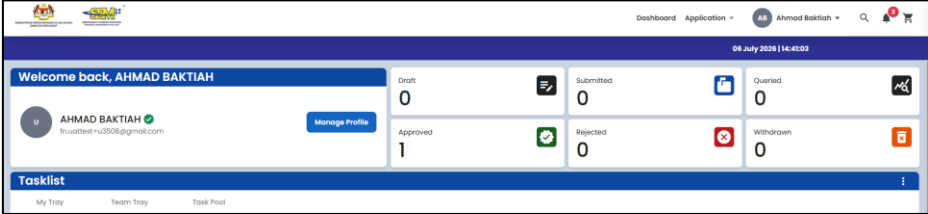
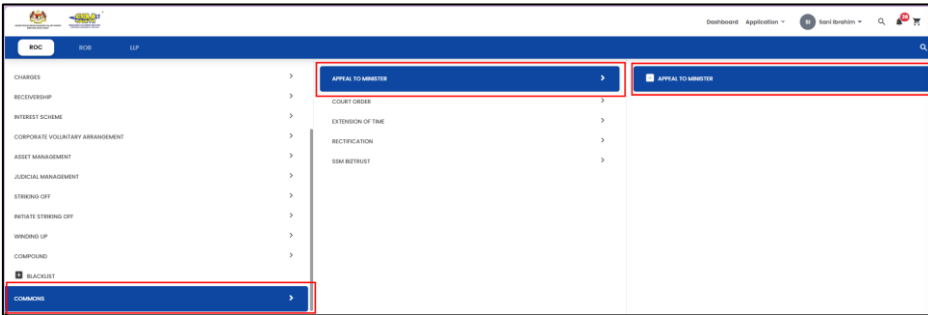
Appeals can be submitted for the following processes:

- Application for Company Secretary License (LS)
- Revocation of Secretary License and/or Practising Certificate

An appeal may be submitted when the applicant disagrees with the outcome of the interview assessment or the decision to revoke the Practising Certificate. All appeals are subject to review based on the applicable assessment criteria.

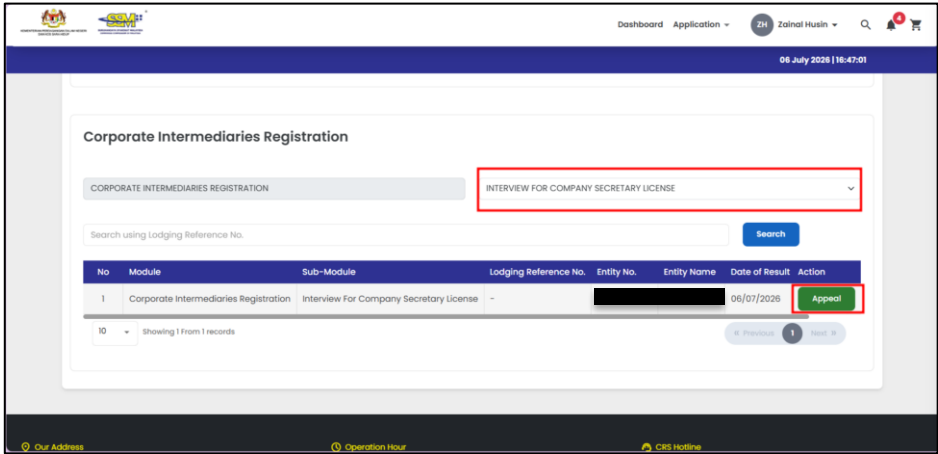
Steps 1 – 4 (Submit Appeal to Minister)

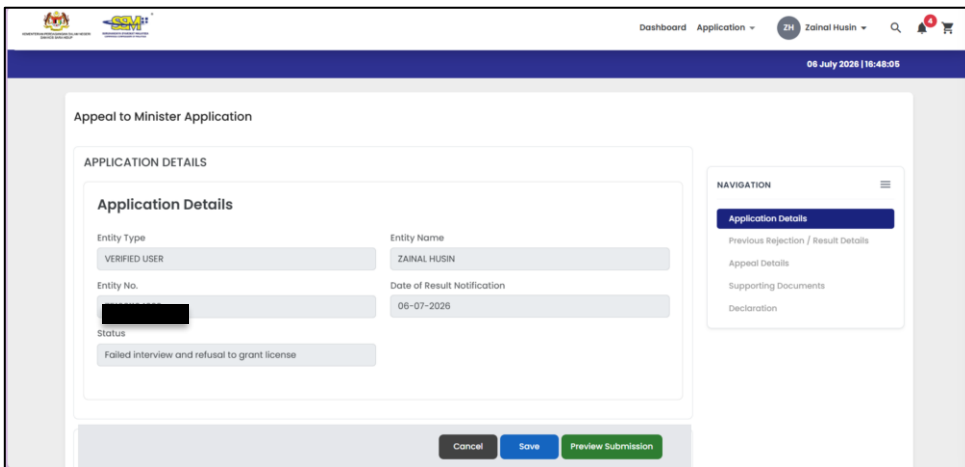
Field No.	Description
1.	Log in to SSM4U using your registered email address and the password created for your SSM4U account. 
2.	Upon successful login to the SSM4U portal, click on the "CRS" icon to access the CRS system. 

Field No.	Description
3.	From the Dashboard, navigate to the Application menu on the Navigation Bar. 
4.	Then, click on Application → Register of Company (ROC) → Common → Appeal to Minister → Appeal to Minister. 

3.1 Submission of Application for Company Secretary License (LS)

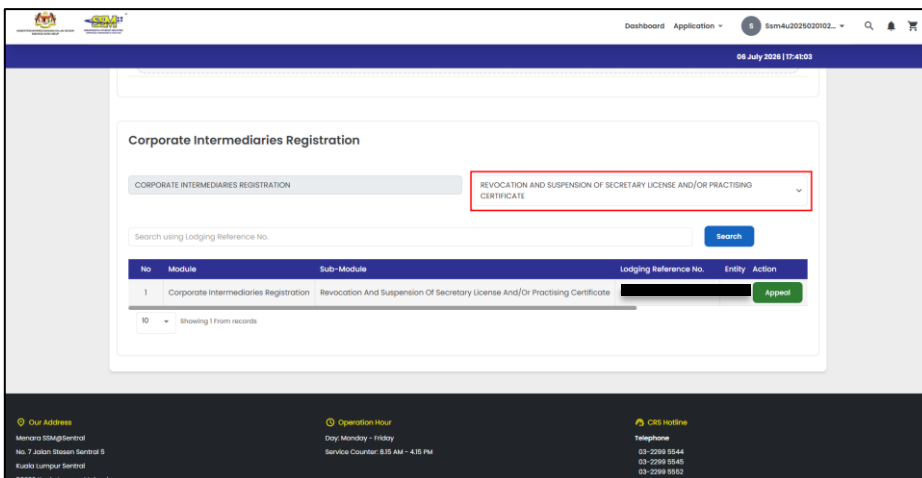
Continue to Step 5-6;

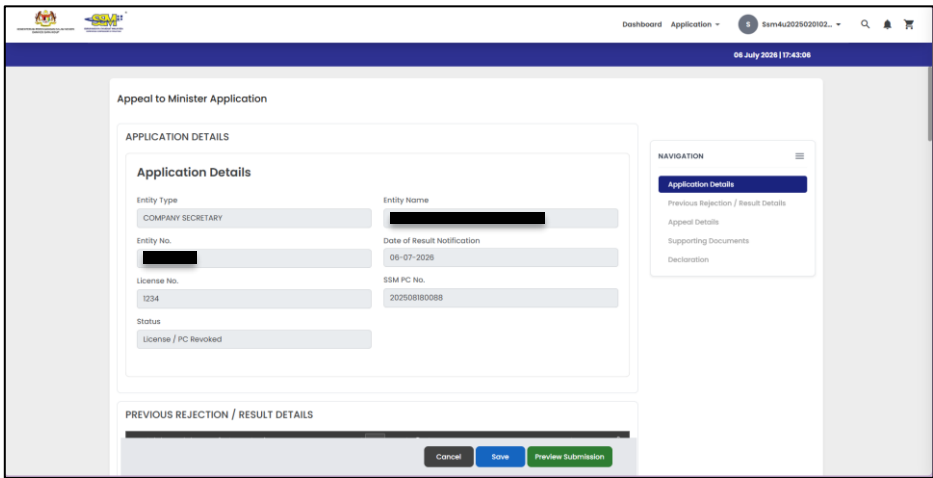
Field No	Description
5.	In the Appeal to Minister Application Listing page: Scroll down until you locate Corporate Intermediaries Registration, then filter the submodule as required. Select an application and click Appeal.  The Appeal button is available for 30 days from the date the application is rejected. Once the 30-day validity period has expired, the Appeal button will no longer be displayed, and the application can no longer be appealed.
6.	Application Details section: a) Entity Type: <i><auto-populate></i> b) Entity Name: <i><any number></i> c) Entity No: <i><auto-populate></i> d) Date Received of the Notification: <i><auto-populate></i> e) Status: <i><auto-populate></i>

Field No	Description
-	 NOTE: No action is required in this section. All fields will be auto populated.

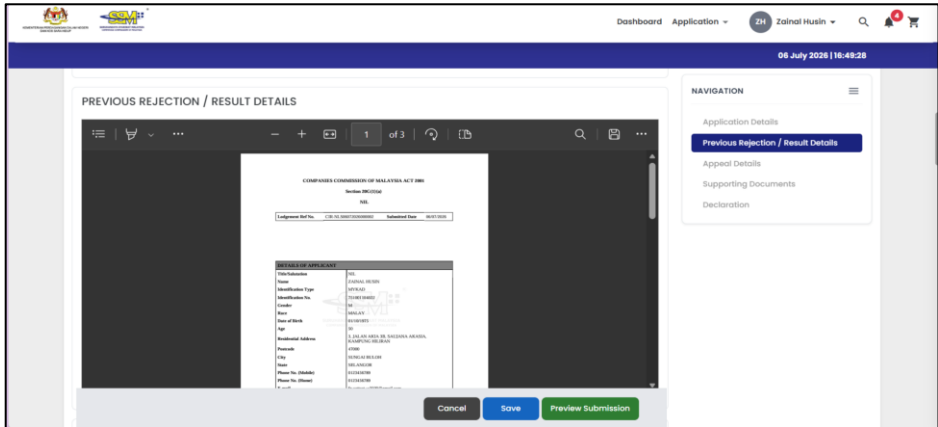
3.2 Submission Revocation of Secretary License And/ Or Practising Certificate

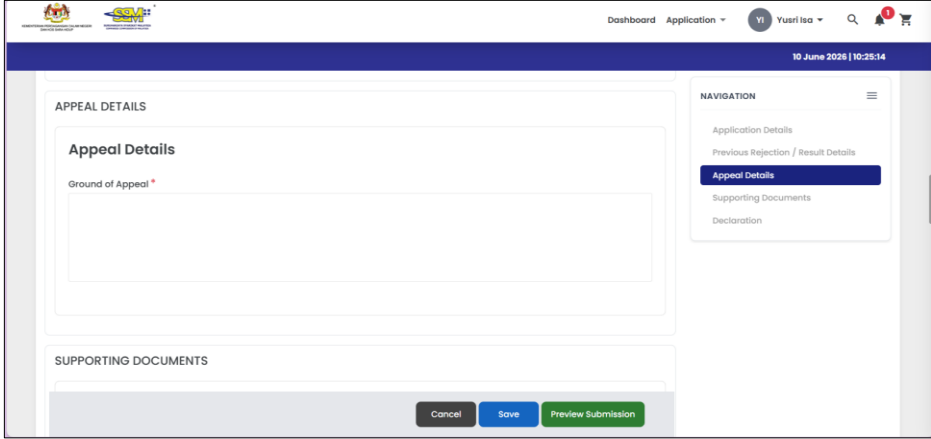
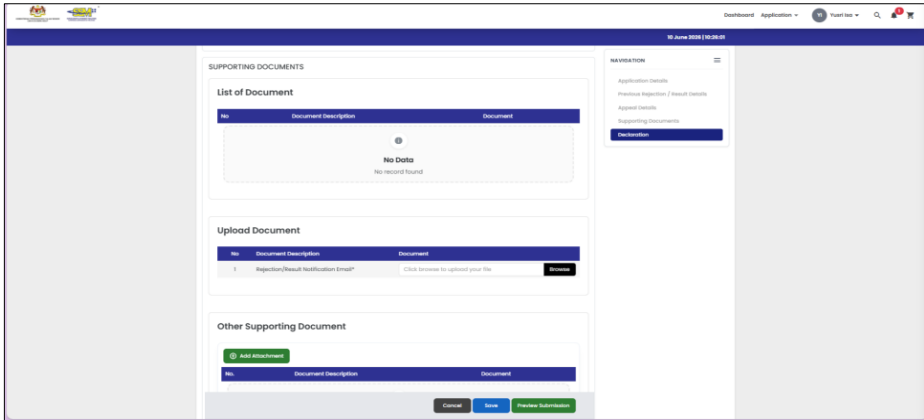
Continue to Step 7-8;

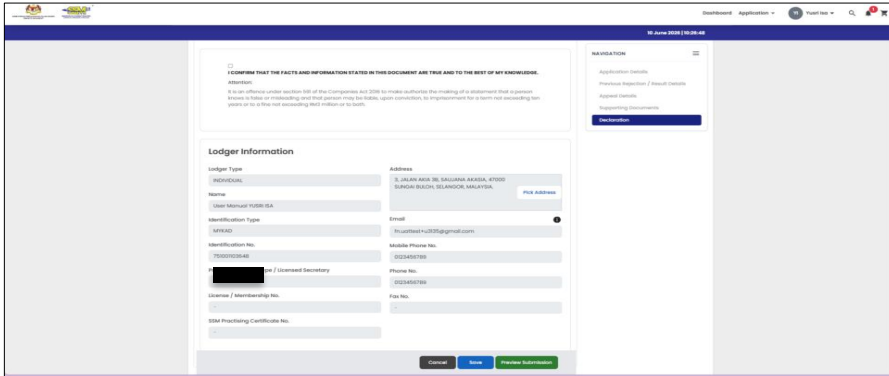
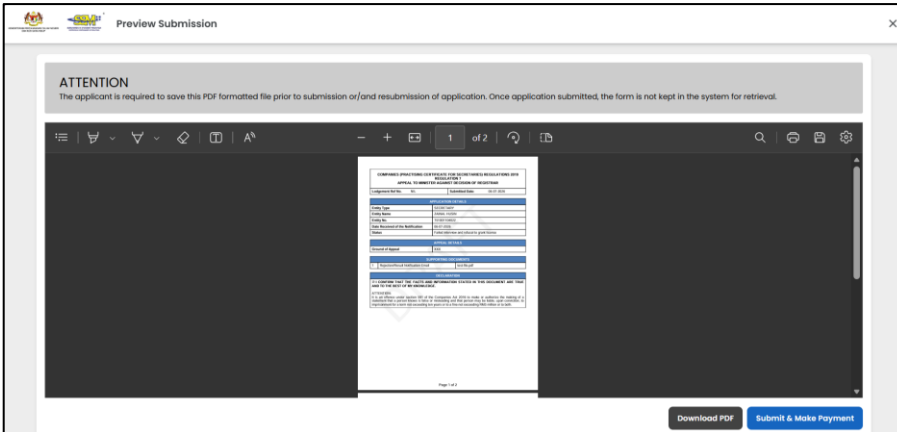
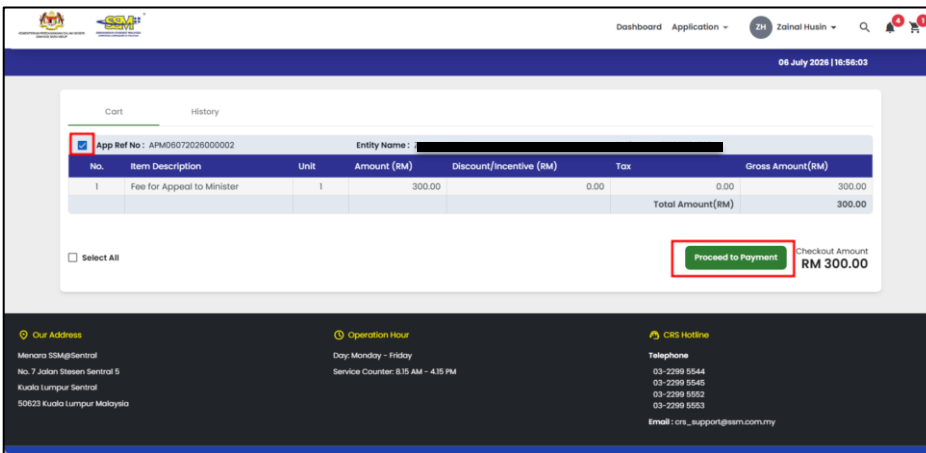
Field No.	Description
7.	In the Appeal to Minister Application Listing page: Scroll down until you locate Corporate Intermediaries Registration, then filter the submodule as required. Select an application and click Appeal.  The Appeal button is available for 30 days from the date the application is rejected. Upon expiry of the 30-day validity period, the Appeal button

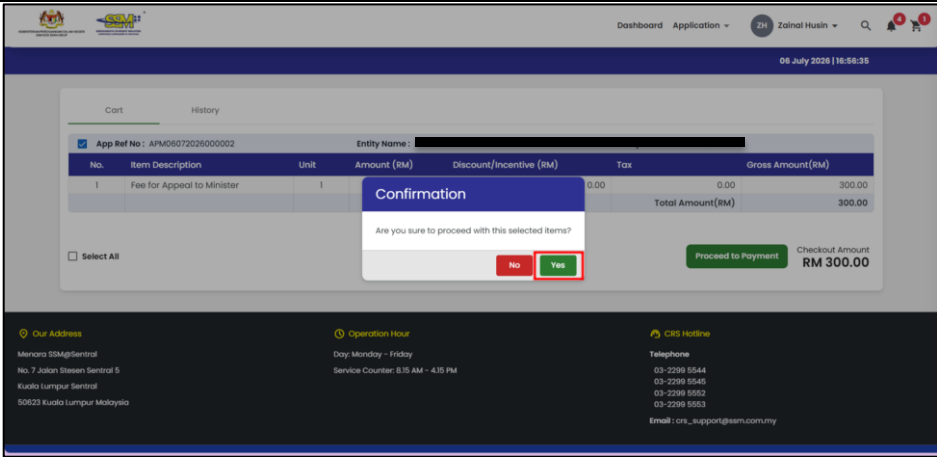
Field No.	Description
	will no longer be displayed, and the application can no longer be appealed.
8.	In the Application Details section: a) Entity Type: <i><auto-populate></i> b) Entity Name: <i><any number></i> c) Entity No: <i><auto-populate></i> d) Date of Result Notification: <i><auto-populate></i> e) License No.: <i><auto-populate></i> f) SSM PC No.: <i><auto-populate></i> g) Status: <i><auto-populate></i>  NOTE: No action is required in this section. All fields will be auto populated.

Steps 9 – 18

Field No.	Description
9.	Scroll down to the Rejected Application Details section or click on Rejected Application Details from the right-side menu.  In the Rejected Application Details section, the system will display the

Field No.	Description
	Preview Submission of the respective application/lodgement type.
10.	Scroll down to the Appeal Details section or click on Appeal Details on the right-side menu.  a) In the Appeal Details section, complete the following details: Ground of Appeal: <i><any text></i>
11.	Scroll down to the Supporting Documents section or click on Supporting Document from the right-side menu. 
12.	In the Upload Document section: a) Rejection/Result Notification Email: <i><click Browse to select file></i>
13.	In the Supporting Documents section, click Add Attachment. In the Add Attachment pop-up, complete the following details: a) Document Description: <i><any text></i> b) Document: <i><click Browse to select file></i>
14.	Scroll down to the Declaration section or click on Declaration from the right-side menu.

Field No.	Description
	 Read the declaration, then select the Declaration checkbox to confirm your acceptance. Next, click Preview Submission to review the application details before submission.
15.	Click Download PDF to download a copy of the application. Once completed, click Submit & Make Payment to submit the application. 
16.	Select the checkbox to make payment. Click Proceed to Payment. 
17.	Click Yes.

Field No.	Description
	 NOTE: The system will direct the user to the payment screen.
18.	Make payment as instructed & payment successful. NOTE: The System will notify that the payment process has been completed successfully.

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4 Name Search Module

An appeal application can be submitted for rejected Name Reservation applications under the following application types:

Verified User (EXT-VUSER)

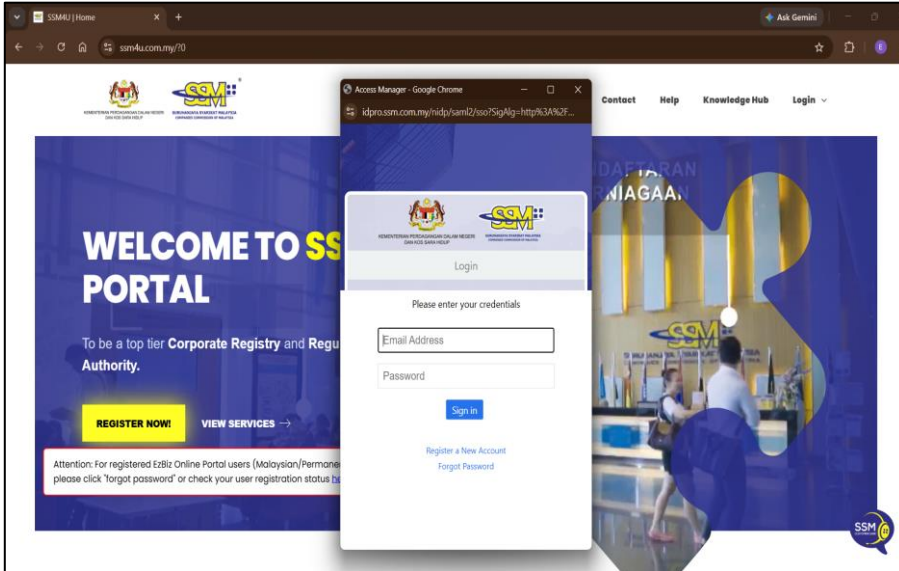
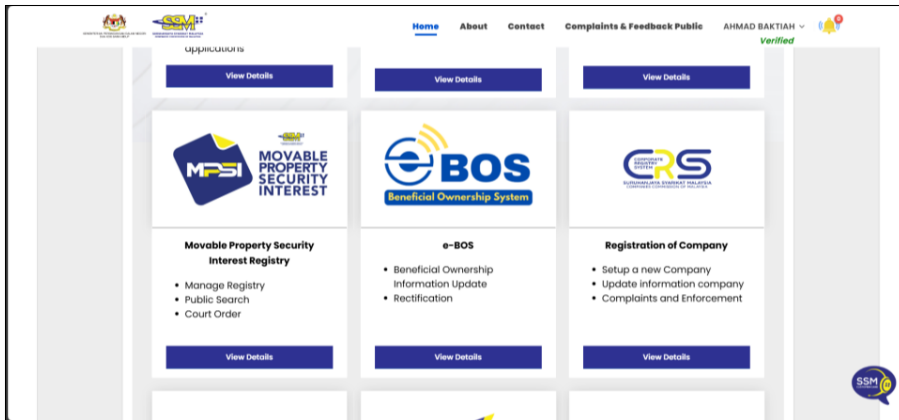
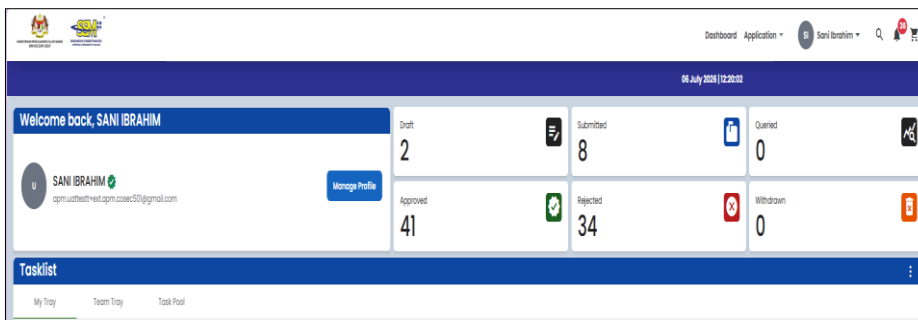
- Name Reservation for Local and Foreign Company
- Name Reservation for Local and Foreign Company with Gazette Word

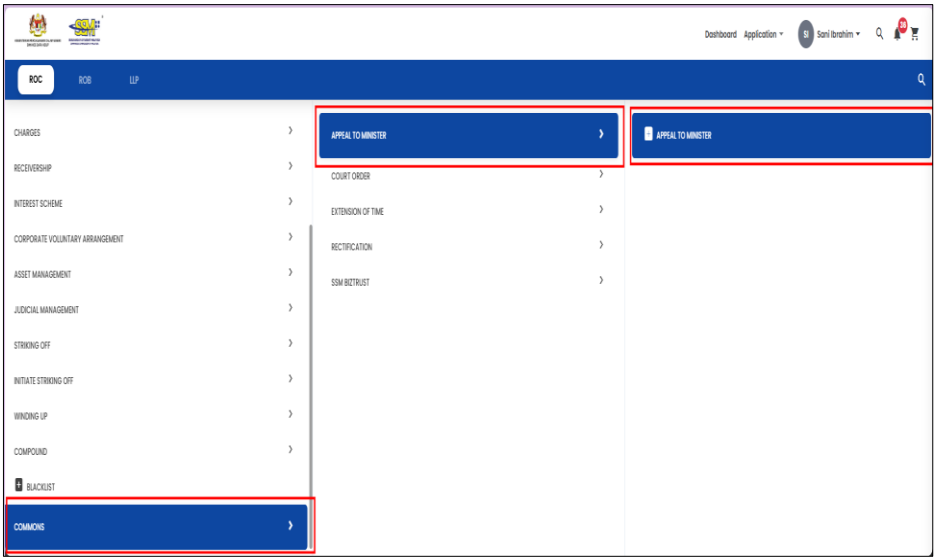
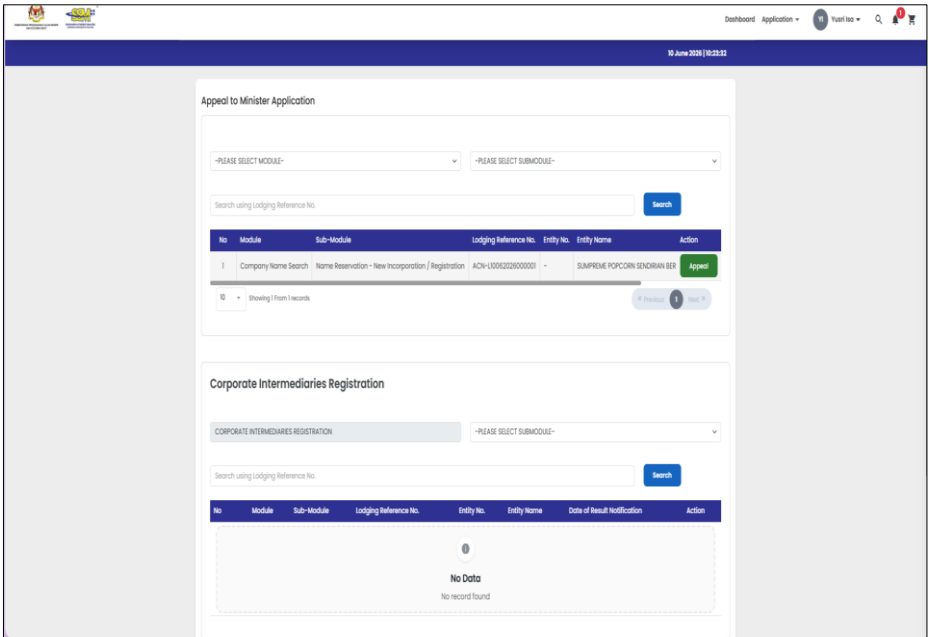
Company Secretary (EXT-COSEC)

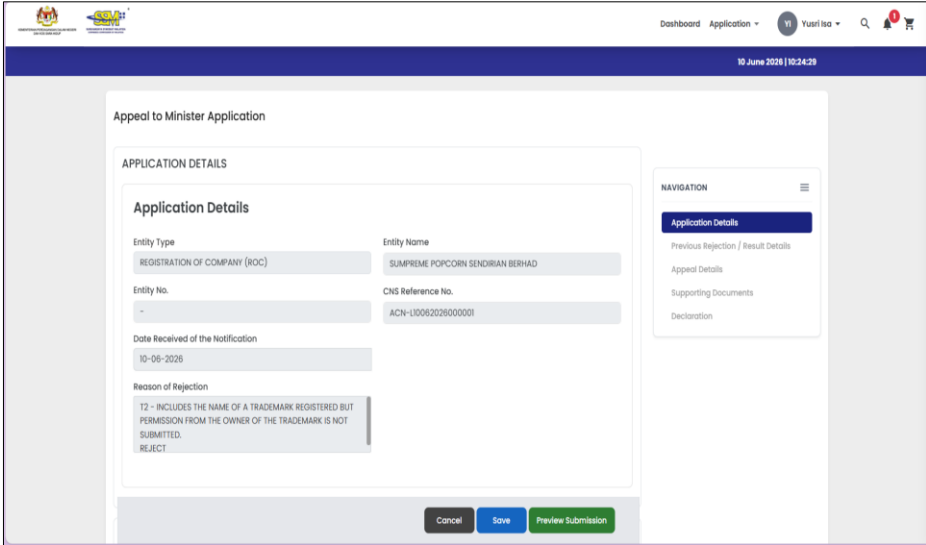
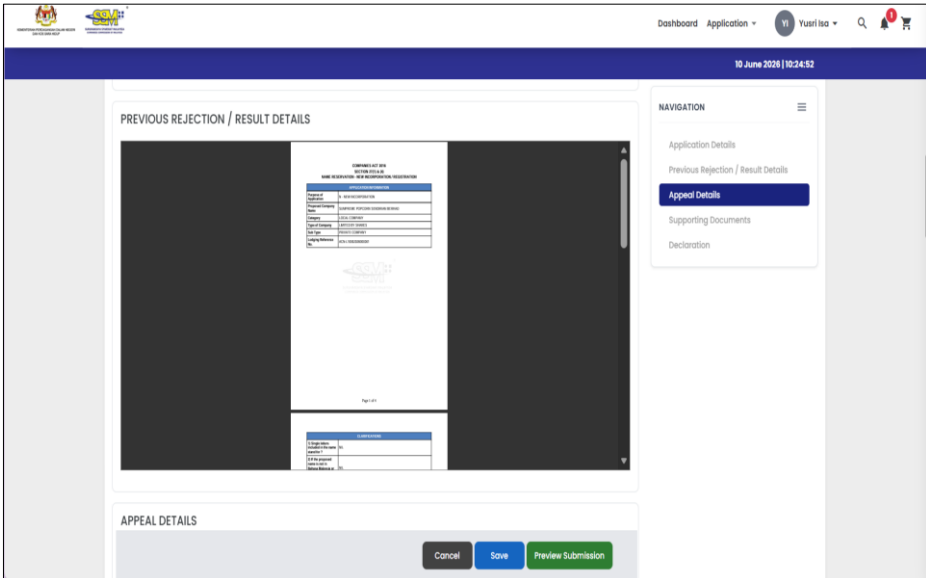
- Name Reservation for Local and Foreign Company
- Name Reservation for Local and Foreign Company with Gazette Word
- Name Reservation for CLBG with Berhad
- Name Reservation for CLBG With Berhad with Gazette Word
- Name Reservation for Change of Name
- Name Reservation for Change of Name with Gazette Word

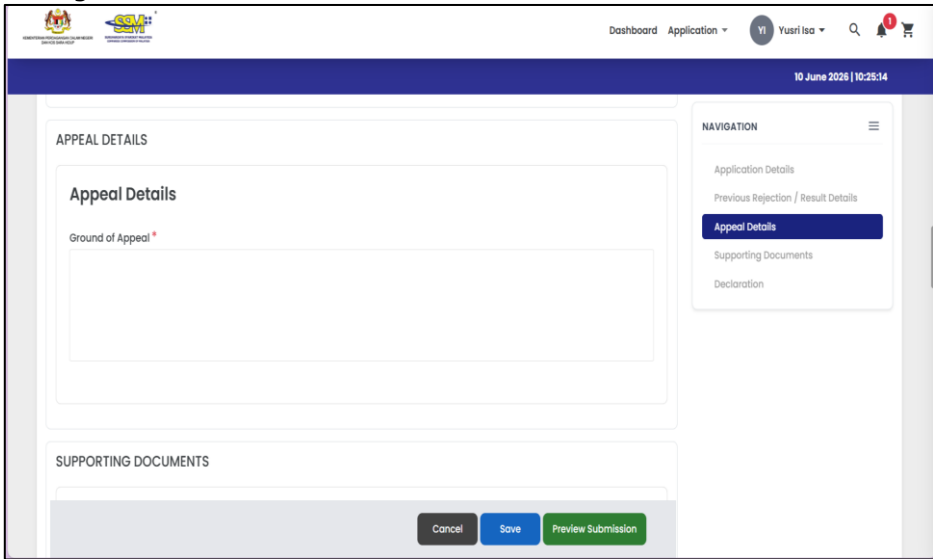
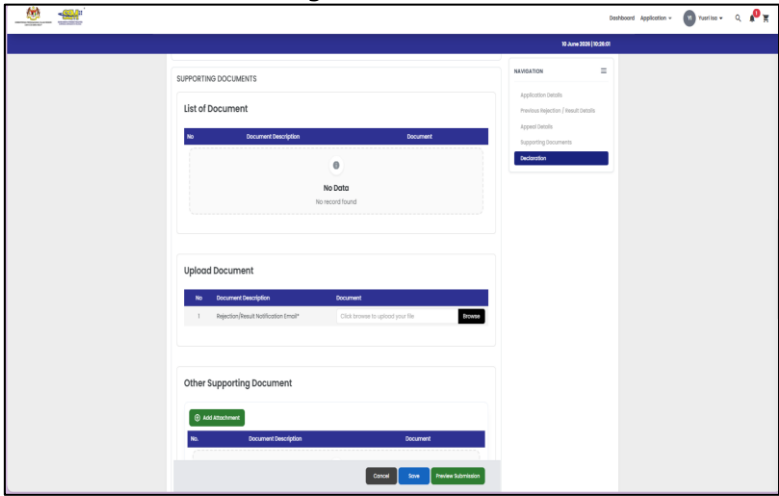
An appeal may be submitted if the proposed name is rejected based on the name assessment criteria, including cases where the proposed name contains a Gazetted word or other grounds for rejection as determined during the name approval process.

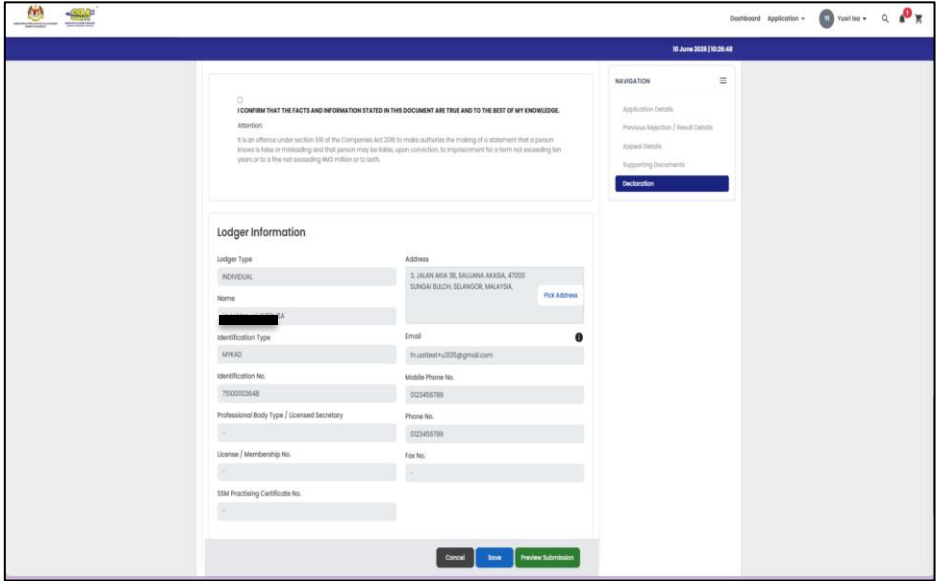
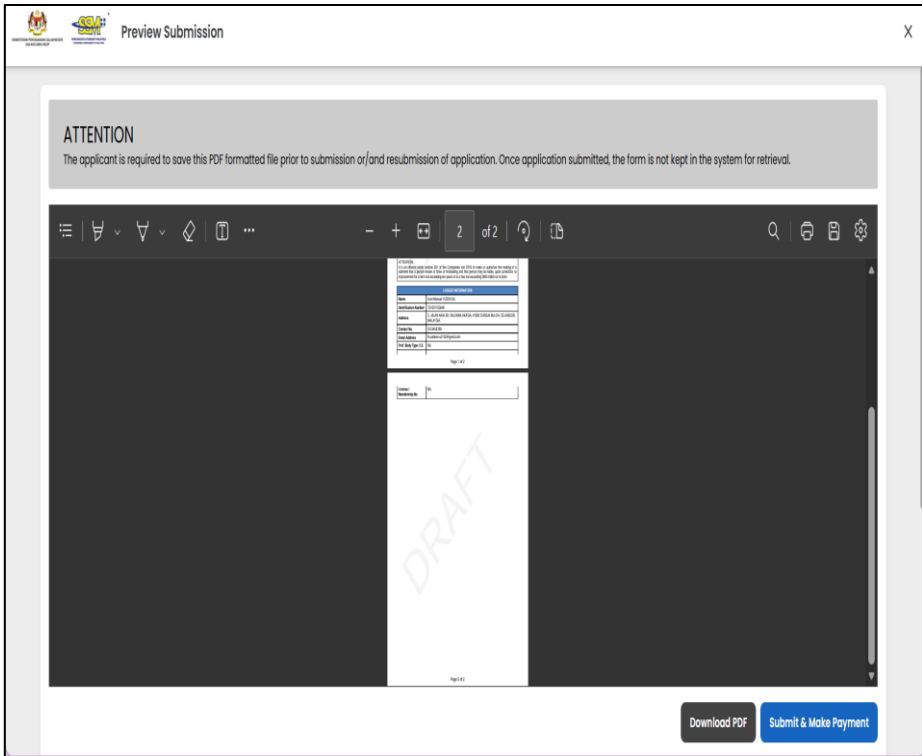
Steps 1 – 16 (Submit Appeal to Minister)

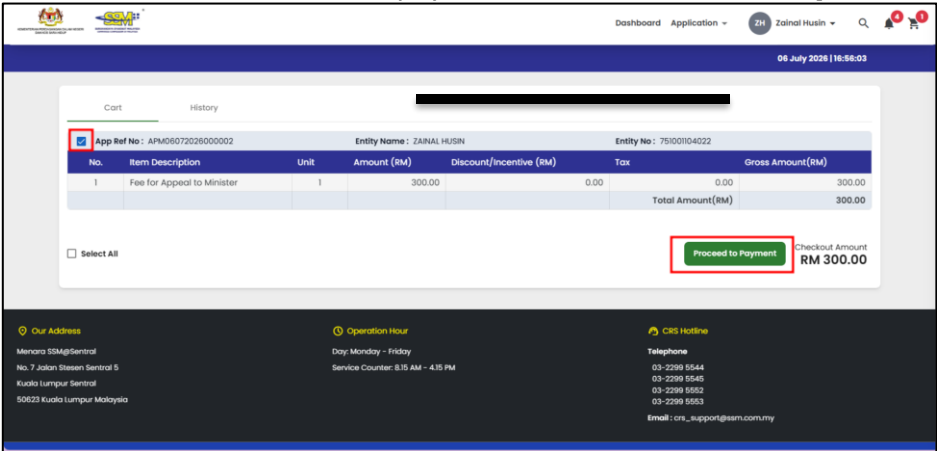
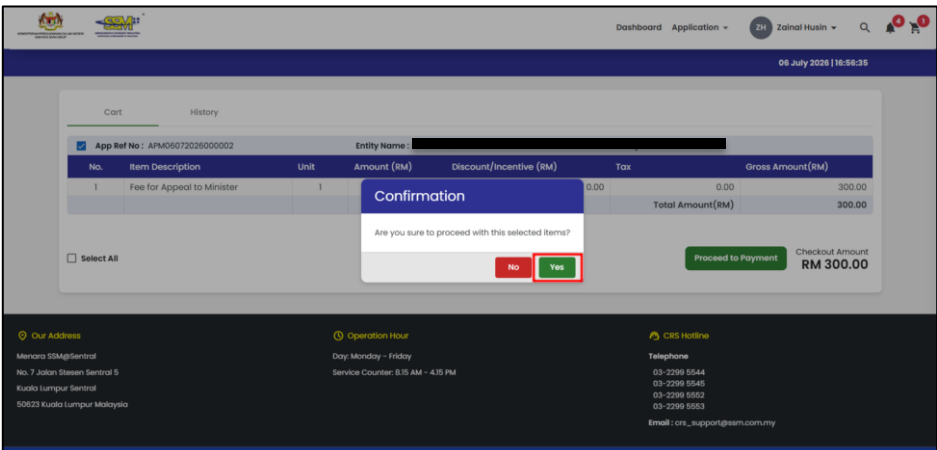
Field No.	Description
1.	Log in to SSM4U using your registered email address and the password you created for your SSM4U account. 
2.	Upon successful login to the SSM4U portal, click on the “CRS” icon to access the CRS system. 
3.	From the Dashboard, navigate to the Application menu on the Navigation Bar. 

Field No.	Description
4.	Then, click on Application -> Register of Company (ROC) -> Common -> Appeal to Minister -> Appeal to Minister 
5.	In the Appeal to Minister Application Listing page: Choose an application and click Appeal.  The Appeal button is available for 30 days from the date the Name Reservation application is rejected. Upon expiry of the 30-day validity period, the Appeal button will no longer be displayed, and the application can no longer be appealed.

Field No.	Description
6.	In the Application Details section: a) Entity Type: <i><auto-populate></i> b) Entity Name: <i><any number></i> c) Entity No: <i><auto-populate></i> d) Appeal for Application / Lodgement Reference No: <i><auto-populate></i> e) Date Received of the Notification: <i><auto-populate></i> f) Reason of Rejection: <i><auto-populate></i>  NOTE: No action is required in this section. All fields will be auto-populated. .
7.	Scroll down to the Rejected Application Details section or click on Rejected Application Details from the right-side menu.  In the Rejected Application Details section, the system will display the Preview Submission of the respective application/lodgement type.

Field No.	Description
8.	Scroll down to the Appeal Details section or click on Appeal Details from the right-side menu.  a) In the Appeal Details section, complete the following details: Ground of Appeal: <i><any text></i>
9.	Scroll down to the Supporting Documents section or click on Supporting Document from the right-side menu. 
10.	In the Upload Document section: a) Rejection Email Notification: <i><click Browse to select file></i>
11.	In the Supporting Documents section, click Add Attachment. In the Add Attachment pop-up, complete the following details: a) Document Description: <i><any text></i> b) Document: <i><click Browse to select file></i>

Field No.	Description
12.	Scroll down to the Declaration section or click on Declaration from the right-side menu.  Read the declaration, then select the Declaration checkbox to confirm your acceptance. Next, click Preview Submission to review the application details before submission.
13.	Click Download PDF to download a copy of the application. Once completed, click Submit & Make Payment to submit the application. 

Field No.	Description
14.	Select the checkbox to make payment. Click Proceed to Payment. 
15.	Click Yes.  NOTE: The system will direct the user to the payment screen.
16.	Make payment as instructed and ensure that the payment is successful. NOTE: The System will notify that the payment process has been completed successfully.

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5 Corporate Administration Module

An appeal application under **Section 38E of the Companies Commission of Malaysia Act 2001** can be submitted for rejected **Corporate Administration - CLBG applications** by Registrar under the following application types:

Verified User (EXT-COSEC)

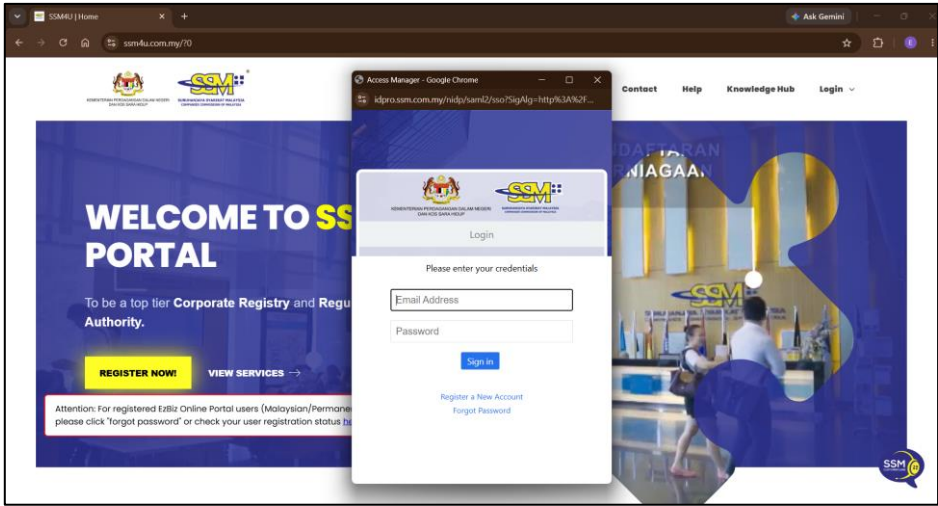
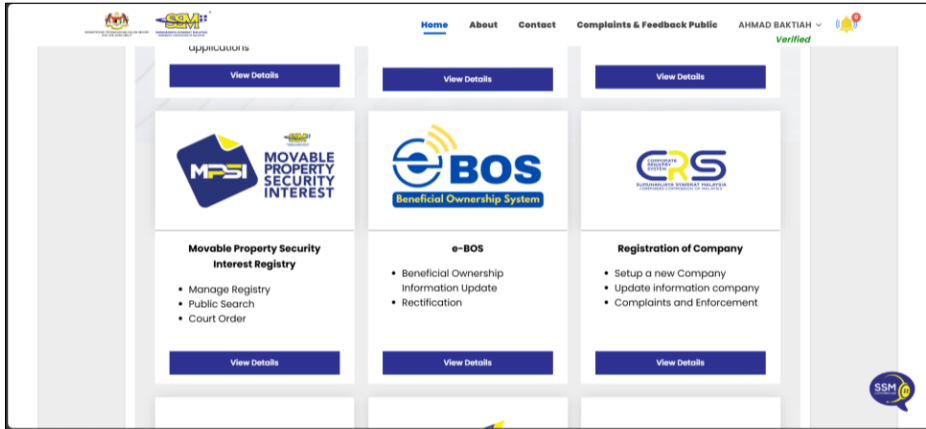
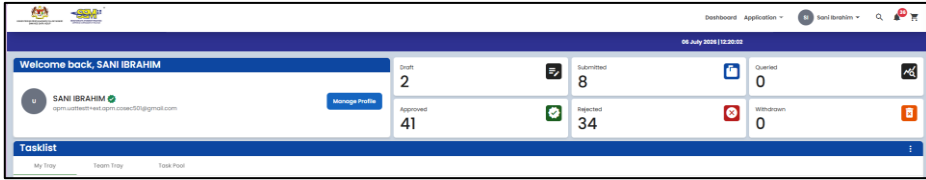
- CA Application CLBG – Appointment of Director
- CA Application CLBG – Amendment of Constitution
- CA Application CLBG – Solicitation of Donation from the Public
- CA Application CLBG – Payment of Salaries, Fees, Fixed Allowances & Other Benefits to the Director
- CA Application CLBG – Holding Any Subsidiary
- CA Application CLBG – Transfer / Sale / Disposal of Land
- CA Application CLBG – Charge / Lease Land
- CA Application CLBG – Other Application Relating to Land

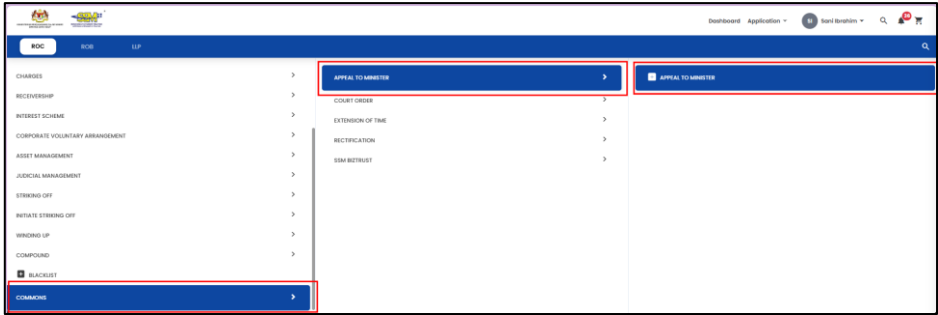
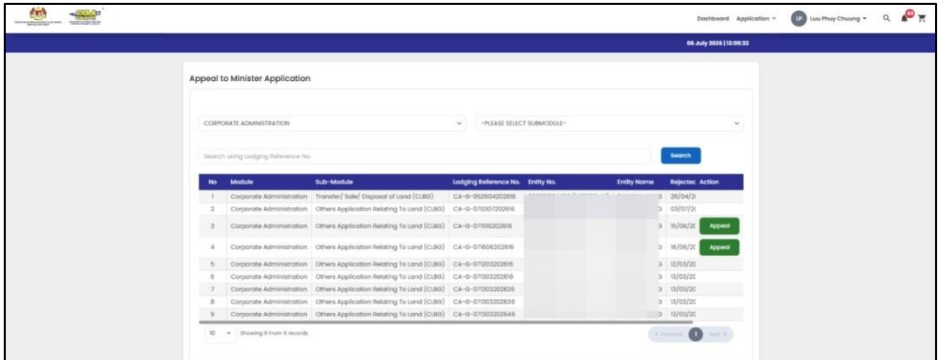
Authorized User (EXT-ECHUSER)

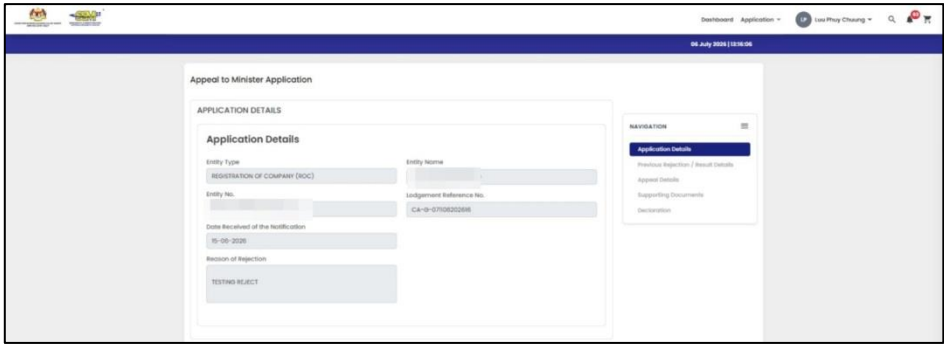
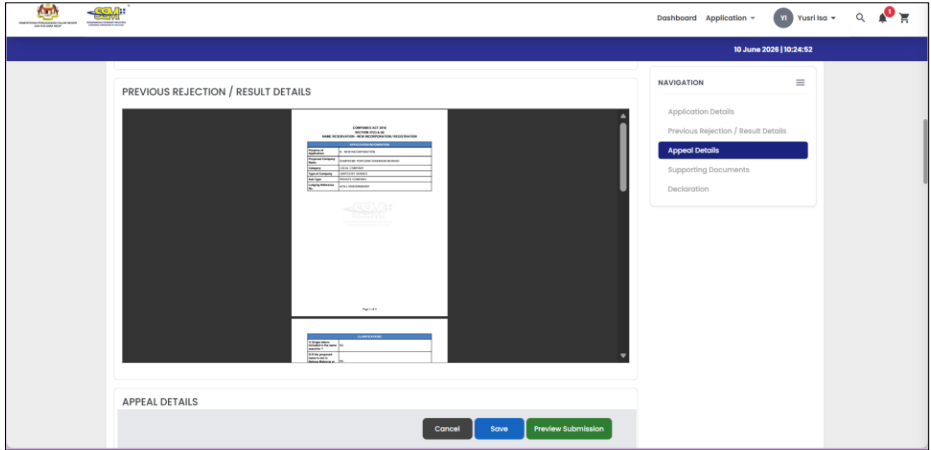
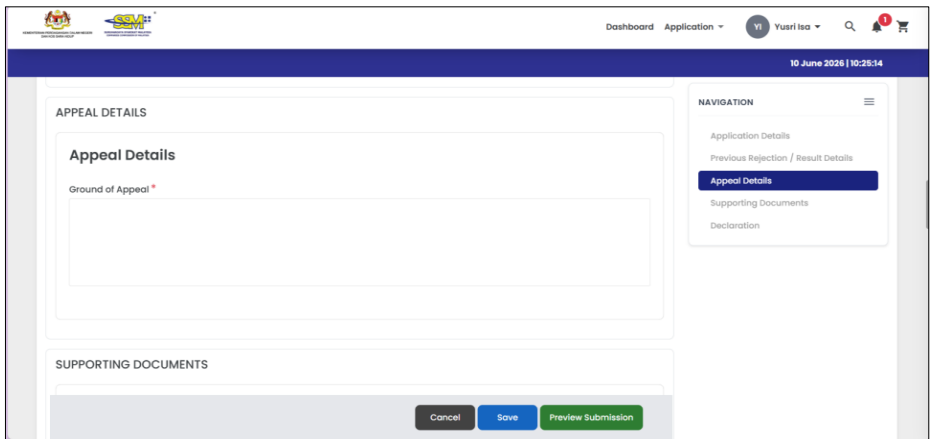
- CA Application CLBG – Transfer / Sale / Disposal of Land
- CA Application CLBG – Charge / Lease Land
- CA Application CLBG – Other Application Relating to Land

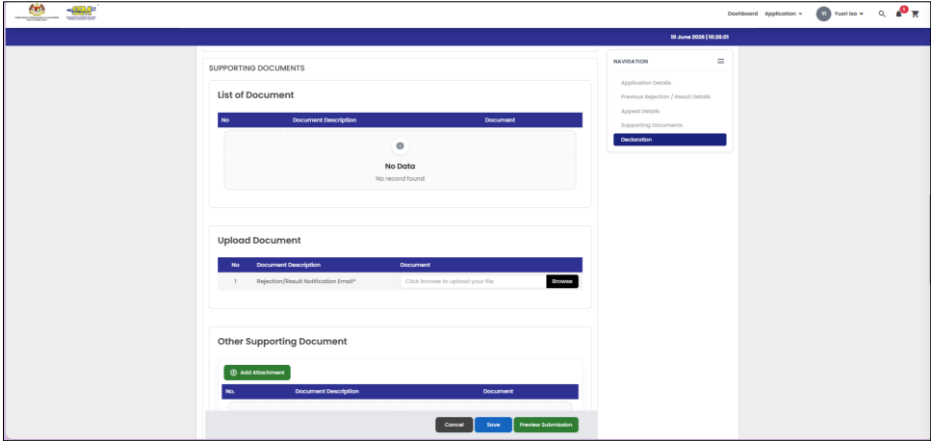
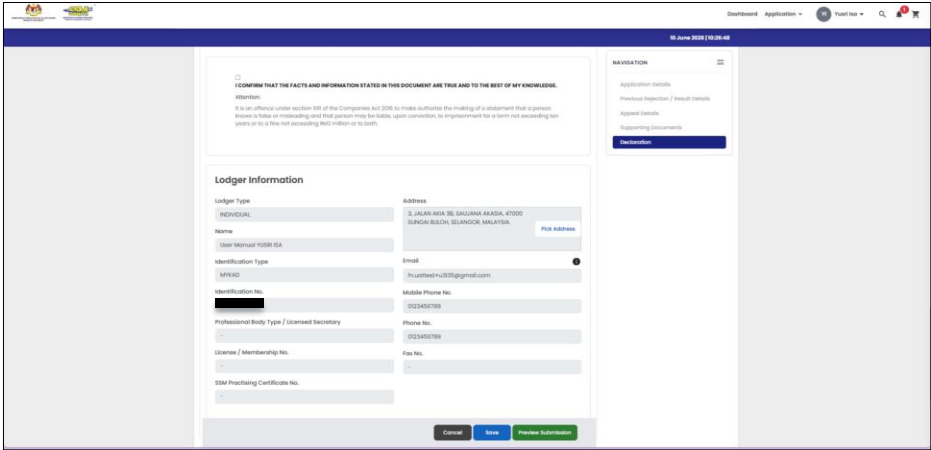
An appeal may be submitted if the application is rejected based on the decision made during the approval process.

Steps 1 – 16 (Submit Appeal to Minister)

Field No.	Description
1.	Log in to SSM4U using your registered email address and the password you created for your SSM4U account. 
2.	Upon successful login to the SSM4U portal, click on the "CRS" icon to access the CRS system. 
3.	From the Dashboard, navigate to the Application menu on the Navigation Bar. 
4.	Then, click on Application -> Register of Company (ROC) -> Common -> Appeal to Minister -> Appeal to Minister

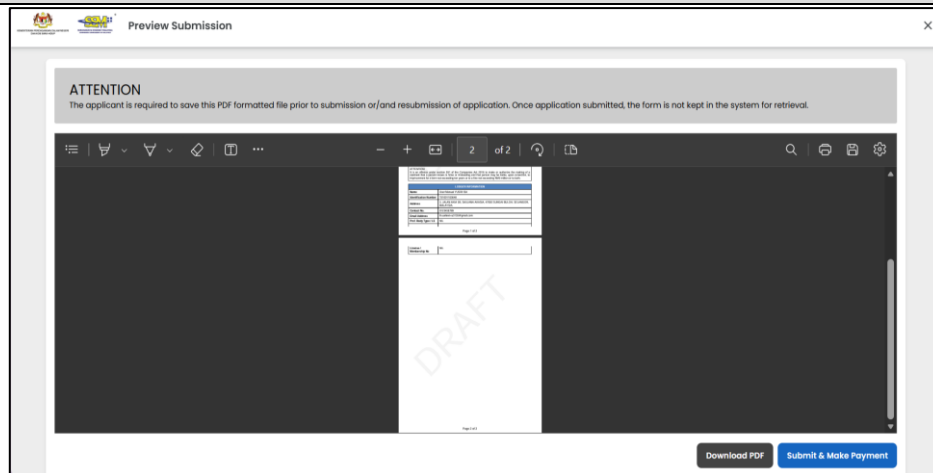
Field No.	Description
	
5.	In the Appeal to Minister Application Listing page: Filter the module by selecting Corporate Administration, then filter the submodule as required. Select an application and click Appeal.  The Appeal button is available for 30 days from the date the application is rejected. Upon expiry of the 30-day validity period has expired, the Appeal button will no longer be displayed, and the application can no longer be appealed.
6.	In the Application Details section: Entity Type: <i><auto-populate></i> Entity Name: <i><any number></i> Entity No: <i><auto-populate></i> Appeal for Application/Lodgement Reference No: <i><auto-populate></i> Date Received of the Notification: <i><auto-populate></i> Reason for Rejection: <i><auto-populate></i>

Field No.	Description
	 NOTE: No action is required in this section. All fields will be auto populated.
7.	Scroll down to the Rejected Application Details section or click on Rejected Application Details from the right-side menu.  In the Rejected Application Details section, the system will display the Preview Submission of the respective application/lodgement type.
8.	Scroll down to the Appeal Details section or click on Appeal Details from the right-side menu.  In the Appeal Details section, complete the following details: a) Ground of Appeal: <i><any text></i>
9.	Scroll down to the Supporting Documents section or click on Supporting Document from the right-side menu.

Field No.	Description
	
10.	In the Upload Document section: a) Rejection Email Notification: <i><click Browse to select file></i>
11.	In the Supporting Documents section, click Add Attachment. In the Add Attachment pop-up, complete the following details: a) Document Description: <i><any text></i> b) Document: <i><click Browse to select file></i>
12.	Scroll down to the Declaration section or click on Declaration from the right-side menu.  Read the declaration, then select the Declaration checkbox to confirm your acceptance. Next, click Preview Submission to review the application details before submission.
13.	Click Download PDF to download a copy of the application. Once completed, click Submit & Make Payment to submit the application.

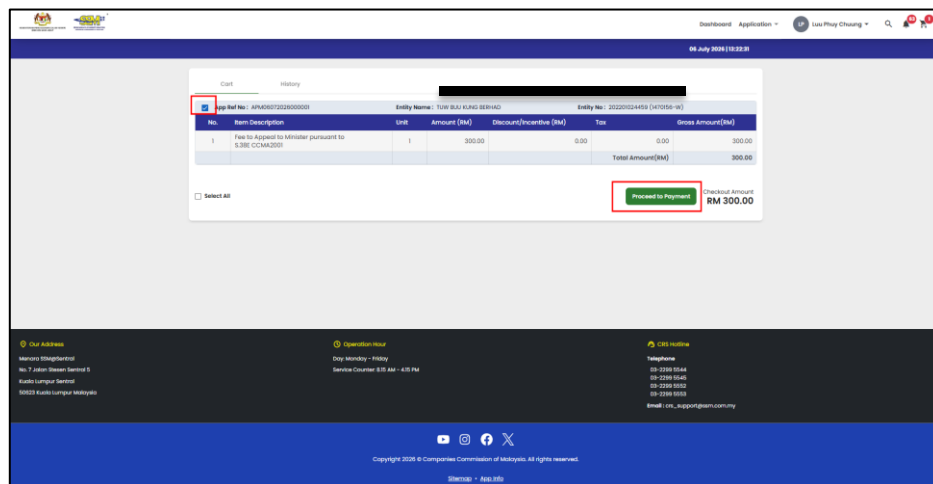
Field No.

Description



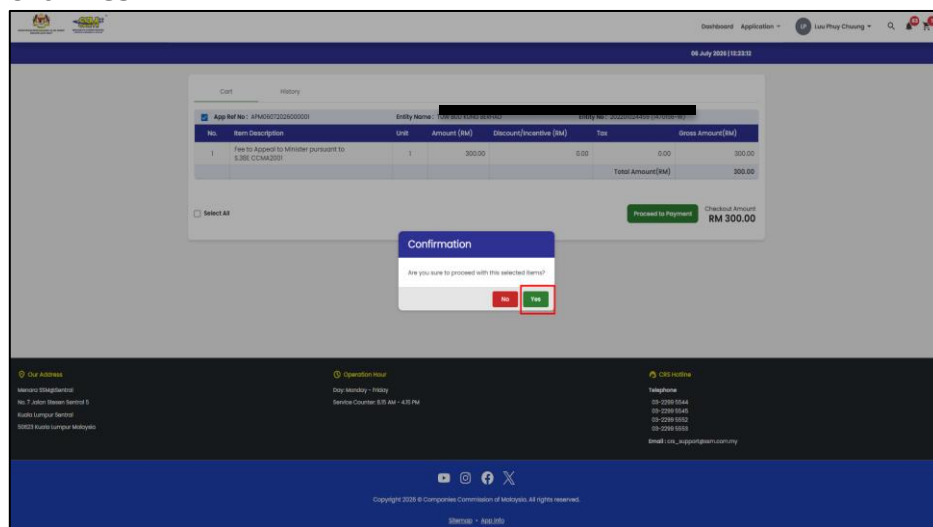
14.

Select the checkbox to make payment. Click **Proceed to Payment**



15.

Click **Yes**.



NOTE: The system will direct the user to the payment screen.

16.

Make payment as instructed and ensure that the payment is successful.

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		CRS_CMN - [G.APM] Appeal to Minister	Page 25 of 25
Field No.	Description		
	NOTE: The system will notify that the payment process has been completed successfully.		

Disclaimer: The information contained in this guide is intended to assist users in understanding the processes and procedures relating to the use of the Corporate Registry System (CRS). The Companies Commission of Malaysia (SSM) reserves the right to revise, update and/or amend the contents of this guide from time to time without prior notice. Users are advised to refer to the relevant provisions of law, circulars, guidelines, practice notes and practice directives that are currently in force. Users may refer to SSM's official website at www.ssm.com.my.