



CORPORATE REGISTRY SYSTEM (CRS)

External User Manual

Supporting Module: Learn About the System

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1 Introduction

This comprehensive guide is designed to help users navigate the system and effectively utilise its features and functions. It includes step-by-step instructions, supported by illustrations, to assist users in completing key tasks within the system.

The manual includes an overview of system functions, user roles, navigation, and key procedures.

Users must have valid CRS access and the appropriate permissions to perform transactions.

2 About Corporate Registry System (CRS)

The Corporate Registry System (CRS) is an online registry system developed by Suruhanjaya Syarikat Malaysia (SSM) that is accessible by the public to replace existing physical counters and paper-based processes.

The system enables users to:

- Manage company and business records
- Perform registration and lodgement-related transactions
- Upload supporting documents
- Reply to queries
- Perform online payment
- Receive notifications
- Verify professional qualifications for Company Secretary membership, Auditor and Liquidator approvals.

The system enables users to perform a wide range of statutory transactions, including company and business registration, incorporation, information updates, lodgement of annual returns, and other corporate compliance-related submissions.

3 Module Overview

The diagram below shows functions available in the Supporting Module [SPT].

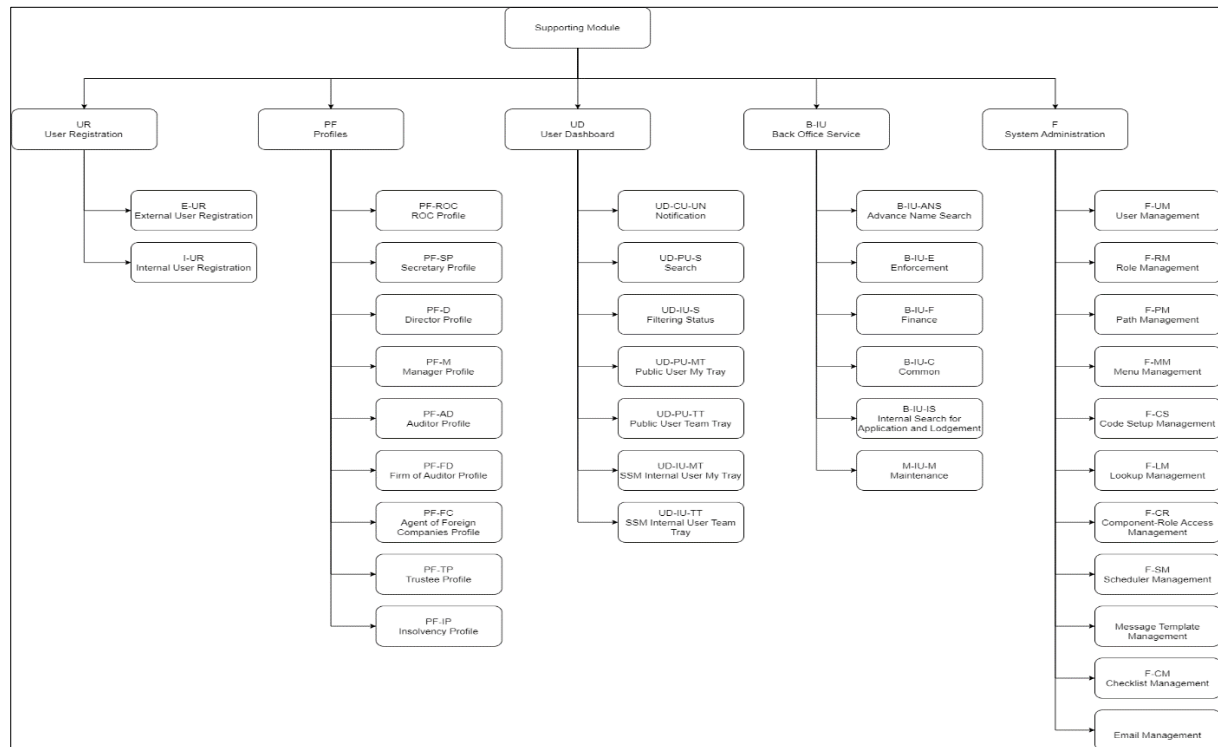


Figure 1 - Functional Diagram

4 Getting Started

4.1 User Eligibility

To access CRS, users must meet the following requirements:

- Have a valid and active SSM4U account;
- Be verified in the system;
- Be a registered professional user in the system as a Company Secretary, Auditor or Liquidator.
- Be associated with the company, firm, agency or professional body.

4.2 General Lodgement Rules

All submissions must:

- Complete mandatory fields;
- Upload required supporting documents;
- Agree to the declaration; and
- Complete payment (if applicable).

4.3 Date & Timeline Rules

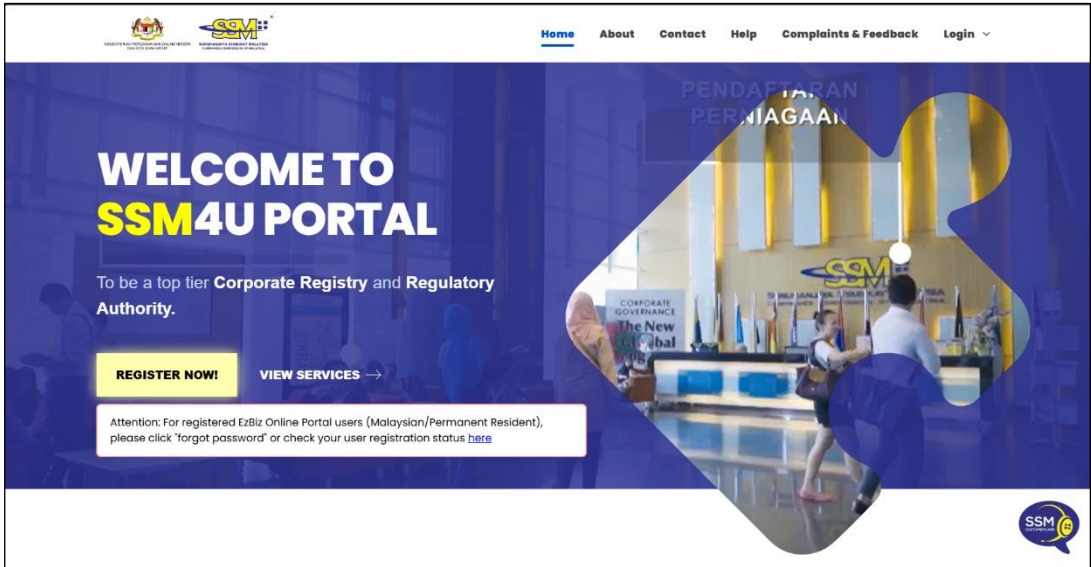
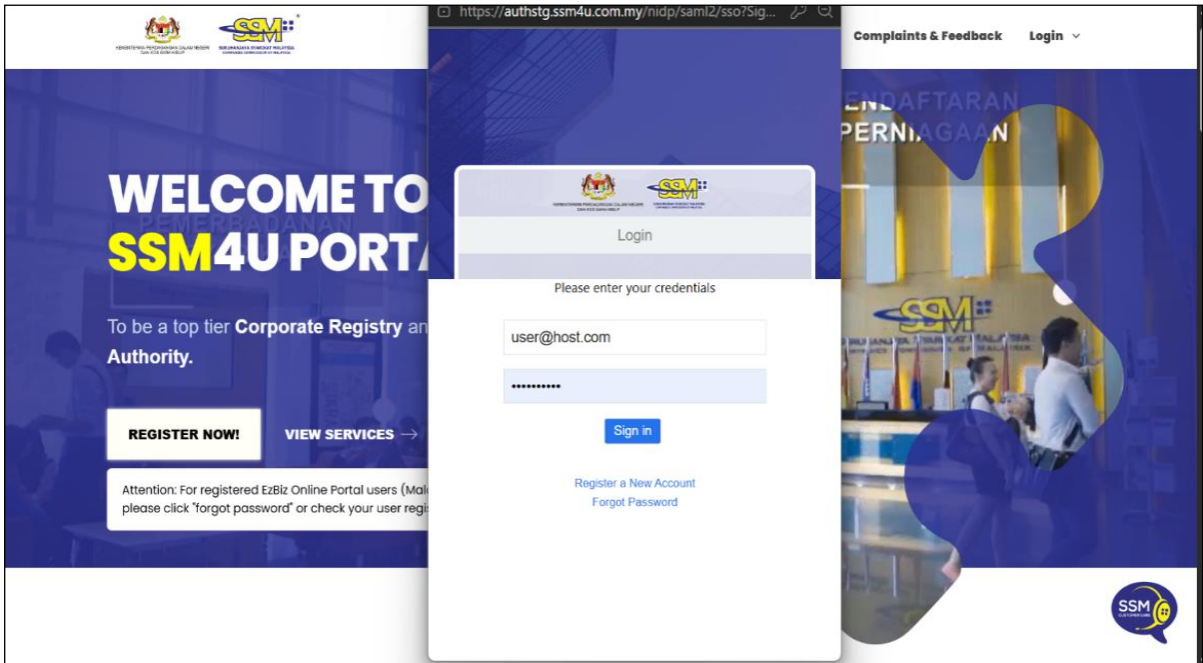
- Submission must be made within the prescribed timeline.
- Late submission will incur late lodgement fees.
- Draft lodgements expire after seven (7) days.
- Users have 30 days to respond to a query issued by an SSM Officer.

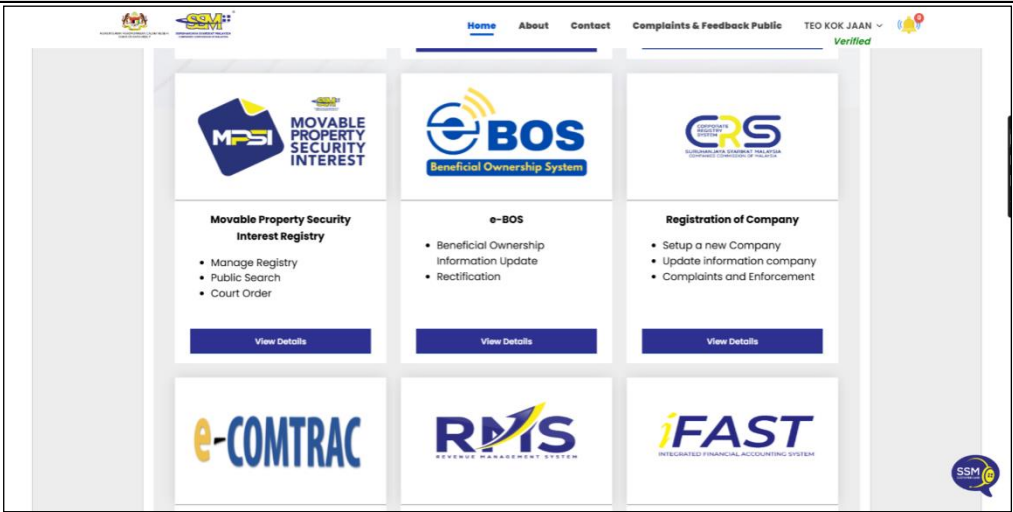
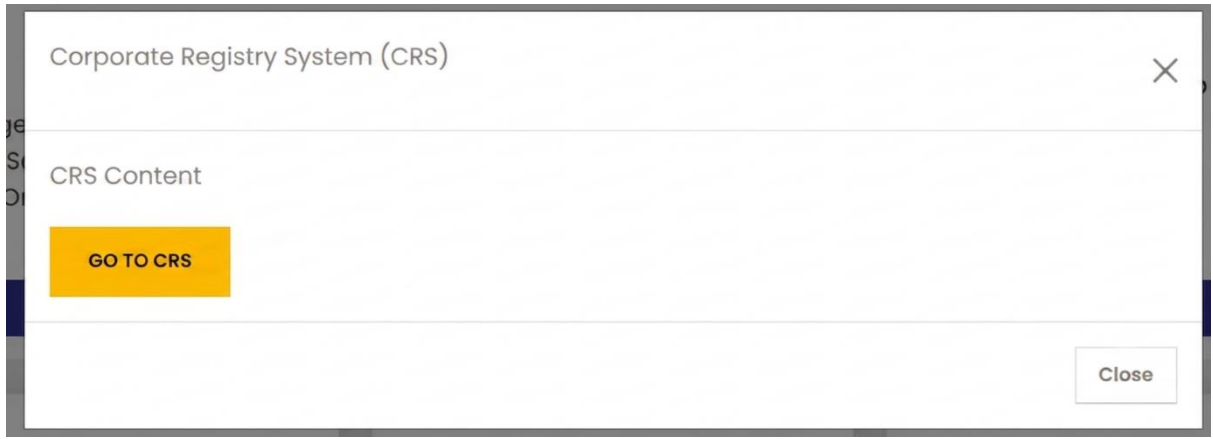
4.4 Important Notes

The following notes and tips are applicable to all Business Processes (BP) in this user guide unless otherwise stated. Users are encouraged to review these guidelines before proceeding with any application to ensure a smooth and successful submission.

Title	Description
Not Applicable Fields	Please enter " NA " in any mandatory field that is not applicable to the user.
Download Draft	Please ensure the draft is successfully downloaded and retained for future reference.
Notification	The lodger will receive notifications on the application status via email and the dashboard .
Supporting Documents	Upload all required supporting documents before submitting the application.
Review Information	Review all information carefully before proceeding with payment and submission.
Read-Only Information	Information retrieved from the system is displayed as read-only and cannot be edited.
Company Search	Ensure the correct company registration number (Old or New) is entered before performing a search.
Query Response	If your application is queried by SSM, respond to the query and resubmit the application through the dashboard.
Save Your Draft	Save your application regularly to avoid losing any information entered.

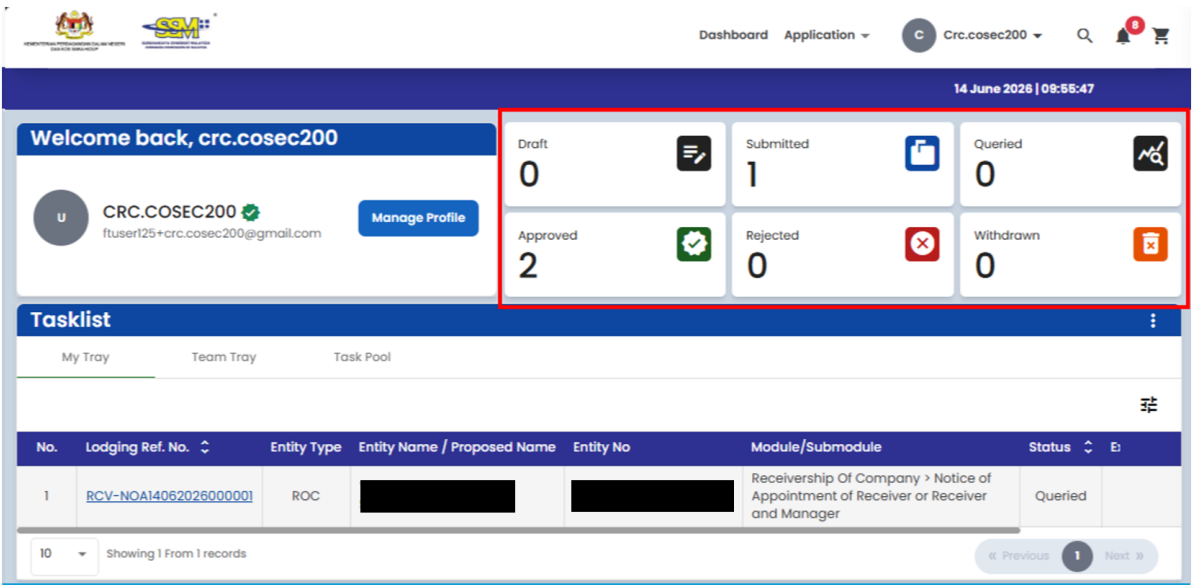
5 CRS Access

Field Num.	Description
1.	Access the SSM4U Portal. 
2.	Click Login at the top right of the page. 
3.	Enter your Email Address and Password, then click Sign In.
4.	Upon successful login, the SSM4U Main Page will be displayed.
5.	To access CRS, please click the CRS icon.

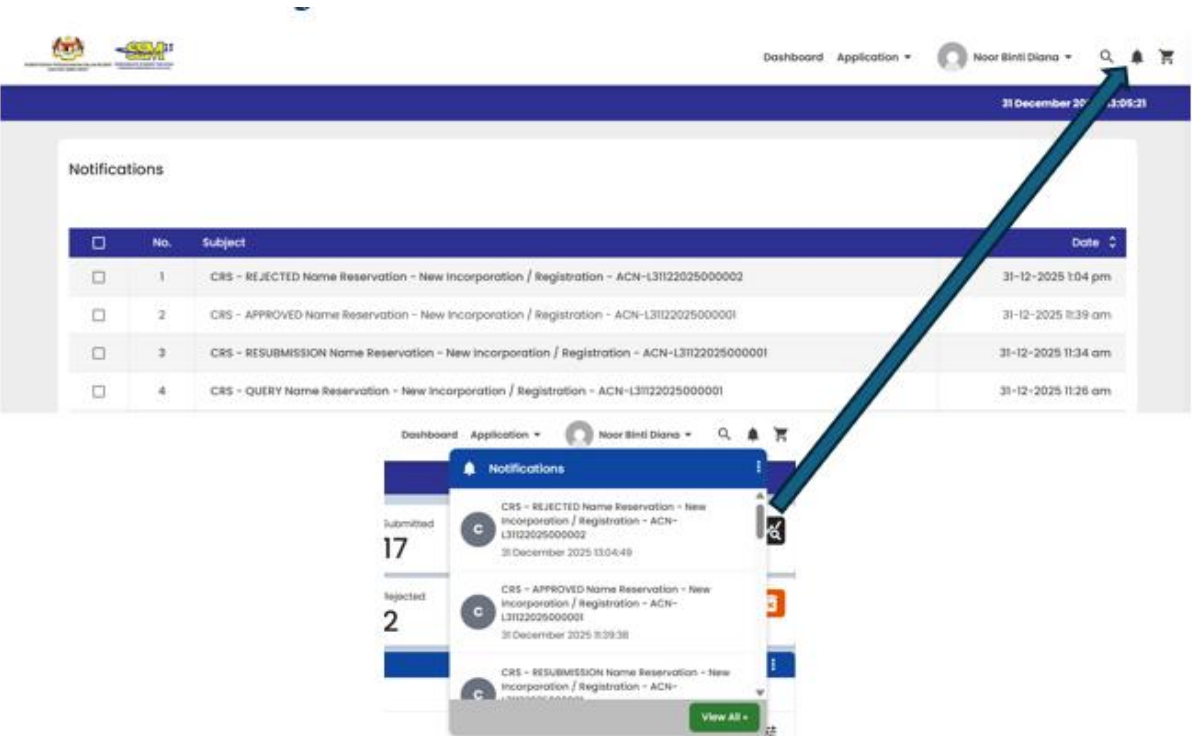
Field Num.	Description
	
6.	In the Corporate Registry System (CRS) pop-up window, click Go To CRS. 
7.	The CRS Dashboard will be displayed.

6 Common User Interface

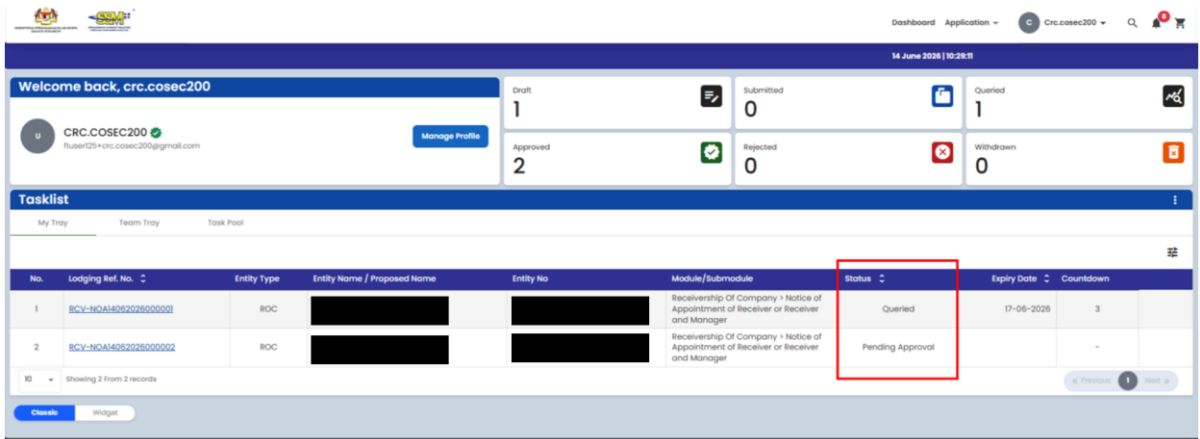
6.1 Dashboard

Field Num.	Description
1.	The Dashboard consists of 6 statuses. It is also clickable and will redirect user to the list of submissions with the status selected.  • Draft – The document is still being prepared/edited. Not yet finalised or submitted for approval. • Submitted – The document has been formally sent for approval. • Queried – SSM Officer has raised questions or requested clarification before they can approve or reject it. It's on hold pending a response from the lodger. • Approved – The document has been reviewed and approved. • Rejected – The document was reviewed and did not meet the required criteria. • Withdrawn – The lodger pulled the document back before an approval was made.

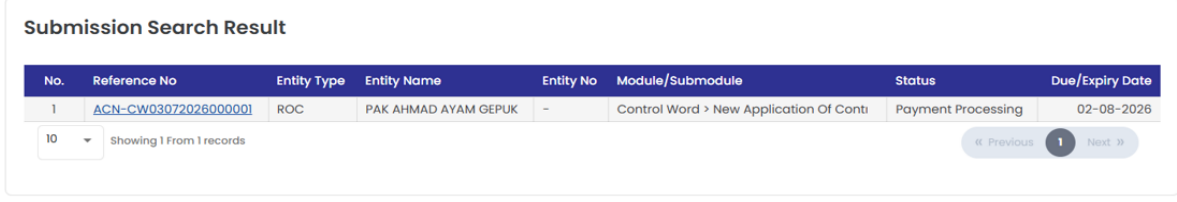
6.2 Notification

Field Num.	Description
1.	The notification feature on the Dashboard, is located at the top right corner. Click on a notification to view further details related to the lodgement.  The screenshot displays the SSM Dashboard interface. At the top right, there is a notification bell icon. A blue arrow points from this icon to a detailed notification pop-up. The pop-up shows a list of notifications with details like 'CRS - REJECTED Name Reservation - New Incorporation / Registration - ACN-L31122025000002' and '31 December 2025 13:04:49'.

6.3 My Tray

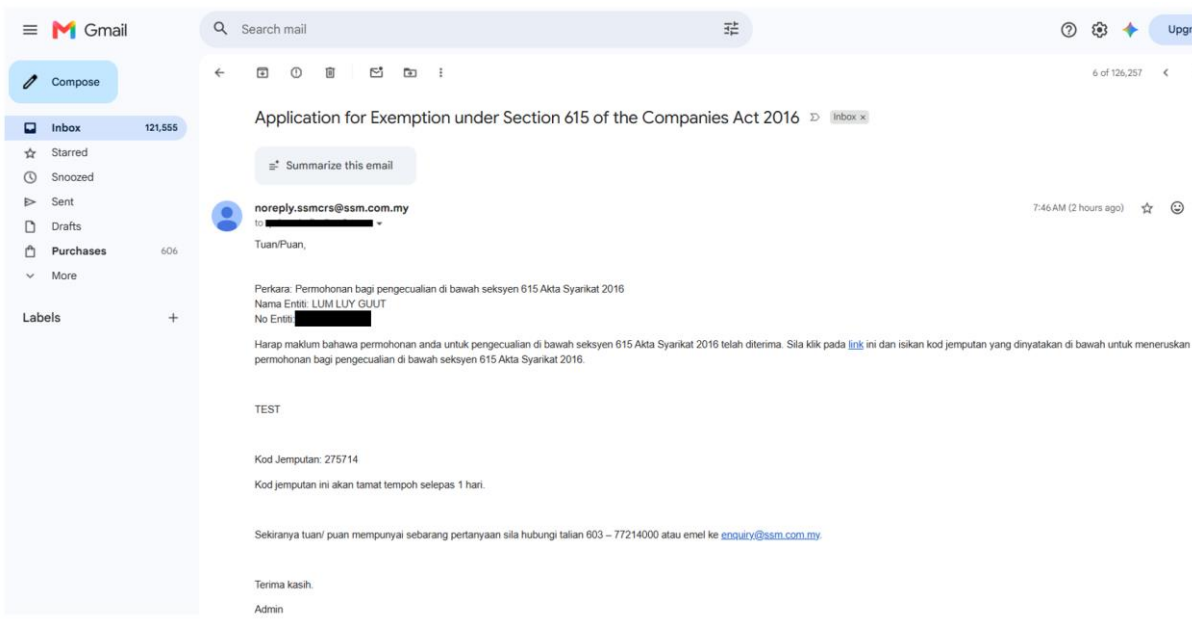
Field Num.	Description
1.	From the Dashboard , newly submitted applications will appear under My Tray with status Pending Approval. User can click the hyperlink under Lodging Ref. No. to redirect to submission details (eg.RCV-NOA1406202600001).
2.	In My Tray, Status will be displayed for the latest lodgement made by the user.  The screenshot shows the 'My Tray' section of the dashboard. It includes a 'Tasklist' table with columns: No., Lodging Ref. No., Entity Type, Entity Name / Proposed Name, Entity No., Module/Submodule, Status, Expiry Date, and Countdown. The 'Status' column is highlighted with a red box, showing 'Queried' for the first record and 'Pending Approval' for the second record.

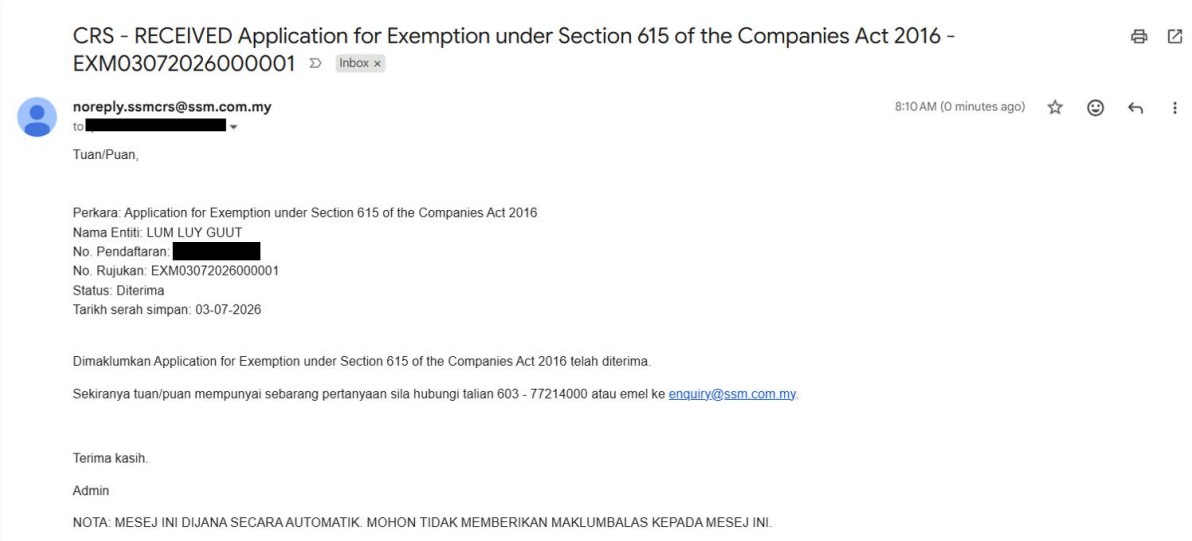
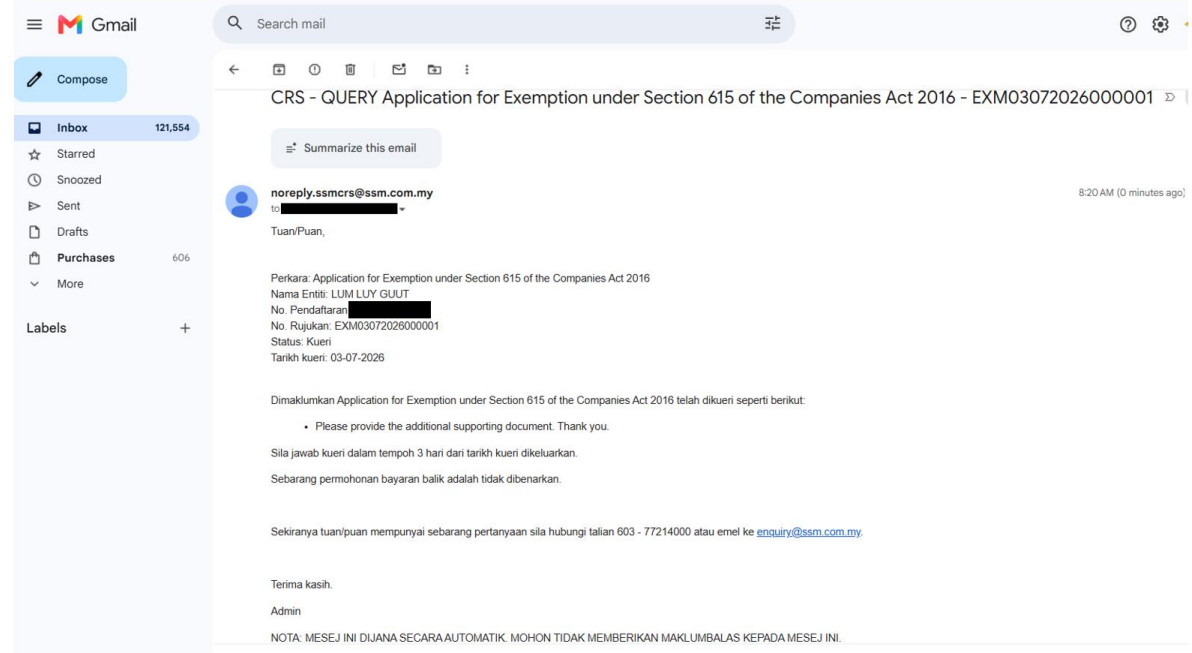
6.4 Search Submission

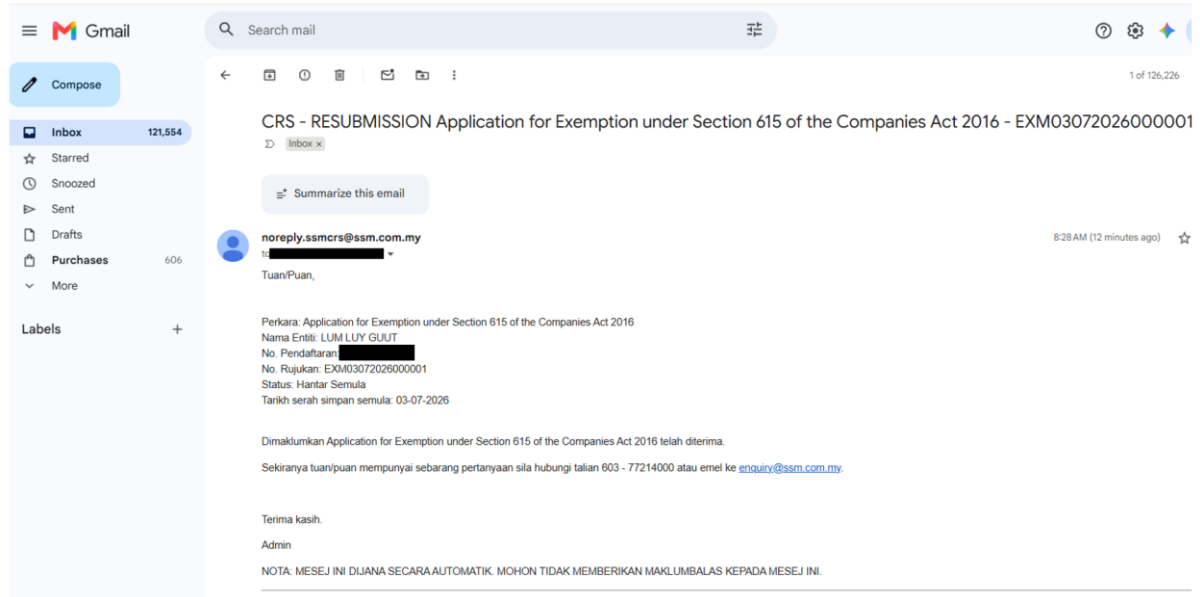
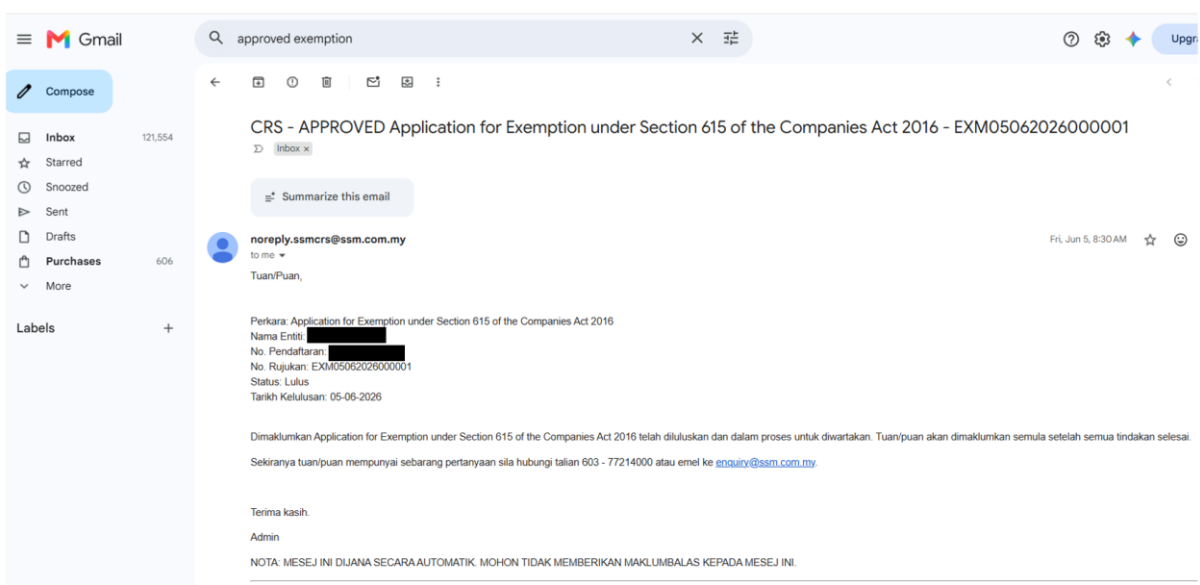
Field Num.	Description
1.	The Dashboard, click on magnifying glass icon. 
2.	The system displays the search results as shown below. 

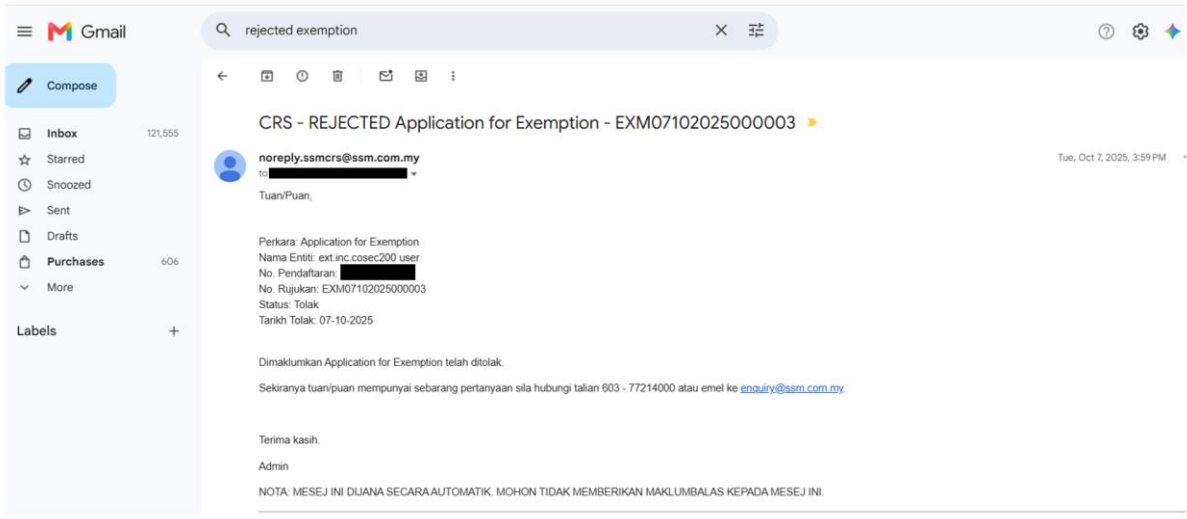
6.5 Email Notification

This section shows the email notifications that may be received by the public user based on the application status.

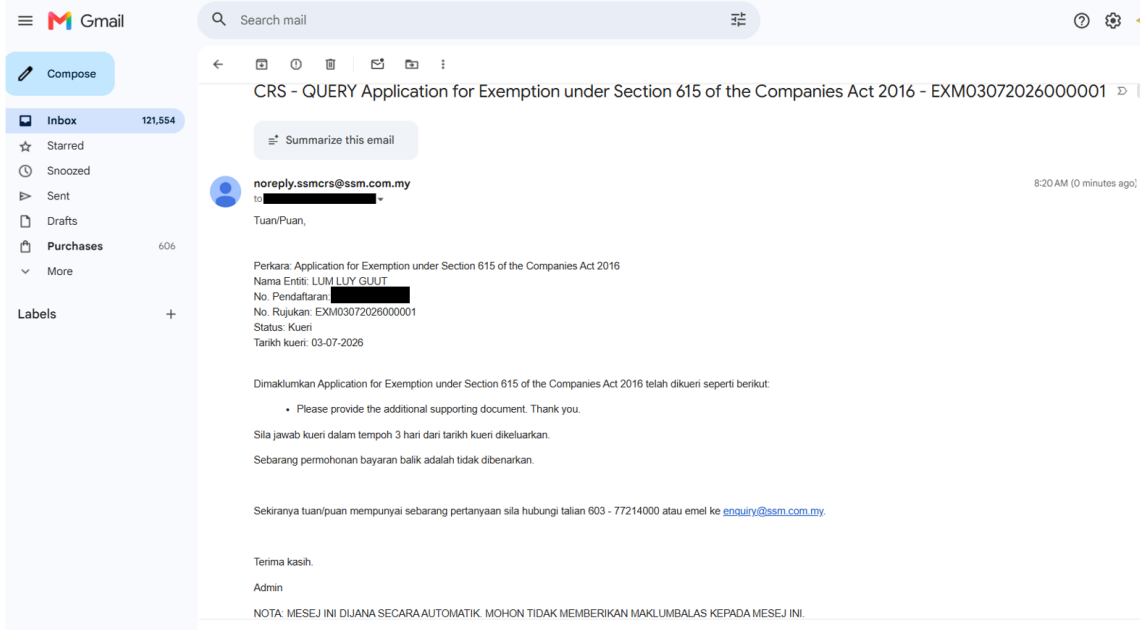
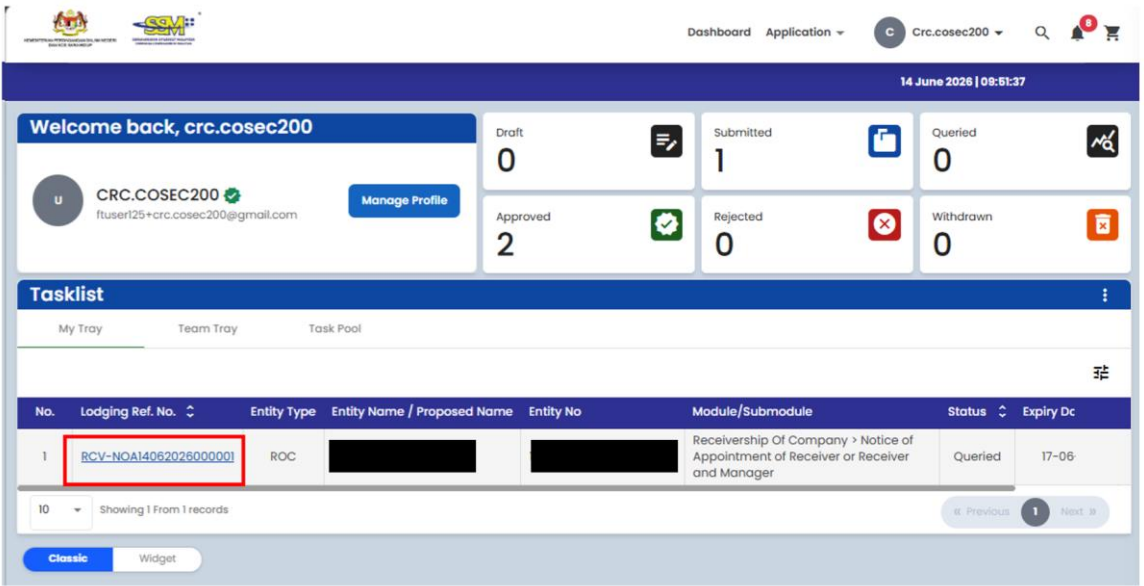
Field Num.	Description
1.	Pre-Application for Exemption <i>This email notification will be received by the public user when the officer initiates the exemption application. The public user may proceed to start and submit the exemption application.</i> 
2.	Application Received Notification <i>This email notification will be received by the public user when the officer initiates the exemption application. The public user may proceed to start and submit the exemption application.</i>

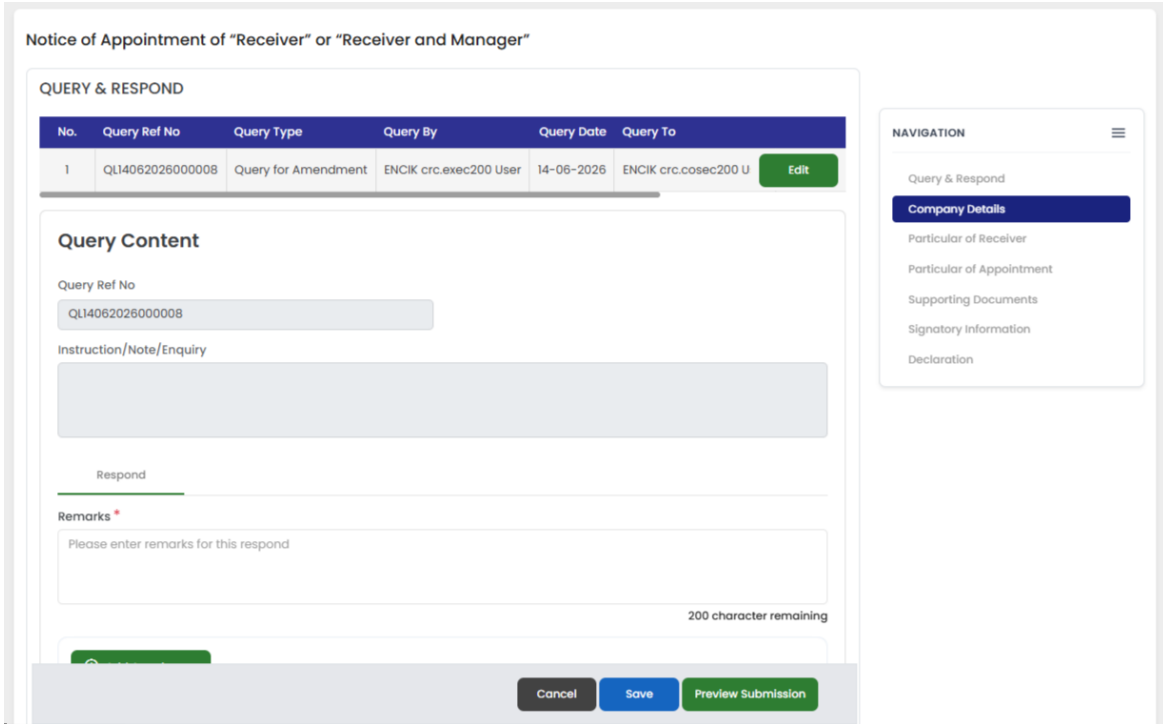
Field Num.	Description
	 CRS - RECEIVED Application for Exemption under Section 615 of the Companies Act 2016 - EXM03072026000001 noreply.ssmcrs@ssm.com.my Tuan/Puan, Perkara: Application for Exemption under Section 615 of the Companies Act 2016 Nama Entiti: LUM LUY GUUT No. Pendaftaran: [REDACTED] No. Rujukan: EXM03072026000001 Status: Diterima Tarikh serah simpan: 03-07-2026 Dimaklumkan Application for Exemption under Section 615 of the Companies Act 2016 telah diterima. Sekiranya tuan/puan mempunyai sebarang pertanyaan sila hubungi talian 603 - 77214000 atau emel ke enquiry@ssm.com.my. Terima kasih. Admin NOTA: MESEJ INI DIJANA SECARA AUTOMATIK. MOHON TIDAK MEMBERIKAN MAKLUMBALAS KEPADA MESEJ INI.
3.	Query Notification <i>This notification will be received by the public user when the officer issues a query.</i>  CRS - QUERY Application for Exemption under Section 615 of the Companies Act 2016 - EXM03072026000001 noreply.ssmcrs@ssm.com.my Tuan/Puan, Perkara: Application for Exemption under Section 615 of the Companies Act 2016 Nama Entiti: LUM LUY GUUT No. Pendaftaran: [REDACTED] No. Rujukan: EXM03072026000001 Status: Kueri Tarikh kueri: 03-07-2026 Dimaklumkan Application for Exemption under Section 615 of the Companies Act 2016 telah dikueri seperti berikut: Please provide the additional supporting document. Thank you. Sila jawab kueri dalam tempoh 3 hari dari tarikh kueri dikeluarkan. Sebarang permohonan bayaran balik adalah tidak dibenarkan. Sekiranya tuan/puan mempunyai sebarang pertanyaan sila hubungi talian 603 - 77214000 atau emel ke enquiry@ssm.com.my. Terima kasih. Admin NOTA: MESEJ INI DIJANA SECARA AUTOMATIK. MOHON TIDAK MEMBERIKAN MAKLUMBALAS KEPADA MESEJ INI.
4.	Resubmission Notification <i>This notification will be received by the public user when the public user responds to the officer's query.</i>

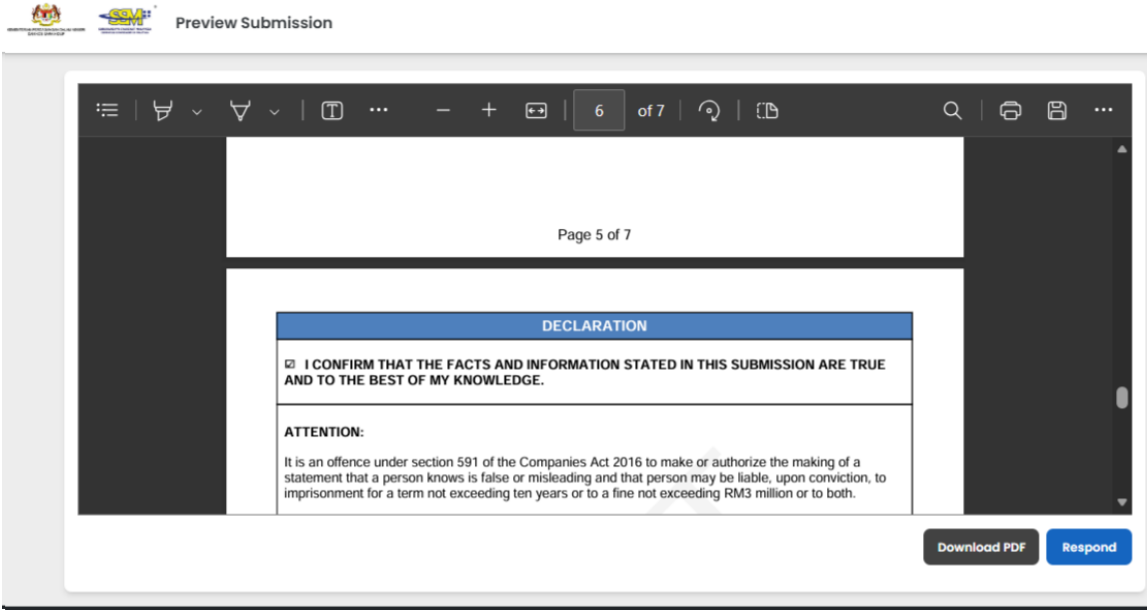
Field Num.	Description
	
5.	Approved Application Notification <i>This notification will be received by the public user when the application has been approved.</i> 
6.	Rejected Application Notification <i>This notification will be received by the public user when the application has been rejected.</i>

Field Num.	Description
	 The screenshot displays a Gmail interface. On the left is the standard Gmail sidebar with folders like Compose, Inbox (121,555), Starred, Snoozed, Sent, Drafts, Purchases (606), and Labels. The main area shows an email search bar with the text 'rejected exemption'. Below it, an email from 'noreply-smcrs@ssm.com.my' is selected. The email subject is 'CRS - REJECTED Application for Exemption - EXM07102025000003'. The body of the email informs the recipient that their application for exemption has been rejected and provides a contact number (603 - 77214000) and email address (enquiry@ssm.com.my) for further assistance. It also includes a note that the message was sent automatically and requests that the recipient not reply.

6.6 Respond to a query from SSM Officer

Field Num.	Description
1.	If you receive the query application email notification, proceed to Step 2 to respond to the query. 
2.	From the Dashboard, go to the My Tray, and click the Lodging Reference No.  <i>Note: Pay attention to query expiry date, the user must respond to lodgement before expiry date to ensure that the lodgement will not be purged by the system.</i>

Field Num.	Description
3.	Click the Edit button to expand Query Content.
4.	User is required to complete the Remarks field and can refer to the instruction/note/enquiry section from SSM officer to guide the user on the amendment that should be made to the application.  Click Preview Submission and click respond to submit the application back to SSM officer.
5.	Click Add Attachment (if required).
6.	Scroll down to the Lodger Information and click Preview Submission (if required).
7.	Click Download PDF to download the PDF's preview submission. Then, click Respond to submit the response.

Field Num.	Description
	
8.	System will redirect to the Dashboard .

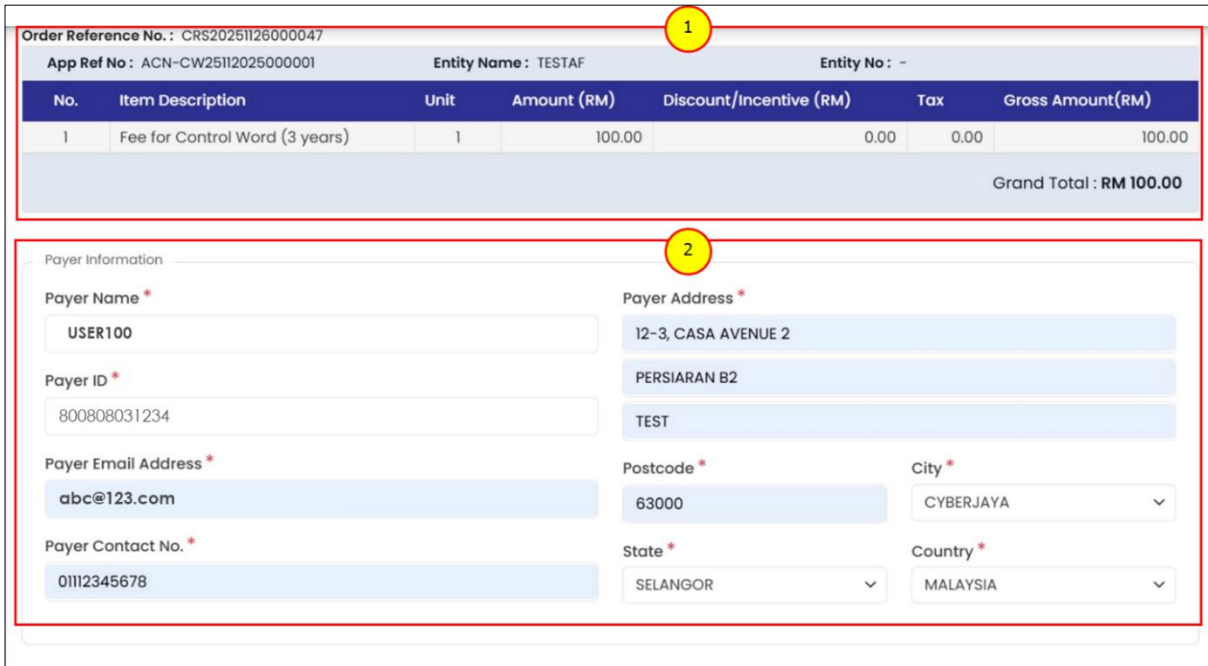
6.7 Payment

The payment function will be triggered when you submit applications or lodgements that have charges. The system will calculate the fee applicable to the applications/lodgement and display payment details.

You can choose to pay immediately or later. If you choose to pay later the charges will be added to your Payment Cart.

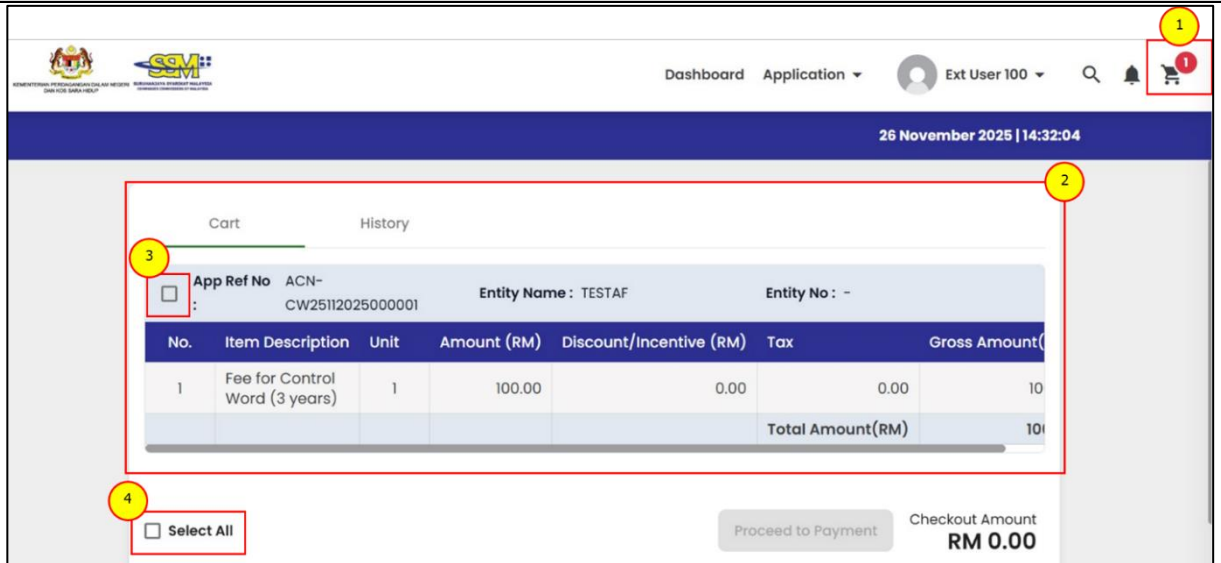
To make payment, select your payment method and follow instructions given by your payment service provider's page. Upon successful payment, system will send the link for receipt to your registered email.

How to Make Payment

Field Num.	Description
1.	Payment is initiated by system when you submit new application/lodgement that have charges.  (1) New payment generated by the system (2) User information details as registered in SSM4U
2.	Payments that have not yet been paid, go to your Payment Cart and select a payment item.

Field
Num.

Description



1

2

3

4

App Ref No ACN-
CW25112025000001 Entity Name : TESTAF Entity No : -

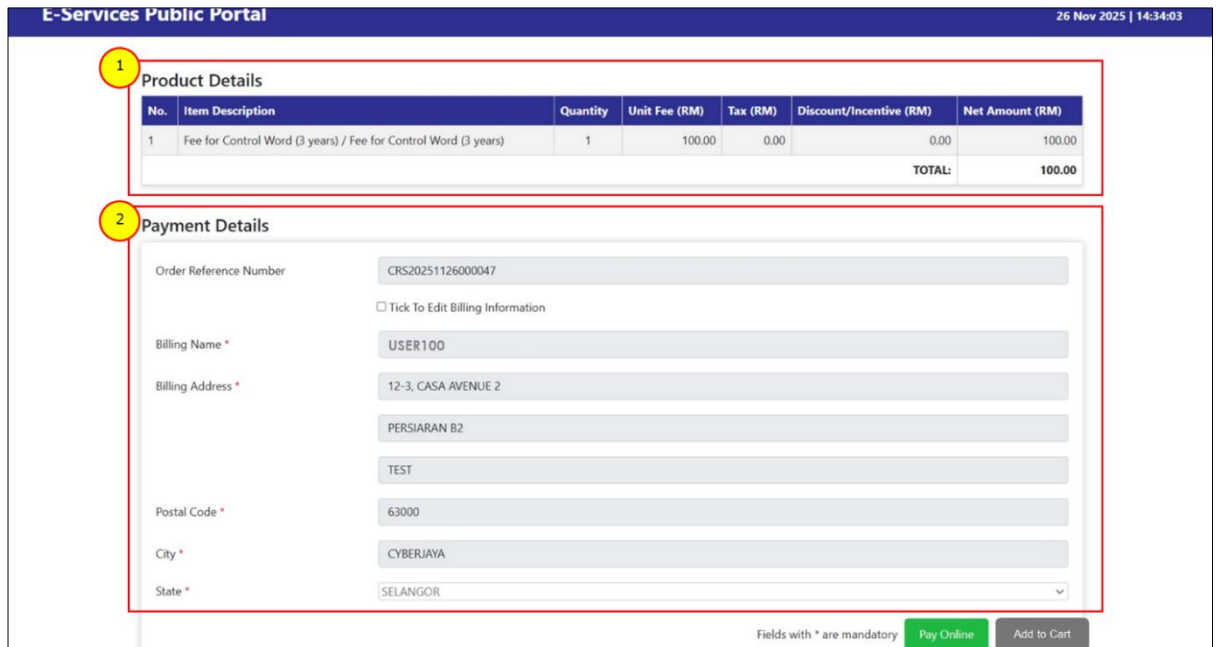
No.	Item Description	Unit	Amount (RM)	Discount/Incentive (RM)	Tax	Gross Amount(RM)
1	Fee for Control Word (3 years)	1	100.00	0.00	0.00	100.00
Total Amount(RM)						100.00

Proceed to Payment Checkout Amount RM 0.00

Select All

- (1) Payment cart icon is on the top right field.
- (2) List of pending payment(s).
- (3) Tick this box to select payment.
- (4) Tick this box if you want to pay all pending payments.

3. Check payment details.



1

2

E-Services Public Portal 26 Nov 2025 | 14:34:03

Product Details

No.	Item Description	Quantity	Unit Fee (RM)	Tax (RM)	Discount/Incentive (RM)	Net Amount (RM)
1	Fee for Control Word (3 years) / Fee for Control Word (3 years)	1	100.00	0.00	0.00	100.00
TOTAL:						100.00

Payment Details

Order Reference Number CRS20251126000047

☐ Tick To Edit Billing Information

Billing Name * USER100

Billing Address * 12-3, CASA AVENUE 2
PERSIARAN 82
TEST

Postal Code * 63000

City * CYBERJAYA

State * SELANGOR

Fields with * are mandatory Pay Online Add to Cart

- (1) Summary of charges
- (2) Details of pending payment selected.

4. Choose to pay immediately or later

**Field
Num.**

Description

Product Details

No.	Item Description	Quantity	Unit Fee (RM)	Tax (RM)	Discount/Incentive (RM)	Net Amount (RM)
1	Fee for Control Word (3 years) / Fee for Control Word (3 years)	1	100.00	0.00	0.00	100.00
TOTAL:						100.00

Payment Details

Order Reference Number: CRS20251126000047

☐ Tick To Edit Billing Information

Billing Name *: USER100

Billing Address *: 12-3, CASA AVENUE 2
PERSIARAN B2
TEST

Postal Code *: 63000

City *: CYBERJAYA

State *: SELANGOR

Fields with * are mandatory

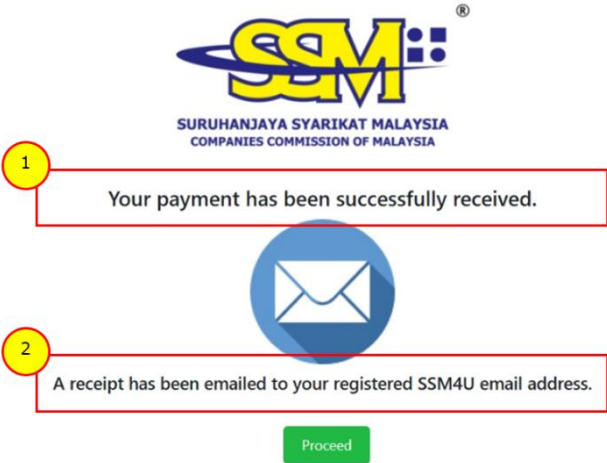
1 2

[Pay Online](#) [Add to Cart](#)

- (1) System will redirect you to payment gateway page. (Proceed Step 5)
- (2) System will exit from payment details form and redirect you to Dashboard.

5. Select your payment method, you will be redirected to your payment service provider's page.

Field Num.	Description
	 PRODUK PORTAL SSM Menara SSM @ SENTRAL, No. 7, Jalan Stesen Sentral 5, KL Sentral, 50623 Kuala Lumpur, Wilayah Persekutuan, Malaysia e : enquiry@ssm.com.my t : +603-22994400 TIME REMAINING 00:35 1 PAYMENT DETAILS Order ID CRS20251126000047 Payment ID RMO20251126000045 Order Description Payment to Suruhanjaya Syarikat Malaysia Total MYR 100.00 2 PAY WITH CREDIT CARD / DEBIT CARD CARDHOLDER NAME user100 CARD NUMBER 4444 3333 2222 1111 CARD TYPES VISA EXPIRATION DATE 08 / 2039 CVV ... SUBMIT PAYMENT 3 OTHER PAYMENT METHODS FPX RETAIL INTERNET BANKING AFFIN BANK AFFIN BANK AGRO BANK allianceonline AmBank Group BANK ISLAM CIMB Clicks MB connect Maybank RHB Now SBI Bank A SBI Bank B SBI Bank C FPX CORPORATE INTERNET BANKING
	(1)Summary of charges (2)Fill up the details if you are paying with credit card or debit card. Then click on Submit Payment button. (3)Select your bank if you are paying with FPX internet banking.
6.	Follow the instructions given by your payment service provider.
7.	System will notify if your payment is successful and will send a URL to your registered email address to download the receipt. Go to your registered email address and open the link.

Field Num.	Description
	 (1) Notification of successful payment transaction. (2) Notification of receipt has been emailed.

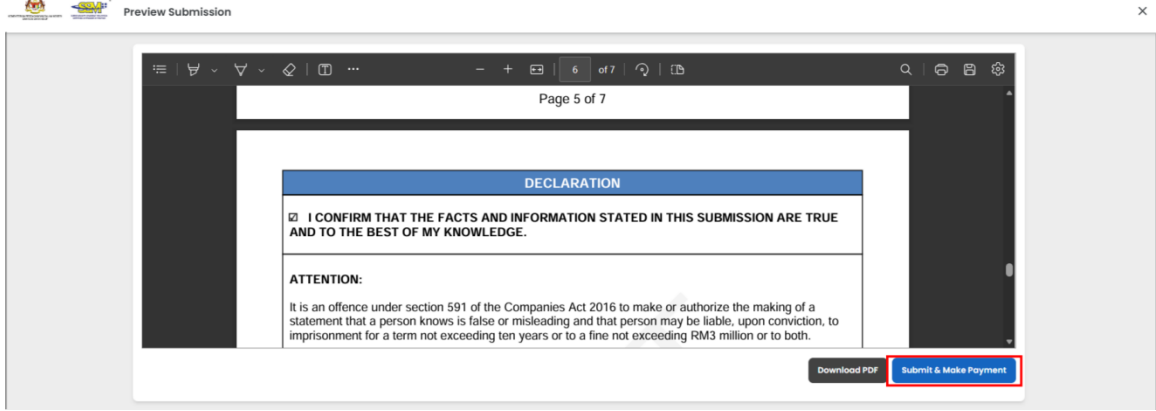
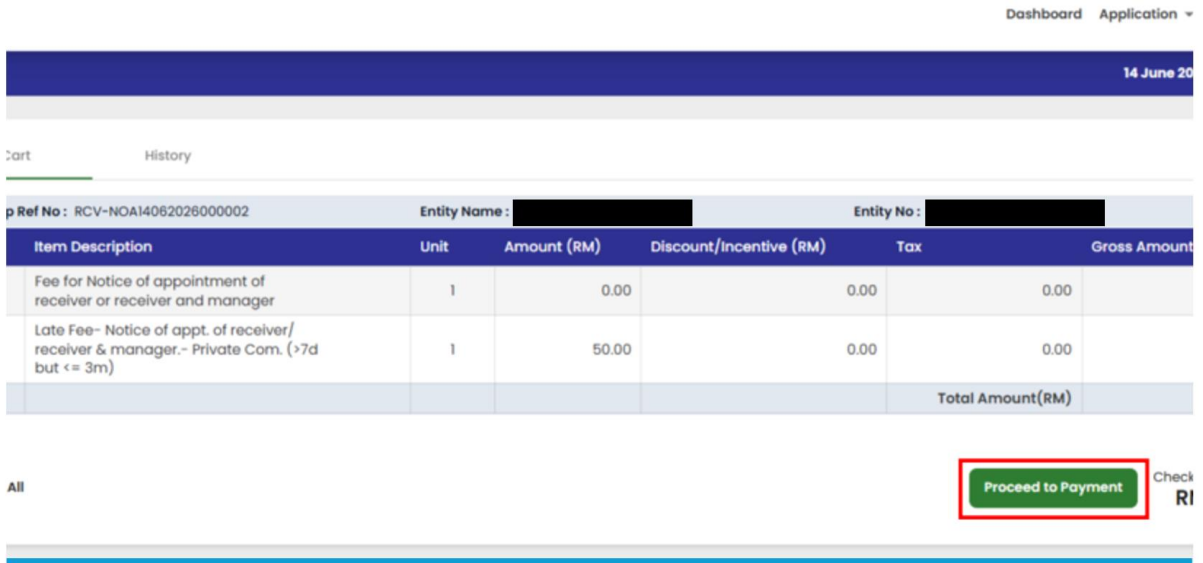
Managing Your Payment Cart

1. You can access the Payment Cart from your **Dashboard**.
2. If you happen to quit the payment process and exit from the payment gateway before committing any payment transaction, system will redirect you to **Dashboard**. System will update the status for the payment item as Payment Failed/Payment Expired.
3. To check payments with the Payment Failed/Payment Expired status, go to your Payment Cart.
4. System will show listing of all pending payments with the following status;
 - **Pending Payment**
You can proceed to make payment for items with the Pending Payment status.
 - **Payment Failed/Payment Expired**
You can retry to make payment for items marked as Failed Payment and Payment Expired statuses.

Refund

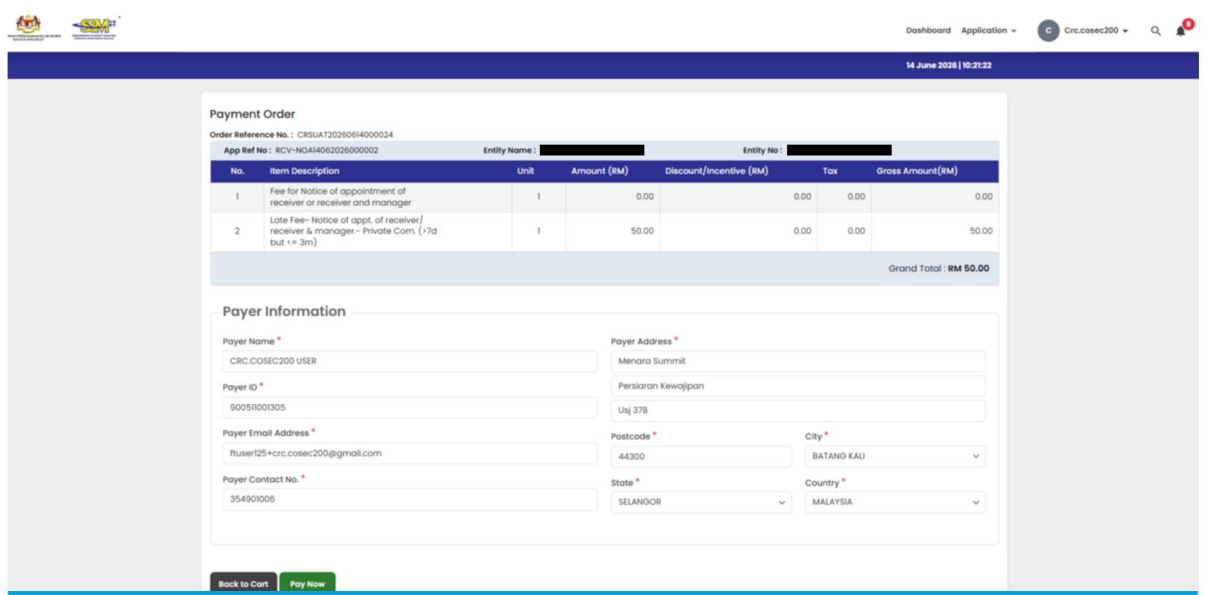
1. System will send notification to your registered email address if you are eligible for a refund.
2. To request a refund, you need to retrieve refund slip from your Payment History.
3. Go to your Dashboard to access your Payment History.
4. System will display "Generate Refund Slip" button next to rejected application(s).
5. Click the "Generate Refund Slip" button. As soon as the refund is requested, the "Generate Refund Slip" button will be replaced with "Check Refund Status" for that related transaction.
6. You will be diverted to **RMS Refund Portal** upon clicking the "Check Refund Status" button for refund status checking.

Payment for late lodgement fee

Field Num.	Description
1.	After completing the application.
2.	Click Submit & Make Payment to proceed for payment. 
3.	Tick on related application item before proceeding to payment.
4.	Click on Proceed to Payment. 
5.	Click Yes on confirmation pop up to proceed and fill up payer information and click Pay Now .

Field
Num.

Description



Dashboard Application Crc.cosec200 14 June 2028 | 10:21:22

Payment Order

Order Reference No.: CRSUAT20260614000024
App Ref No.: RCV-NOA14062026000002 Entity Name: Entity No:

No.	Item Description	Unit	Amount (RM)	Discount/Incentive (RM)	Tax	Gross Amount (RM)
1	Fee for Notice of appointment of receiver or receiver and manager	1	0.00	0.00	0.00	0.00
2	Late Fee- Notice of appt. of receiver/ receiver & manager- Private Com. (>7d but <= 3m)	1	50.00	0.00	0.00	50.00
						Grand Total: RM 50.00

Payer Information

Payer Name * CRC.COSEC200 USER Payer Address * Menara Summit

Payer ID * 90051001305 Persiaran Kewajipan

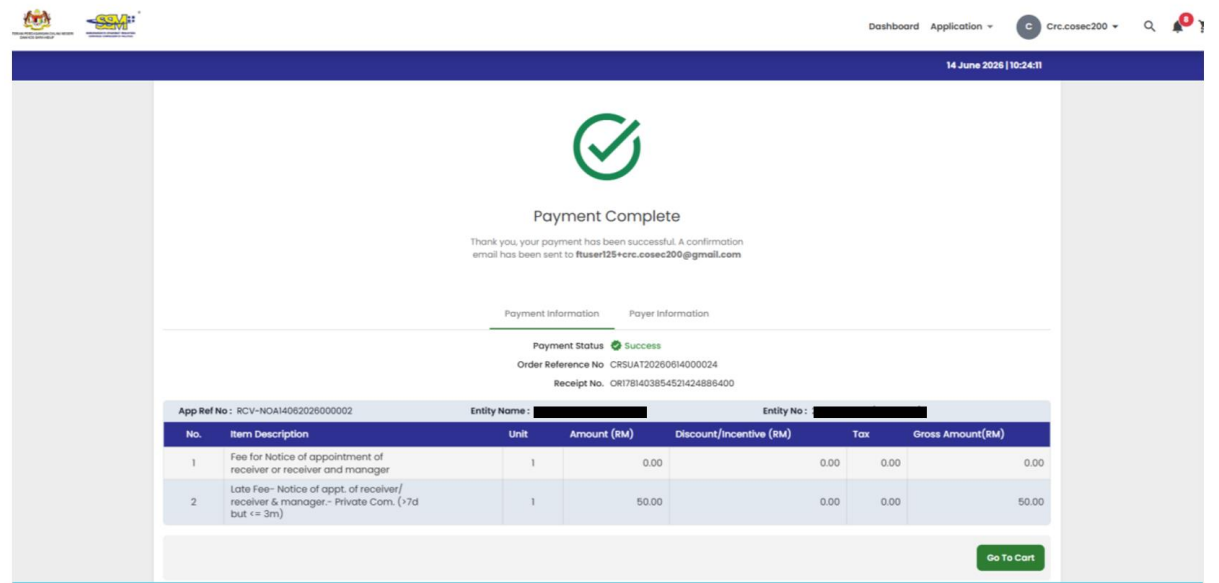
Payer Email Address * ftuser125+crc.cosec200@gmail.com Uqj 378

Postcode * 44300 City * BATANG KALI

Payer Contact No. * 3549101006 State * SELANGOR Country * MALAYSIA

[Back to Cart](#) [Pay Now](#)

6. Upon successful payment, the System will display **Payment Complete.**



Dashboard Application Crc.cosec200 14 June 2028 | 10:24:11



Payment Complete

Thank you, your payment has been successful. A confirmation email has been sent to ftuser125+crc.cosec200@gmail.com

Payment Information Payer Information

Payment Status Success

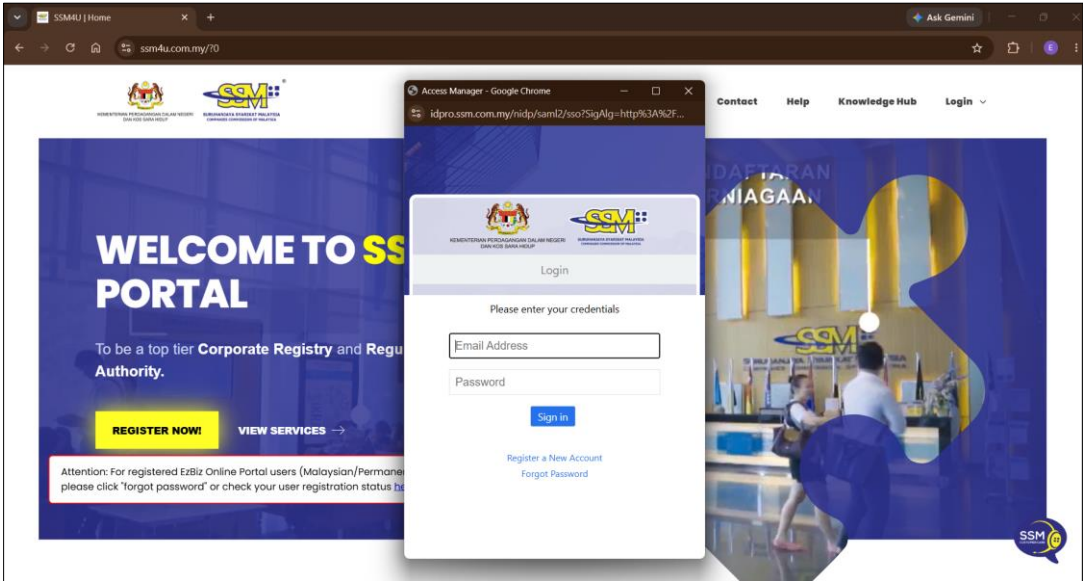
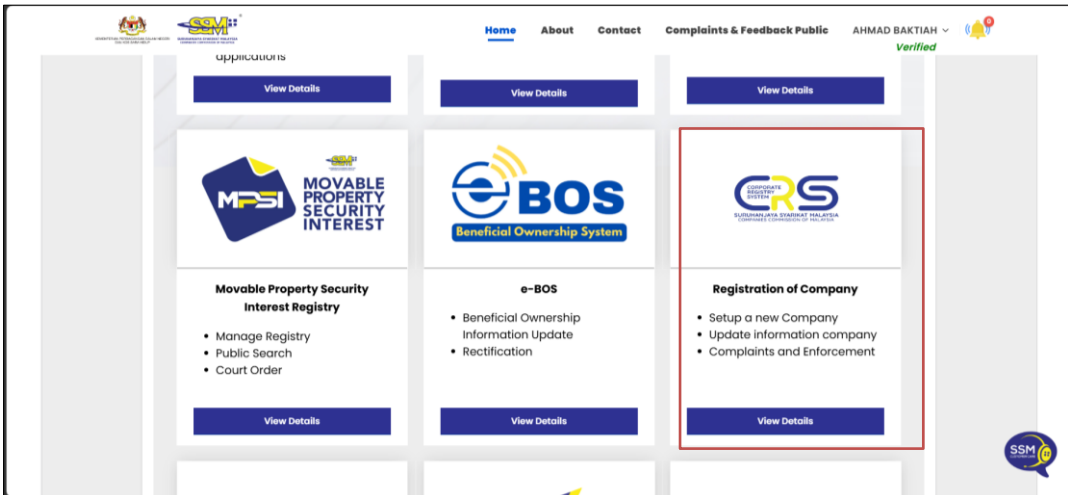
Order Reference No. CRSUAT20260614000024
Receipt No. ORI781403854521424885400

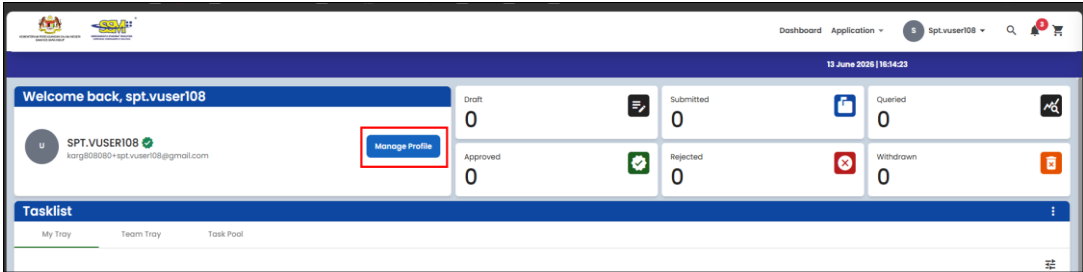
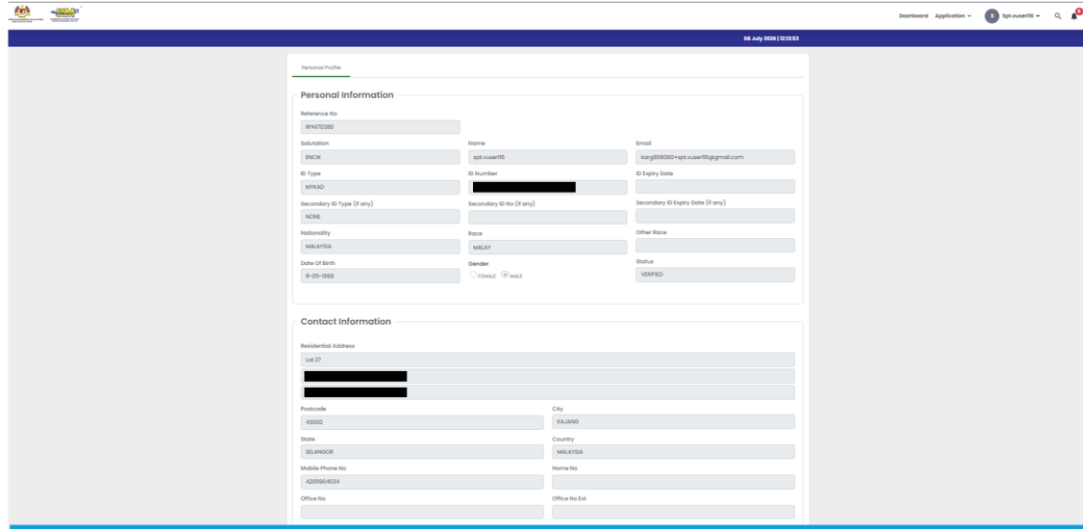
No.	Item Description	Unit	Amount (RM)	Discount/Incentive (RM)	Tax	Gross Amount (RM)
1	Fee for Notice of appointment of receiver or receiver and manager	1	0.00	0.00	0.00	0.00
2	Late Fee- Notice of appt. of receiver/ receiver & manager- Private Com. (>7d but <= 3m)	1	50.00	0.00	0.00	50.00

[Go To Cart](#)

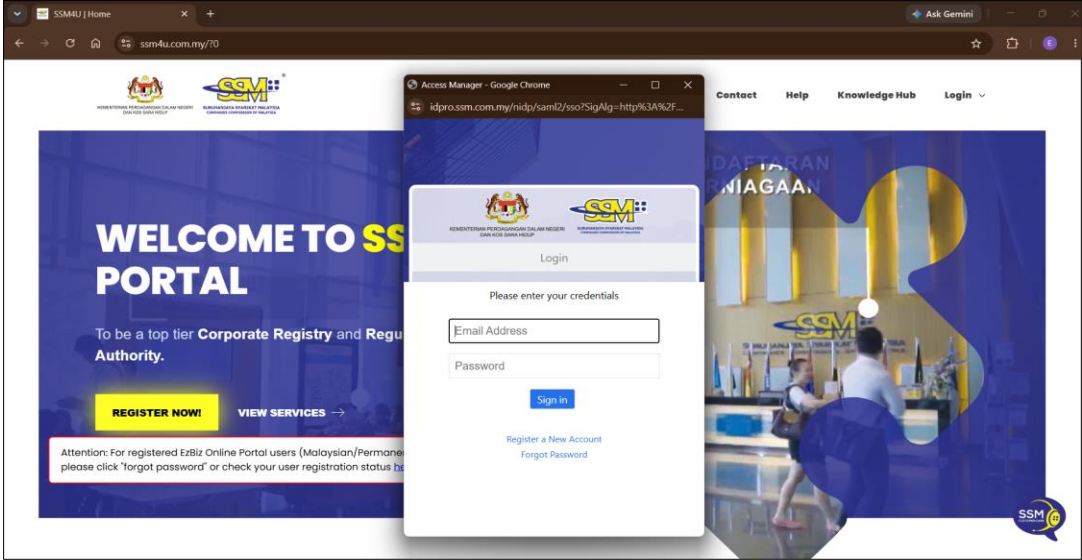
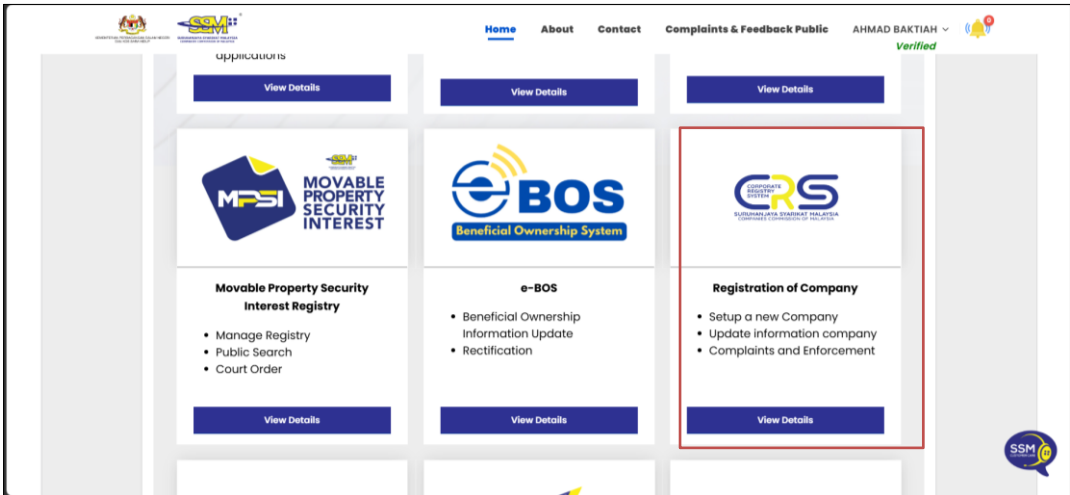
7 User Profile

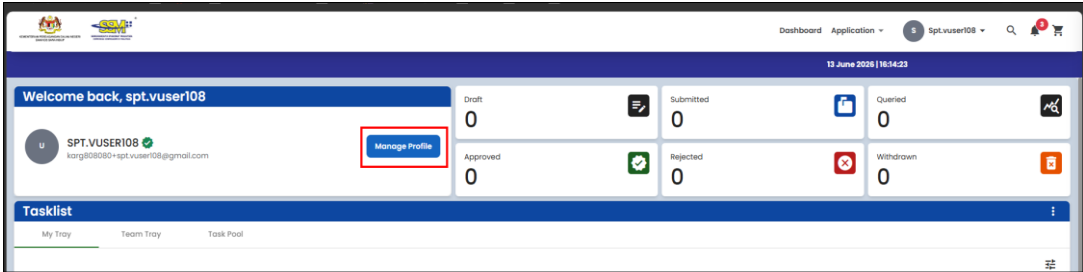
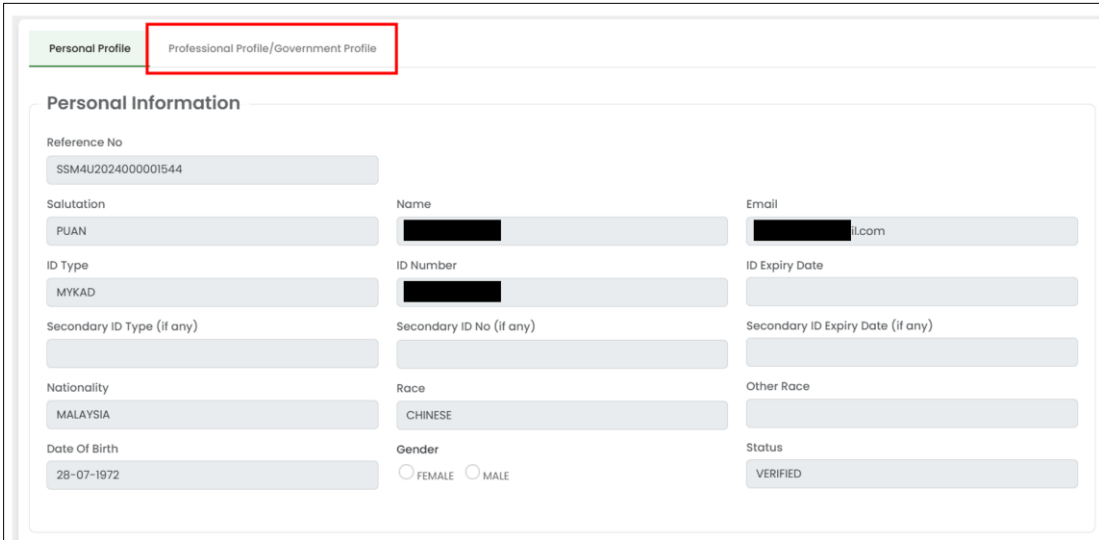
7.1 View Personal Information

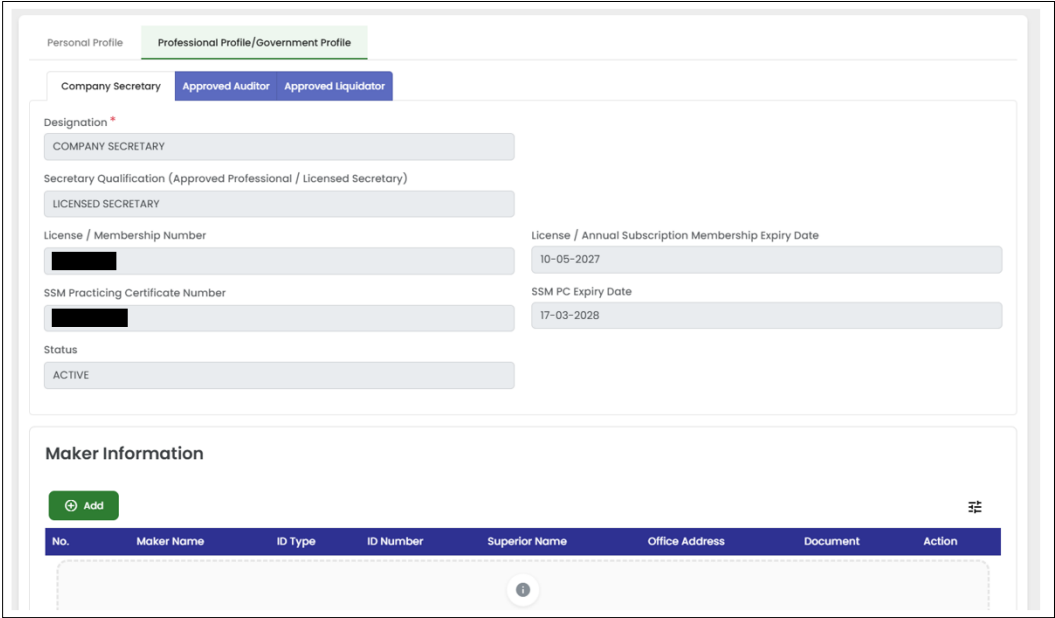
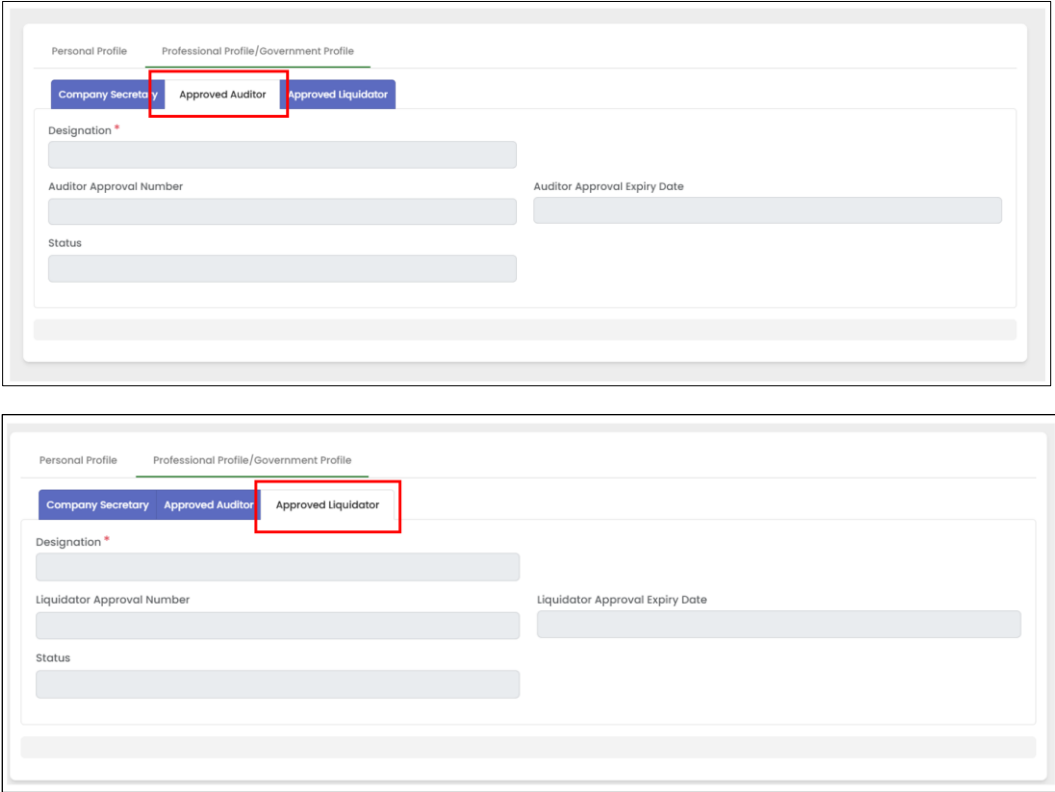
Field Num.	Description
1	Login to SSM4U using your registered email address and the password you created for your SSM4U account. 
2	Once you have successfully logged in to the SSM4U portal, click the "CRS" icon to access the CRS system. 

Field Num.	Description
3	The profile will be displayed at the welcome page. Click the Manage Profile button. 
4	Click the Personal Information tab and verify the information.  Note: External User are not allowed to update basic Profile Information in the CRS. Any changes to the information must be made in the SSM4U user profile.

7.2 View Professional Profile/ Government Profile

Field Num.	Description
1.	Login to SSM4U using your registered email address and the password you created for your SSM4U account. 
2.	Once you have successfully logged in to the SSM4U portal, click the "CRS" icon to access the CRS system. 

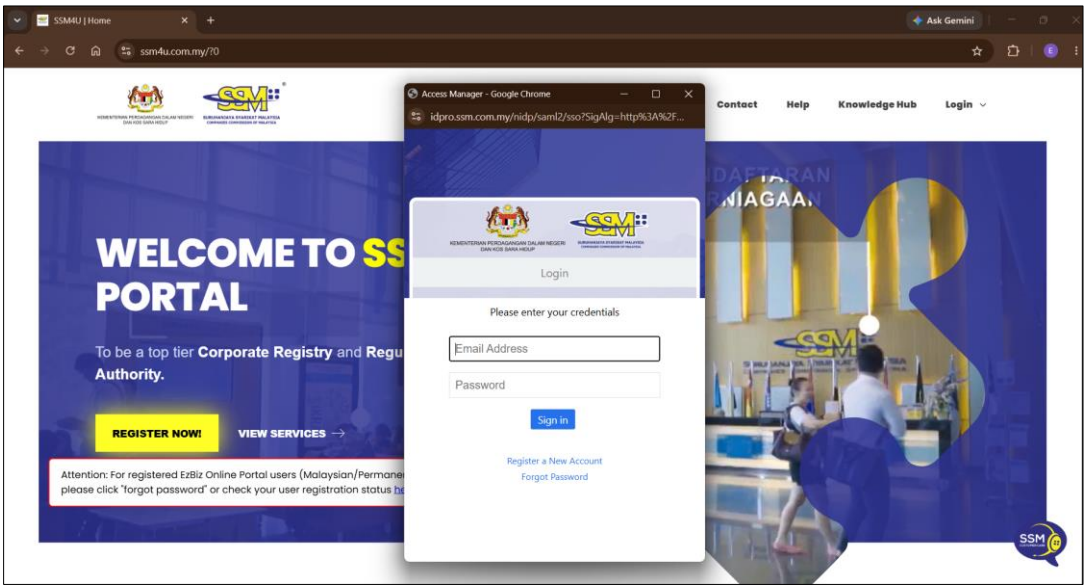
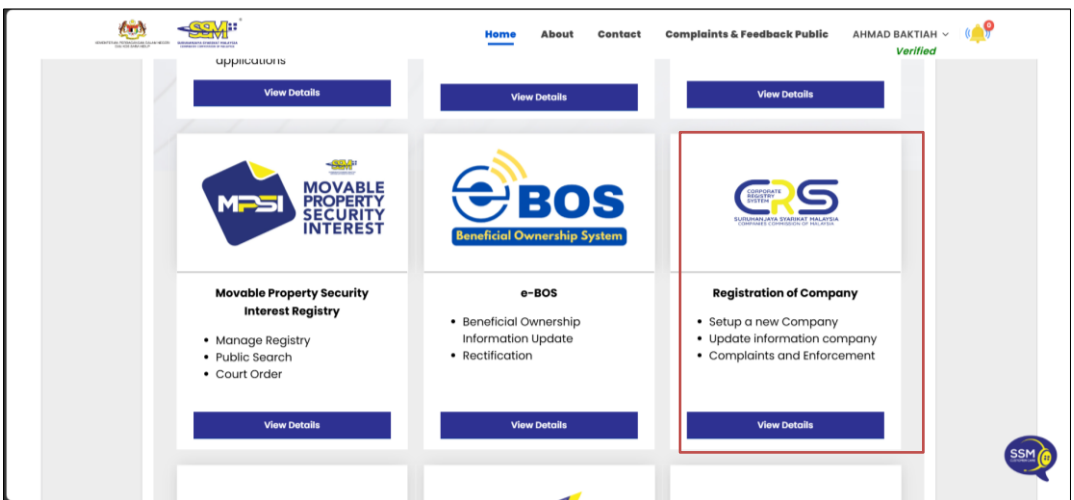
Field Num.	Description
3..	The profile will be displayed at the welcome page. Click the Manage Profile button. 
4.	Then, click on Professional Profile/Government Profile tab. 

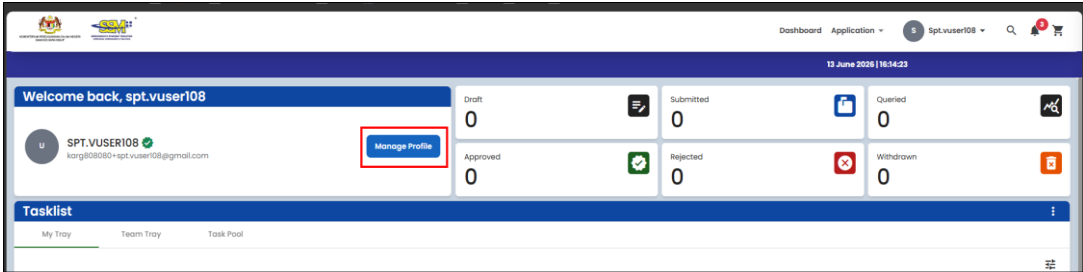
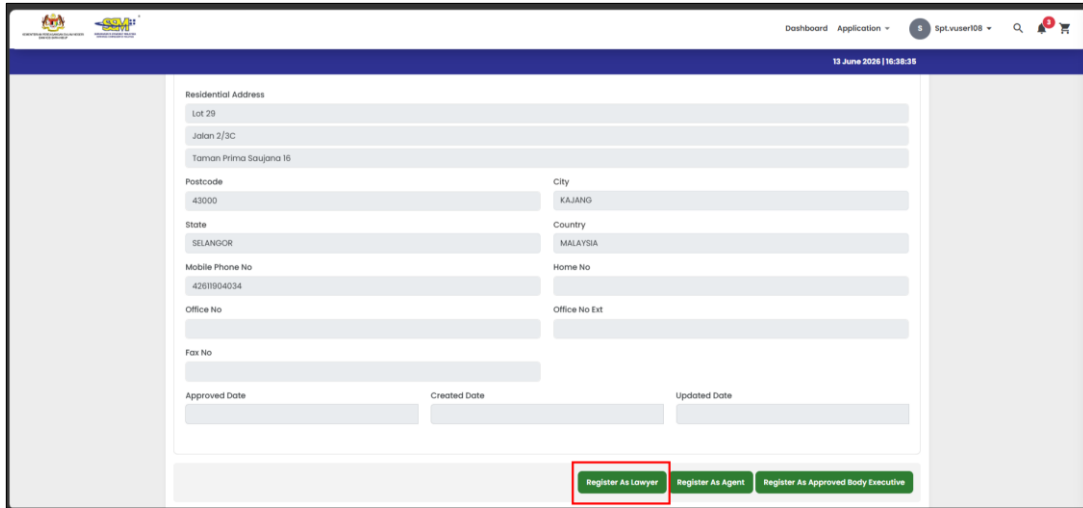
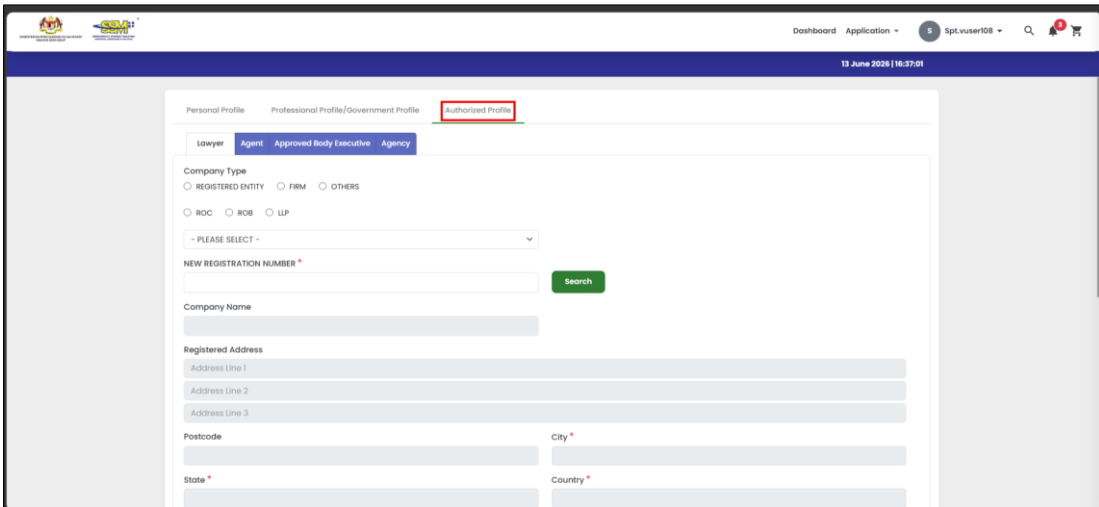
Field Num.	Description
	The Company Secretary profile will be displayed. 
5.	Users may also view the Approved Auditor and Approved Liquidator profiles by selecting the Approved Auditor and Approved Liquidator tabs. 

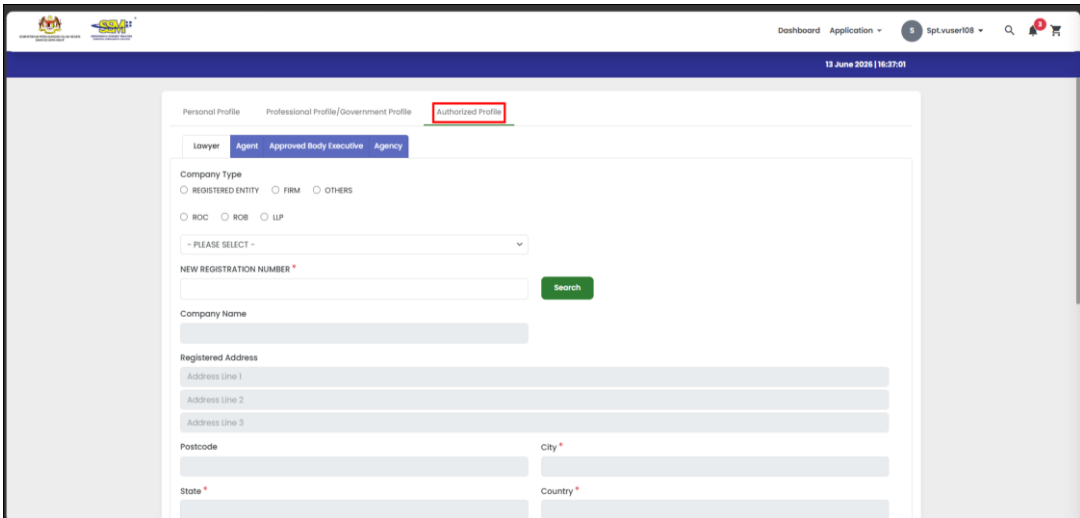
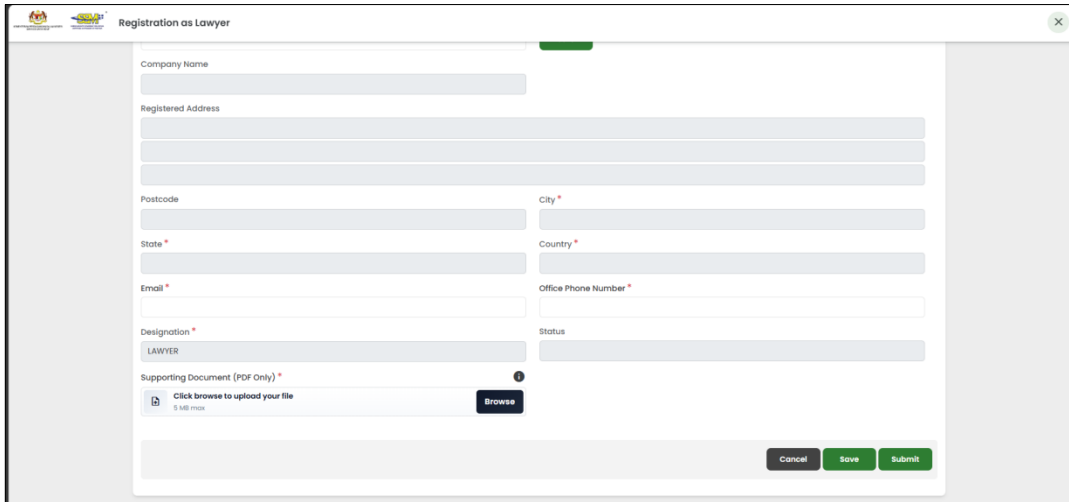
8 Registration as Authorised Lawyer

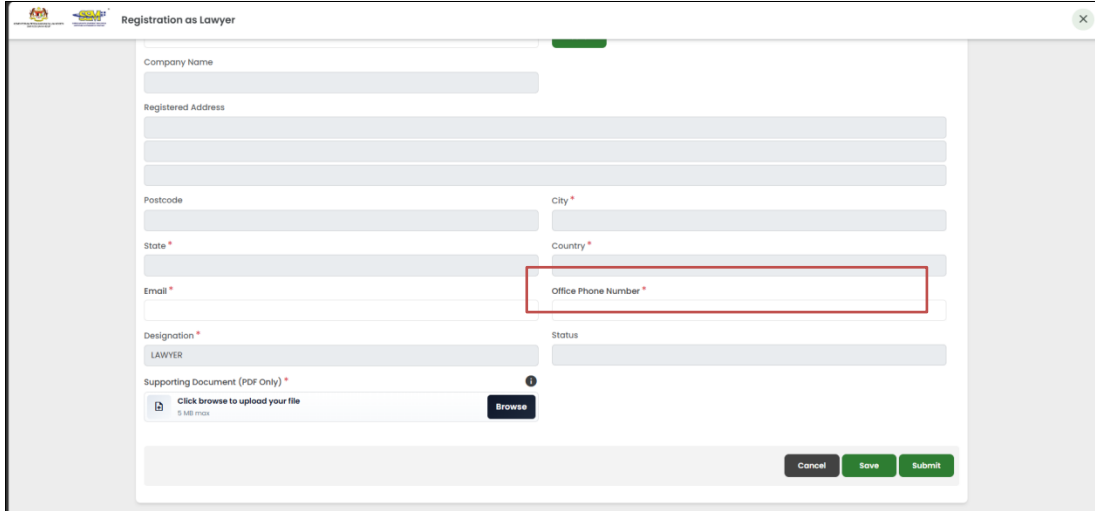
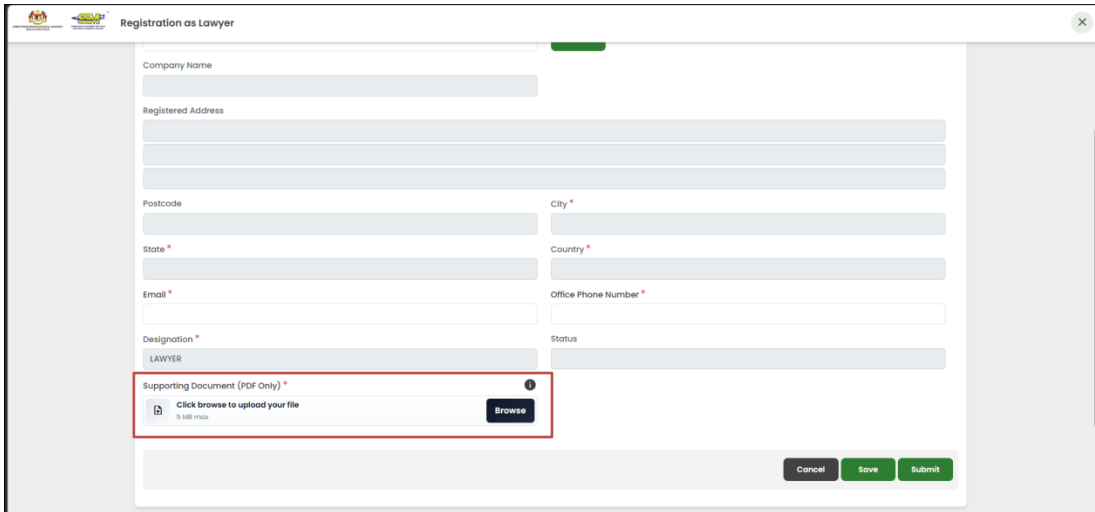
Note: It applies for **Asset Management / Corporate Administration / Charges / Appeal to Minister / Court Order**

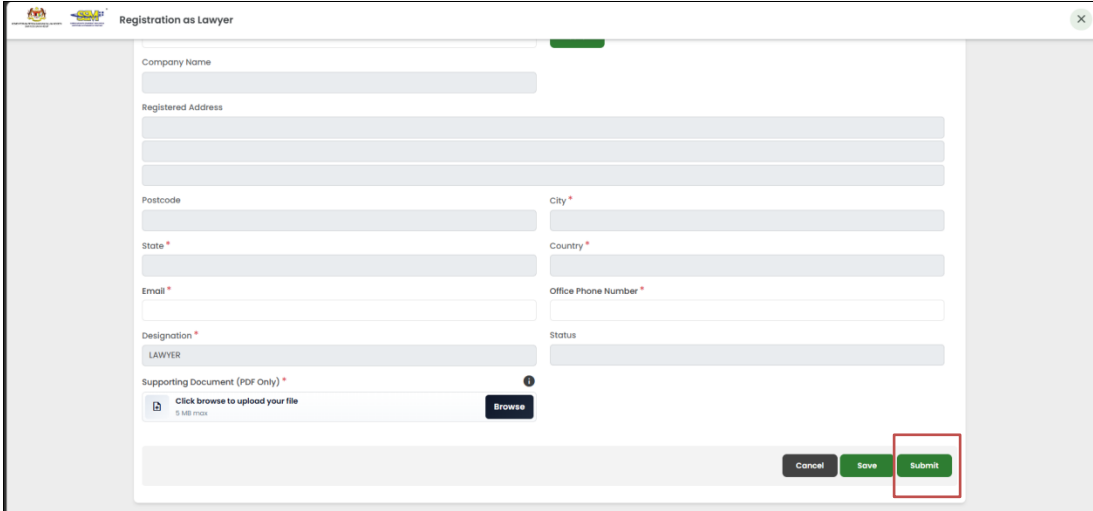
8.1 Registering as Entity

Field Num.	Description
1	Login to SSM4U using your registered email address and the password you created for your SSM4U account. 
2	Once you have successfully logged in to the SSM4U portal, click the “CRS” icon to access the CRS system. 

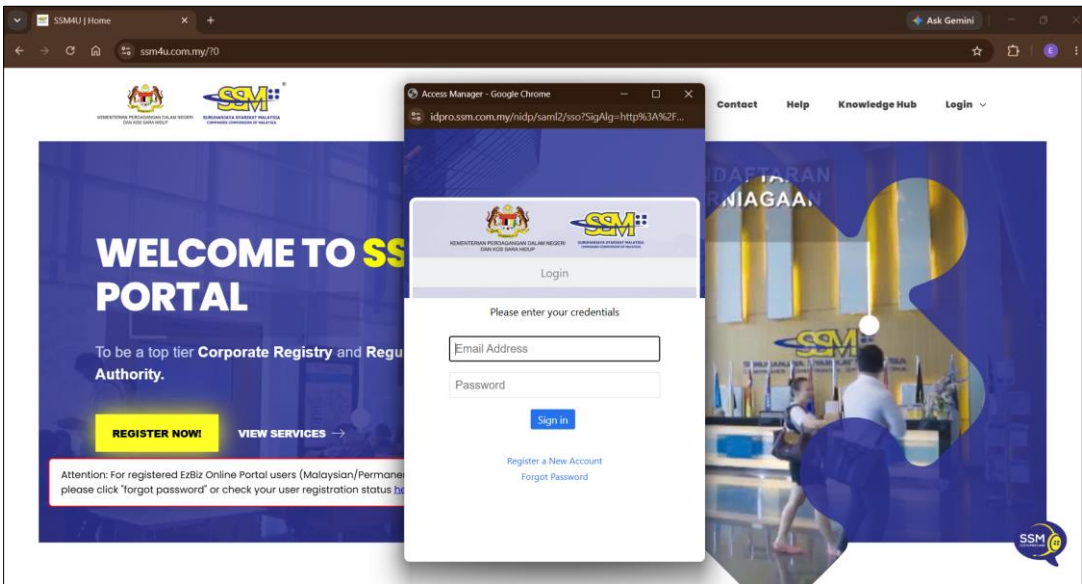
Field Num.	Description
3	The profile will be displayed at the welcome page. Click the Manage Profile button. 
3	Click the Register As Lawyer button.  Then, you can view the Authorised Profile tab. Select Registered Entity and ROC radio button. 

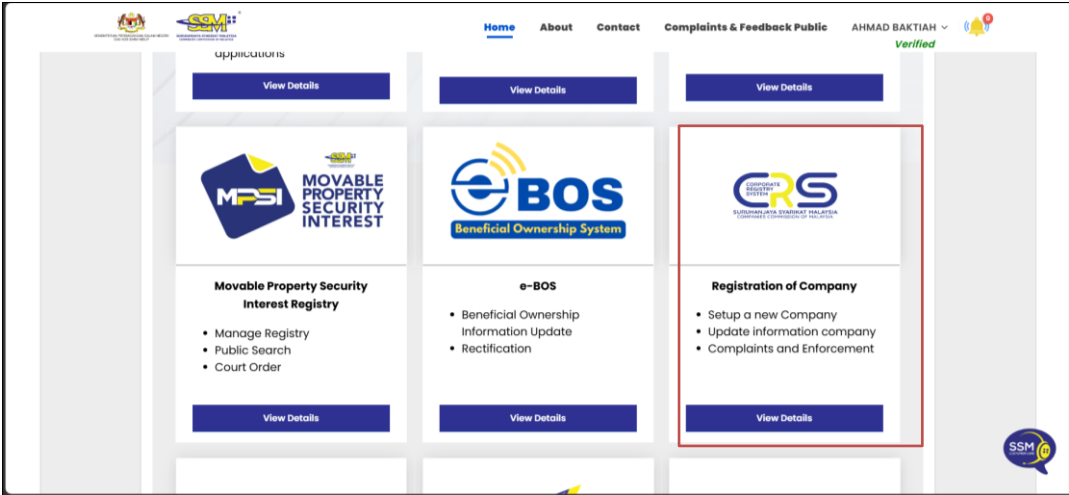
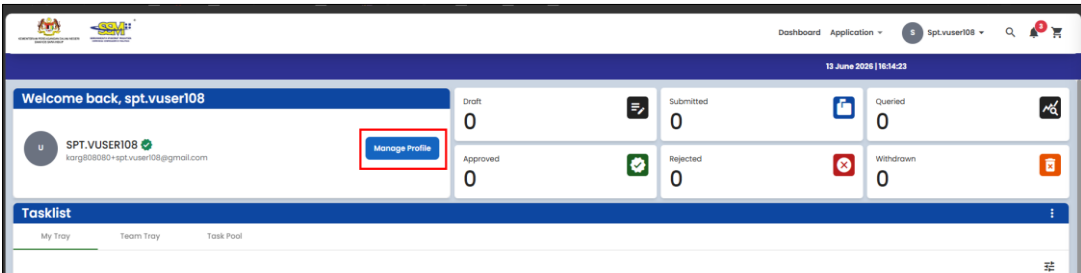
Field Num.	Description
4	Select the New Registration No. * from dropdown menu and click Search button. The company information will be automatically populated.  Note: If Selected Company type is Registered Entity and ROC, Dropdown values: • Old Registration No. (e.g: 123456-X) • New Registration No. (e.g:20261224557) If Selected Company type is Registered Entity and ROB, Dropdown values: • Business Registration No. If Selected Company type is Registered Entity and LLP, Dropdown values: • LLP Registration No.
5	Enter Email Address*: <i><Any Email with valid format></i> 

Field Num.	Description
6	Enter Office Phone No. *: <Any digit> 
7	Browse and upload Supporting Document (PDF Only) *  Note: For Supporting Document, user needs to attach Certificate Of Incorporation or Registration and Confirmation Letter As Representative from the Firm.

Field Num.	Description
8	Click the Submit button. 
9	Pending Approval from SSM Officer to validate the application.

8.2 Registering as Firm

Field Num.	Description
1	Login to SSM4U using your registered email address and the password you created for your SSM4U account. 

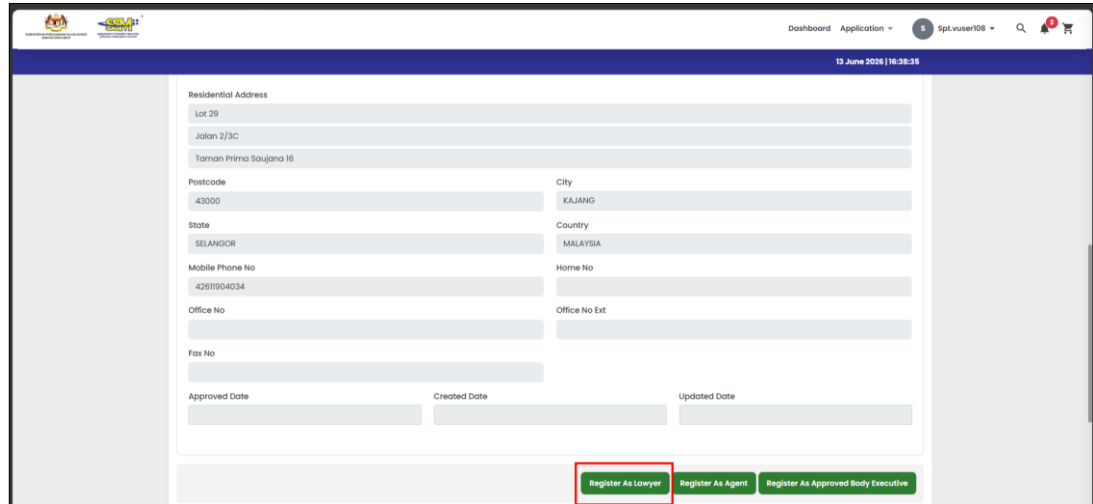
Field Num.	Description
	Once you have successfully logged in to the SSM4U portal, click the "CRS" icon to access the CRS system. 
2	The profile will be displayed at the welcome page. Click the Manage Profile button. 

**Field
Num.**

Description

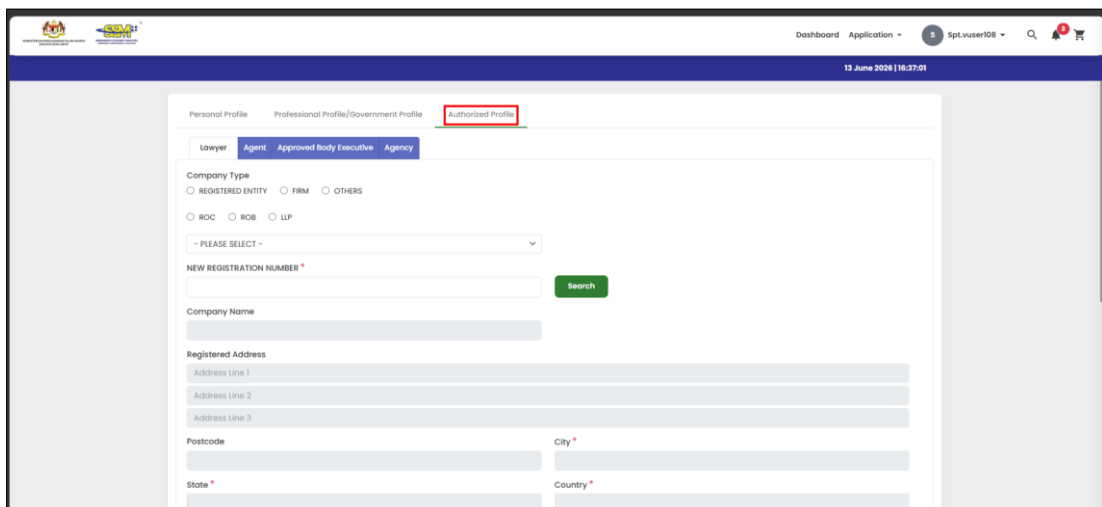
3

Click the **Register As Lawyer** button.

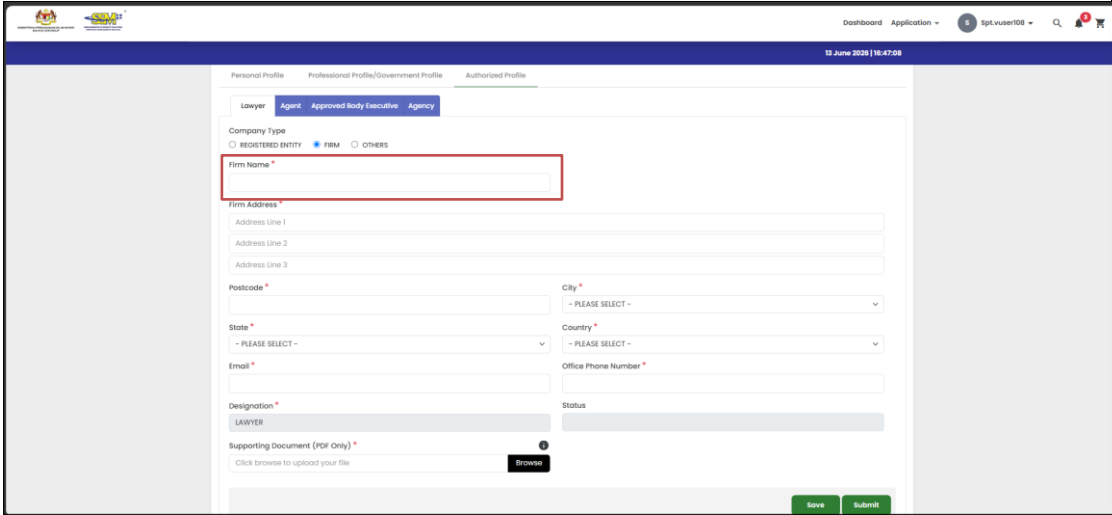
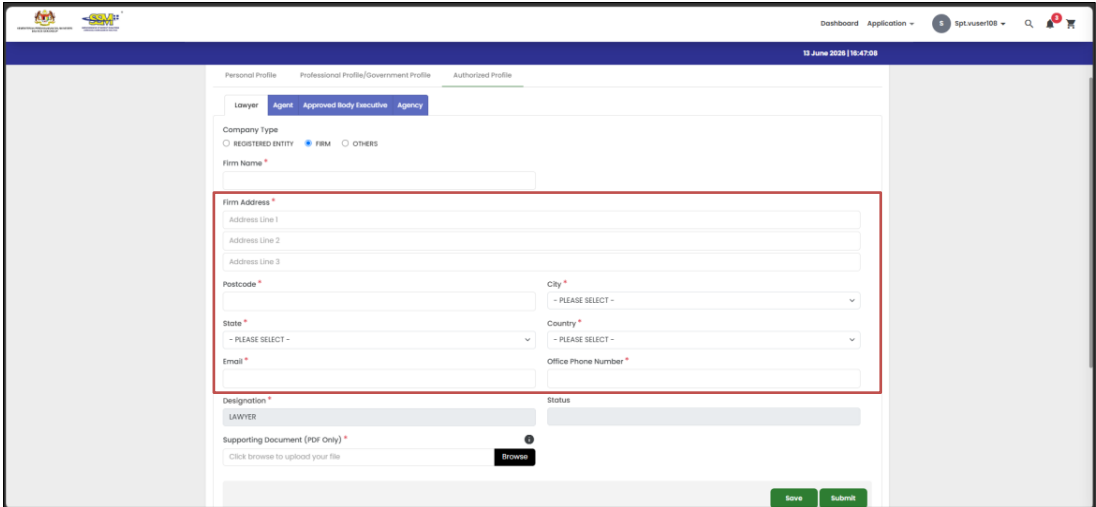


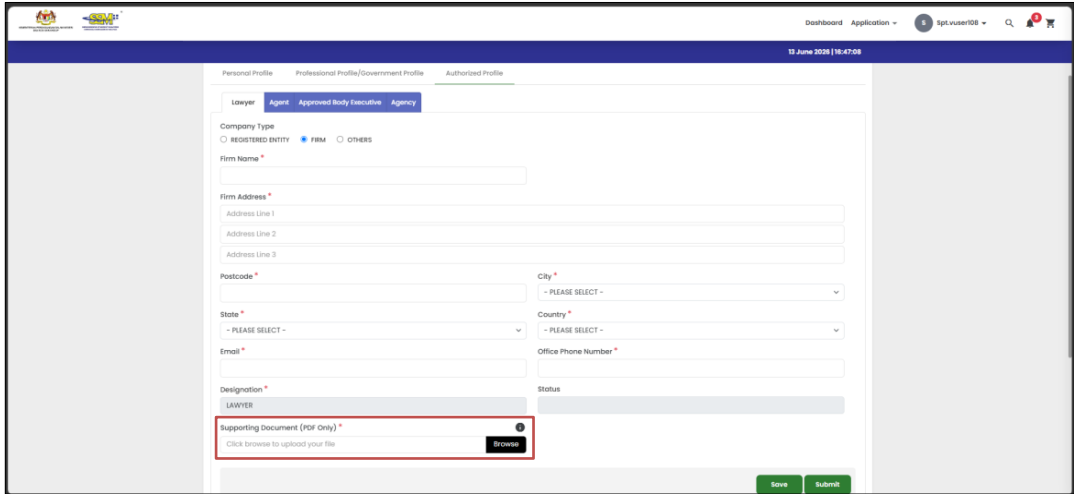
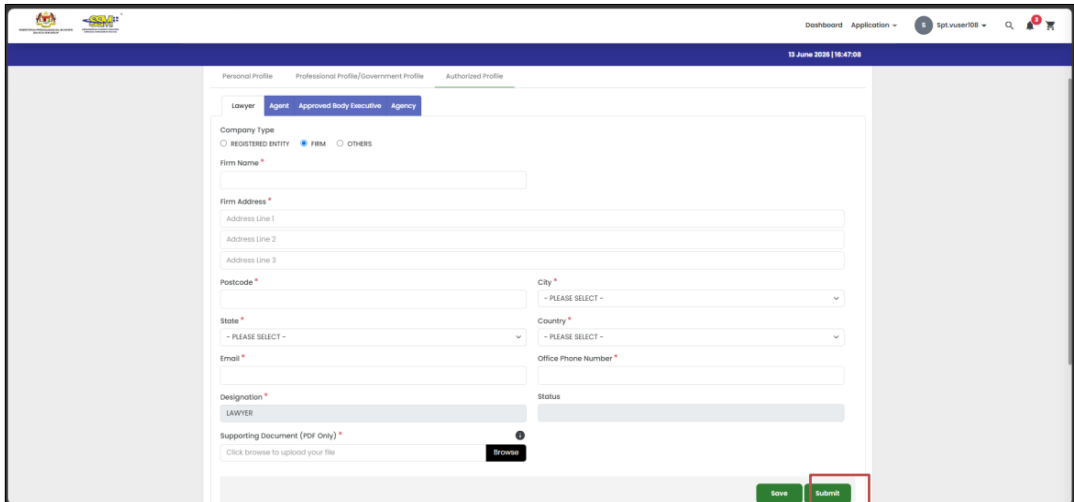
The screenshot shows the SSM portal registration form. At the bottom, there are three buttons: "Register As Lawyer", "Register As Agent", and "Register As Approved Body Executive". The "Register As Lawyer" button is highlighted with a red box.

Then, you can view the **Authorised Profile** tab. Select **Firm** radio button.

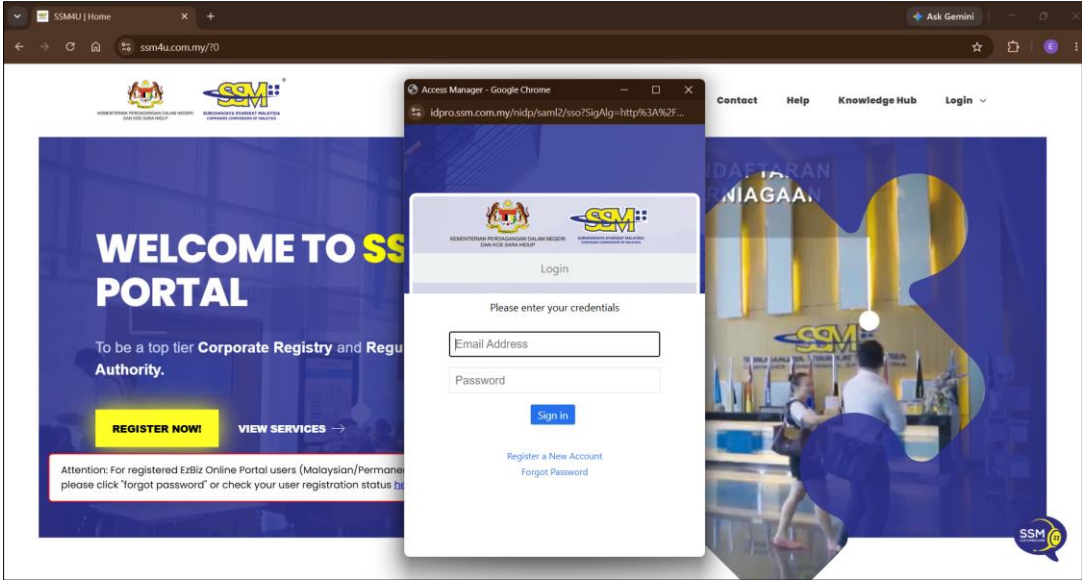
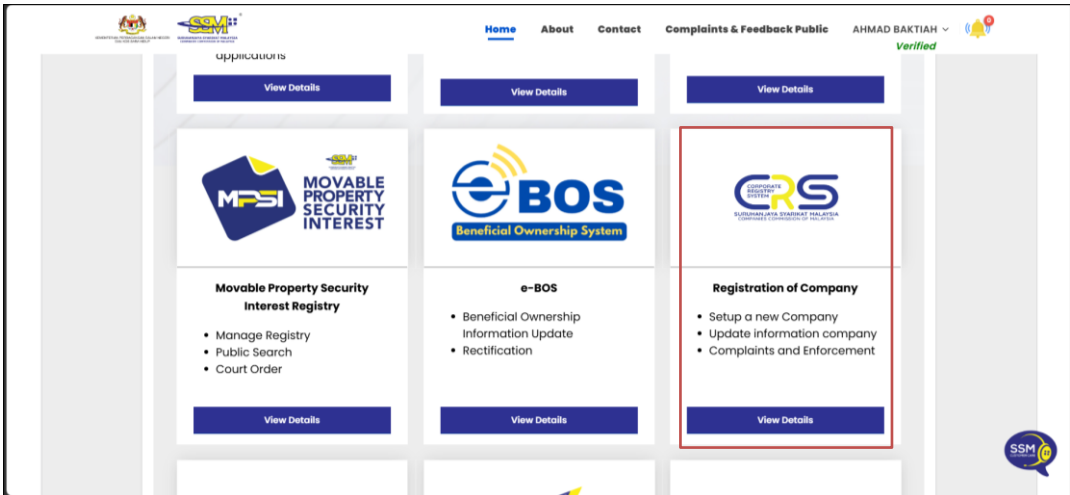


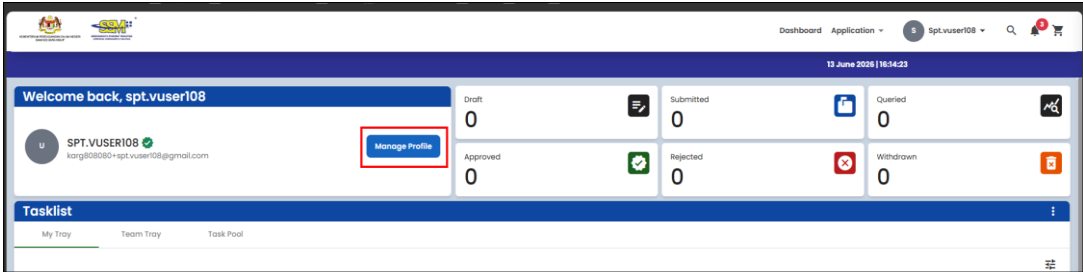
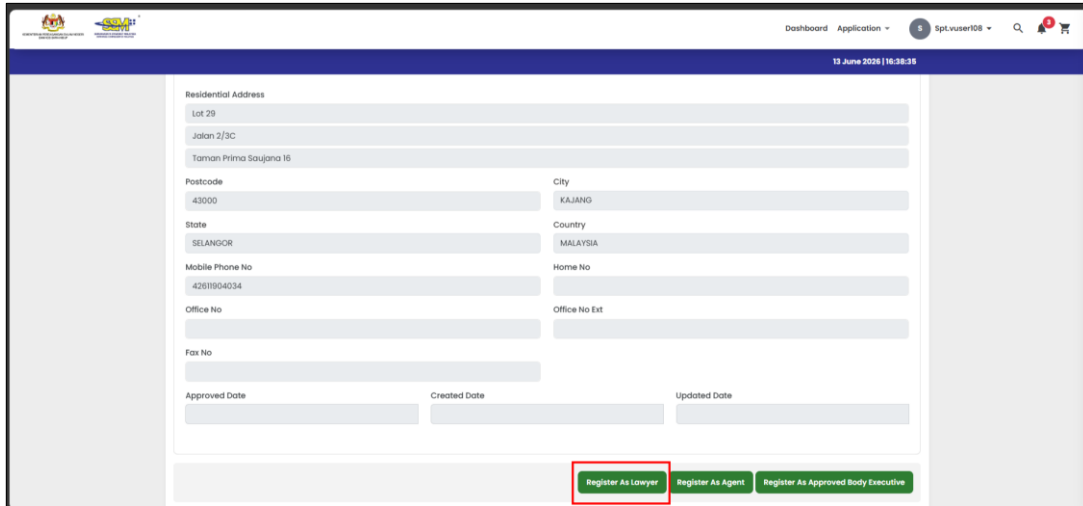
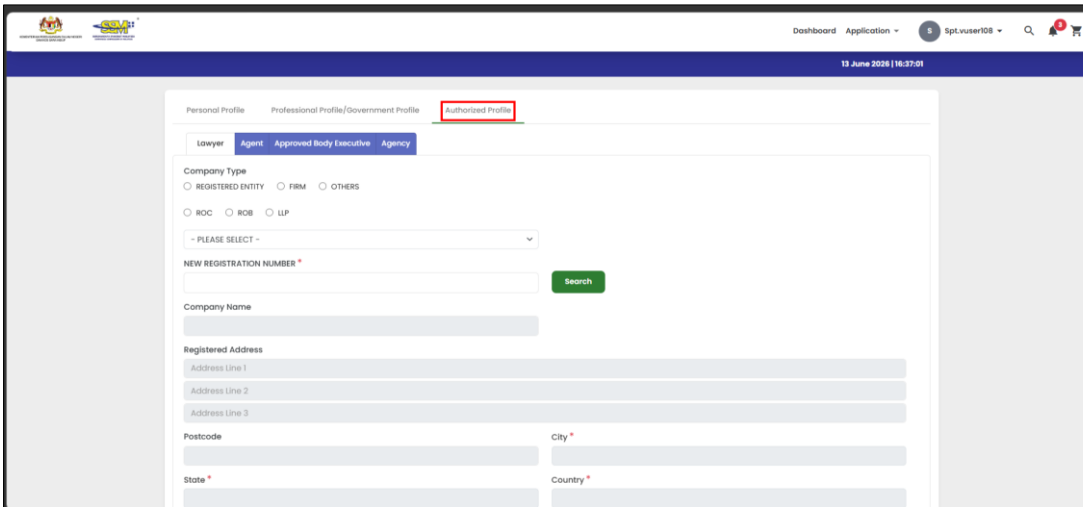
The screenshot shows the "Authorized Profile" tab in the SSM portal. The "Firm" radio button is selected under the "Company Type" section. The "Authorized Profile" tab is highlighted with a red box.

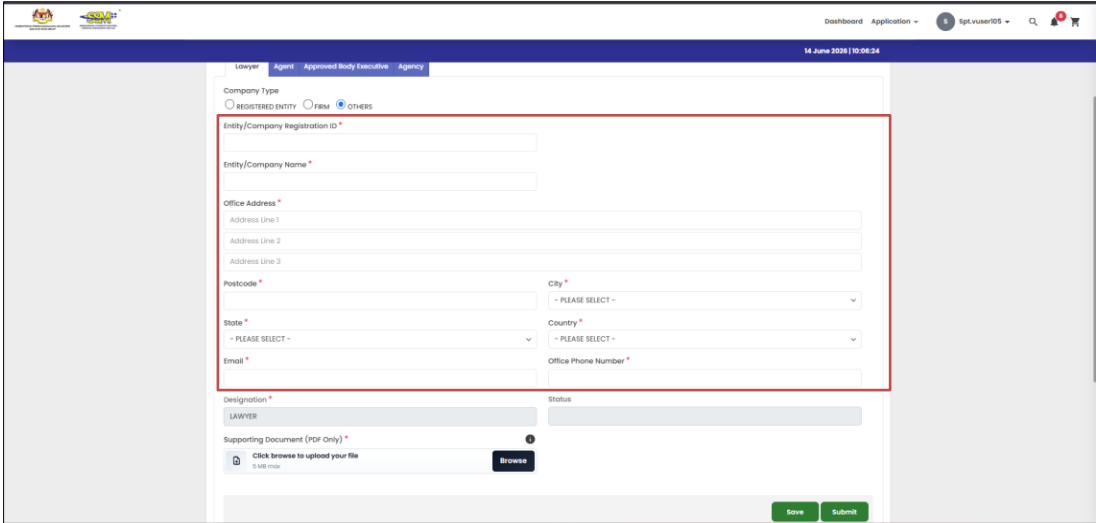
Field Num.	Description
4	Enter Firm Name: <i><Key word search. Min 3 character to search></i> 
5	Enter the following information: Firm Address line 1*: <i><Any text></i> Firm Address line 2*: <i><Any text></i> Firm Address line 3*: <i><Any text></i> Postcode*: <i><Any 5 numbers></i> City*: <i><Select city></i> State*: <i><Select State></i> Country*: <i><Select country. Default: Malaysia></i> Email Address*: <i><Any Email with valid format></i> Office Phone No. *: <i><Any number></i> Designation*: <i><Set as Lawyer & Read - only></i> 

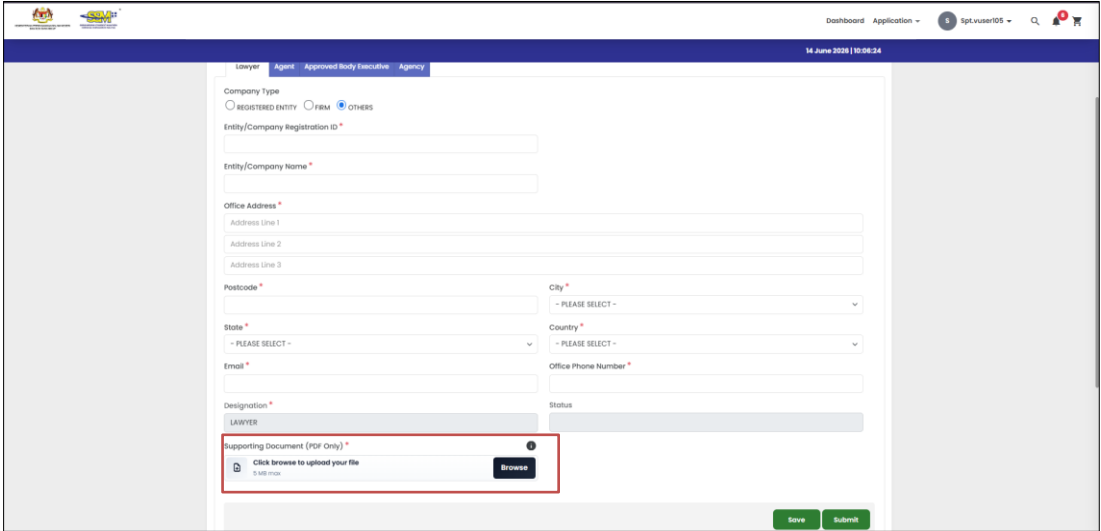
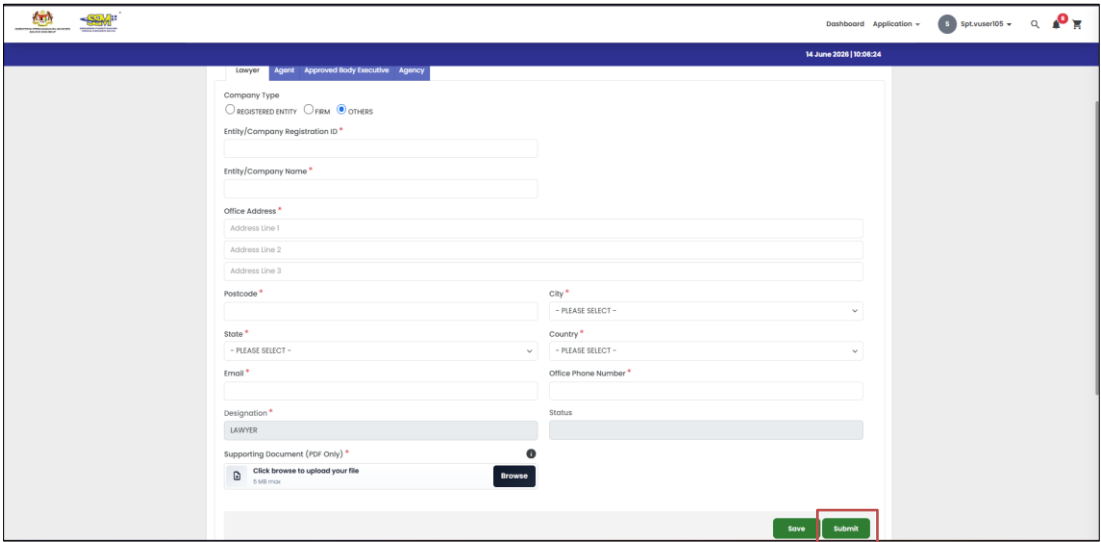
Field Num.	Description
6	Browse and upload Supporting Document (PDF Only) *  Note: For Supporting Document, user needs to attach Certificate Of Incorporation or Registration and Confirmation Letter As Representative from the Firm.
7	Click the Submit button. 
8	Pending Approval from SSM Officer to validate the application.

8.3 Registering as Individual Lawyer

Field Num.	Description
1	Login to SSM4U using your registered email address and the password you created for your SSM4U account. 
2	Once you have successfully logged in to the SSM4U portal, click the "CRS" icon to access the CRS system. 

Field Num.	Description
3	The profile will be displayed at the welcome page. Click the Manage Profile button. 
4	Click the Register As Lawyer button.  Then, you can view the Authorised Profile tab. Select Others radio button. 

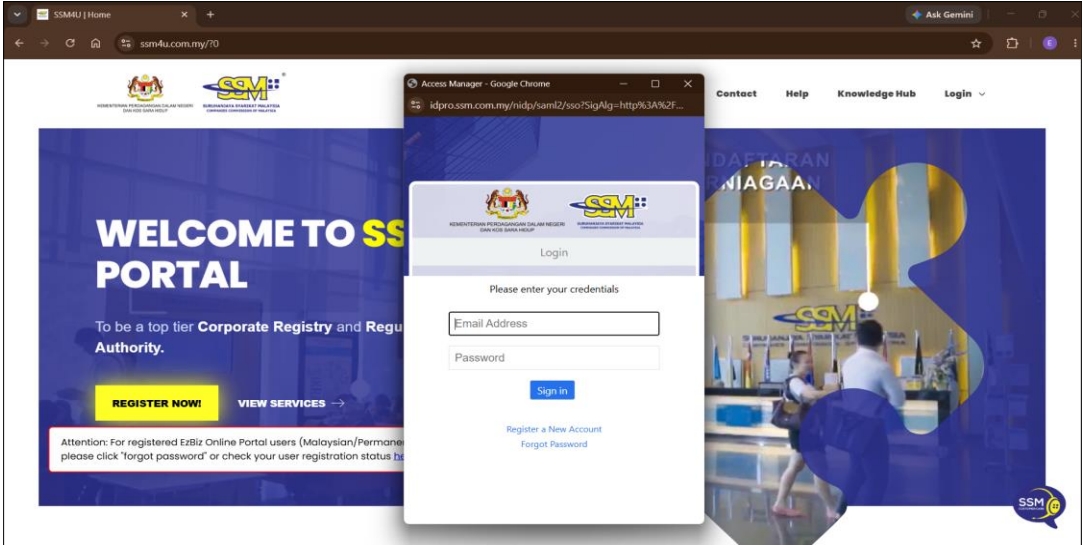
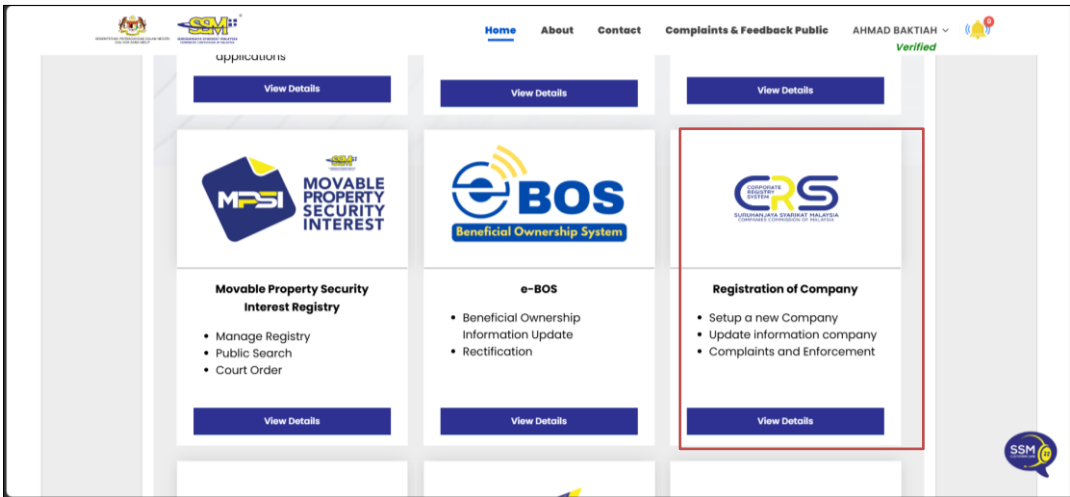
Field Num.	Description
5	Enter the required details: Entity/Company Registration ID: <i><any text></i> Entity/Company Name: <i><any text></i> Office Address line 1*: <i><Any text></i> Office Address line 2: <i><Any text></i> Office Address line 3: <i><Any text></i> Postcode*: <i><Any 5 numbers></i> City*: <i><Select city></i> State*: <i><Select state></i> Country*: <i><Select country, Default: Malaysia></i> Email Address*: <i><Any email with valid format></i> Office Phone No. *: <i><Any number></i> Designation*: <i><Set as Lawyer & Read - only></i> 

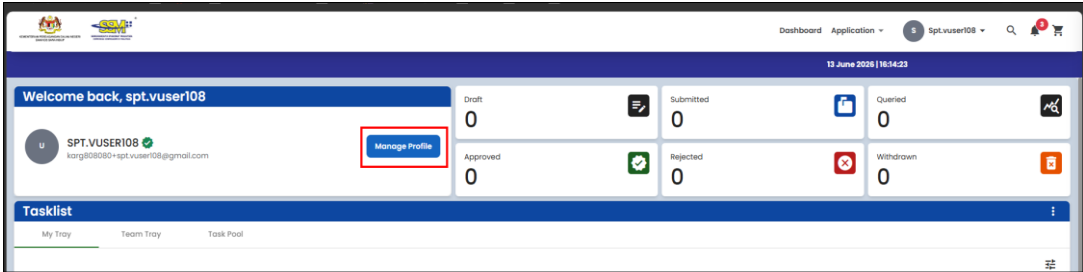
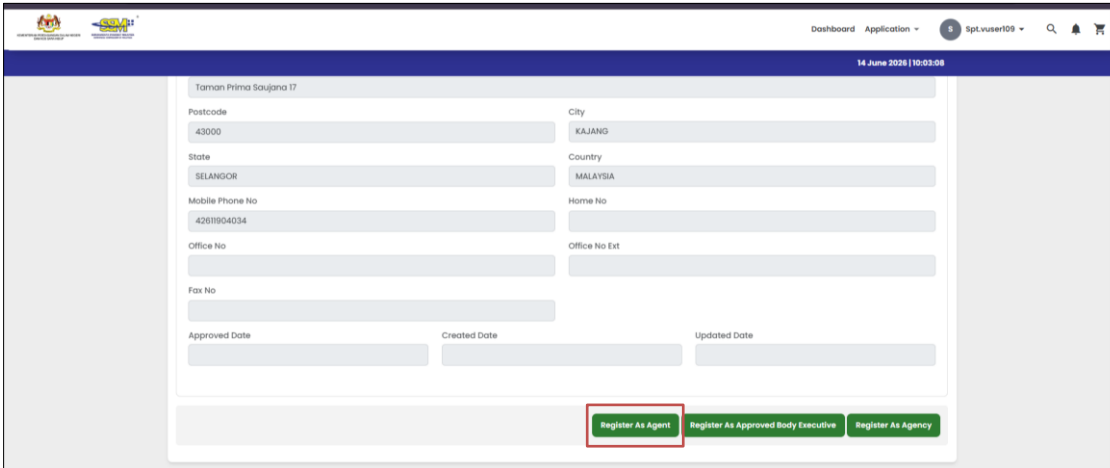
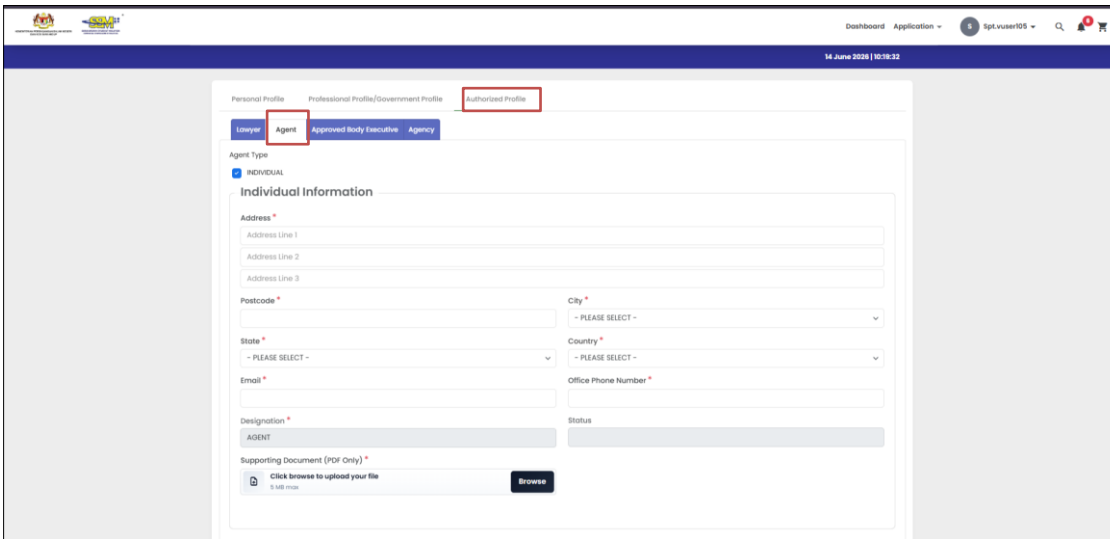
Field Num.	Description
6	Browse and upload Supporting Document.  Note: For Supporting Document, user needs to attach Certificate Of Incorporation or Registration and Membership Certificate Of Bar Council.
7	Click the Submit button. 
8	Pending Approval from SSM Officer to validate the application.

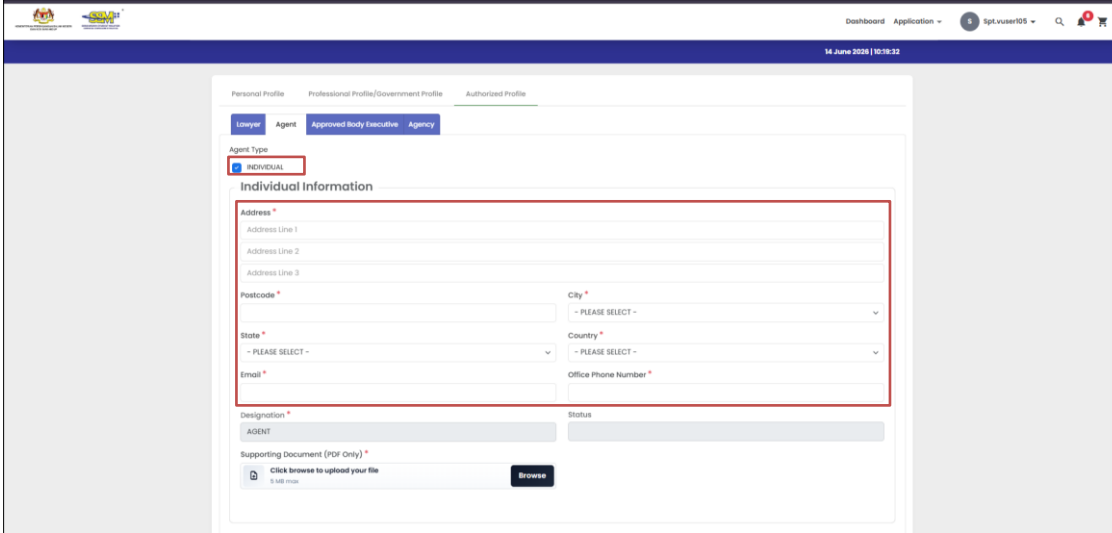
9 Registration As Authorised Agent

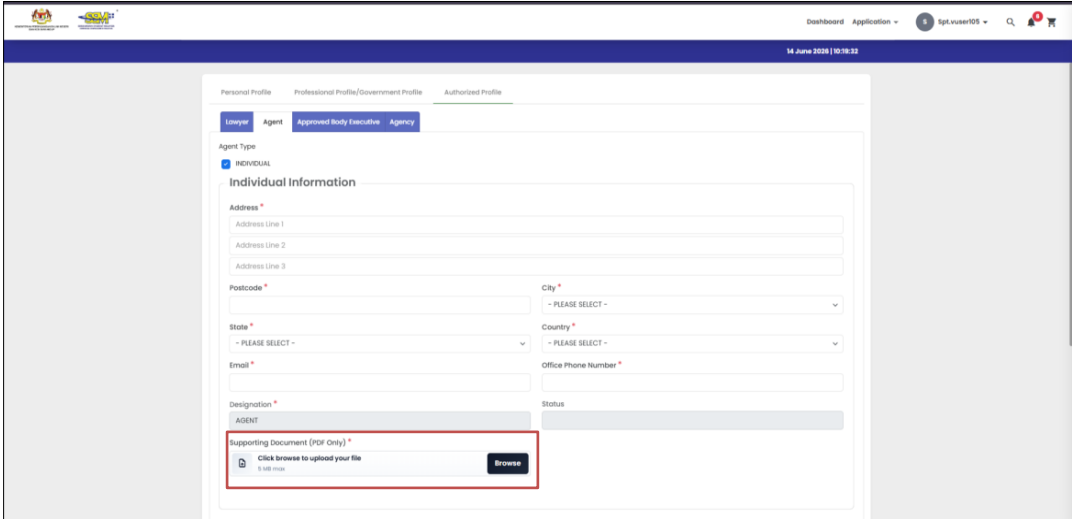
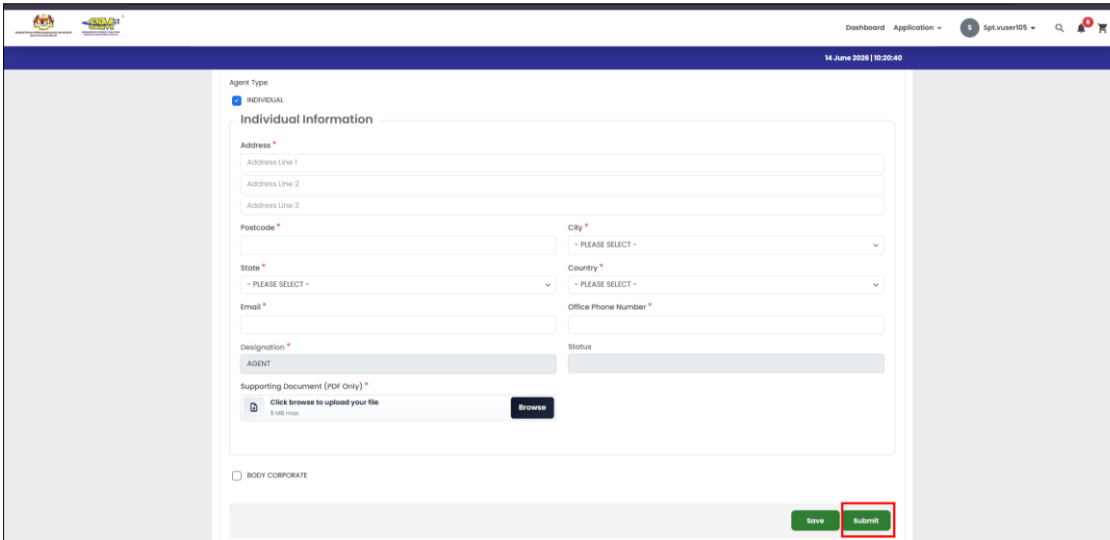
Note: It applies for *Company Information Update/Court Order*

9.1 Registering as Individual Agent

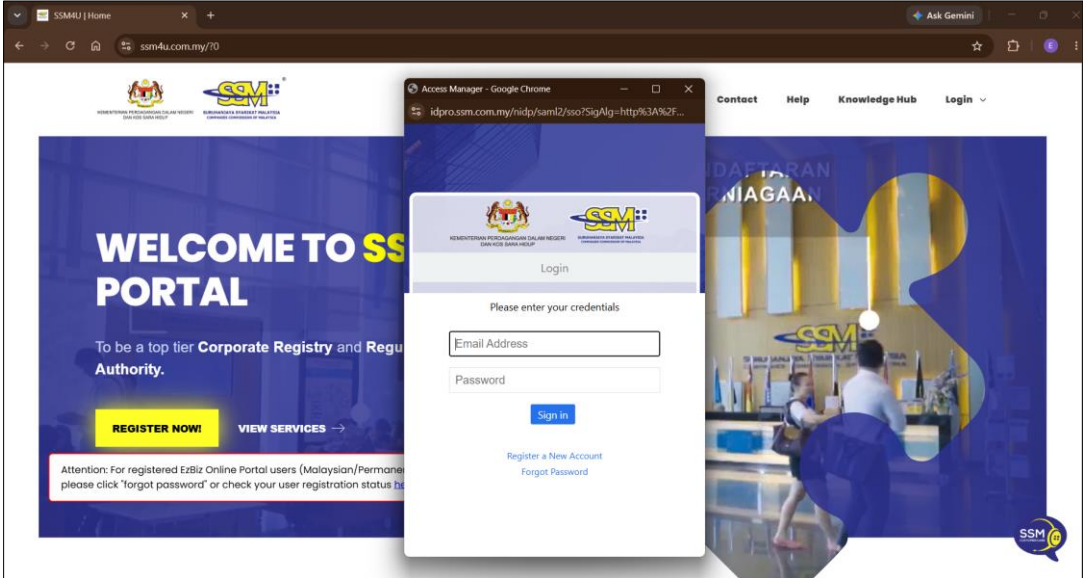
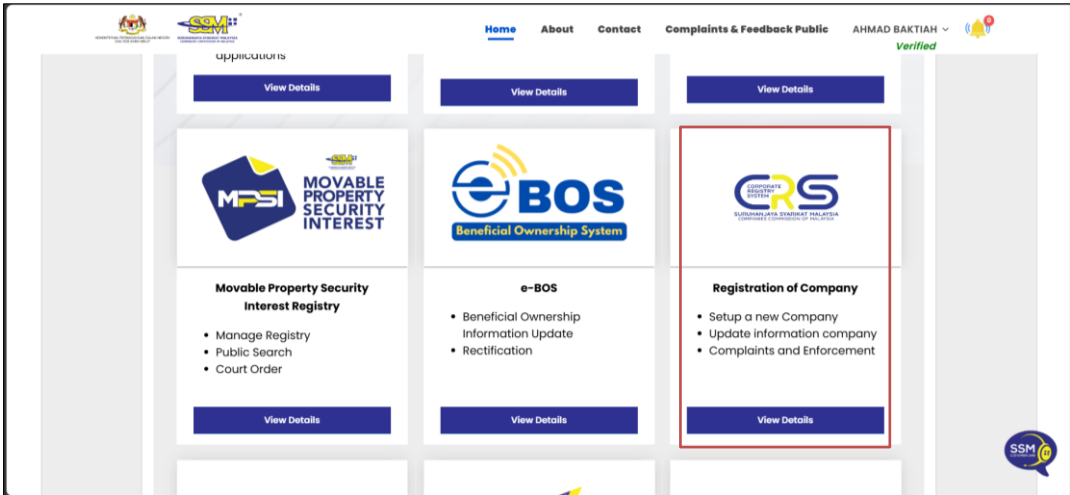
Field Num.	Description
1	Login to SSM4U using your registered email address and the password you created for your SSM4U account. 
2	Once you have successfully logged in to the SSM4U portal, click the "CRS" icon to access the CRS system. 

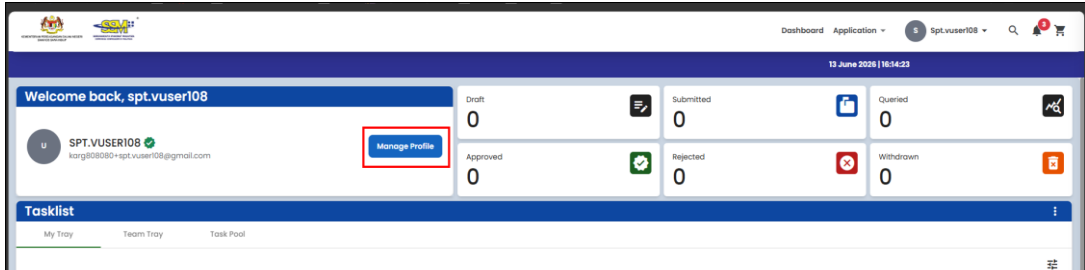
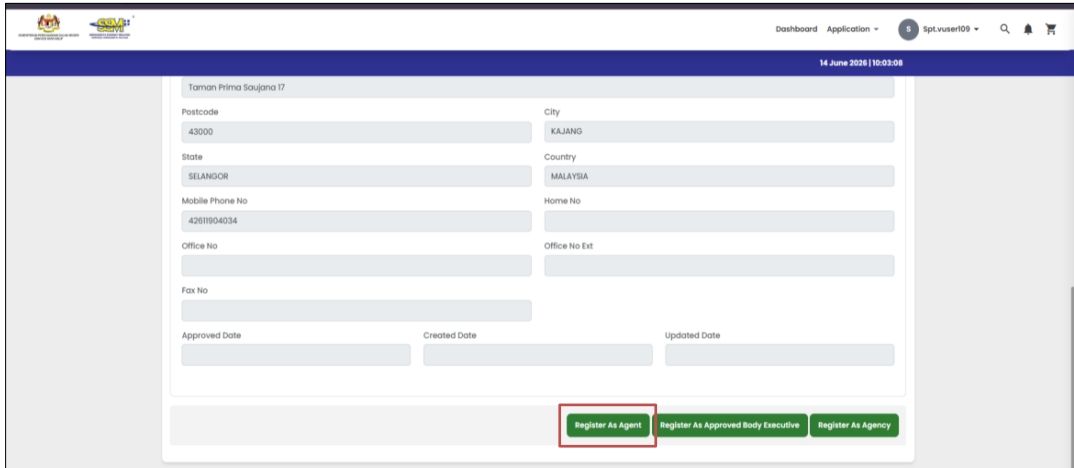
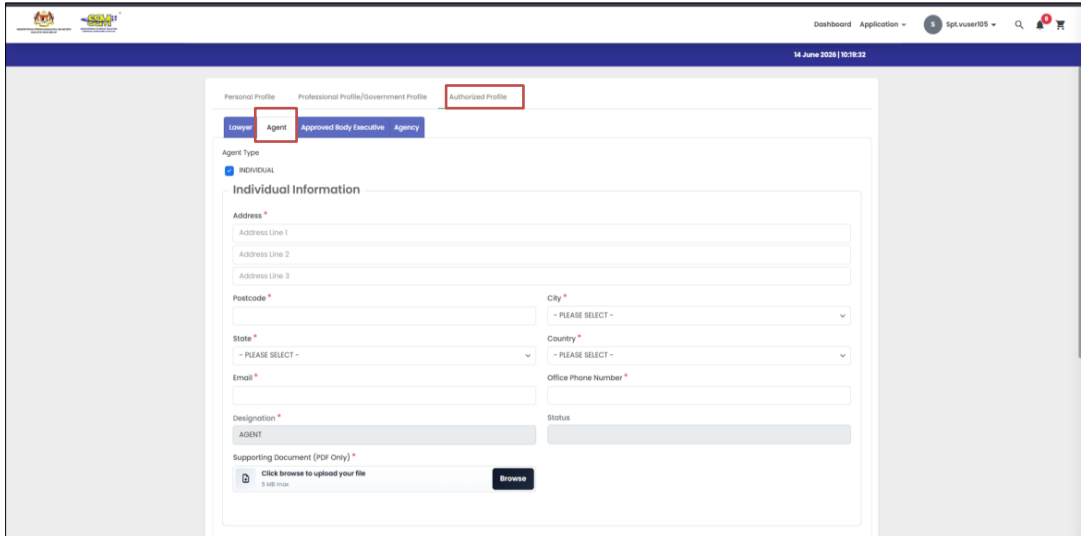
Field Num.	Description
3	The profile will be displayed at the welcome page. Click the Manage Profile button. 
4	Click the Register As Agent button.  Can view the Authorised Profile. Select Agent tab. 

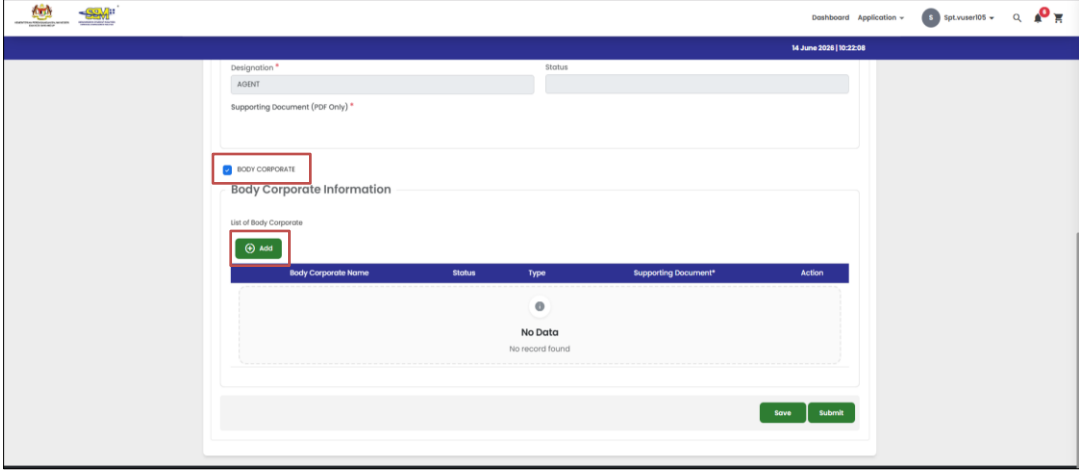
Field Num.	Description
5	Tick on Individual checkbox and enter the required details: Address line 1*: <Any text> Address line 2: <Any text> Address line 3: <Any text> Postcode*: <Any 5 numbers> City*: <Select city> State*: <Select state> Country*: <Select country, Default: Malaysia> Email Address*: <Any email with valid format> Office Phone No. *: <Any number> Designation*: <Set as Agent & Read - only>
	

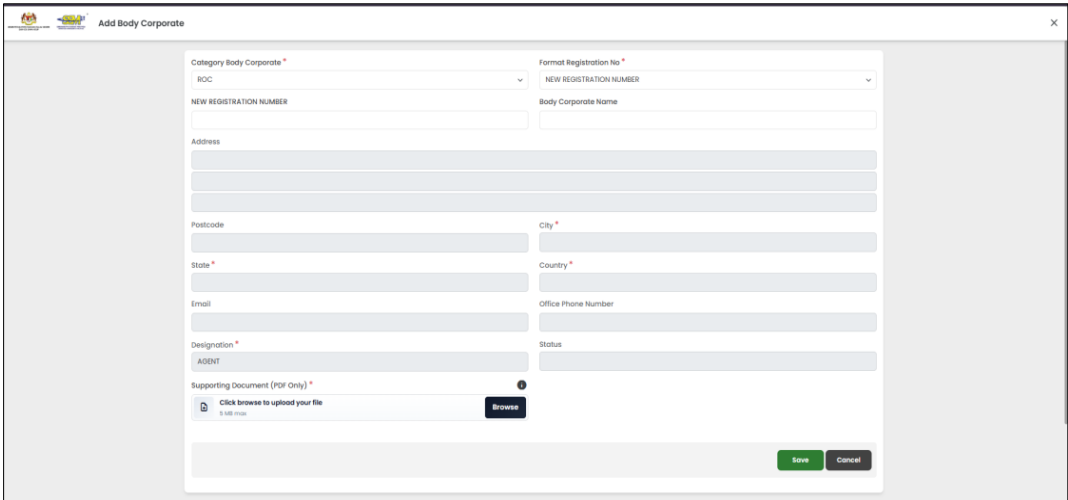
Field Num.	Description
6	Browse and upload Supporting Document.  <i>Note: For Supporting Document, user needs to attach Appointment letter as agent from the company.</i>
7	Click the Submit button. 
8	Pending Approval from SSM Officer to validate the application.

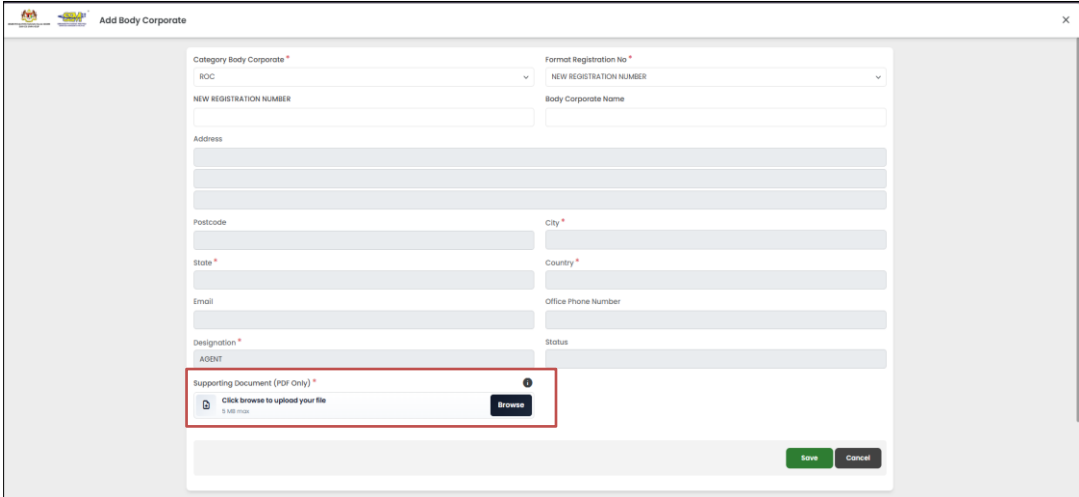
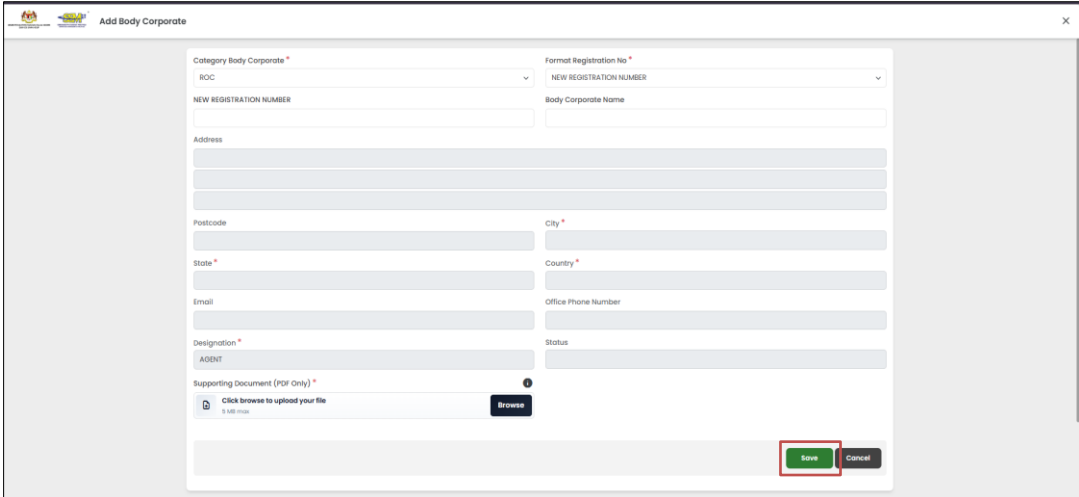
9.2 Registering as Body Corporate

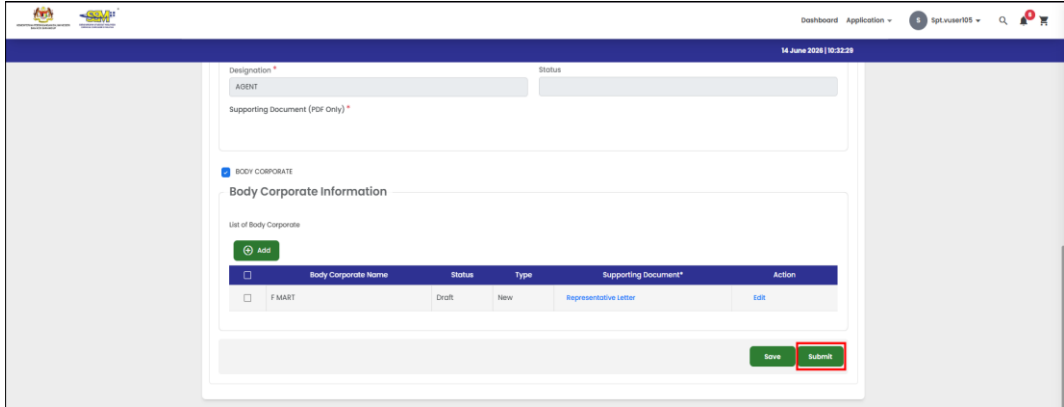
Field Num.	Description
1	Login to SSM4U using your registered email address and the password you created for your SSM4U account. 
2	Once you have successfully logged in to the SSM4U portal, click the "CRS" icon to access the CRS system. 

Field Num.	Description
3	The profile will be displayed at the welcome page. Click the Manage Profile button. 
4	Click the Register As Agent button.  Can view the Authorised Profile. Select Agent tab. 

Field Num.	Description
5	Tick on Body Corporate checkbox and click Add button.  The screenshot displays a web application interface for the Companies Commission of Malaysia (SSM). At the top, there is a navigation bar with 'Dashboard' and 'Application' links, along with a user profile 'Spt User/05' and a search icon. Below the navigation bar, the main content area is titled 'Body Corporate Information'. It features a 'Designation' field with 'AGENT' selected, a 'Status' field, and a 'Supporting Document (PDF Only)' field. A red box highlights the 'BODY CORPORATE' checkbox, which is currently unchecked. Below this, there is a section titled 'List of Body Corporate' with a table. The table has columns for 'Body Corporate Name', 'Status', 'Type', 'Supporting Document*', and 'Action'. The table is currently empty, showing 'No Data' and 'No record found'. A red box highlights the 'Add' button, which is a green button with a plus icon. At the bottom right of the interface, there are 'Save' and 'Submit' buttons.

Field Num.	Description
6	Enter the required details: Category Body Corporate*: <i><Any text></i> Format Registration No. *: <i><Dropdown></i> Registration Number: <i><Box appear based on Format Registration No. chosen></i> Body Corporate Name: <i><Auto-populated based on registration number></i> Address: <i><Auto-populate></i> City*: <i><Auto-populate></i> State*: <i><Auto-populate></i> Country*: <i><Auto-populate></i> Email*: <i><Auto-populate></i> Office Phone No. : <i><Auto-populate></i> Designation*: <i><Set as Agent & Read - only></i> 

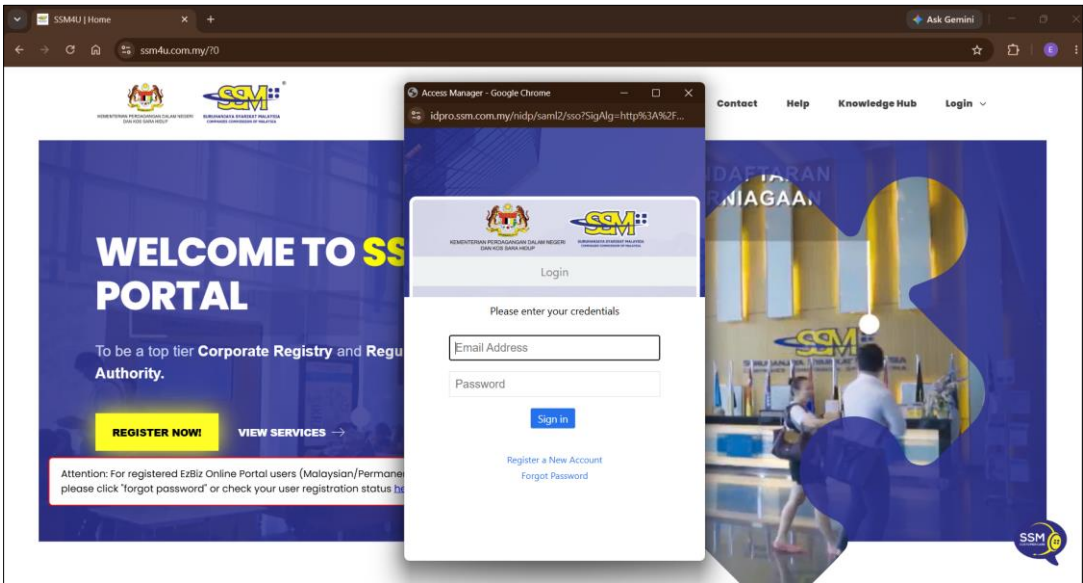
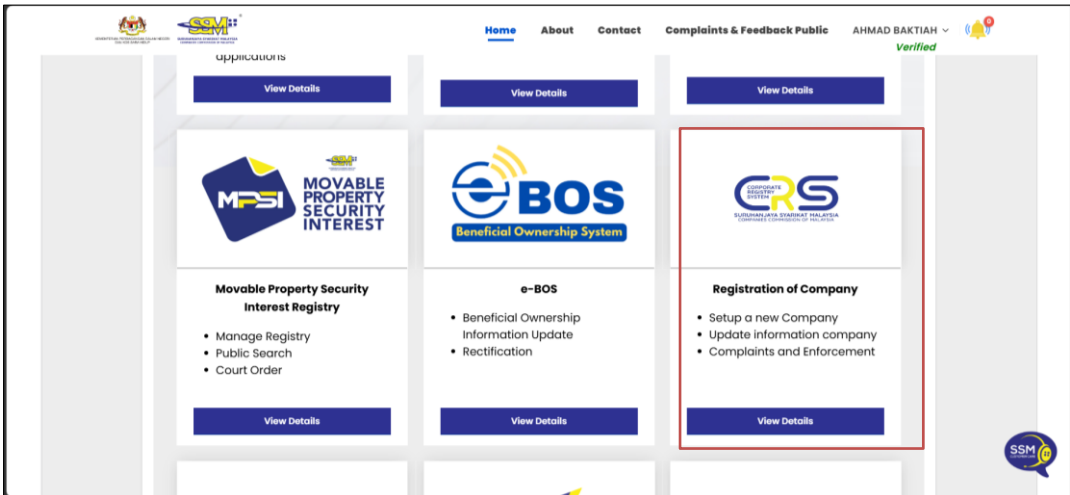
Field Num.	Description
7	Browse and upload Supporting Document.  <i>Note: For Supporting Document, user required to attach the Letter of Appointment As Representative From Body Corporate or Power of Attorney (POA) or Letter of Authorization for the Corporate Representative.</i>
8	Click the Save button. 

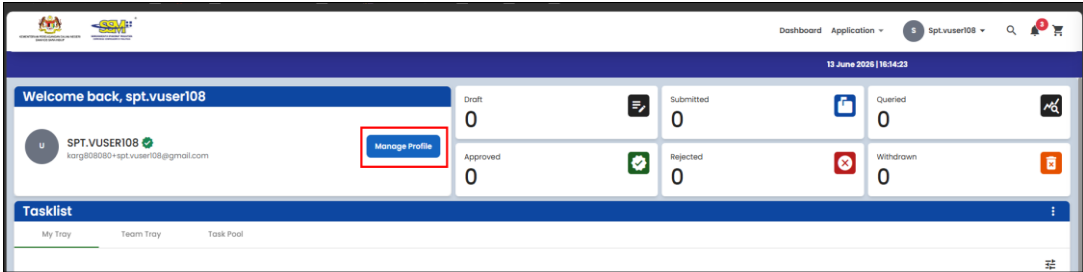
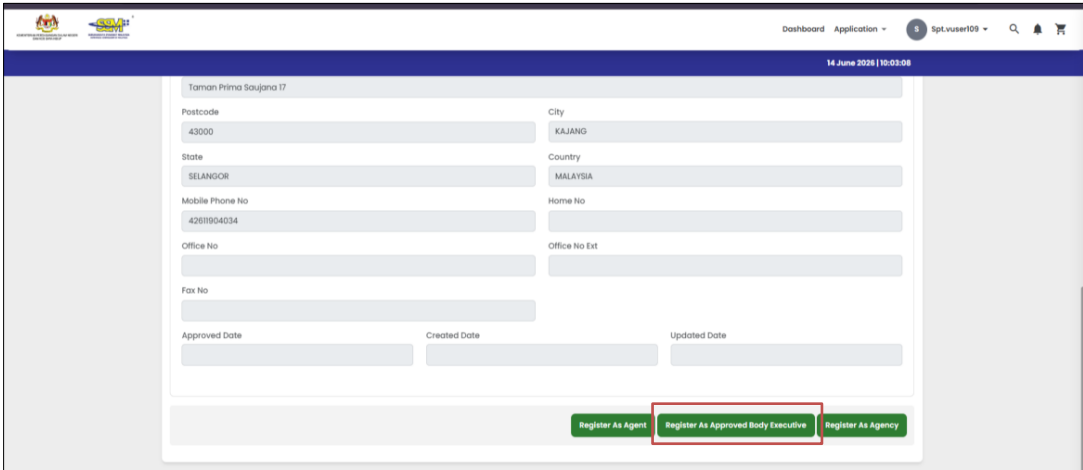
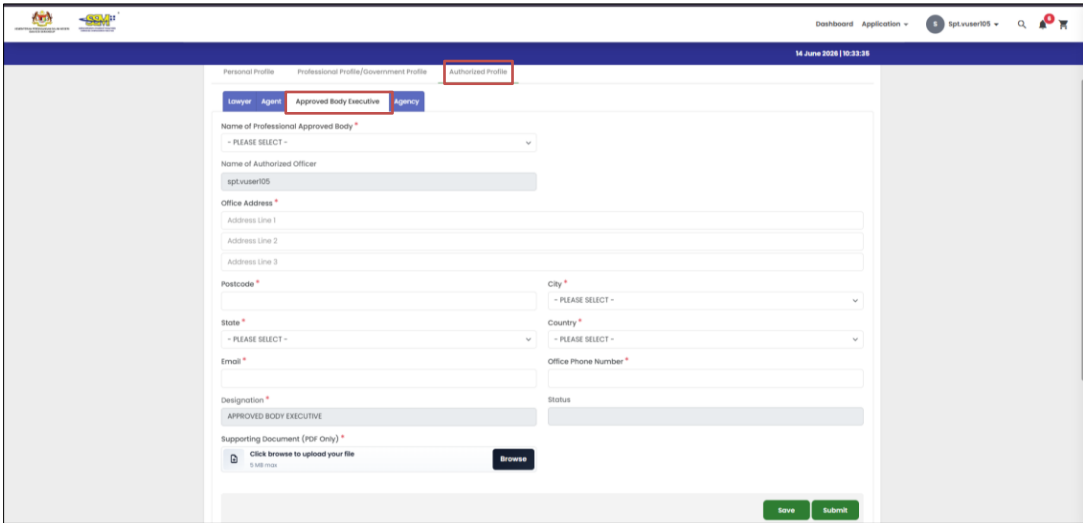
Field Num.	Description
9	Click the Submit button.  The screenshot shows the SSM application interface. At the top, there's a header with the SSM logo and navigation links. Below the header, there's a form with fields for 'Designation' (set to 'AGENT') and 'Status'. A 'Supporting Document (PDF Only)' field is also present. Under the 'BODY CORPORATE' section, there's a 'Body Corporate Information' area with an 'Add' button and a table listing body corporates. The table has columns for 'Body Corporate Name', 'Status', 'Type', 'Supporting Document*', and 'Action'. One entry is visible: 'F MART' with status 'Draft' and type 'New'. The 'Supporting Document*' column shows a link to 'Representative Letter'. At the bottom right of the form, there are 'Save' and 'Submit' buttons. The 'Submit' button is highlighted with a red box.
10	Pending Approval from SSM Officer to validate the application.

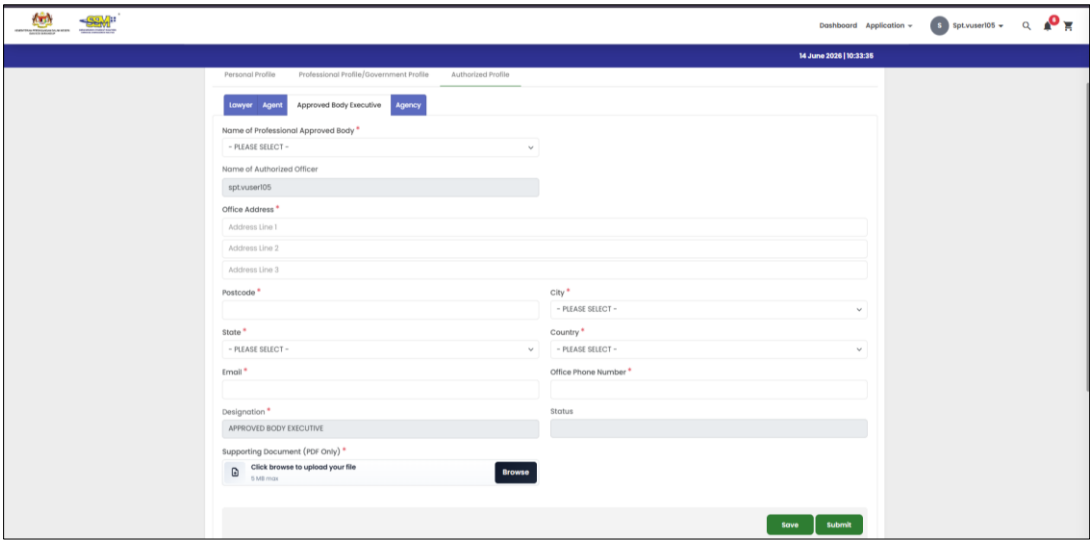
10 Registration As Authorised Approved Body Executive

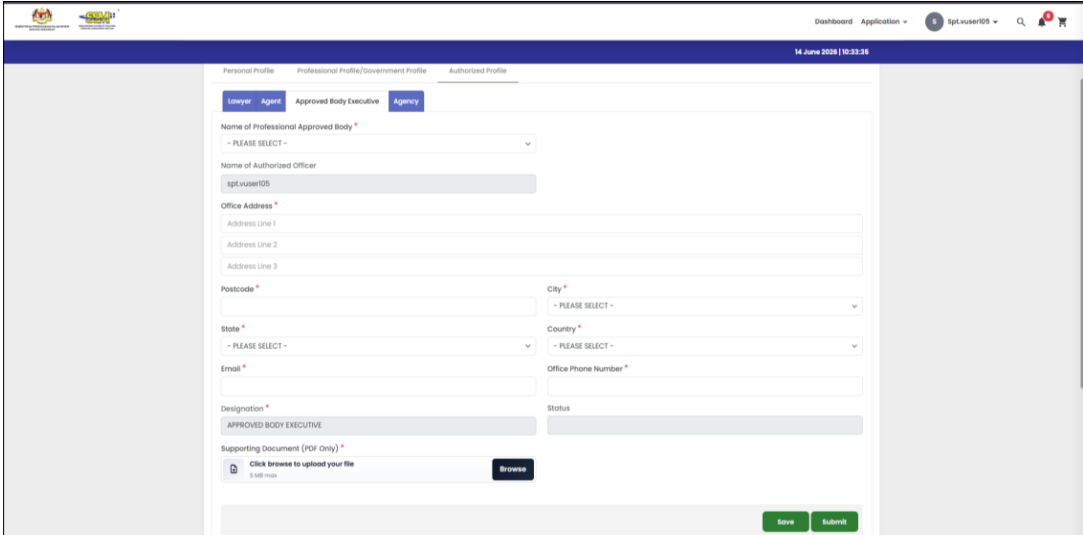
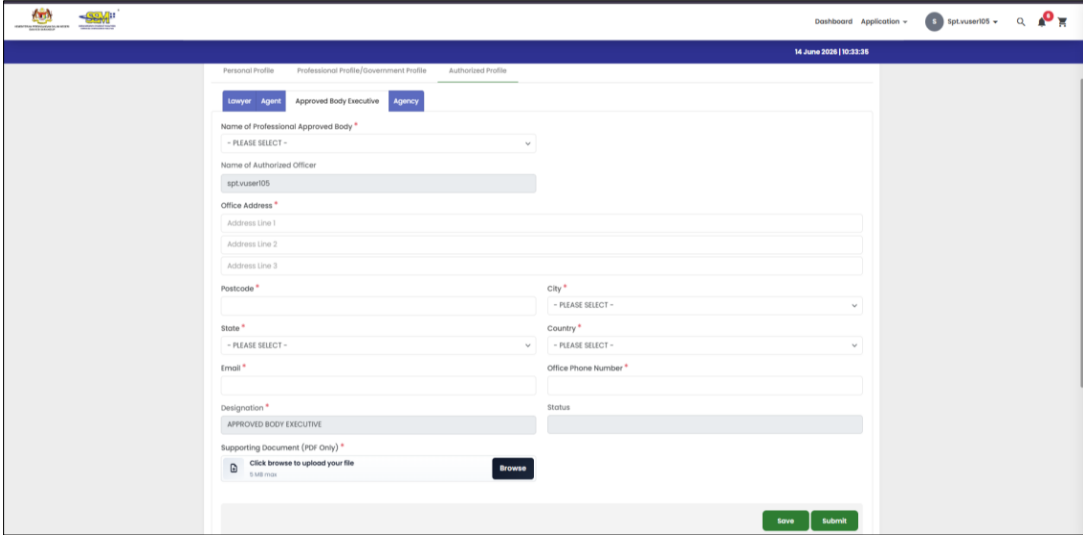
*Note: For **Professional Body Executive**, it applies for **Corporate Intermediaries Registration for Update Status by JANM Officer/Registrar/ Approved Bodies Executive***

10.1 Registering as Approved Body Executive

Field Num.	Description
1	Login to SSM4U using your registered email address and the password you created for your SSM4U account. 
2	Once you have successfully logged in to the SSM4U portal, click the "CRS" icon to access the CRS system. 

Field Num.	Description
3	The profile will be displayed at the welcome page. Click the Manage Profile button. 
4	Click the Register As Approved Body Executive button.  Can view the Authorised Profile. Select Approved Body Executive tab. 

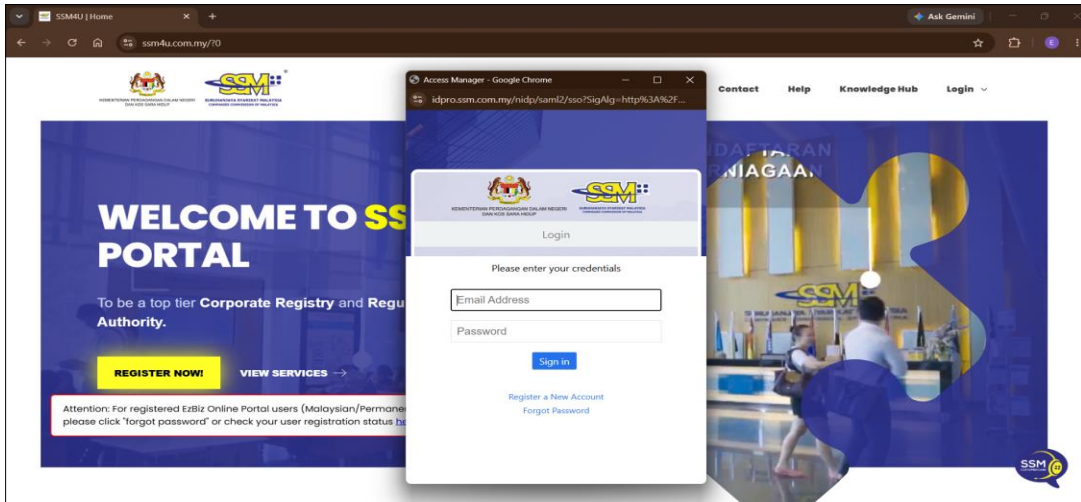
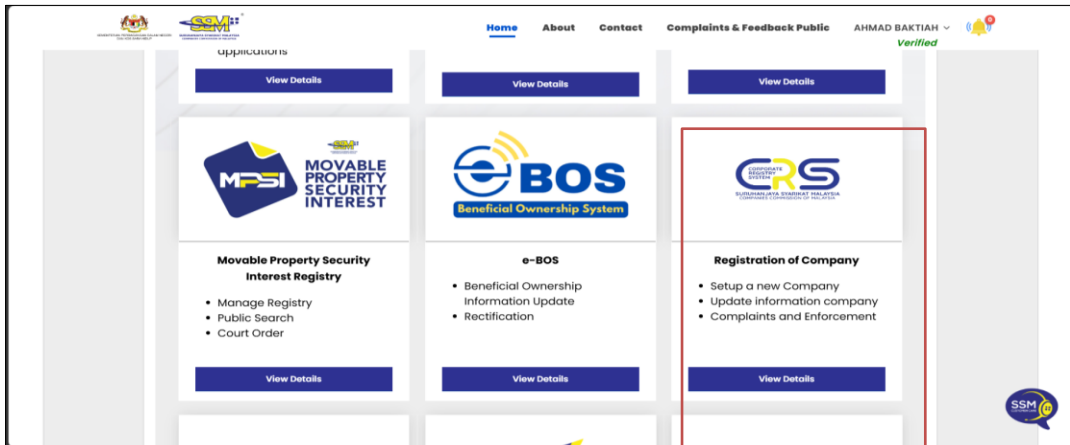
Field Num.	Description
5	Enter the required details: Name of Professional Approve Body*: <i><Select from dropdown menu></i> Name Of Authorised Officer: <i><Auto-populate></i> Office Address line 1*: <i><Any text></i> Office Address line 2: <i><Any text></i> Office Address line 3: <i><Any text></i> Postcode*: <i><Any 5 numbers></i> City*: <i><Select city></i> State*: <i><Select state></i> Country*: <i><Select country, Default: Malaysia></i> Email Address*: <i><Any email with valid format></i> Office Phone No. *: <i><Any number></i> Designation*: <i>< Set as Approved Body Executive & Read - only></i> 

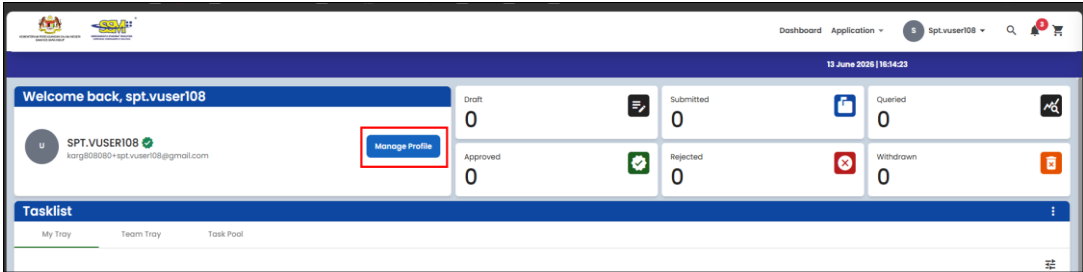
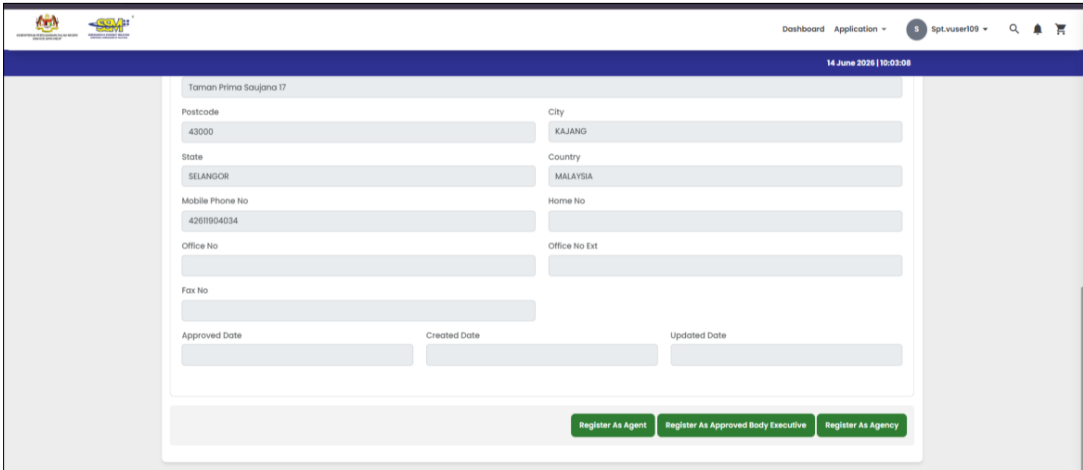
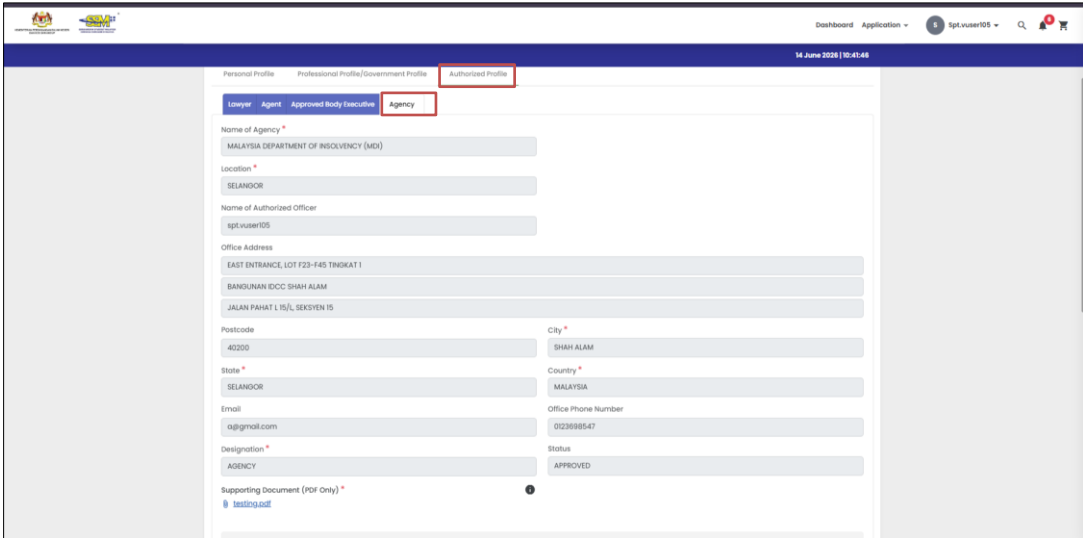
Field Num.	Description
6	Browse and upload Supporting Document.  Note: For Supporting Document, user needs to attach Appointment or Confirmation Letter from the Professional Body (PB)
7	Click the Submit button. 
8	Pending Approval from SSM Officer to validate the application.

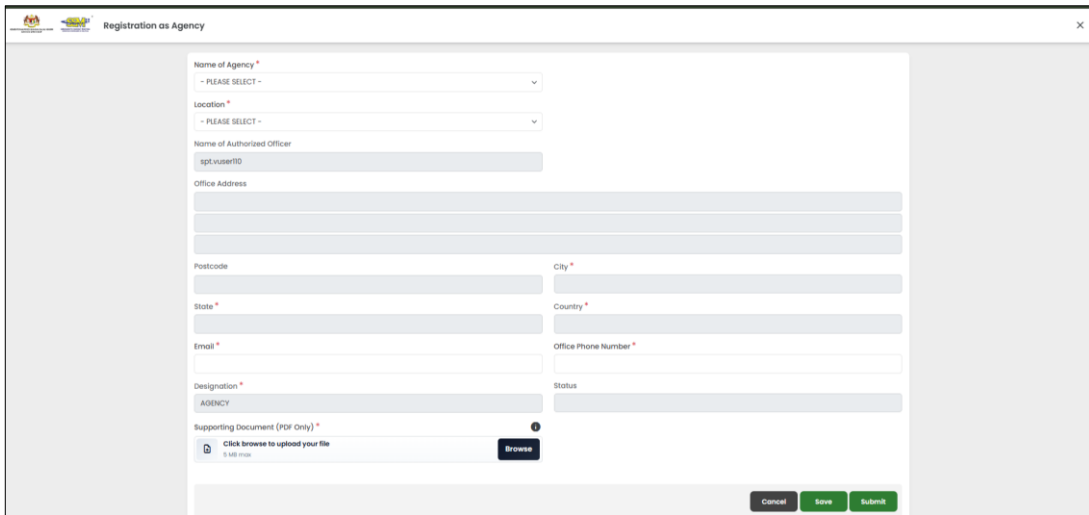
11 Registration as Authorised Agency

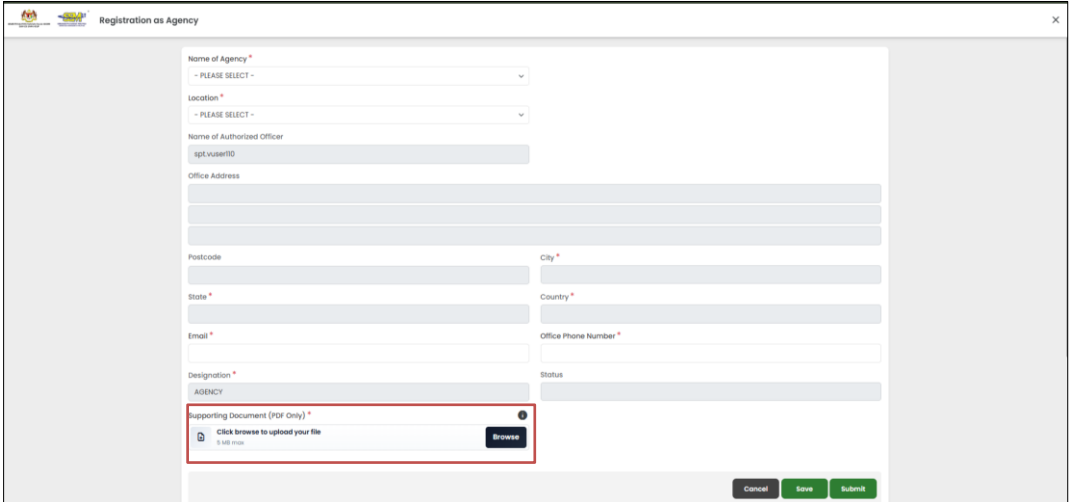
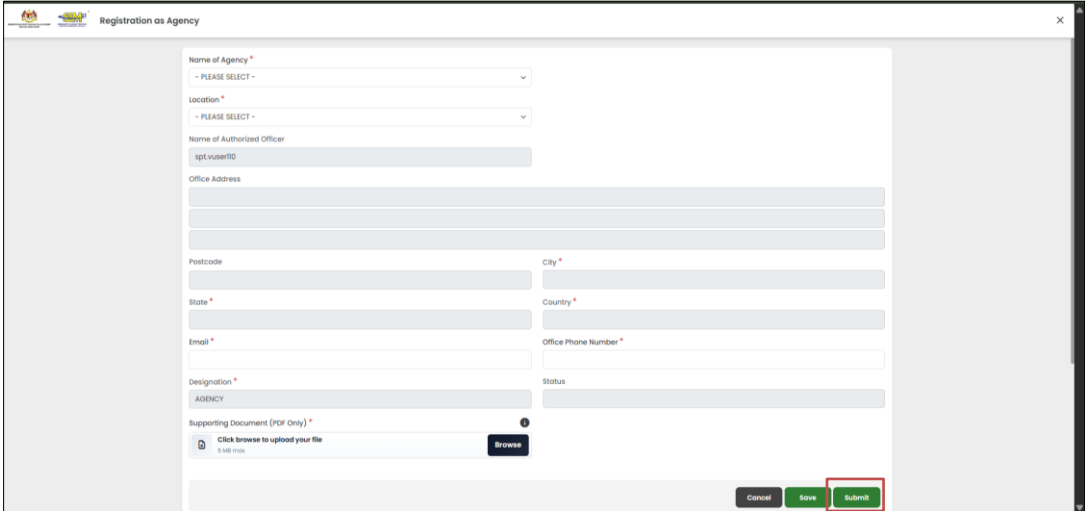
*Note: For JANM, it applies for **Corporate Intermediaries Registration for Update Status by JANM Officer/Registrar/ Approved Bodies Executive***

11.1 Registering as Agency

Field Num.	Description
1	Login to SSM4U using your registered email address and the password you created for your SSM4U account. 
2	Once you have successfully logged in to the SSM4U portal, click the "CRS" icon to access the CRS system. 

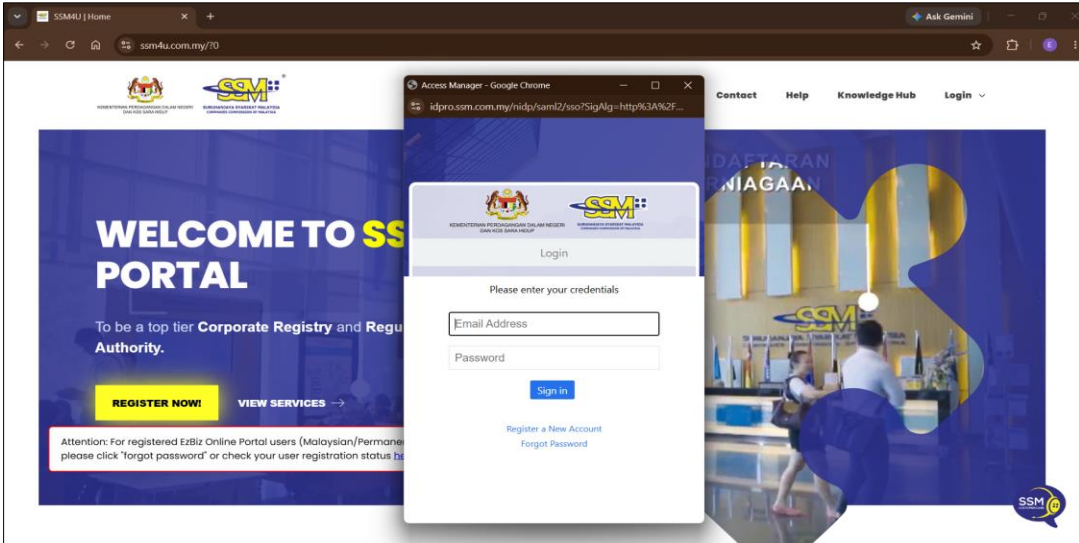
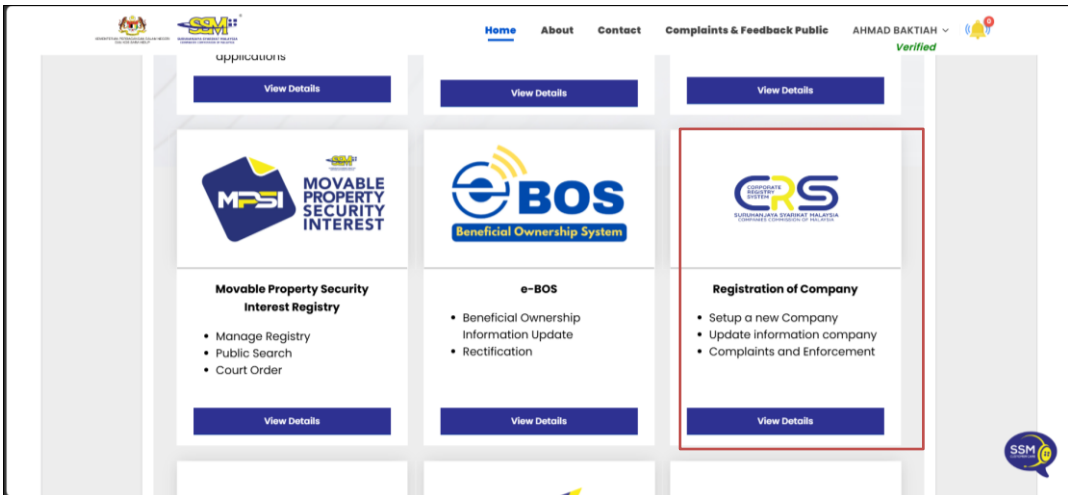
Field Num.	Description
3	The profile will be displayed at the welcome page. Click the Manage Profile button. 
4	Click the Register As Agency button.  Can view the Authorised Profile. Select Agency tab. 

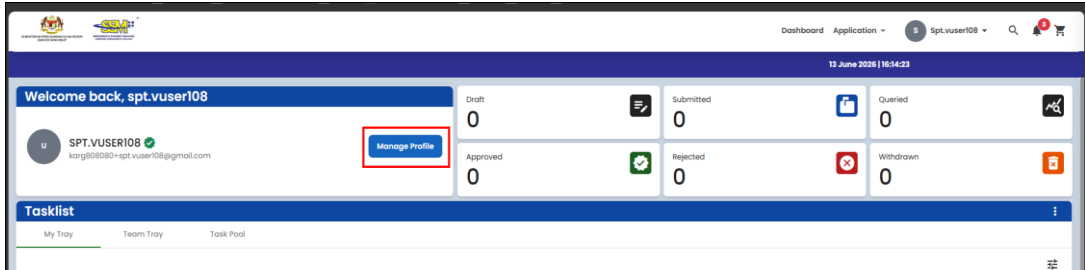
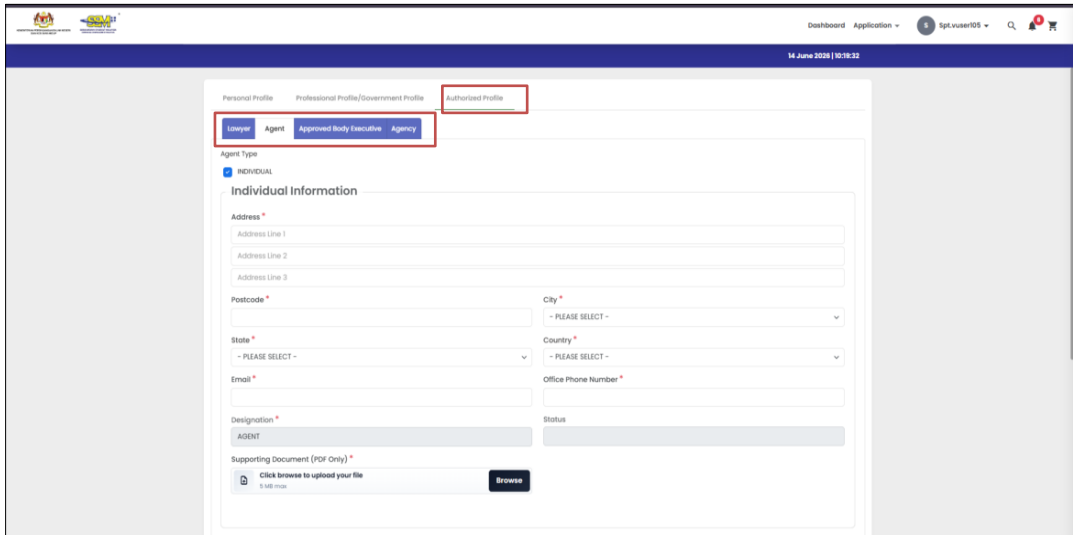
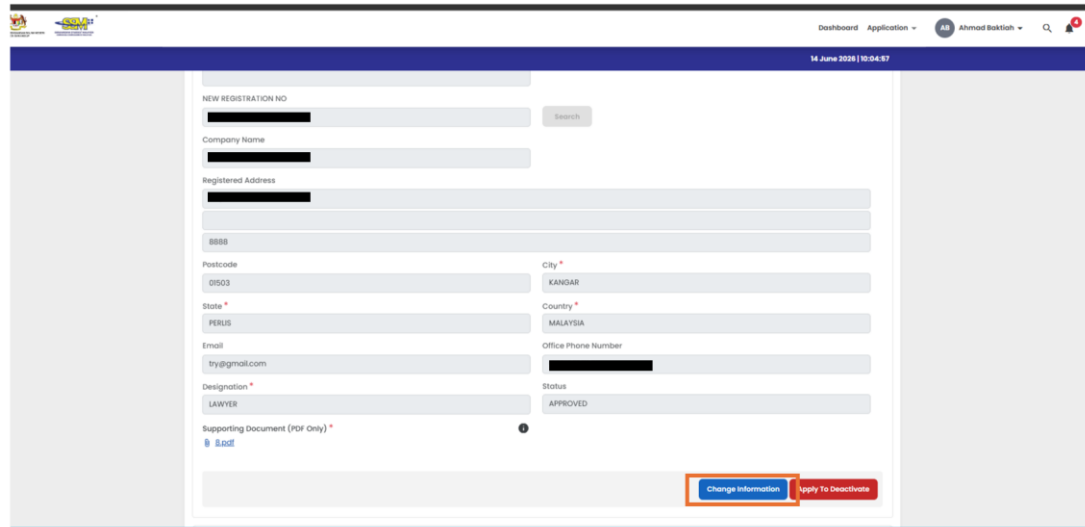
Field Num.	Description
5	Enter the required details: Name of Agency*: <Select from dropdown menu> Location*: <Select from dropdown menu> Name of Authorised Officer: <Auto-populate> Office Address line 1*: <Auto-populate> Office Address line 2: < Auto-populate > Office Address line 3: < Auto-populate > Postcode*: < Auto-populate > City*: < Auto-populate > State*: < Auto-populate > Country*: < Auto-populate > Email Address*: <Any email with valid format> Office Phone No. *: <Any number> Designation*: < Set as Agency & Read - only>  Note: Location only available for Malaysia Department of Insolvency (MDI)

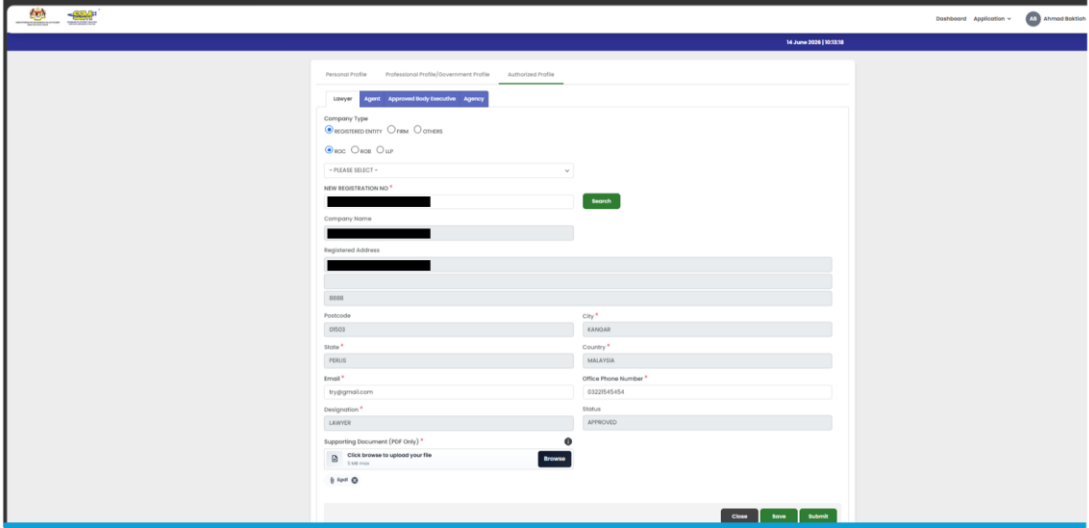
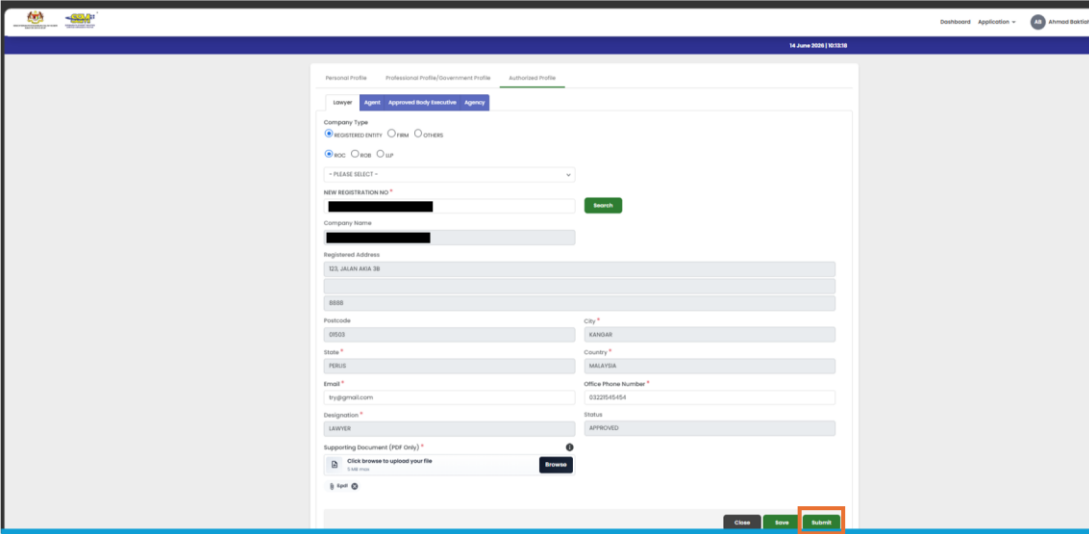
Field Num.	Description
6	Browse and upload Supporting Document.  Note: For Supporting Document, user needs to attach Appointment or Confirmation Letter from JANM and Letter of Authorization, a copy of the Authorization Card, or a Department Confirmation Letter.
7	Click the Submit button. 
8	Pending Approval from SSM Officer to validate the application.

12 Change Information

Note: The following steps are applicable if you are already an existing **Authorised** registered with SSM

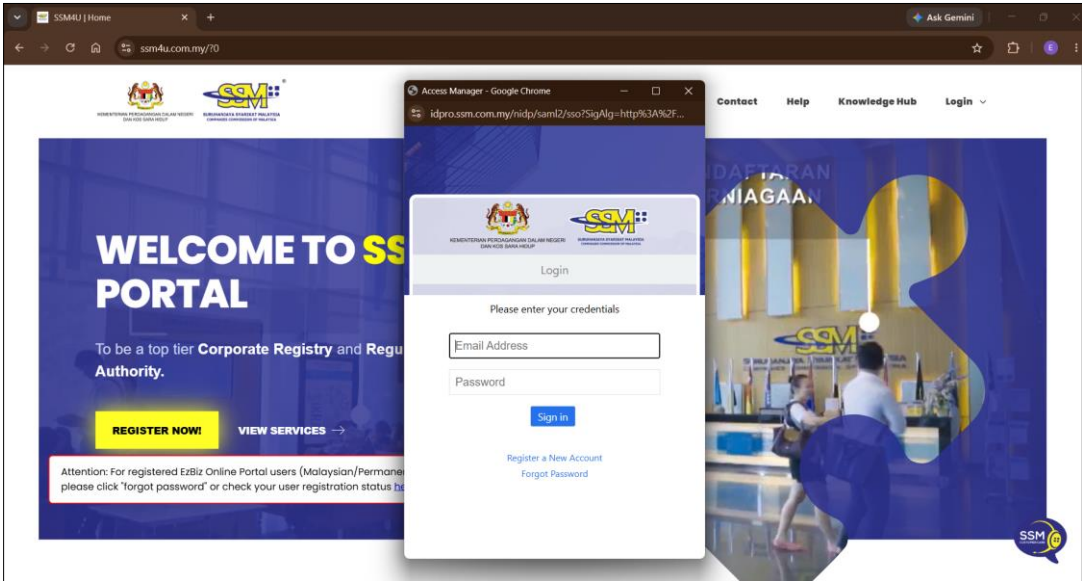
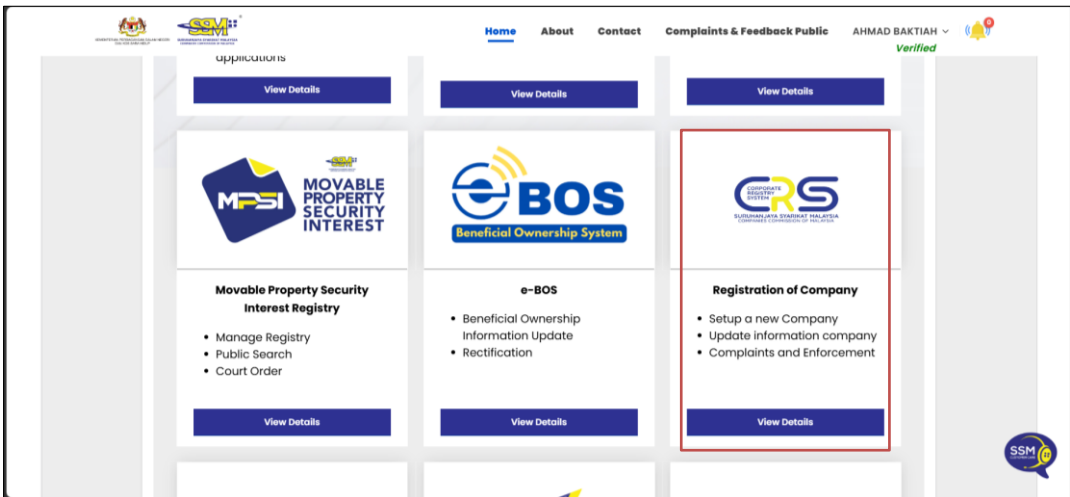
Field Num.	Description
1	Login to SSM4U using your registered email address and the password you created for your SSM4U account. 
2	Once you have successfully logged in to the SSM4U portal, click the “CRS” icon to access the CRS system. 

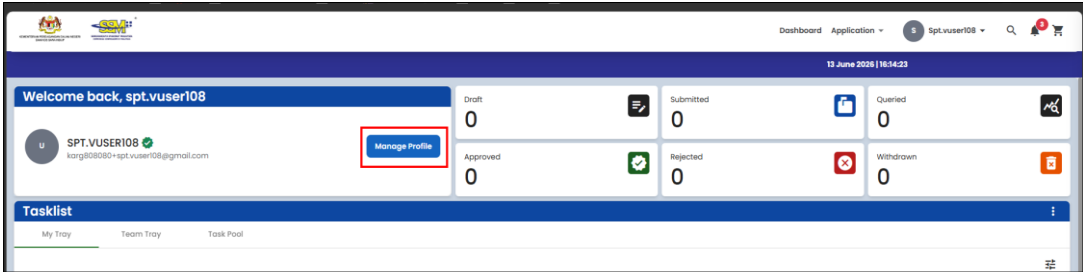
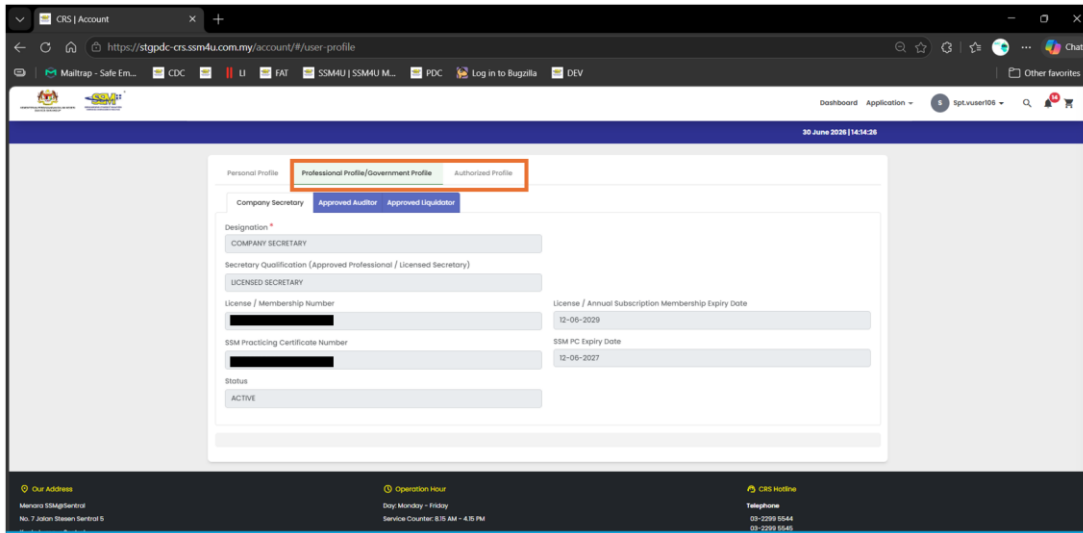
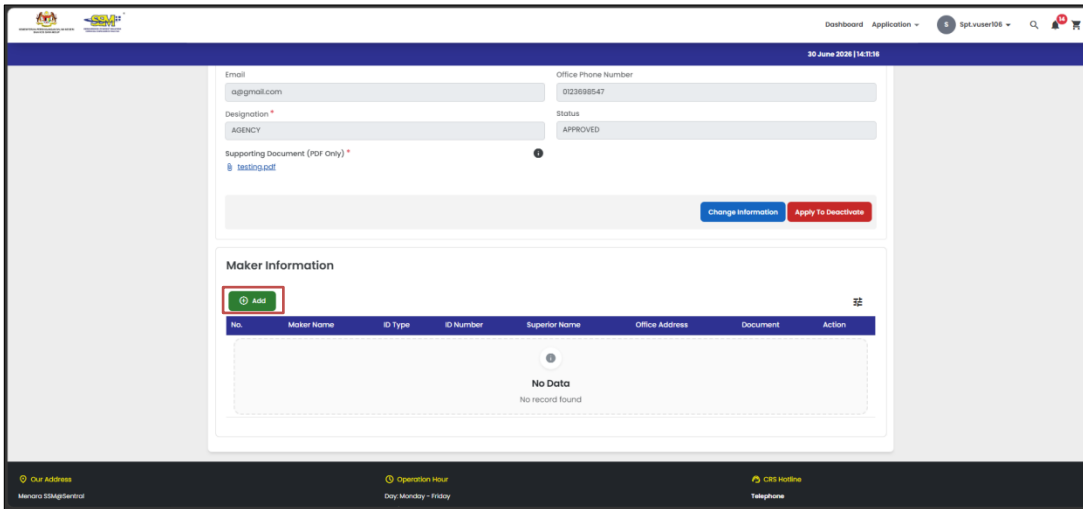
Field Num.	Description
3	The profile will be displayed at the welcome page. Click the Manage Profile button. 
4	Click the Authorised Profile tab and select any of the following roles (Lawyer/Agent/Approved Body Executive/Agency).  Then, click the Change Information button to update the information. 

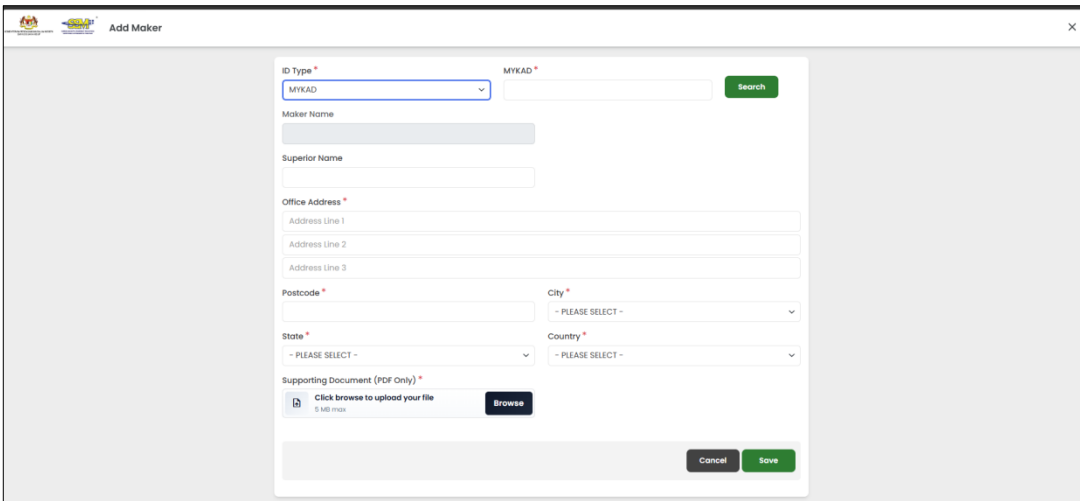
Field Num.	Description
5	Update all the information that can be edited. 
6	Click the Submit button. 
7	Pending Approval from SSM Officer to validate the application.

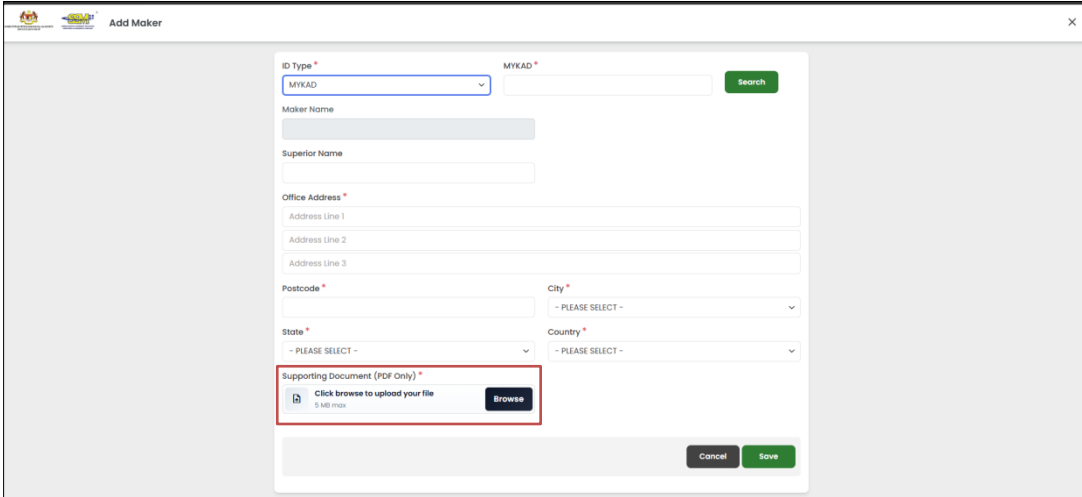
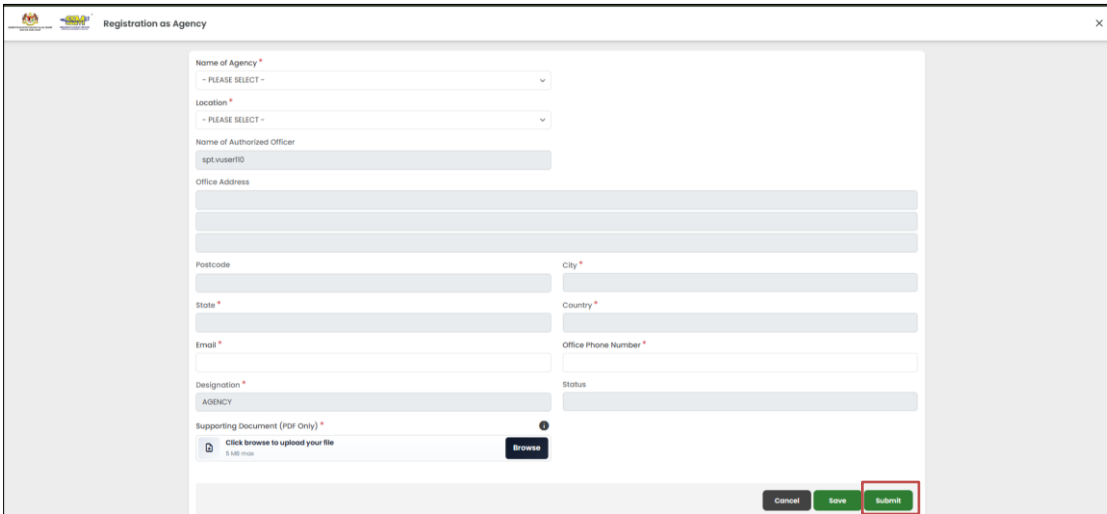
13 Appointing Maker

Note: Only *approved Professional Profile/Government Profile and Authorised Profile* can view the Maker form.

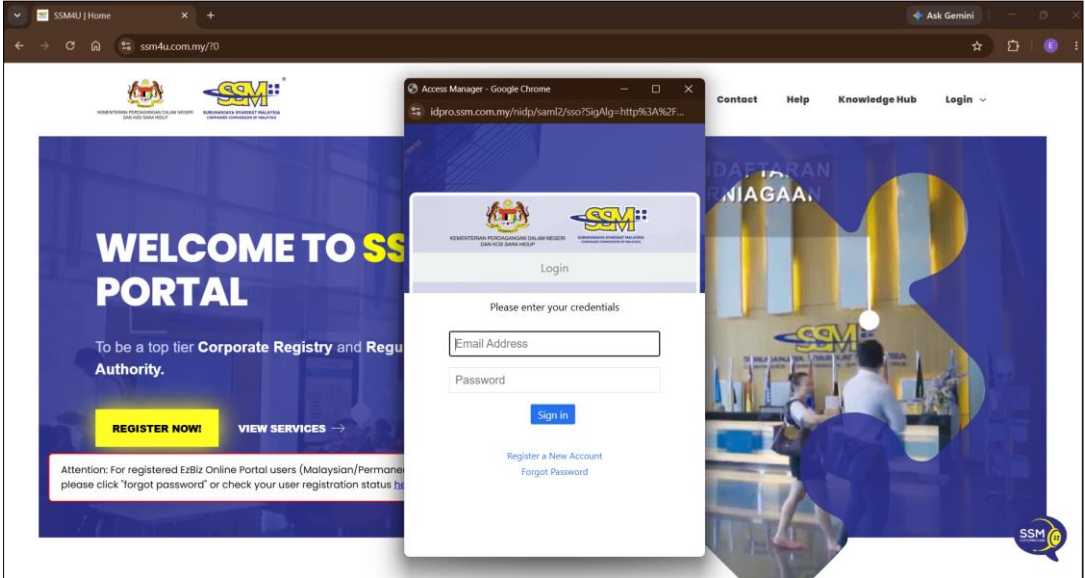
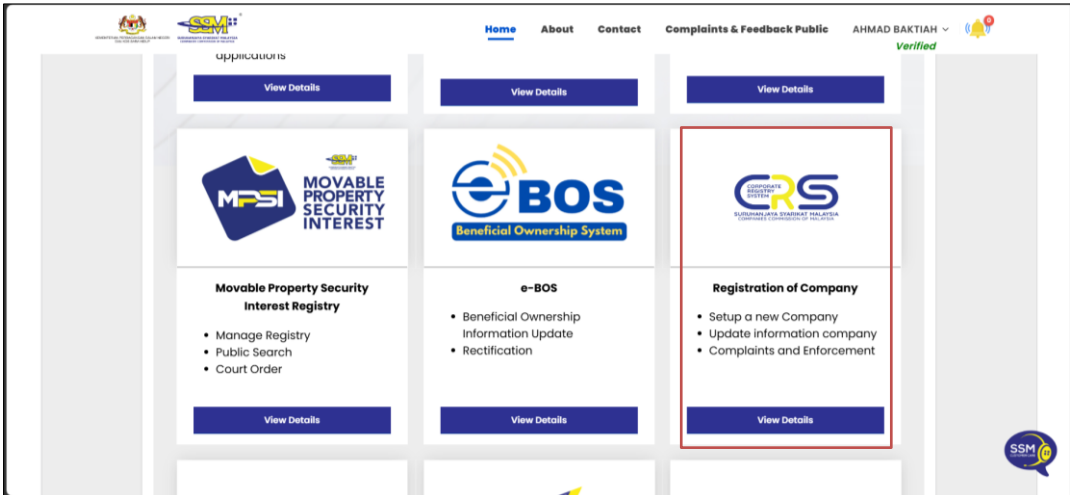
Field Num.	Description
1	Login to SSM4U using your registered email address and the password you created for your SSM4U account. 
2	Once you have successfully logged in to the SSM4U portal, click the “CRS” icon to access the CRS system. 

Field Num.	Description
3	The profile will be displayed at the welcome page. Click the Manage Profile button. 
4	Choose any Approved Professional Government profile or Authorised Profile. 
5	Then, scroll down to the Maker Information and click Add button. 

Field Num.	Description
6	Enter the required details: ID Type*: <Select from dropdown menu> MyKad*: <Any digit input and click search button> Maker Name: <Auto-populate> Superior Name*: <Auto-populate based on maker name> Office Address line 2: < Any text > Office Address line 3: < Any text > Postcode*: < Any text > City*: < Any text > State*: < Any text > Country*: <Select country, Default: Malaysia>  Note: Maker and Checker cannot be the same person

Field Num.	Description
7	Browse and upload Supporting Document (PDF only). 
8	Click on Submit button. 

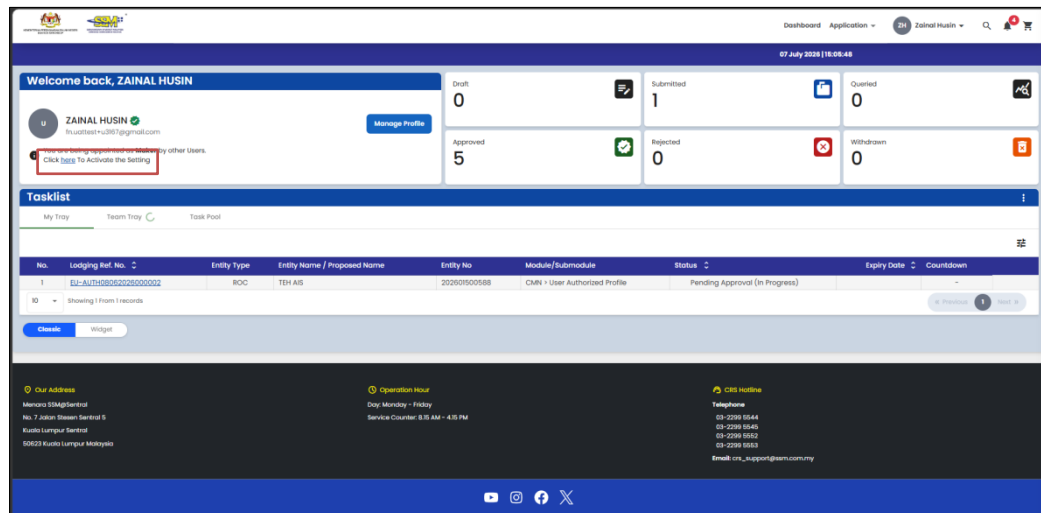
13.1 Activate Maker

Field Num.	Description
1	Login to SSM4U using your registered email address and the password you created for your SSM4U account. 
2	Once you have successfully logged in to the SSM4U portal, click the "CRS" icon to access the CRS system. 

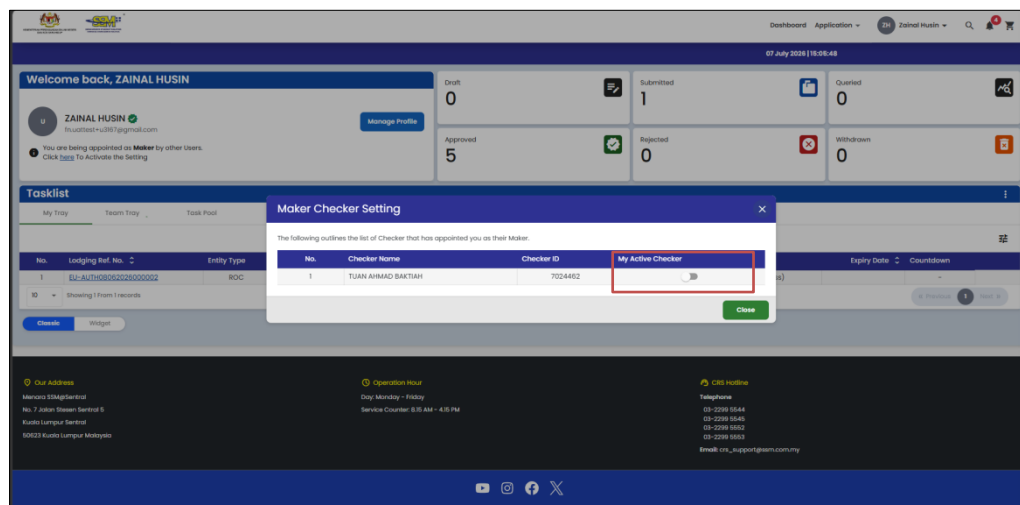
Field Num.

Description

- 3 On the welcome board page, click the hyperlink on **"Click [here](#) To Change the Setting"** to activate the maker.



- 4 To activate maker, just click the **Toggle** button.



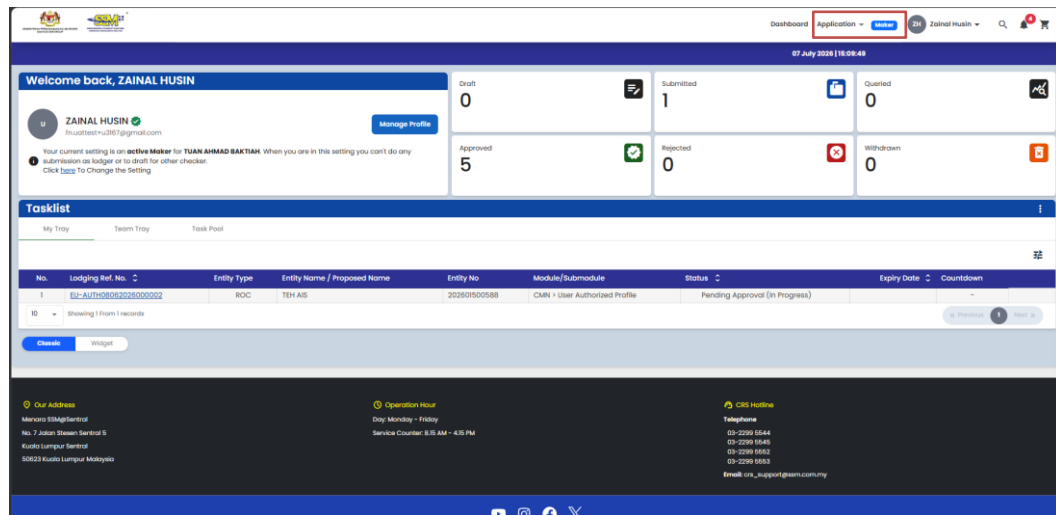
Note: To deactivate maker, just click the toggle button.

**Field
Num.**

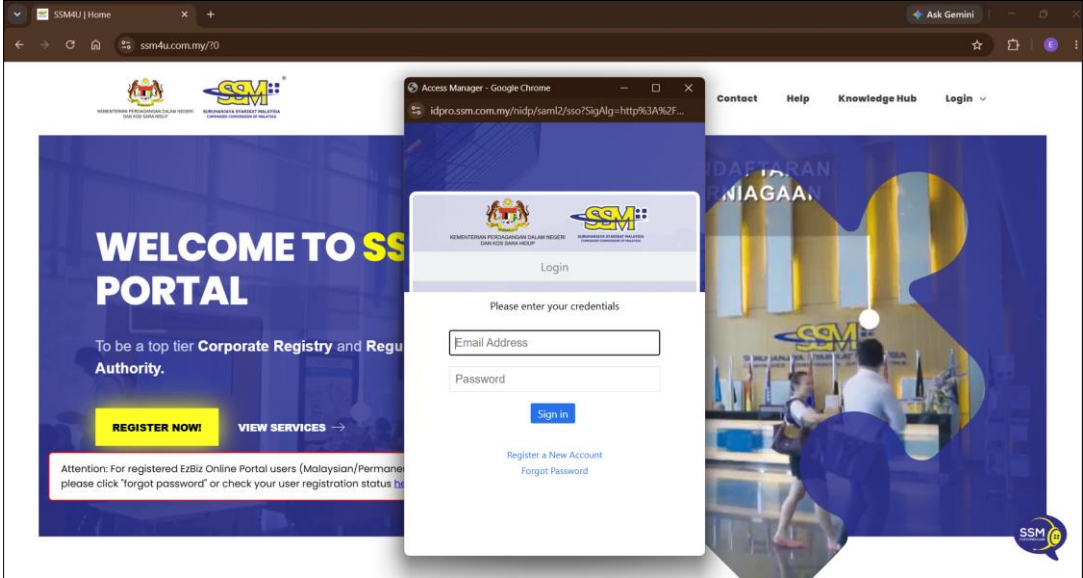
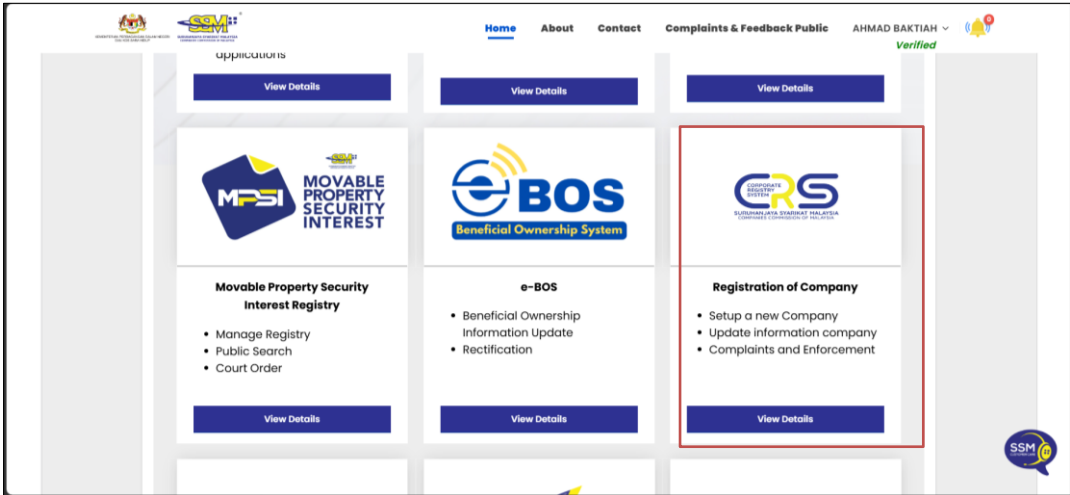
Description

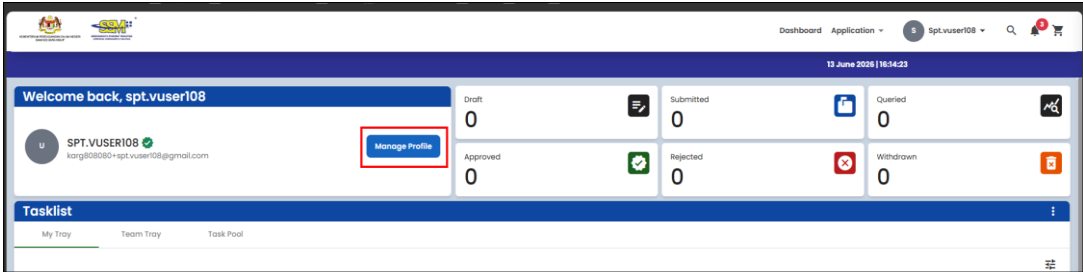
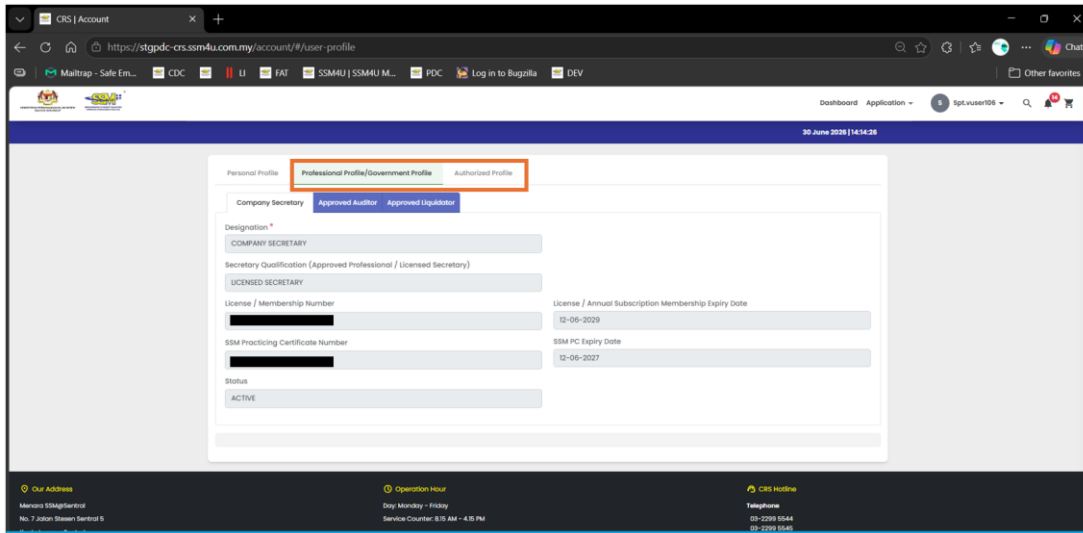
5

Once activated, you need to log in again and you will see the **Maker** tag on the dashboard.



14 Deactivate Maker

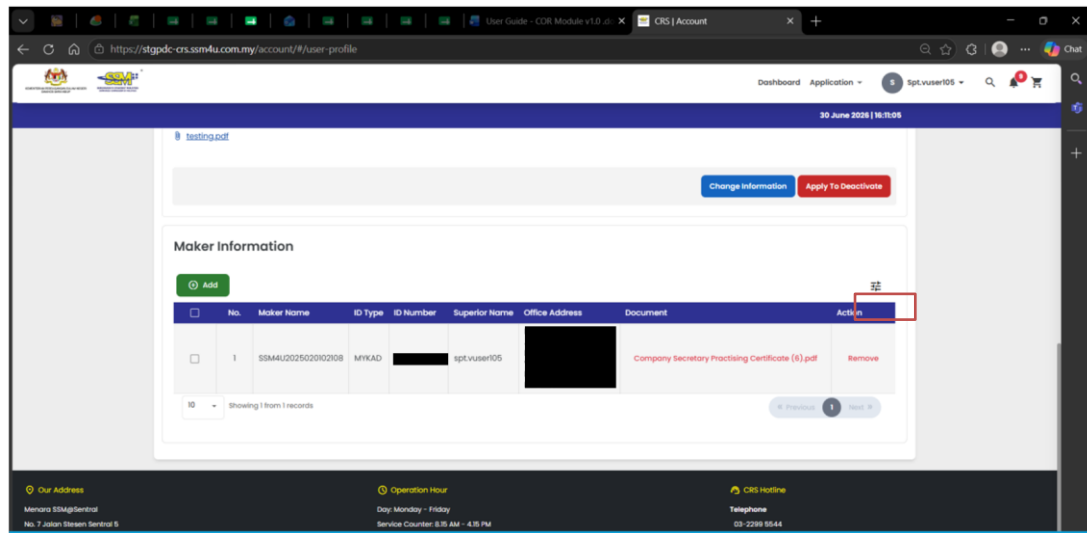
Field Num.	Description
1	Login to SSM4U using your registered email address and the password you created for your SSM4U account. 
2	Once you have successfully logged in to the SSM4U portal, click the "CRS" icon to access the CRS system. 

Field Num.	Description
3	The profile will be displayed at the welcome page. Click the Manage Profile button. 
4	Choose any Approved Professional Profile/Government profile or Authorised Profile that have maker. 

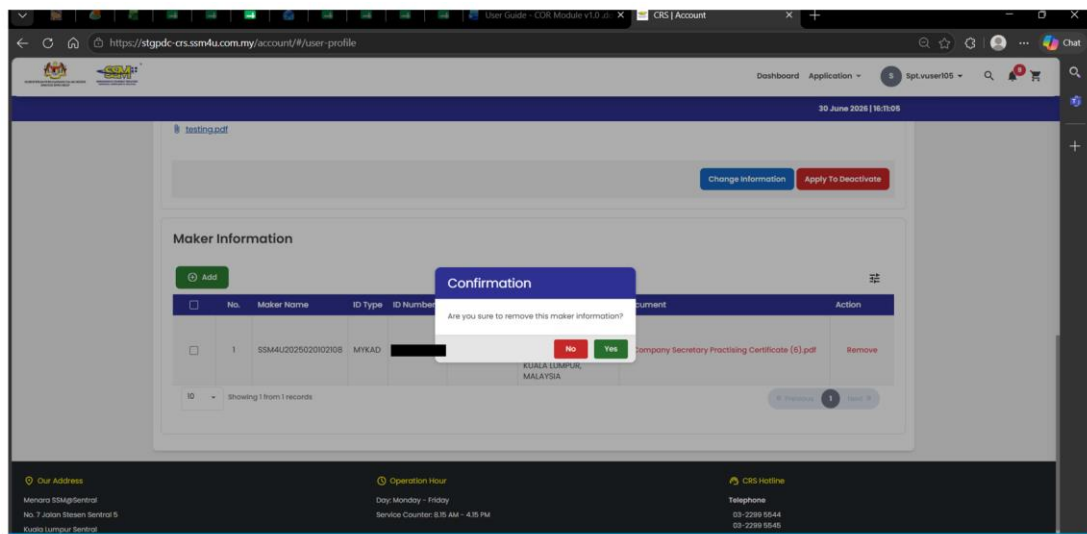
Field Num.

Description

- 5 Then, scroll down to the **Maker Information** and **click Remove** under the action column.



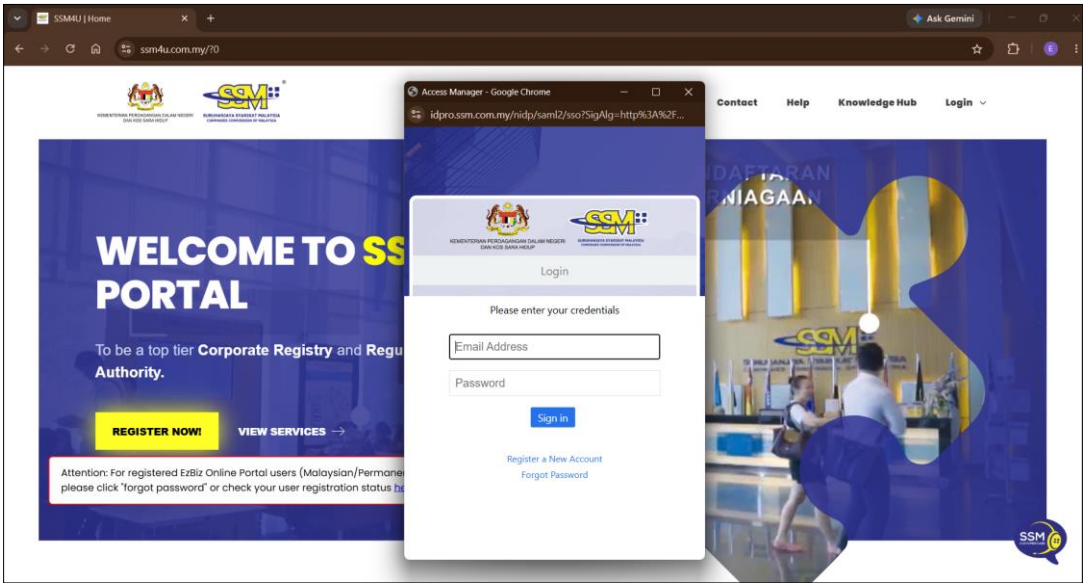
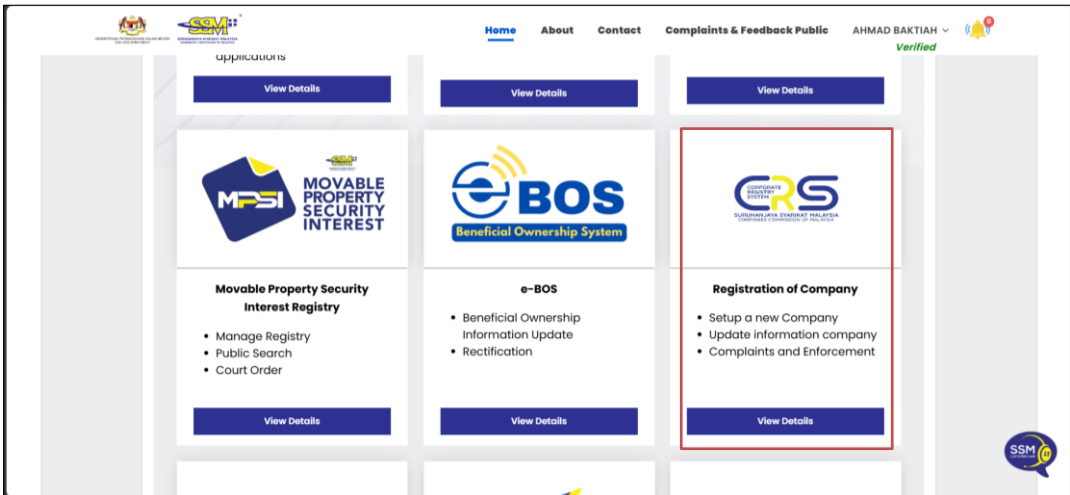
- 6 Click the **Yes** button to proceed with the removal of maker.

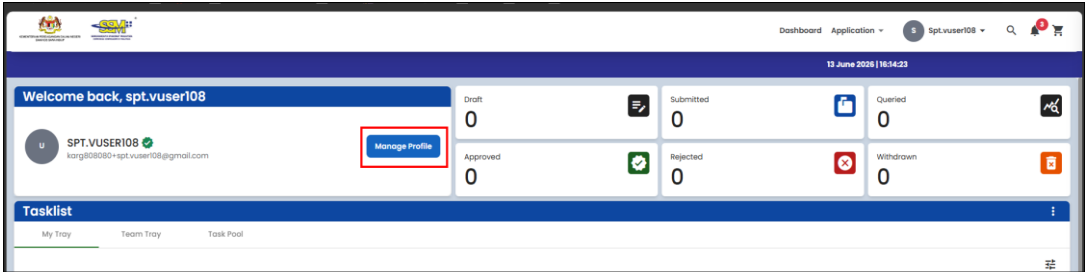
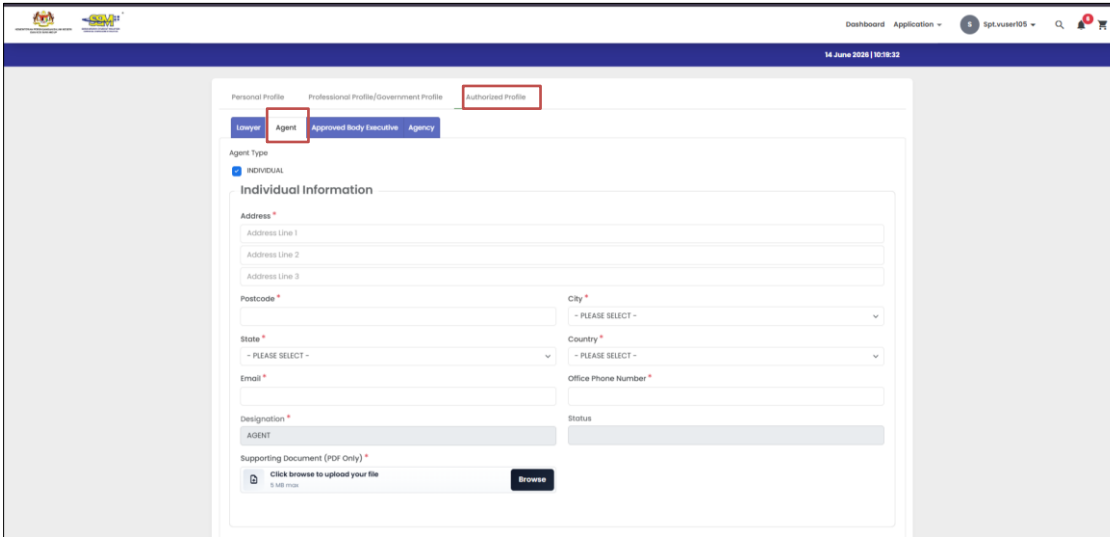
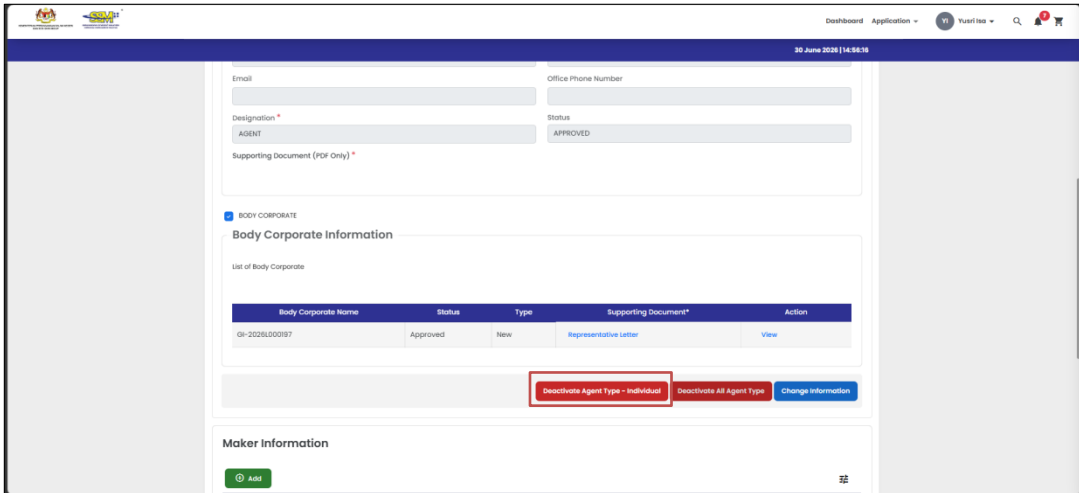


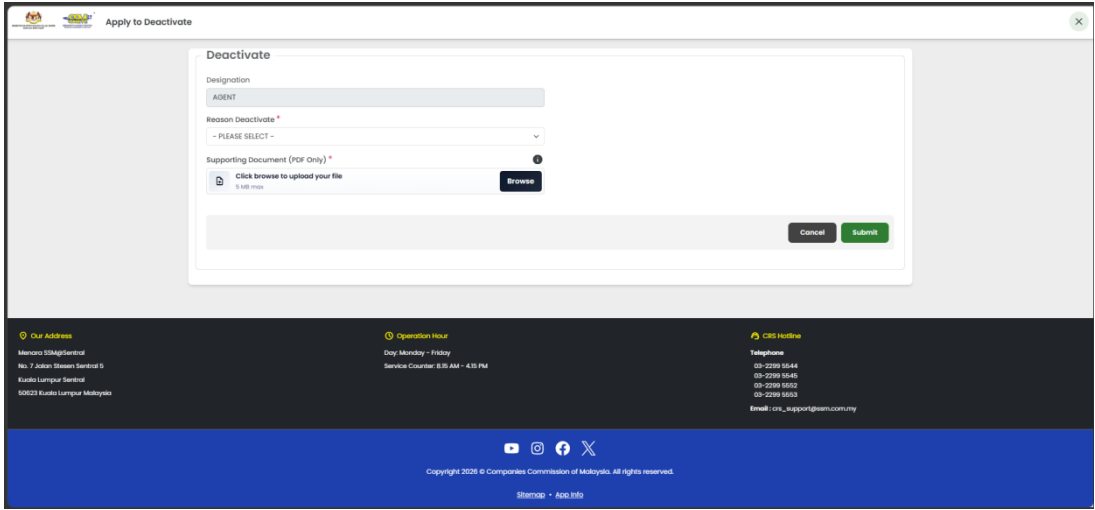
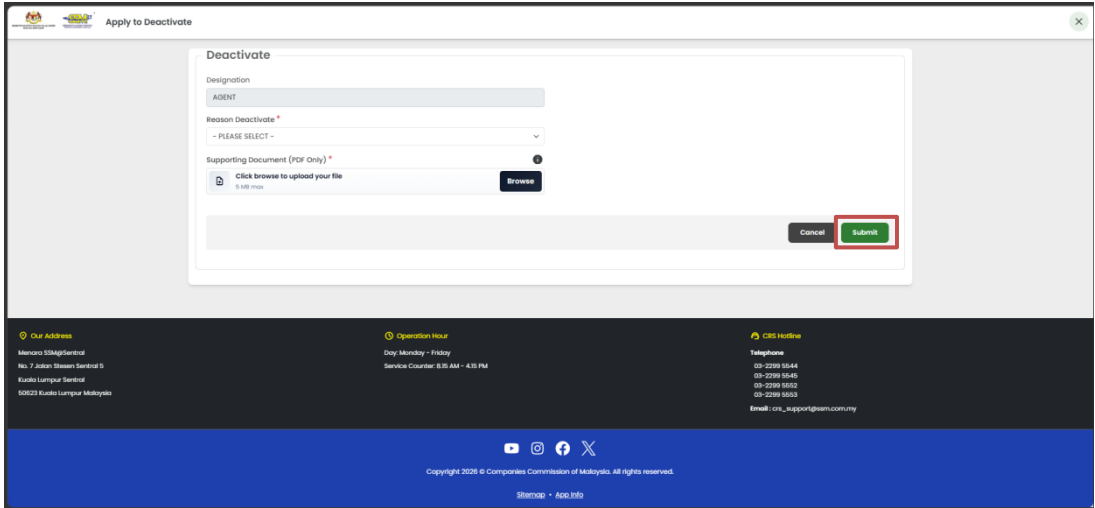
15 Deactivate the Agent

Note: Only **Authorised Agent** can apply for this form.

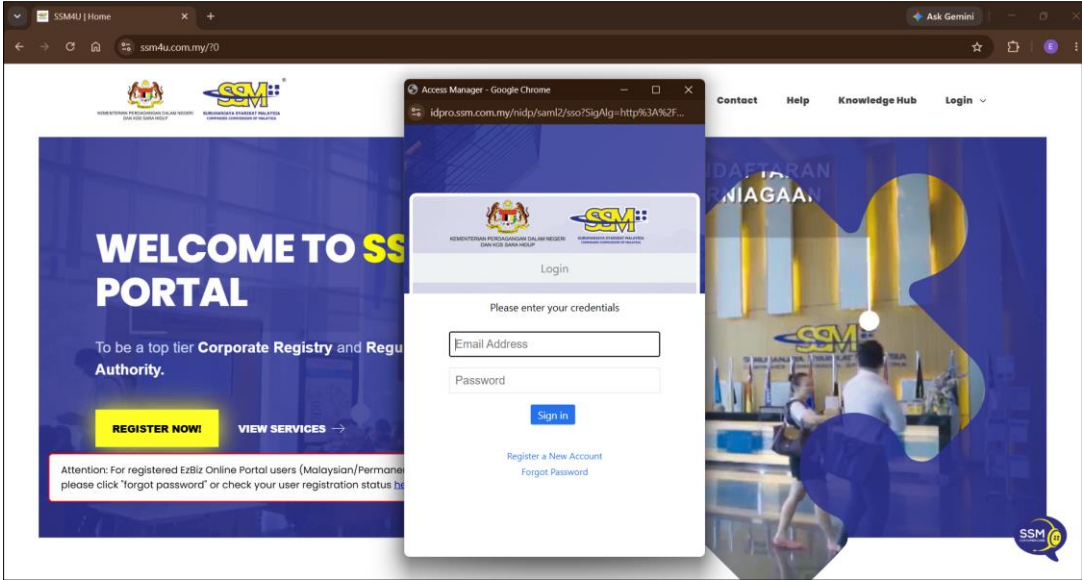
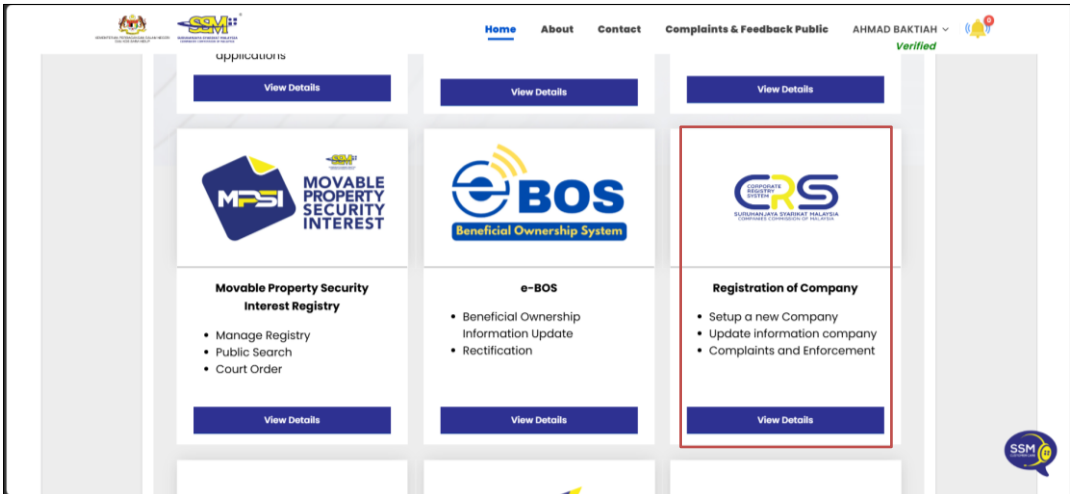
15.1 Deactivating as Individual Agent

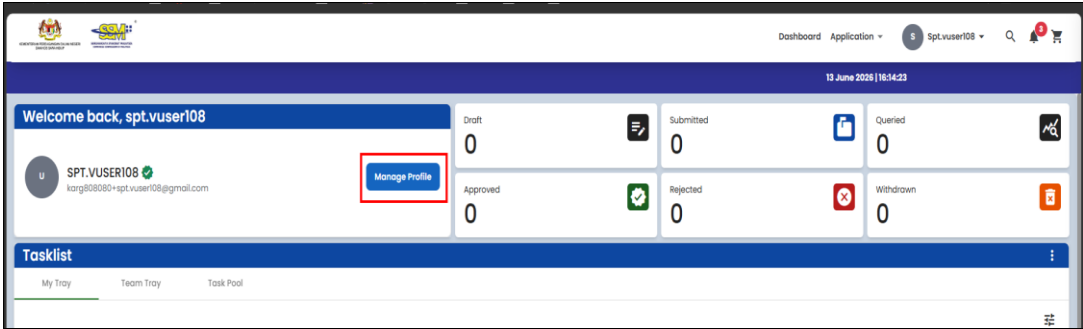
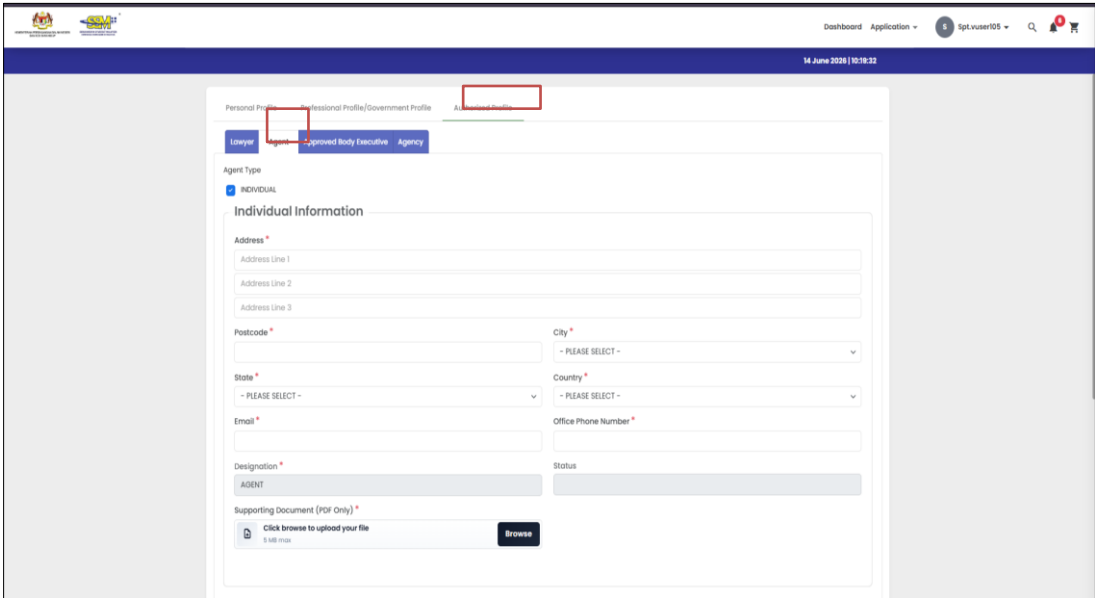
Field Num.	Description
1	Login to SSM4U using your registered email address and the password you created for your SSM4U account. 
2	Once you have successfully logged in to the SSM4U portal, click the "CRS" icon to access the CRS system. 

Field Num.	Description
3	The profile will be displayed at the welcome page. Click the Manage Profile button. 
4	Click the Authorised Profile tab. Select Agent tab. 
5	Click the Deactivate Agent Type-Individual button. 

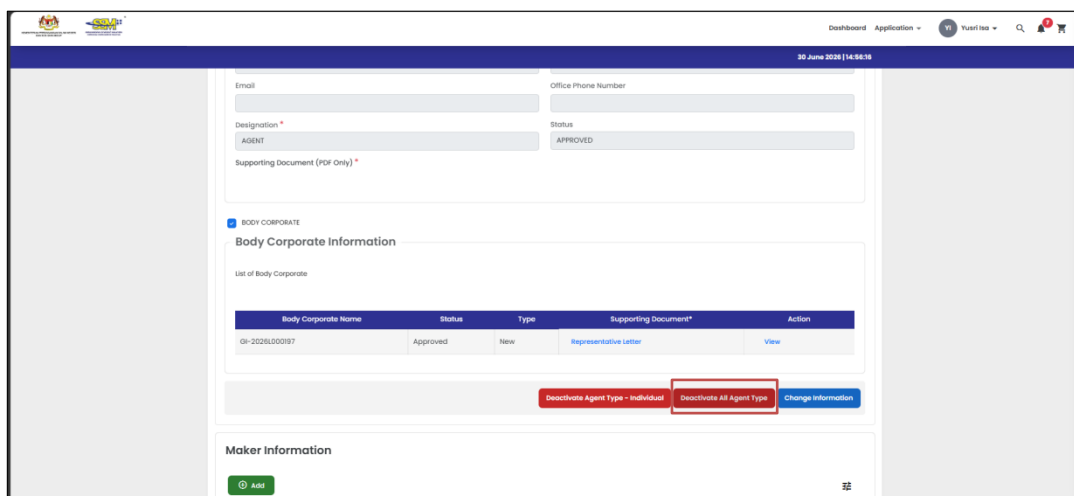
Field Num.	Description
6	Enter the required details: Designation: <i><Agent Read-Only></i> Reason Deactivate: <i><Dropdown></i> Supporting Document (PDF only): <i><Browse and Upload></i> <i>(i): " Attachment of confirmation letter from Official Receiver using official JIM letterhead accompanied by management signature"</i> 
7	Click the Submit button. 

15.2 Deactivating All Agent Type

Field Num.	Description
1	Login to SSM4U using your registered email address and the password you created for your SSM4U account. 
2	Once you have successfully logged in to the SSM4U portal, click the “CRS” icon to access the CRS system. 

Field Num.	Description
3	The profile will be displayed at the welcome page. Click the Manage Profile button. 
4	Click the Authorised Profile tab. Select Agent tab. 

- 5 Click the **Deactivate All Agent Type** button.



The screenshot shows the SSM portal interface. At the top, there's a header with the SSM logo and navigation links. Below the header, there's a form with fields for Email, Office Phone Number, Designation (AGENT), Status (APPROVED), and Supporting Document (PDF Only). Below this form, there's a section for 'BODY CORPORATE' with a 'Body Corporate Information' table. The table has columns for Body Corporate Name, Status, Type, Supporting Document*, and Action. The first row shows 'GR-2026L000197' with Status 'Approved', Type 'New', and Supporting Document 'Representative Letter'. Below the table, there are three buttons: 'Deactivate Agent Type - Individual', 'Deactivate All Agent Type' (highlighted in red), and 'Change Information'. At the bottom, there's a 'Maker Information' section with an 'Add' button.

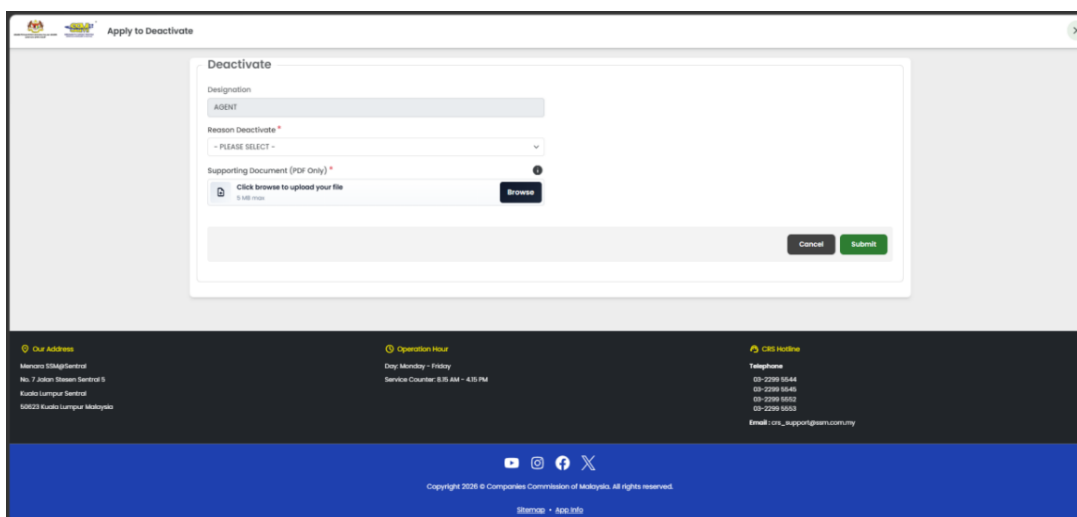
- 6 Enter the required details:

Designation: *<Agent Read-Only>*

Reason Deactivate: *<Dropdown>*

Supporting Document (PDF only): *<Browse and Upload>*

(i): " Attachment of confirmation letter from Official Receiver using official JIM letterhead accompanied by management signature"



The screenshot shows the 'Apply to Deactivate' form. The form has a title 'Deactivate' and a close button. It contains the following fields: Designation (AGENT), Reason Deactivate* (a dropdown menu with 'PLEASE SELECT' as the current selection), and Supporting Document (PDF Only)* (a file upload field with a 'Browse' button). At the bottom of the form, there are 'Cancel' and 'Submit' buttons. Below the form, there's a footer section with 'Our Address', 'Operation Hour', and 'CRS Hotline' information. The footer also includes social media icons and copyright information.

7 Click the **Submit** button.

Apply to Deactivate

Deactivate

Designation
AGENT

Reason Deactivate *
- PLEASE SELECT -

Supporting Document (PDF Only) *
Click browse to upload your file
Browse

Cancel Submit

Our Address
Menara SSM@Sentral
No. 3 Jalan Stesen Sentral 5
Kuala Lumpur Sentral
50453 Kuala Lumpur Malaysia

Operation Hour
Day: Monday - Friday
Service Counter: 8:30 AM - 4:30 PM

CRS Hotline
Telephone
03-2289 1644
03-2289 1645
03-2289 1652
03-2289 1653
Email: crs_support@ssm.com.my

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Sitemap - App Info

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