

Bank of China (Malaysia) Berhad
e-Invoice Frequently Asked Questions (FAQs)

No	Questions	Answers
1	What is an e-Invoice?	<p>An e-Invoice is a digital representation of a transaction between a supplier and a buyer.</p> <p>E-Invoice is issued by the supplier to the buyer and acts as proof of income for the seller and as a proof of expense for the buyer</p> <p>Documents such as invoices, credit notes and debit notes are replaced by e-Invoice</p>
2	Is e-invoice only applicable to transactions conducted in Malaysia?	<p>No, the issuance of e-Invoice is not only limited to transactions within Malaysia.</p> <p>It is also applicable to all transactions carried out by you, including cross-border transactions.</p> <p>You may refer to LHDN's e-Invoice website at https://www.hasil.gov.my/en/e-Invoice/guidelines/ for further information.</p>
3	What is the main difference between e-Invoice and the existing statement?	e-Invoice is a document that has been validated by the Inland Revenue Board of Malaysia ("LHDN") and contain a QR code as proof of validation.
4	Can I still continue claiming for tax deduction / personal tax relief without an e-Invoice?	You can continue to claim tax deductions or personal tax relief using existing documentation until legislation has been amended.
5	Will the e-Invoice replace the existing statements provided by the	No. There will be no changes to the statements issued by the Bank. e-Invoice will be provided as an additional document upon customer request it.

	Bank?	
6	Who will receive e-invoice from theBank?	Customers who have provided their consent and complete information required to the Bank and opted in for e-invoice will receive e-Invoice from the Bank starting July 1, 2025.
7	How can I opt in for e-Invoice?	<p>Individuals: Please walk in to our nearest branches to opt in for e-invoices. All your information is confidential and will be used only for e-invoices.</p> <p>Entities: It is mandatory for e-invoice document to be issued to entities on or after July 1, 2025</p>
8	Where can an individual/ entity obtain their Tax Identification Number (TIN)?	<p>For Individual/ Entity registered with LHDN:</p> <ul style="list-style-type: none"> ● Option 1: Check your EA form (Statement of Remuneration from Employment) ● Option 2: Visit the LHDN E-Daftar Portal <ul style="list-style-type: none"> ■ https://mytax.hasil.gov.my/ezHasil?data=e-Daftar&id=ezHasil%20sebelum ● Option 3 Customer can login to MyTax Portal>At the main page of the MyTax Portal - Search your TIN from the e-Daftar menu or ● Option 4: Visit your nearest LHDN branch or contact LHDN via the following channels <ul style="list-style-type: none"> ■ https://www.hasil.gov.my/en/contact-us/ <p>For Individual/ Entity not registered with LHDN: To register online or in person at your nearest LHDN branch.</p>
9	How can I know my TIN number is correct format?	<p>For Individual TIN (with prefix IG):</p> <p>The numeric character within the TIN remains the same (at a maximum of 14 characters including prefix). For example : IG6132840102</p>
10	Where can an entity obtain their Sales & Service Tax (SST) number?	<p>For an entity that is SST registered, please visit the Royal Malaysian Customs Department ("RMCD") portal on SST details https://mysst.customs.gov.my/CallCenterHelpDesk</p>

11	I request e-invoices and update my information in the month of 29 November 2025, can I request for the e-Invoice for October 2025?	No. The Bank will only issue you the e-invoice for November 2025. The transaction starting from 29 November 2025 onwards only will indicate in the e-invoice.
12	I am joint accountholder, will the Bank issue the e-Invoice to me?	No. The Bank only issue the e-Invoice to the primary account holder.
13	Is it mandatory for me to provide Malaysia TIN?	<p>Individuals: Yes, if you required an e-invoices to be issued to you.</p> <p>Entities: TIN is a mandatory information for e-Invoice issuance. Hence, it is pre-requisite to provide accurate details to BOCM to facilitate the issuance of e-invoice document. Please note that BOCM cannot force/ compel customers to provide their TIN and SST details and it is the Customer's responsibility to comply with the LHDN's e-Invoice regulations</p>
14	Who can I reach out to if I have any further questions?	<p>You can send an email to myinvois@hasil.gov.my for further details</p> <p>Alternatively, may reach out to the e-Invois Hasil Help Desk Line at 03-8682 800, available 24 hours a day, from Monday to Sunday.</p>