

FAQ – MyCoID SERVICES

GENERAL

1. What is MyCoID 2016?

MyCoID is an online company incorporation and registration services launched by SSM that allows company incorporation services to be done online in a simple, quick and hassle free.

MyCoID's 2016 system introduces automatic population of data for simultaneous registration with the relevant Government agencies upon incorporation.

2. What can I do with MyCoID 2016?

You can use MyCoID 2016 to do online company incorporation at the ease of your control. Please refer to the Manual for more details information.

3. How to use the MyCoID 2016?

You have to be an Active user before you can start utilizing the mycoid 2016 system. You can register either as a Professional User (if Professional Bodies or License Secretary) or Individual User.

4. Why use MyCoID 2016?

- MyCoID is available for your usage 24 hours a day and 7 days a week. You can perform name search of your desired company name and payment can be done simultaneously at the comfort of your home or elsewhere, as long as the internet connection is available.
- Reduce waiting time to obtain new company incorporation and information.

- Payment can be made online and SSM only accept major local and foreign issued credit card via Mastercard or Visa.

5. Who can register as MyCoID 2016 User?

MyCoID user can be

- Professional (Professional Bodies or License Secretary)
- Individual

6. Can I register as Professional if I already register as Individual?

No. But, if you are not anymore practice as a professional bodies or license secretary you may change your status user type at your MyCoID Profile page.

7. What are services available for MyCoID's 2016 User?

The services are as follows-

NO	USER	SERVICE AVAILABLE
1.	Individual and Professional	(a) Search of company name (b) Application for reservation of name (c) Application for extension of reservation period (d) Application of Incorporation

2.	Professional	<ul style="list-style-type: none"> (a) Appoint Professional Company Secretary (b) Lodgment Of Constitution (c) Return of Allotment of Shares (ROA) (d) Register of Members (ROM)
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8. Is the MyCoID services available at all time?

The service is available 7 days a week and 24 hours a day. However the submission of documents will be subjected to the following –

- Submission of document from 12 a.m. to 12 noon. - User will get the notification and approval by 5 p.m. on the same business day.
- Submission of document from 12 noon to 11.59 p.m. - User will get the notification and approval by the next business day.

9. How do I access the MyCoID 2016 system?

MyCoID can be accessed via www.ssm.com.my and click the icon for "MyCoID" or <https://mycoid2016.ssm.com.my/>

10. Who should I contact if I encounter any problem regarding MyCoID Services?

If you encounter any problem or have enquiry regarding MyCoID 2016 Services, please contact –

- (a) SSM Contact Centre at 03-7721 4000;
- (b) You may also fax your enquiry to 03-7721 4001; or
- (c) email to enquiry@ssm.com.my

Contact Centre operating hours:

DAY	TIME
Monday-Friday	9.00 a.m-5.30 p.m.
Saturday, Sunday and Public Holiday	Close

SYSTEM REQUIREMENTS

11. What are the software and hardware required for using MyCoID 2016 Services?

The software and hardware required are:

- (a) OS – Microsoft Windows 7 and above
- (b) PC Specifications
 - Intel iCore 3 & above processor
 - 2 GB of memory and above
 - Min 50 GB free hard disk space and above
 - 1Mbps Min Internet Line
- (c) Browser
 - Chrome version 32 or higher
 - Firefox version 27 or higher
 - Internet Explorer version 8 , 9 or 11
- (d) Adobe Reader 9.0 an above
- (e) Printer (Black or color)
- (f) Scanner

12. What are the requirements to upload a supporting document?

The requirements are

Document Format : TIFF * Format & PDF

* TIFF - Tag Image File

SERVICES OFFERED

13. What are the services offered by MyCoID?

NO	SERVICE AVAILABLE
1.	Search of company name
2.	Application for reservation of name
3.	Application for extension of reservation period
4.	Application of Incorporation
5.	Appoint Professional Company Secretary
6.	Lodgment Of Constitution
7.	Return of Allotment of Shares (ROA)
8.	Register of Member (ROM)

14. What are the operating hours for the service?

- (a) MyCoID2016 Portal will be available :
- 24 hours and 7 days a week
- (b) Processing of applications will be done only during office hours (8.15am-5.15pm) and shall follows Federal's working days.

15. How do I check my application status?

Please log on to MyCoID 2016 system and click the "MYAPPLICATION" icon.

PAYMENT METHOD

16. What are the payment methods available for MyCoID Services?

The Payment methods are as follows:

- (a) Credit Card (Visa and Mastercard)
- (b) Debit Card (Visa and Mastercard)
- (c) Direct Banking

17. Are all types of credit cards acceptable for MyCoID Services?

MyCoID 2016 services only accept major local and foreign issued credit card via Mastercard or Visa.

18. What should I do if my payment was a success, but the status in MyCoID system shows unpaid?

Please login back your ID in MyCoID 2016 system. If the status is still unchanged, you may contact:

- (a) SSM Contact Centre at 03-7721 4000;
- (b) You may also fax your enquiry to 03-7721 4001; or
- (c) email to enquiry@ssm.com.my

19. How to confirm that the payment made is successful?

Receipt or Tax Invoice will appear on the payment notification screen; you can print the receipt and keep for your reference. Email will be sent to you to notify that your payment is successful.

20. Where can I reprint my receipt?

To reprint the receipt, you can log on to the MyCoID 2016 system and click "MY ACCOUNT" icon.

21. What is the function of Credit Note?

Credit Note is a statement of proof for the cancelation of your transactions.

22. How to apply for refund?

Please refer to the refund guideline at the MyCoID 2016 portal and forward your application to refund@ssm.com.my.

23. How long does it take to refund?

It takes approximately 30 working days after we receive your refund application.

REGISTRATION OF MyCoID USER

24. Who is MyCoID User?

A person who has registered as Professional User or Individual User and activate for one (1) time at nearest SSM Counter.

25. Is there any extra charge for using MyCoID 2016 Services?

No, there is no extra charges.

MyCoID 2016 USER (INDIVIDUAL & PROFESSIONAL) REGISTRATION

26. How do I verify as an INDIVIDUAL & PROFESSIONAL ID in order to start using the MyCoID 2016 system?

Upon submission of registration, a notification will be sent via email. User is required to bring the following documents for verification to the nearest SSM Registration Counter:

- (a) MyKad / Original Passport;
- (b) Company Secretary License / Membership Certificate; and
- (c) That email notification

For verification process at SSM@ KL Sentral office, please proceed to the counter at -

**Customer Service Section, MBDD Level 17, Zone A,
Menara SSM@ Sentral,
No.7, Jalan Stesen Sentral 5,
Kuala Lumpur Sentral,
50623 Kuala Lumpur.**

27. Can SSM provide me with the password/company secretary ID?

No. SSM will not provide the password.

28. Can a company secretary have more than one User ID & password?

No. Only one User ID & password for each registered user.

29. Can I change the User ID and password?

The system only allows the user to change user ID (e-mail) and password. Please refer MyCoID user manual no 27-28.

https://mycoid2016.ssm.com.my/document/MyCoID2016_User_Manual.pdf

30. Can I cancel my user ID and password?

Yes. The cancellation of user ID and password should be lodged through a formal letter and to state the reason for cancellation. The application must be submitted to the nearest SSM Office or email to enquiry@ssm.com.my.

31. Can I change any user information in the MyCoID system if there is any mistake or change after submission of the application?

Yes, you can change all your user information except:

- (a) Name;
- (b) Identification Number/Type;
- (c) Birth Date;
- (d) Gender;
- (e) Citizenship.

32. If I registered as Professional User, then my company secretary LS/membership changed (Example: LS change status to MIA) can I use the same ID and password to login to MyCoID?

Yes. Professional User can use the same ID and password. Professional User can change the LS/Professional Membership at profile page and follow the instruction given. You will receive notification email for verification purpose and required to come at the nearest SSM Offices (if needed).

33. Can SSM approve my application if I am disqualified during verification?

No. User must be a qualified person in order to be verified.

REQUEST FOR RESERVATION OF NAME

*** Please take note that name reservation is optional. An applicant can directly incorporate a company without reserving a name through 'Direct Incorporation' process.**

34. Are there any guidelines for choosing a name of a company?

Yes. You can download the following guidelines from SSM website:

- (a) Guidelines for Naming a Company
- (b) Government Gazette

Note :

- (a) The MyCoID system only provides basic search for applicant/user to search a company's name before

submitting the application but the final result will be determined by the Registrar; and

- (b) The MyCoID system also provides the list of control words, gazette words and offensive words for your reference.

35. How do I know the result for the applications of availability of a company name and direct incorporation via MyCoID 2016 Services?

(a) Please log on to MyCoID 2016 System and click “MY APPLICATION” icon then select “NAME RESERVATION & INCORPORATION” icon; and

(b) Check the notification e-mail in your e-mail inbox.

36. Are all applications for name search must be made through MyCoID?

Yes.

37. If the name was approved over the counter, can I submit the incorporation document over the counter?

All name reservation are made via online. Once name is approved, for change of name, Foreign and CLBG, incorporation documents must be submitted through the counter.

38. What is the procedure for the application of name contains the gazette word?

Application of names containing gazette word must be submitted via MyCoID system. After the application of name is being queried, the applicant shall make a payment and submit the relevant requested information to get the Minister approval at the nearest SSM counter. For CLBS incorporation must be made using MyCoID 2016.

39. How much is the fee for the request for the availability of company name?

RM 50.00 per name.

40. How many days can I apply for extension of time?

Extension of time is only applicable for 180 days including 30 days of name approval.

41. What is the fee for extension of time?

- (a) 30 Days – RM 50
- (b) 60 Days – RM 100
- (c) 90 Days – RM 150
- (d) 120 Days – RM 200
- (e) 150 Days – RM 250

42. Do I have to pay again if the proposed company name is rejected?

Yes. User will have to resubmit the desired name and go through the reservation process again.

43. If the application via MyCoID 2016 is being queried, can I resubmit through MyCoID System?

Yes, user only can resubmit query through MyCoID 2016 System.

44. Can I make an appeal if my application of name search is rejected?

Yes and you must provide the following documents to the nearest SSM counter:

- (a) Submit the Appeal template;
- (b) Fee RM300.00;

- (c) Print out the template from MyCoID 2016;
- (d) That email notification;
- (e) Receipt;
- (f) Appeal letter; and
- (g) Other supporting document (if any)

INCORPORATION OF LOCAL COMPANY

45. Who can apply for incorporation of a company online via MyCoID Services?

Individual and Professional

46. What is the requirement to incorporate a local company via MyCoID Services?

- (a) The basic requirements to incorporate a company are:
 - (i) Private company (Sdn. Bhd.)
 - At least to name one (1) director and one (1) promoter who has main residency or residence address in Malaysia.
 - (ii) Public company (Bhd)
 - At least to name two (2) directors and two (2) promoters who has main residency or residence address in Malaysia.
- (b) The application to incorporate the company should be lodged to SSM through online of MyCoID 2016 system within 30 days from the date of name reservation. If the company's name reserved reaches expiry date, a new application together with a fee should be lodged.

47. How much is the fee for the application to incorporate the company?

Under Section 12 Companies Act 2016, each application to incorporate the company should be lodged together with a fee as the following:

- company limited by share - RM1,000

48. Does SSM made any checking regarding bankruptcy of director?

Please note that SSM did not perform any checking on this. It is the responsibility of the company secretary to make sure that the director comply with Section 198 (1) (a) Companies Act 2016.

49. Are there any guidelines for incorporation of a company?

Yes. You can download the following guideline from SSM webpage www.ssm.com.my

- Guideline for Incorporation of a company

50. How to lodge a Constitution via MyCoID Services?

The MyCoID System is already provided with a fixed template of constitution.

51. How do I know the company was successfully incorporated?

Once the application approve, notice of approval and registration are sent to user's email. Otherwise, the user could access to their MyCoID by checking at tab MY APPLICATION. Should the application has been approved, the company's number listed under company listing.

52. How is payment made for the stamping fee and how about stamps affixed?

Stamping fee shall be paid on-line and the SSM will affix the stamp on constitution document.

53. How to search the object code in Superform?

Applicants are required to type in the keyword search object and the system show the list of object and select the appropriate object code.

54. Can the authorization letter be attached during the submission of Incorporation?

Yes. The system does allow user to attach any authorized letter during the submission of incorporation.

POST INCORPORATION**❖ APPOINTMENT OF FIRST COMPANY SECRETARY****55. How do I appoint first company secretary?**

In MyCoID 2016 system, the task for appointment of first company secretary will be assigned to the lodger of incorporation. You need to click the button Appoint 1st Cosec to proceed for Appointment of First Company Secretary. The appointed company secretary must be a registered Professional User.

56. When can I submit the appointment of first secretary?

The appointment of the first secretary shall be made within thirty (30) days from the date of incorporation. A company shall notify the Registrar within fourteen (14) days from the date of appointment.

57. If the company is incorporated through MyCoID 2016 Services, can company appoint more than one (1) company secretary?

Yes. Click Add button to key in NRIC to appoint another secretary.

58. Does SSM made any checking regarding blacklisted or licensed expired for company secretary?

Yes

59. How about the fee for appointment of the first secretary?

No fee charged for appointment of first company secretary. However there will be a validation and checking for Late Lodgement fee.

60. How do I know the status for the submission for Appointment of First Company Secretary via MyCoID Services?

Applicant can check the status via notification e-mail and MY APPLICATION status.

61. If the application via MyCoID is being queried, can I resubmit through MyCoID System?

Yes, resubmission of query can be done via MyCoID System.

❖ LODGEMENT OF CONSTITUTION

62. Who should submit the lodgement of Constitution?

Company secretary that had been appointed and registered and also assigned as lodger.

63. How do company incorporated under Companies Act 2016 adopt its constitution?

A company may adopt a constitution and the adoption shall be by way of special resolution.

64. When the company shall lodge a Constitution via MyCoID Services?

The company shall lodge the constitution within thirty (30) days from the date of special resolution.

65. What is the prescribed fee for Lodgement of Constitution?

Fee for Lodgement of Constitution is RM30.

66. How to lodge the constitution and the fee payable?

Constitution to be uploaded in pdf or tiff file and lodge with the prescribed and e-Stamping fee via MyCoID system.

67. If the application via MyCoID is being queried, can I resubmit through MyCoID System?

Yes, resubmission of query can be done via MyCoID System.

68. How do I know the status for the submission for Appointment of First Company Secretary via MyCoID Services?

Applicant can check the status via notification e-mail and My Application status.

69. The steps to use the MyCoID Services.

