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FREQUENTLY ASKED QUESTIONS (FAQ) - E-INVOICE

No.	Question	Answers
Mandatory information required to receive e-invoice		
1	What is the mandatory information required to receive the e-invoice?	<p>You may refer to the table below for the mandatory information required for the issuance of e-invoice:</p> <p>Individual Policy/Certificate Holders</p> <p><i>For Malaysian:</i></p> <ul style="list-style-type: none"> a) Name (as per NRIC) b) Tax Identification Number (TIN, with the prefix of 'IG'), if applicable c) MyKad / MyTentera Identification Number d) Contact Number e) Mailing / Correspondence Address <p><i>For Non-Malaysians</i></p> <ul style="list-style-type: none"> a) Name (as per Passport or equivalent) b) Tax Identification Number (TIN, with the prefix of 'IG'), if applicable c) Passport Number / MyPR / MyKas Identification Number d) Contact Number e) Mailing / Correspondence Address <p>Individual Policy Corporate Owners</p> <ul style="list-style-type: none"> a) Company / Entity Name b) Tax Identification Number (TIN) c) New Company / Business Registration Number (BRN) d) Sales and/or Service Tax (SST), where applicable e) Company Contact Number f) Company Address
2	What information do I have to share and/or update with AIA to receive the e-invoice?	<p>Currently, you are highly encouraged to share the following information, where applicable, with AIA to receive the e-invoice.</p> <p>For Individual Policy/Certificate Holders</p> <ul style="list-style-type: none"> a) Name (as per NRIC)



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		<p>b) Tax Identification Number (TIN, with the prefix of 'IG'), if applicable c) MyKad / MyTentera Identification Number d) Contact Number e) Mailing / Correspondence Address, if applicable f) E-mail Address, if applicable</p> <p>For Individual Policy Corporate Owners</p> <p>a) Tax Identification Number (TIN) b) New Company / Business Registration Number (BRN) c) Sales and/or Service Tax (SST), where applicable</p> <p>Please ensure the information provided is accurate and up-to-date. Missing or inaccurate information may result in the non-receipt of the e-invoice.</p>
3	Where can I update my information to receive the e-invoice?	<p>You can update your personal information through the following channels:</p> <p>For Individual Policy / Certificate Holders</p> <p>a) AIA+: Select 'Service Request' > Edit Profile b) Contact your AIA Life Planner</p> <p>For Individual Policy Corporate Owner</p> <p>a) Submit a Policy / Certificate Change Service Request Form via the AIA website (www.aia.com.my)</p> <p>Please refer to the user guide for more details and steps on how to submit the form.</p>
About Tax Identification Number (TIN)		
4	What is a Tax Identification Number (TIN)?	<p>In Malaysia, both individuals and entities who are registered taxpayers with the Inland Revenue Board of Malaysia (IRB) are assigned with a Tax Identification Number (TIN), also known as "<i>Nombor Pengenalan Cukai</i>".</p> <p>TIN is a mandatory field to share with AIA for you to receive an e-invoice.</p>



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		For more information, you may refer to IRB's FAQ here
5	How do I check my Tax Identification Number (TIN)?	You may check your TIN through the following channels: a) Online via MyTax Portal (e-Daftar Menu) at https://mytax.hasil.gov.my/ b) Contact IRB at https://www.hasil.gov.my/en/contact-us/ c) Visit the nearest IRB office
6	Why do I need to update my company Registration Number (RN) with AIA?	Effective 11 October 2019, the Companies Commission of Malaysia (SSM) has adopted a new format of registration number containing 12-digit characters for companies, businesses, and Limited Liability Partnership (LLP) registered with SSM. All SSM-registered businesses are required to provide their new 12-digit company RN to receive the e-invoice. For other non-SSM registered businesses, you may provide the respective RN you have obtained from the respective authorities with AIA.
About the issuance of e-invoice		
7	Will the e-invoice be issued to individual Malaysian taxpayers who do not provide his/her TIN?	Yes, e-invoice can still be issued to individual Malaysian taxpayer who do not provide his/her TIN, provided his/her MyKad or MyTentera identification number has been shared with AIA. For customers who do not require the e-invoice, AIA will issue a consolidated e-invoice to IRB on a monthly basis. This consolidated e-invoice will not be shared with customers.
8	Do foreign customers need to provide a Malaysian TIN number to receive the e-invoice?	A foreign customer is expected to provide his/her Malaysian TIN if he/she has one. In the event that a non-Malaysian customer does not have a Malaysia TIN, he/she may provide their Passport number/ MyPR / MyKas identification number. For customers who do not require an e-invoice, AIA will issue a consolidated e-invoice to IRB on a monthly basis.



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		This consolidated e-invoice will not be shared with customers.
9	What documents will I receive after 1 August 2024	<p>Insurance / takaful companies are granted concession by IRB to issue a consolidated e-invoice from 1 August 2024 to 30 June 2025. During this period, AIA will issue the standard invoice and/or receipt to customers as per our current practice.</p> <p>From 1 July 2025 onwards, customers will receive a validated e-invoice for all insurance premiums, takaful contributions, fee and/or charges imposed by AIA.</p>
10	Can customers request for the e-invoice from 1 Aug 2024 onwards?	Insurance / takaful companies are granted concession by IRB to issue a consolidated e-invoice from 1 August 2024 to 30 June 2025. Customers will only receive the e-invoice from July 2025 onwards. The timing of the issuance of the e-invoice is dependent on the billing cycle of a customer's existing premium/ contribution statement, where relevant.
11	Will the e-invoice be available in AIA+ mobile application? If so, how long will the e-invoice be stored in AIA+ app?	Yes, the e-invoice will be available on AIA+ mobile application from July 2025 onwards. The e-invoice will be stored for record-keeping for seven (7) years in the AIA+ app. The timing of the issuance of the e-invoice is dependent on the billing cycle of a customer's existing premium/ contribution statement, where relevant.
12	Will new AIA+ users be able to view past e-invoices?	<p>Yes, the e-invoice will be available on AIA+ app from July 2025 onwards.</p> <p>Newly registered AIA+ users will be able to view past e-invoices issued before their AIA+ account registration. The timing of the issuance of the e-invoice is dependent on the billing cycle of a customer's existing premium/ contribution statement, where relevant.</p>
13	Will the e-invoice be issued on the interest / dividend / guaranteed cash payments (GCP)/	Yes, a self-billed e-invoice will be issued.



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	cashback declared to customers?	
14	What happens if I do not submit the required information for the issuance of e-invoice?	If the mandatory information requested is not provided or is inaccurate, you may not receive the e-invoice. Kindly ensure your information is up-to-date and accurate for IRB to validate your e-invoice.
15	What happens if I only submit the mandatory information after I have made a premium/contribution payment?	You will only receive the e-invoice once you have submitted or updated the mandatory information, prospectively.
16	I want to know more about the e-invoice. Where can I find additional information about the e-invoice?	For more information on the e-invoice, please visit the IRB website at https://www.hasil.gov.my/en/e-invoice/guidelines/ .