

## F.A.Q on Evaluation and Issuance Fees

### 1) **Why is MIDA introducing evaluation and issuance fees on MIDA's services?**

MIDA is introducing evaluation and issuance fees to address several key objectives:

**Streamlining Application Processes:** These fees are integral to our commitment to streamline and modernise our application processes. By doing so, we aim to make these processes more efficient and responsive to the needs of our stakeholders.

**Ensuring Sustainability:** The introduction of these fees serves as a crucial step towards ensuring the long-term sustainability of our services. They will help cover the operational costs associated with evaluating applications, issuing approvals, and maintaining our IT infrastructure.

**Investing in Digital Transformation:** MIDA is moving towards digital transformation through the MIDA InvestMalaysia portal. These fees contribute to covering the maintenance costs of our IT infrastructure, enabling us to provide more convenient digital services to our clients.

**Maintaining High Standards:** We are committed to upholding high standards in our services. The cost recovery from the charges allows us to invest in resources and continuously improve our service quality.

**Enhancing Efficiency:** The introduction of these fees aligns with our goal of enhancing the efficiency of our evaluation services. This, in turn, benefits our stakeholders.

**Ensuring Future Upgrades:** In addition to current operational needs, the fees will support future upgrades and advancements in MIDA's IT systems, ensuring that we remain at the forefront of technological innovation and continue delivering value to our clients.

We appreciate your understanding and support as we implement these fees to enhance the quality, efficiency, and sustainability of our services. By doing so, we are better equipped to support investment and economic growth in Malaysia, ultimately benefiting our clients and stakeholders.

**2) How do these fees align with MIDA's mission and goals?**

These fees align with MIDA's mission of promoting and facilitating investments in Malaysia. By introducing these fees, we ensure the continued provision of efficient and high-quality services, which is central to our mission of attracting investments and fostering economic growth.

**3) What applications and services will be subject to charges?**

The applications and services subject to charges will include evaluation and issuance fees for the following services:

**Evaluation Fees**

No.	Type of Applications
1.	<b><u>Import Duty and/or Sales Tax Exemption (Tariff)</u></b>
	i. <b>New Application - Pengecualian Cukai (PC1/PC2/PC3/PC Services)</b>
	ii. <b>Additional Services for:</b> a) Appeal b) Amendment c) Extension d) Additional quantity
	iii. <b>Confirmation Letter for Exemption / Surat Pengesahan MIDA (SPM)</b>
2.	<b><u>Incentive(s)</u></b>
	i. <b>New Incentive(s) Applications</b>
	ii. <b>Diversification / Expansion / Appeal of Incentive(s) Applications</b>
	iii. <b>Post Approval Incentive(s)/ Post Incentive(s)</b> (such as <u>redefinition of products, amendment, extension, determination of effective date, etc.</u> )
3.	<b><u>Manufacturing License (ML)</u></b>
	i. <b>New Manufacturing License (ML) Application</b>
	ii. <b>Diversification / Expansion / Regularisation/ Appeal of Manufacturing License (ML)</b>
	iii. <b>Post Licensing/ Post Approval for ML</b> (such as <u>redefinition of products, amendment, change of company name/factory location, etc.</u> )

	<b><u>Exemption of Manufacturing License (ICA10)</u></b>
4.	i. New Application of ICA10
	ii. Appeal Application of ICA10

### Issuance Fees

No.	Type of Applications
	<b><u>RE/RO Application</u></b>
1.	i. New application of RE/RO Status
	ii. Extension onwards of RE/RO Status
2.	<b><u>Annual Compliance Report/Assessment (ACR/ACA/CAF-PH/CAF-IILS)</u></b>
	<b><u>Request on Certified True Copy (CTC) for the following documents:</u></b>
	i. Manufacturing License (ML) - Lampiran A
	ii. Approval Letter of ICA10
	iii. Approval Letter for Incentive(s)
3.	iv. Approval Letter for: a) Post Approval b) Post Licensing c) Post Incentive
	v. Approval Letter for Expatriate post
	vi. Approval Letter for Import Duty and/or Sales Tax Exemption (Tariff)
	vii. Confirmation Letter for Exemption / Surat Pengesahan MIDA (SPM)
	<b><u>Duplication of Manufacturing License [Lesen Pendua]</u></b>
4.	i. First request
	ii. Second request
	iii. Third request
5.	<b><u>MIDA Support Letter</u></b>
	i. APEC Business Travel Card (ABTC)

ii.	<b>Entry Permit for Permanent Residence (PR)</b>
iii.	<b>Professional Visit Pass (PVP)</b>
iv.	<b>Confirmation Letter - Surat Pengesahan Pengilang dan Aktiviti Nilai Ditambah</b>
v.	<b>Other Support Letter</b>

#### 4) **Effective date of the charging implementation?**

The evaluation and issuance fees will be effective in stages starting 6<sup>th</sup> November 2023 based on the following table. Applicants are encouraged to review the fee schedule on the MIDA website and MIDA InvestMalaysia portal and prepare accordingly.

#### **Evaluation Fees**

No.	Type of Applications	Timeline
1.	<b><u>Import Duty and/or Sales Tax Exemption (Tariff)</u></b>	
	i. <b>New Application - Pengecualian Cukai (PC1/PC2/PC3/PC Services)</b>	6 <sup>th</sup> November 2023
	ii. <b>Additional Services for:</b> a) Appeal b) Amendment c) Extension d) Additional quantity	
	iii. <b>Confirmation Letter for Exemption / Surat Pengesahan MIDA (SPM)</b>	
2.	<b><u>Incentive(s)</u></b>	
	i. <b>New Incentive(s) Applications</b>	1 <sup>st</sup> December 2023
	ii. <b>Diversification / Expansion / Appeal of Incentive(s) Applications</b>	
	iii. <b>Post Approval Incentive(s)/ Post Incentive(s)</b> (such as <u>redefinition of products, amendment, extension, determination of effective date, etc.</u> )	

	<b><u>Manufacturing License (ML)</u></b>	
3.	i. <b>New Manufacturing License (ML) Application</b>	1 <sup>st</sup> December 2023
	ii. <b>Diversification / Expansion / Regularisation/ Appeal of Manufacturing License (ML)</b>	
	iii. <b>Post Licensing/ Post Approval for ML</b> (such as <u>redefinition of products, amendment, change of company name/factory location, etc.</u> )	
	<b><u>Exemption of Manufacturing License (ICA10)</u></b>	
4.	i. <b>New Application of ICA10</b>	6 <sup>th</sup> November 2023
	ii. <b>Appeal Application of ICA10</b>	

### Issuance Fees

No.	Type of Applications	
	<b><u>RE/RO Application</u></b>	
1.	i. <b>New application of RE/RO Status</b>	6 <sup>th</sup> November 2023
	ii. <b>Extension onwards of RE/RO Status</b>	
2.	<b><u>Annual Compliance Report/Assessment (ACR/ACA/CAF-PH/CAF-IILS)</u></b>	6 <sup>th</sup> November 2023
	<b><u>Request on Certified True Copy (CTC) for the following documents:</u></b>	
3.	i. <b>Manufacturing License (ML) - Lampiran A</b>	13 <sup>th</sup> July 2023
	ii. <b>Approval Letter of ICA10</b>	
	iii. <b>Approval Letter for Incentive(s)</b>	
	iv. <b>Approval Letter for:</b> a) Post Approval b) Post Licensing c) Post Incentive	
	v. <b>Approval Letter for Expatriate post</b>	
	vi. <b>Approval Letter for Import Duty and/or Sales Tax Exemption (Tariff)</b>	

	<b>vii. Confirmation Letter for Exemption / Surat Pengesahan MIDA (SPM)</b>	13 <sup>th</sup> July 2023
<b>4.</b>	<b><u>Duplication of Manufacturing License [Lesen Pendua]</u></b>	
	<b>i. First request</b>	6 <sup>th</sup> November 2023
	<b>ii. Second request</b>	
	<b>iii. Third request</b>	
<b>5.</b>	<b><u>MIDA Support Letter</u></b>	
	<b>i. APEC Business Travel Card (ABTC)</b>	6 <sup>th</sup> November 2023
	<b>ii. Entry Permit for Permanent Residence (PR)</b>	
	<b>iii. Professional Visit Pass (PVP)</b>	
	<b>iv. Confirmation Letter - Surat Pengesahan Pengilang dan Aktiviti Nilai Ditambah</b>	
	<b>v. Other Support Letter</b>	

**5) What is the fee structure for these applications?**

The fee structure for each application, including evaluation and issuance fees, is outlined in the MIDA Fee Schedule below, which can also be found on the MIDA website and MIDA InvestMalaysia Portal. Please refer to this schedule for specific fee amounts.

**Evaluation Fees**

<b>No.</b>	<b>Type of Applications</b>	<b>Fees (RM)</b>
<b>1.</b>	<b><u>Import Duty and/or Sales Tax Exemption (Tariff)</u></b>	
	<b>i. New Application - Pengecualian Cukai (PC1/PC2/PC3/PC Services)</b>	<b>2,000.00</b>
	<b>ii. Additional Services for:</b> a) Appeal b) Amendment c) Extension d) Additional quantity	<b>700.00</b>
	<b>iii. Confirmation Letter for Exemption / Surat Pengesahan MIDA (SPM)</b>	<b>700.00</b>

<b><u>Incentive(s)</u></b>		
2.	i. New Incentive(s) Applications	2,500.00
	ii. Diversification / Expansion / Appeal of Incentive(s) Applications	2,500.00
	iii. Post Approval Incentive(s)/ Post Incentive(s) (such as <u>redefinition of products, amendment, extension, determination of effective date, etc.</u> )	2,000.00
<b><u>Manufacturing License (ML)</u></b>		
3.	i. New Manufacturing License (ML) Application	1,500.00
	ii. Diversification / Expansion / Regularisation/ Appeal of Manufacturing License (ML)	1,500.00
	iii. Post Licensing/ Post Approval for ML (such as <u>redefinition of products, amendment, change of company name/factory location, etc.</u> )	750.00
<b><u>Exemption of Manufacturing License (ICA10)</u></b>		
4.	i. New Application of ICA10	1,000.00
	ii. Appeal Application of ICA10	1,000.00

### Issuance Fees

No.	Type of Applications	Fees (RM)
<b><u>RE/RO Application</u></b>		
1.	i. New application of RE/RO Status	5,000.00
	ii. Extension onwards of RE/RO Status	10,000.00
2.	<b><u>Annual Compliance Report/Assessment (ACR/ACA/CAF-PH/CAF-IILS)</u></b>	2,000.00
<b><u>Request on Certified True Copy (CTC) for the following documents:</u></b>		
3.	i. Manufacturing License (ML) - Lampiran A	500.00
	ii. Approval Letter of ICA10	
	iii. Approval Letter for Incentive(s)	

	<b>iv. Approval Letter for:</b> a) Post Approval b) Post Licensing c) Post Incentive	<b>500.00</b>
	<b>v. Approval Letter for Expatriate post</b>	
	<b>vi. Approval Letter for Import Duty and/or Sales Tax Exemption (Tariff)</b>	
	<b>vii. Confirmation Letter for Exemption / Surat Pengesahan MIDA (SPM)</b>	
<b>4.</b>	<b><u>Duplication of Manufacturing License [Lesen Pendua]</u></b>	
	<b>i. First request</b>	<b>2,000.00</b>
	<b>ii. Second request</b>	<b>3,000.00</b>
	<b>iii. Third request</b>	<b>5,000.00</b>
<b>5.</b>	<b><u>MIDA Support Letter</u></b>	
	<b>i. APEC Business Travel Card (ABTC)</b>	<b>1,000.00</b>
	<b>ii. Entry Permit for Permanent Residence (PR)</b>	<b>3,000.00</b>
	<b>iii. Professional Visit Pass (PVP)</b>	<b>1,000.00</b>
	<b>iv. Confirmation Letter - Surat Pengesahan Pengilang dan Aktiviti Nilai Ditambah</b>	<b>500.00</b>
	<b>v. Other Support Letter</b>	<b>500.00</b>

**6) Will there be any exemptions or waivers for evaluation and issuance fees?**

No, there are no exemptions or waivers for evaluation and issuance fees. All applicants are required to pay the specified fees as part of the application process.

**7) Can applicants request refunds of the evaluation and issuance fees if their applications are not approved?**

No, the evaluation and issuance fees are non-refundable. We recommend carefully reviewing the eligibility criteria and guidelines for each service before submission to ensure a successful application.



**8) Can I request refunds of the evaluation and issuance fees if I withdraw the applications?**

No, you cannot request refunds of the evaluation and issuance fees if you choose to withdraw your applications. These fees are non-refundable and are collected to cover the costs associated with the evaluation process, administrative tasks, and related expenses incurred during the application review.

Before submitting your applications, it's essential to carefully consider your decision, review the eligibility criteria and guidelines, and ensure that you are prepared to proceed. In cases where you have concerns or questions about your application, it's advisable to contact MIDA to seek guidance and clarification before making your submission.

**9) How can I make payments for the evaluation and issuance fees?**

Payment for evaluation and issuance fees can only be made through our secure online payment system, the MIDA payment Channel, at <https://mpaychannel.mida.gov.my/>. No other method of payment is allowed. Detailed instructions for payment can be referred to <https://mpaychannel.mida.gov.my/about-mida>.

**10) How will the introduction of evaluation and issuance fees affect the application process?**

The introduction of these fees is aimed at enhancing the efficiency of the MIDA application process. Payment confirms your commitment to the application, and MIDA will continue to facilitate and evaluate your application.

**11) How can I get more information or seek clarification about evaluation and issuance fees?**

For any questions or clarifications regarding the evaluation and issuance fees or the application process, please contact our Customer Service at 03-2267 3633 or login InvestMalaysia portal and submit your enquiry. The details are as follows:

Phone: +603-22673633

Website: <https://investmalaysia.mida.gov.my/>

**Customer Service Hours:**

Our customer service support operates during the following hours:

**Days: Monday to Friday**

**Operating Hours: 9.00 AM to 5.00 PM (GMT+8)**

**Closed During Weekends and Public Holidays**

**12) How can I stay informed about updates and changes related to evaluation and issuance fees?**

Stay informed about updates and changes related to evaluation and issuance fees by regularly checking our website <https://www.mida.gov.my/> or/and MIDA InvestMalaysia portal <https://investmalaysia.mida.gov.my/> or/and official communications from MIDA.

We appreciate your understanding and cooperation as we implement these fees to maintain the quality of our services and ensure a streamlined application process. If you have further questions or require assistance, please do not hesitate to reach out to us.

**13) How can companies stay informed about MIDA's services and policies?**

**A. Visit MIDA's Official Website:**

For the latest information on MIDA's services, policies, guidelines, and announcements, please visit our official website at <https://www.mida.gov.my/>. Our website is a comprehensive resource hub for businesses and investors seeking information on Malaysia's investment climate.

**B. Subscribe to MIDA's E-newsletter:**

To receive regular updates and news directly in your inbox, we encourage companies to subscribe to our E-newsletter. This subscription provides timely information on investment opportunities, policy changes, and other relevant updates. You can find the subscription option on our website.

**C. Refer to MIDA InvestMalaysia Portal:**

Our MIDA InvestMalaysia portal is a valuable platform for accessing information related to investment opportunities, incentives, and policies. It provides comprehensive insights into the Malaysian business environment and is an essential resource for companies interested in investing in Malaysia.

**D. Review MIDA's Frequently Asked Questions (FAQ):**

Frequently Asked Questions (FAQ) on our website <https://www.mida.gov.my/> and MIDA InvestMalaysia portal <https://investmalaysia.mida.gov.my/> provide answers to common queries about MIDA's services, procedures, and policies. It's a helpful reference for companies seeking quick and concise information.

**E. Connect with MIDA's Customer Service:**

For personalised assistance and inquiries, you can reach out to our contact centre. Our dedicated support team is available to assist you with any questions or concerns you may have. Contact information can be found on our website.

We are committed to providing transparent and up-to-date information to support businesses and investors interested in Malaysia. By utilising these channels, companies can stay well-informed about MIDA's offerings and engage with us effectively.

MIDA

## **FAQ on Receipt**

**1) Will I receive a receipt for the evaluation and issuance fees when my payment is successful?**

Yes, you will receive a receipt generated by our system upon successful payment of the evaluation and issuance fees at the MIDA Payment Channel <https://mpaychannel.mida.gov.my/>. There is no need to request a receipt separately.

**2) How will I receive the receipt?**

The receipt will be generated and downloadable from the system associated with your account on our online application portal.

**3) What information will be included in the receipt?**

The receipt will typically include details such as a unique receipt number, payment information, payment date, payment amount, payment method, applicant's name, and MIDA's contact information. The details on the receipt will be based on the registration details entered by the applicants at the MIDA Payment Channel.

**4) Is the receipt considered as an official document for accounting or reimbursement purposes?**

Yes, the receipt generated by our system is generally considered as an official document and can be used for accounting or reimbursement purposes. However, it's advisable to consult with your financial department or relevant authorities to confirm its acceptance.

**5) What should I do if I don't receive the receipt after a successful payment?**

If you do not receive the receipt upon successful payment. Please contact our customer service team at the following:

Phone: +603-22673633

Email: [mpaychannel@mida.gov.my](mailto:mpaychannel@mida.gov.my)

**Customer Service Hours:**

Our customer service support operates during the following hours:

**Days: Monday to Friday**

**Operating Hours: 9.00 AM to 5.00 PM (GMT+8)**

**Closed Weekends and During Public Holidays**

Our customer service team will be available to assist you, investigate the issue, and provide the necessary support to ensure you receive the receipt promptly.

- 6) Is there a way to confirm the receipt of my payment without the receipt?**  
No. The receipt will be generated automatically upon successful payment received. If you encounter any issues or have concerns about the receipt, please contact our customer service for assistance.
- 7) Can I request a duplicate receipt if needed in the future?**  
Yes, if you require a duplicate of the receipt in the future, please download the receipt from MIDA payment channel associated with your account.
- 8) Can I request amendments or changes to the details of my receipt after it's issued?**  
No, amendments or changes to the details of the receipt, such as the payment date, payment amount, or other information, are not allowed once the receipt has been issued. It is important to review all details carefully during the payment process to ensure accuracy.
- 9) How can I ensure that the details on my receipt are accurate before making a payment?**  
To ensure accuracy, carefully review all details displayed on the payment confirmation screen before finalising your payment. Verify that the payment amount, payment method, and other information are correct.

## **F.A.Q on Payment**

- 1) How can I make payments for the evaluation and issuance fees?**  
Payments for evaluation and issuance fees can be made at our online payment system, the MIDA Payment Channel.
  
- 2) Where can I access the MIDA Payment Channel for making payments?**  
You can access the MIDA Payment Channel at <https://mpaychannel.mida.gov.my/>.
  
- 3) Are there alternative methods of payment available for these fees?**  
No, payment for evaluation and issuance fees can only be made through the MIDA Payment Channel. No other payment methods are accepted.
  
- 4) How can I find detailed instructions for making payments?**  
Detailed instructions for making payments can be found at MIDA Payment Channel <https://mpaychannel.mida.gov.my/>.
  
- 5) Is the MIDA Payment Channel secure for online transactions?**  
Yes, the MIDA Payment Channel is designed to ensure the security of your online transactions. We have implemented security measures to protect your payment information.
  
- 6) What should I do if I encounter any issues while making a payment?**  
If you encounter any issues or require assistance during the payment process, please contact our customer service. They will be available to provide guidance and address any concerns. The details of customer service are as follows:

Phone: +603-22673633

Email: [mpaychannel@mida.gov.my](mailto:mpaychannel@mida.gov.my)

### **Customer Service Hours:**

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**Days: Monday to Friday**

**Operating Hours: 9.00 AM to 5.00 PM (GMT+8)**

**Closed During Weekends and Public Holidays**

**7) Can I make payments using a mobile device or tablet through the MIDA Payment Channel?**

Yes, the MIDA Payment Channel is accessible from mobile devices and tablets, providing you with the flexibility to make payments from various platforms.

**8) Can I use a credit card, debit card, e-wallet or other payment methods on the MIDA Payment Channel?**

The MIDA Payment Channel accepts various payment methods, including credit cards, debit cards, Business-to-Business (B2B), Business-to-Consumer (B2C) and e-wallet. Please review the payment options available on the platform for more details.

**9) Is the payment process user-friendly and straightforward?**

Yes, we have designed the payment process to be user-friendly and straightforward. If you have any specific questions or encounter issues related to making payments for evaluation and issuance fees, please don't hesitate to contact our customer service for assistance.