

Frequently Asked Questions: e-Invoice Implementation

1. What is an e-Invoice?

An e-Invoice is a digital representation of a transaction between a supplier and a buyer. It replaces paper or electronic documents such as invoices, credit notes, and debit notes.

An e-Invoice contains the same essential information as a traditional document, for example, supplier's and buyer's details, item description, quantity, price excluding tax, tax amount, and total amount, which records transaction data for daily business operations.

2. When do I get an e-Invoice from Allianz General?

You will get an e-invoice if you had requested to receive the e-invoice during your policy purchase and provided us with the relevant information for validation with the Inland Revenue Board of Malaysia (IRBM). You will receive the e-invoice together with your policy schedule once the e-invoice is successfully validated with IRBM.

3. How do I get the e-Invoice?

If you are a registered user of MyAllianz, you may download your e-Invoice from the MyAllianz app or web version at <https://www.allianz.com.my/customer>. Otherwise, the e-invoice will be shared through our intermediaries as per the current practice.

4. Why did I not receive the e-Invoice?

There is a possibility that your e-Invoice was not successfully validated with IRBM. You are advised to verify if the information below is in order through your servicing agent. You may update the latest information via your servicing agent, if necessary.

- I. Personal Identification Number / Business Registration Number:
 - MyKad (New NRIC)
 - MyTentera
 - Passport Number
 - Business Registration Number (BRN)
- II. Tax Identification Number (TIN)
 - Malaysia TIN with prefix, eg:
 - a) C – Companies
 - b) D – Partnerships
 - c) IG – Individuals and sole proprietor (Note: This was previously known as SG/OG before 2 January 2023)
- III. Sales and/or Service Tax (SST), if and where applicable
 - Mandatory to be completed if you are a Malaysian Sales and Service Tax (SST) registrant
- IV. Contact Number
 - Mandatory for submission to IRBM for e-Invoicing purposes
- V. Mailing / Correspondence Address
 - Mandatory for submission to IRBM for e-Invoicing purposes

5. What does it mean if I receive the e-Invoice?

The relevant details of your policy have been transmitted to IRBM and validated as an official record of your transaction, which you can then save for your records. The successfully validated e-Invoice will have a QR code which you can scan to access the MyInvois portal, where you can view detailed information about your e-Invoice.

6. Do I need to request for an e-Invoice?

Yes. You are required to choose whether or not to receive the e-invoice during policy purchase or renewal.

7. If my e-Invoice was not successfully validated and issued, can I request for the e-Invoice to be re-issued again at any time?

You may contact your servicing agent to check if your e-Invoice was successfully validated and issued, and if no, whether a re-issuance of the e-Invoice is allowed in your case. Please note that the e-Invoice is allowed to be re-issued within the same transaction month only.

8. What shall I do if the TIN is wrong in my e-Invoice?

You may contact your servicing agent to update your correct TIN.

9. How do I retrieve my TIN?

You have 4 ways to retrieve your TIN number:

1. From the e-Daftar menu at <https://mytax.hasil.gov.my/ezHasil?data=e-Daftar&id=ezHasil%20sebelum>
2. Via the MyTax Portal at <https://mytax.hasil.gov.my>
3. Contact the HASIL Contact Center at 03-8911 1000
4. Visit the nearest IRBM offices

10. Is the amount in e-Invoice the same as my policy schedule?

Yes, the amounts in the e-Invoice and policy schedule are the same.

11. Who can I contact if I have further questions?

For further clarification on any questions, you may contact the Allianz Customer Service via 1-300-22-5542 or email to customer.service@allianz.com.my, Monday to Friday from 9:00am to 6:00pm (excluding public holidays) or alternatively, you may contact your dedicated agent for further assistance.

You may refer to <https://www.hasil.gov.my> for more info or reach out to the e-Invoice HASIL Helpdesk Line at 03-86828000, available 24/7 or chat via the MyInvois Live Chat at <http://www.hasil.gov.my/en/e-invoice/contact-us>.