Allianz Life Insurance Malaysia Berhad (198301008983)
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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 Life?

You will get your e-Invoice once a year. We will accumulate the **premium payments** which you have paid for your policy during the year in one e-Invoice after the closing of the calendar year, i.e. February/March of the subsequent year.

The relevant details of your policy premium payments for the year are transmitted to IRBM and validated as an official record of your payment. You may keep the validated e-Invoice for your records and/or tax purposes.

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.

3. How do I get the e-Invoice?

If we have your registered email in our record, you will receive your e-Invoice via email. If you are an individual policyholder, you may also download the e-Invoice via the MyAllianz app or web version at https://www.allianz.com.my/customer.

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

You do not need to request for a copy your e-Invoice. You will automatically receive a copy from us if your information is validated by IRBM. If the validation is not successful by end of the month from the date the e-Invoice is generated, no individual e-invoice will be issued to you.

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

The e-Invoice is generated and sent out by batches to all customers by March every year.

If you did not receive the e-invoice, there is a possibility that your e-Invoice has not been successfully validated by the Inland Revenue Board of Malaysia (IRBM) because you have not updated the following mandatory information:

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 (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

6. How do I update or verify the mandatory information?

For individual policyholders, you may do so via the MyAllianz app. Go to the Profile page and click on the "Update" button under the Allianz Life Tax Identification Number (TIN) Details.

For Corporate/Entity policyholders, you may download the **Updating of e-Invoice Details Form** via the Policy Self-Service page on the corporate website at https://www.allianz.com.my/personal/help-and-services/how-to-and-faqs/policy-self-service.html#, and submit the duly completed and signed form to us for updating.

Alternatively, you may reach out to your dedicated agent for further assistance.

7. Is there another way to update the information if I do not have a MyAllianz account?

If you do not have a MyAllianz account, you may download the **Updating of e-Invoice Details Form** via the Policy Self-Service page on the corporate website at https://www.allianz.com.my/personal/help-and-services/how-to-and-faqs/policy-self-service.html#, and submit the duly completed and signed form to us for updating.

8. Can I request to re-generate unsuccessful e-Invoice at any time?

You can contact the Allianz Customer Service to check if your e-Invoice is unsuccessfully generated and if the re-generation of the e-Invoice is allowed in your case. Please note that there is a period given by IRBM for re-generation of e-Invoice. If it cannot be generated for this year, the future e-Invoice will be generated only if the mandatory information as specified in question 4 above has properly updated in our record.

9. Why am I not able to open the e-Invoice?

This could be due to incorrect password. The e-Invoice PDF is password protected for security purposes and you will be required to enter a password to open the document. The password is made up of 3 parts as per below:

Part 1:
First 4 characters of the policyholder / absolute assignee's name (Type in UPPER case, without space but include special characters)

Part 2:
Last 4 digits/characters of the policyholder / absolute assignee's NRIC/Passport No/Business Registration Number

Part 3:
Key in the special character "#"

Example 1: Tan Ah Moi / 650101-01-0101 =>> TANA0101#
Example 2: Douglas Roger / E1234567 =>> DOUG4567#
Example 3: Syarikat Ah Moi Sdn Bhd/123456789012 =>> SYAR9012#

10. The TIN is wrong in my e-Invoice.

A default TIN will be printed in the e-Invoice if your information has not been updated in our records.

Examples:
Individual Malaysian: EI00000000010
Individual non-Malaysian: EI00000000020

11. 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

12. Is the amount in e-Invoice the same as my Premium Received Statement?

Yes, the amount will be the same in the e-Invoice and Premium Received Statement. You will receive the e-Invoice after the Premium Received Statement. The classification code for e-Invoice is as follows:

- 014 – Education and Medical Premium
- 015 – Takaful or Life Insurance Premium

- 016 – Loan Interest
- 022 – Others (Other than the above, i.e. Top up premium)

13. Why is there a loan interest in the e-Invoice?

If you have applied for a policy loan or an automatic premium loan (APL) has been granted due to no premium payment, these loans will attract interest, and the interest amount is required to be declared to IRBM.

14. 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.