



SURUHANJAYA SYARIKAT MALAYSIA
COMPANIES COMMISSION OF MALAYSIA



SSM E-INFO EASY GUIDELINE SERIES

How To Refund

www.ssm-einfo.my



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HOW TO REFUND

The screenshot shows the SSM e-Info dashboard. At the top, there is a navigation bar with the SSM logo, 'e-Info' branding, and a welcome message for user 'testerreen12'. A search bar is highlighted with a red box, containing the text 'Search by Company/Business/Audit Firm name or registration number'. Below the search bar, there is a 'Customize List' section with options for Package A (Company Details), Package B (Shares & Directors), Package C (Profit & Loss), and Package D (Charges & Lodgements). The main area displays a table of transactions with columns for No., Date & Time, Invoice No., Transaction Type, Payment Type, Status, Amount(RM), Invoice, and Details. The first transaction is highlighted with a red box. Below the table, there is a section for 'Invoice Number' (UNI-20240206121953631122) and a warning message: 'Please make sure that you have downloaded and printed all files before logging out from the system.' Below this, there is a table with columns for No., Order No., Registration Number, Details, Document Type, Language, and Result. The first row is highlighted with a red box. At the bottom, there are two buttons: 'REFUND REQUEST' (highlighted with a red box) and 'RESUPPLY'.

No.	Date & Time	Invoice No.	Transaction Type	Payment Type	Status	Amount(RM)	Invoice	Details
1	04-03-2024 05:10 PM	RCG-20240304171012357782	Recharge Wallet	Credit Card	Pending	5.00		
2	04-03-2024 04:29 PM	UNI-20240304162940021414	Purchase Document	Prepaid	Success	15.40	Tax Invoice	Details
3	04-03-2024 04:29 PM	UNI-20240304162934636302	Purchase Document	Prepaid	Success	15.40	Tax Invoice	Details
4	04-03-2024 04:29 PM	UNI-20240304162934036194	Purchase Document	Prepaid	Success	15.40	Tax Invoice	Details
5	04-03-2024 04:29 PM	UNI-20240304162934208146	Purchase Document	Prepaid	Success	15.40	Tax Invoice	Details
6	04-03-2024 04:29 PM	UNI-20240304162933965923	Purchase Document	Prepaid	Success	15.40	Tax Invoice	Details

No.	Order No.	Registration Number	Details	Document Type	Language	Result
1	37603522	199901024619 (499519-U)	RAFFCOMM SDN. BHD.	Company Profile	EN	Download
2	37603523	201001015771 (1000449-W)	RAFFCOMM TECHNOLOGIES SDN. BHD.	Company Profile	EN	Download
3	37603524	201801001921 (1263934-V)	RAFFCOMM VENTURES SDN. BHD.	Company Profile	EN	Download

Login to your account at www.ssm-einfo.my

1. On your dashboard, click “**Details**” on the transaction that requires a refund.
2. Select the transaction and click “**Refund Request**”.
3. Select the transaction and click “**Refund**”.

Notes:

1. All refund requests must be submitted within three (3) working days from the date of purchase. Any refund requests received after three (3) working days will not be processed by e-Info. The refund request will only be processed under the following circumstances:
 - i. Technical error
 - ii Data replacement
2. Refunds will only be processed subject to the receipt of completed refund form together with any relevant supporting document.
3. The refund process is estimated to take between fourteen (14) to twenty-one (21) working days from the receipt date of the completed refund form. It is important to note that e-Info shall not be held liable for any loss, damage, cost, or expenses incurred during the refund process.



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For assistance

Call 1-300-30-4636 or
email callcenter@ssm-einfo.my

