

Maybank Access and View e-Invoice

Frequently Asked Questions (FAQ)

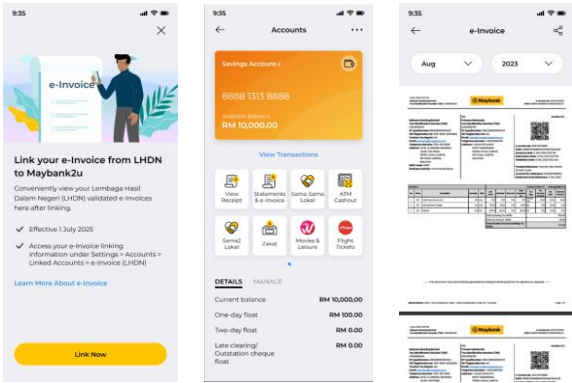
No.	Question	Answer
1	What is an e-Invoice?	An e-Invoice is a digital document of a transaction between you and a supplier (Maybank) when you buy goods or services. The information is sent electronically to the Inland Revenue Board (IRBM).
2	How is an e-Invoice different from the statements or documents I already get from Maybank?	An e-Invoice is officially validated by the IRBM and includes a QR code. This QR code allows you to verify the authenticity and status of the e-Invoice through the MyInvois portal. The statements or documents you currently receive from Maybank do not have this IRBM validation or QR code.
3	Will the e-Invoice replace the statements I usually get from Maybank?	No. The e-Invoice is an extra document you can access. It won't replace your usual statements, whether they come yearly, quarterly, or monthly.
4	What is the difference between an e-Invoice and self-billed e-Invoice?	<p>Maybank issues the e-Invoice to you as proof of your expenses, just like a supplier (Maybank) sending you a bill. For example, if you're charged a remittance fee or account maintenance fee, you'll receive an e-Invoice for that transaction.</p> <p>A self-billed e-Invoice is a document prepared by Maybank on its own, as required by IRBM. This happens when Maybank makes certain payments to you, such as fixed deposit interest or unit trust distribution. In these cases, Maybank issues the self-billed e-Invoice to properly report the payment, even though you didn't request for it.</p> <p><i>If you want to know more about e-Invoices and self-billed e-Invoices, you can check out the guidance from IRBM here: https://www.hasil.gov.my/en/e-invoice)</i></p>
5	Can I still claim tax deductions or personal	Yes, you can keep using your current documents to claim tax deductions or relief until further changes by IRBM.

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	tax relief without using an e-Invoice?	For more information, please refer to IRBM: https://www.hasil.gov.my/en/contact-us/
6	When will Maybank start issuing e-Invoice or self-billed e-Invoice documents to customers?	Starting 1 July 2025 , you can access and view your e-Invoice statement for all bank charges, fees and interest paid to/received by Maybank via the MAE app.
7	Who can access the e-Invoice with Maybank?	<p>For Individual Customers & Sole Proprietorships: You can access an e-Invoice whenever you want. You can link your e-Invoice easily through the MAE app (check the MAE section below for a step-by-step guide) or just drop by any Maybank branch for help.</p> <p>For Non-Individual Customers (like Sdn Bhd, Bhd, Partnerships, Associations, etc.): You can also access your e-Invoice when needed. Just register through the M2U Biz or M2E portal.</p> <p>If you want to check or update your e-Invoice personal details, feel free to visit any Maybank branch anytime. *Any updates to customer information must be completed at least two (2) calendar days prior to the statement issuance date. Any updates made after this cut-off will only be reflected in the subsequent statement cycle.</p>
8	Is e-Invoice applicable only to transactions in Malaysia?	No, e-Invoice applies to both local and cross-border transactions done by all taxpayers in Malaysia.
9	How many e-Invoices will I get if I have multiple products with Maybank?	<p>You might get more than one e-Invoice if you use different Maybank products.</p> <p>For example, if you have deposits, credit cards, mortgages, and auto finance accounts, you'll get separate e-Invoices for each.</p>

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10	How can I access my e-Invoice?	<p>Starting 1 July 2025, you can access and view your e-Invoices anytime, once you've completed the initial linking or registration through the MAE app.</p> <p>You will receive your e-Invoices by email, depending on your product type and how you currently receive your account statements.</p> <p>If you have linked your e-Invoice and receive your statements by email, your e-Invoices will also be sent to you via email, depending on the product.</p> <p>Just a heads-up: physical copies of e-Invoices won't be provided as part of our move towards digital services. Also, the timing of when your e-Invoices are available may differ based on the statement cycle of the respective products.</p>
11	What information do I need to provide for e-Invoicing?	<p>To complete your e-Invoice linking, you'll need to provide some information, depending on whether you're an Individual or an Entity.</p> <p>Mandatory data points required are as follows:</p> <ul style="list-style-type: none"> • Name • MyKad/MyTentera ID number/Passport number/Business registration number (BRN) • Tax Identification Number (TIN) (if applicable) • Address • Contact number • Email address • Sales and Service Tax (SST) Registration number (if applicable)
12	What information does a Sole Proprietor need to provide for e-Invoicing?	<p>If you're a Sole Proprietor, you're considered an Entity Customer. You'll need to give Maybank your Business Registration Number (BRN) and your Tax Identification Number (TIN) for e-Invoicing.</p> <p>Don't have a BRN? No problem. Just visit the nearest IRBM branch or contact IRBM for help.</p>

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13	What happens if I give Maybank incorrect or incomplete personal information to issue the e-invoice?	<p>To issue your e-Invoice, Maybank needs your personal information to be complete and accurate. If something is missing or incorrect, we won't be able to generate your e-Invoice. So, take a moment to double-check your details.</p> <p>You're encouraged to review and update your details using Maybank's digital channels or by visiting any Maybank branch. This helps make sure your e-Invoice is issued smoothly and correctly.</p>
14	What is Tax Identification Number (TIN)?	<p>TIN is the Income Tax filing number given by IRBM to taxpayers who file Income Tax Returns. If you're a non-Malaysian or foreign business registered with IRBM, you'll also get a TIN.</p>
15	How can I find out my Tax Identification Number (TIN)?	<p>For customers with Malaysian TIN:</p> <ul style="list-style-type: none"> • Option 1: Check your EA form (Statement of Remuneration from Employment). • Option 2: Visit the IRBM E-Daftar Portal https://mytax.hasil.gov.my/ezHasil?data=e-Daftar&id=ezHasil%20sebelum • Option 3: Visit your nearest IRBM branch or contact IRBM via the following channels https://www.hasil.gov.my/en/contact-us/ <p>For customers without Malaysian TIN:</p> <p>To register online or in person at your nearest IRBM branch. Please refer to https://www.hasil.gov.my/en/individual/individual-life-cycle/registration/ or https://www.hasil.gov.my/en/company/tax-file-registration/ for further information</p>
16	If I don't file an Income Tax Return because my income is minimal or below taxable range, can still request an e-Invoice from Maybank?	<p>For Individual Customers:</p> <p>Yes, you can still request an e-Invoice as long as you provide your Identification Number.</p> <p>For Entity Customers (Sole Proprietorships, Sdn Bhd, Bhd, Partnerships, Associations, etc.):</p>

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		Yes, you need to provide a BRN and TIN to request an e-Invoice.
17	What is Sales and Service Tax (SST) Number?	The Sales Tax and Service Tax Number refers to the unique tax identification numbers issued by the Royal Malaysian Customs Department (RMCD) for businesses that are registered under the Sales Tax Act 2018 or/and Service Tax 2018.
18	How do I get my SST Number?	If you're registered for SST, visit the Royal Malaysian Customs Department portal: https://sst01.customs.gov.my/account/inquiry Or contact the SST JKDM help service here: https://mysst.customs.gov.my/CallCenterHelpDesk
19	If I have a Tax Identification Number but I'm not registered for Sales and Service Tax, can I still request an e-Invoice from Maybank?	Yes, you can request an e-Invoice even without an SST Number if you're not registered for SST.
20	What should I do if my BRN is not the same as the one registered with IRBN?	You are required to visit the IRBN office to update your BRN information.
21	How often will Maybank issue e-Invoice documents?	<p>For most products, your e-Invoice will follow the same statement cycle as your account statement, but it may not be issued on the exact same day. For one-time or ad-hoc transactions, the e-Invoice will be issued after the transaction is completed.</p> <p>The timing may vary depending on the product. For example, if your statement is dated 31 July 2025, you'll get the matching e-Invoice on that day or shortly after, once it's validated.</p> <p>If you're not receiving your bank documents digitally, feel free to contact your Relationship Manager or visit any Maybank branch for assistance.</p>

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22	Will I get the e-Invoice right after I give my information to Maybank?	You will receive the e-Invoice in the next statement cycle after you provide all the required details to Maybank.
23	If I ask for an e-Invoice in August 2025, can I get e-Invoices for earlier months?	No, Maybank only issues e-Invoices starting from the day your e-Invoice information is successfully linked. If your linking is completed before your July 2025 statement is generated, you'll get an e-Invoice for July. But if you link after the July statement date, your e-Invoice will only start from August 2025 onwards. e-Invoices for earlier months cannot be backdated or requested.
24	If I have issues with my e-Invoice, who can I contact?	If you run into any problems with your e-Invoice, you can reach out to your Relationship Manager, call Maybank's Customer Care hotline at 1-300-88-6688 (if you're in Malaysia) or +603-7844 3696 (if you're overseas). You're also welcome to visit any Maybank branch for help.
25	What is the e-Invoice link in the MAE app? / How can I request an e-Invoice via the MAE app?	<p>To get started, just submit a request by linking your e-Invoice in the MAE app. This link lets you easily access and view your e-Invoice using a QR code right inside the app.</p>  <p>**Screenshots are mock screens created for MAE.</p>
26	When can I start linking my e-Invoice via the MAE app?	From 1st July 2025 onwards, you can start linking your e-Invoice directly via the MAE app.

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27	What do I need to do when linking my e-Invoice via the MAE app	When you request to link your e-Invoice via the MAE app, a pop-up will show your details. Please check carefully that everything is correct and up to date before confirming. Your e-Invoice will be issued based on the information you confirm.
28	What should I do if my personal details shown in the MAE pop-up screen are wrong or outdated?	If you wish to update any details, kindly visit any Maybank Branch.
29	What if I don't have a valid Tax Identification Number (TIN)?	<p>For customers with Malaysian TIN:</p> <ul style="list-style-type: none"> • Option 1: Check your EA form (Statement of Remuneration from Employment). • Option 2: Visit the IRBM E-Daftar Portal https://mytax.hasil.gov.my/ezHasil?data=e-Daftar&id=ezHasil%20sebelum • Option 3: Visit your nearest IRBM branch or contact IRBM via the following channels https://www.hasil.gov.my/en/contact-us/ <p>For customers without Malaysian TIN:</p> <p>To register online or in person at your nearest IRBM branch. Please refer to https://www.hasil.gov.my/en/individual/individual-life-cycle/registration/ or https://www.hasil.gov.my/en/company/tax-file-registration/ for further information.</p>
30	I have multiple products with Maybank. Do I need to link e-Invoice for each one?	<p>If you are individual customer: The e-Invoice link is connected to your NRIC, so you only need to link once even if you have multiple products with Maybank.</p> <p>If you are a sole prop customer: The e-invoice link is connected to your BRN and TIN number.</p>

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31	How do I link my e-Invoice in the MAE app?	<ol style="list-style-type: none"> 1. Under 'Quick Actions', tap 'View All'. 2. Scroll to the BANKING section. 3. Select the 'e-Invoice' icon. 4. Follow the on-screen instructions to link your e-Invoice. 5. You will now be able to access your e-Invoice statements as per the product statement frequency.
32	How do I unlink my e-Invoice link in the MAE app?	<p>If you're an Individual Customer, you can choose to unlink your e-Invoice anytime. However, Entity Customers (like Sole Proprietors or companies) won't be able to unlink once the e-Invoice is linked. Here's how to unlink :</p> <ol style="list-style-type: none"> 1. Open the MAE app, go to Settings, then tap on Accounts and select e-Invoice (LHDN). 2. Tap Unlink or Deactivate, and follow the steps on screen. <p>Once unlinked, you can still view your previously generated e-Invoices under Quick Actions > e-Invoice.</p>
33	Where can I request the e-Invoice link and view my e-Invoice?	You can request the e-Invoice link and view your e-Invoice only via the MAE app
34	When can I see my e-Invoice after I've requested the link?	It depends on your product and account type, but generally, your e-Invoice will follow the same schedule as your usual bank statement cycle.
35	If I have a joint account, can both of us link and view the e-Invoice?	Both you and your joint account holder can link the e-Invoice, but only the primary account holder will be able to view it.
36	Can I check my e-Invoice anytime I want?	Yes, you can log in to the MAE app and view your e-Invoice anytime it's available. Keep in mind, e-Invoices for different products might update at different times based on their statement cycles.