

HLB e-Invoice Frequently Asked Questions (FAQs)

No	Questions	Answers
1	What is an e-Invoice?	An e-Invoice is a digital representation of a transaction between a supplier and a buyer. e-Invoices replace paper or electronic documents, such as invoices, credit notes, and debit notes.
2	What is the difference between e-Invoice and the existing statement provided by the Bank?	<p>An e-Invoice is a document which contains the same essential information as a traditional document, for example, the supplier's and buyer's details, item description, quantity, price excluding tax, tax, and total amount, which has been validated by the Lembaga Hasil Dalam Negeri ("LHDN").</p> <p>Each validated e-Invoice will include a unique identifier number assigned by the LHDN. Additionally, a QR code will be attached, which you can scan using your mobile or tablet to view the validated information in the LHDN's MyInvois Portal.</p>
3	Am I allowed to continue claiming for tax deduction / personal tax relief without an e-Invoice?	You can continue to claim tax deductions or personal tax relief using existing documentation until such time as the legislation has been amended.
4	Will the e-Invoice replace the existing statements provided by the Bank?	There will be no changes to the statements issued by the Bank. An e-Invoice will be provided as an additional document.
5	Is e-Invoice only applicable to transactions in Malaysia?	<p>e-Invoice is not limited only to transactions within Malaysia. It is also applicable for cross-border transactions.</p> <p>You may refer to LHDN's e-Invoice website at https://www.hasil.gov.my/en/e-invoice/reference-for-the-implementation-of-e-invoice/guidelines/ for further information.</p>

6	Who will receive the e-invoice from the Bank?	<p>Customers who have provided their complete and accurate information to the Bank and opted in will receive e-Invoices from the Bank starting July 1, 2025.</p> <p>Effective January 1, 2026, e-Invoices will be issued to customers if the value of a single transaction with the Bank such as fees, charges, interest paid / received exceeds RM10,000, as mandated by LHDN. For a single transaction with value of RM10,000 or less, e-Invoices will remain available to customers if they have provided complete and accurate information to the Bank and opted in for e-Invoice.</p>
7	How can I opt in for e-Invoice?	<p>You may refer to our Hong Leong Bank website at https://www.hlb.com.my/en/personal-banking/help-support/e-invoice.html?icp=hlb-en-all-footer-txt-e-invoicing for further information and to perform self-service updates to opt in for e-Invoice.</p> <p>All your information is confidential and will be used only for e-invoices.</p>
8	How can I obtain my Tax Identification Number (TIN)?	<p>You may retrieve your registered TIN through the following methods:</p> <ul style="list-style-type: none"> ● Login to your MyTax Portal ● Search your TIN from the e-Daftar menu located at the main page of the MyTax Portal ● Contact the HASiL Contact Centre at 03-8911 1000 ● Visit the nearest LHDN offices
9	How can I obtain my Sales & Service Tax (SST) number?	<p>You may retrieve your registered SST number by performing a search at the Royal Malaysian Customs (RMCD) website at https://sst01.customs.gov.my/account/inquiry or contact the RMCD call centre at 1-300-888-500.</p>
10	How frequently will I receive an e-Invoice?	<p>The e-invoice will be issued monthly if you've opted in. For example, if transactions occur between July 1 and July 31, 2025, you'll receive your July e-invoice by early August 2025.</p>

11	How will I receive the e-Invoice?	<p>If you have opted in to receive e-Invoice and provided the complete and accurate information to the Bank, you will be receiving your PDF e-Invoice via email.</p> <p>For individuals, the Bank will be sending the e-Invoice to your existing registered email address. For companies, the Bank will only be sending the e-Invoice to your registered e-Invoice email address*.</p> <p><i>*Companies can update their e-Invoice email address by visiting the nearest HLB branch or completing this form if the company is a HLB internet banking customer.</i></p>
12	I have updated my e-Invoice information, such as TIN, SST, and TTX, with the Bank. Why haven't I received e-Invoices?	<p>The Bank can only issue e-Invoices to customers who have provided complete and accurate details.</p> <p>It's important to ensure your existing personal or business information, such as your correspondence address, email address, and contact number, is up to date with the Bank to receive your e-invoice.</p> <p>Please contact the HLB contact centre at 03-76268899 if you have any enquiries, or visit the nearest HLB branch to update your information.</p>
13	If I request to receive an e-Invoice and update my information in December 2025, can I request the e-Invoice for previous months?	<p>You will not be able to request or receive e-Invoices for previous months' transactions with the Bank. The Bank will only issue your e-Invoice starting next month if your information with the Bank is complete and accurate. You'll receive your January 2026 e-Invoice by early February 2026.</p>
14	For joint accounts or accounts with more than one account holder, to whom will the Bank issue the e-Invoice?	<p>The Bank will only issue the e-Invoice to the primary account holder.</p>