

**TECHNICAL**

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**Direct Tax**

**LHDNM SURVEY ON CUSTOMER SATISFACTION INDEX**

The Inland Revenue Board of Malaysia (LHDNM) with the cooperation of Syarikat HB Academy (the Consultant) is conducting a Survey on Customer Satisfaction Index to evaluate customer satisfaction so as to improve the quality and service provided by LHDNM. The Institute has received an [invitation letter](#) from LHDNM to participate in the Survey. The invitation is also extended to CTIM members.

To access the Survey, please click on the link provided below:

<http://hbademy.org.uk/customer-satisfaction-survey-lhdn/>

This survey will end on **15 October 2016 (Saturday)**.

If you have any queries regarding this Survey, you may contact the following LHDNM officers:

Puan Norayuni Ya Shak – [norayuni@hasil.gov.my](mailto:norayuni@hasil.gov.my) / 03-8313 8888 sambungan 21325

Puan Elia Nadira Zainuddin – [elia\\_nadira@hasil.gov.my](mailto:elia_nadira@hasil.gov.my) / 03-8313 8888 sambungan 21330

Members may view the LHDNM's [invitation letter](#) at the Institute's website.

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