

**TECHNICAL**

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**Direct Taxation**

**[LHDNM MEDIA RELEASE: REASONS WHY REFUNDS FAIL TO BE PROCESSED](#)**

The Inland Revenue Board of Malaysia (“LHDNM”) has issued a [Media Release](#) on reasons why refunds fail to be processed. According to the media release, failure in updating personal information and bank account details results in the failure to complete the tax refund process as elaborated in the media release.

Taxpayers are advised to update their latest personal and banking information in the annual Income Tax Return Form (“ITRF”). Taxpayers can also update their personal and banking information using the e-*Kemaskini* system or the Feedback Form which can be accessed online at any time through [www.hasil.gov.my](http://www.hasil.gov.my). Information needed include personal identification number, bank account number, correspondence address, telephone number, e-mail address and company registration number (for taxpayers in the company / organization category).

Starting 1 January 2020, income tax refunds will be fully made using the electronic method of e-payment. LHDNM will also increase the use of online tax refund payment transactions via the Electronic Fund Transfer (“EFT”) method.

For further inquiries kindly:

- I. Visit the website [www.hasil.gov.com.my](http://www.hasil.gov.com.my)
- II. Contact Hasil Care Line LHDNM at 1-800-88-5436 or 603-77136666 (Overseas).

Members may read the Media Release in full at the website of the [Institute](#) and the [LHDNM](#).

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