

TECHNICAL

Direct Tax

LHDNM MEDIA RELEASE – SERVICES PROVIDED AT THE LHDNM PREMISES DURING THE MOVEMENT CONTROL ORDER PERIOD

The Inland Revenue Board of Malaysia (“LHDNM”) has uploaded a [Media Release](#) (available only in Bahasa Malaysia) on the services provided at the LHDNM premises during the Movement Control Order (“MCO”) dated 28 April 2020 on its website.

According to the Media Release, all LHDNM premises (except the Revenue Service Centres and Urban Transformation Centres) have recommenced operations with limited services during the MCO period. Detailed information in relation to the services provided at the LHDNM premises during the MCO period are as follows:

No.	Services	Operational hours / Method
i.	Customer Service Counter	8.00 a.m. - 4.00 p.m. (based on working days in each State)
ii.	Stamp Duty Counter at Branch Stamping Office	8.00 a.m. - 3.00 p.m. * (based on working days in each State)
iii.	Stamp Duty Counter at Revenue Service Centre (in States with the Conditional MCO) *	8.00 a.m. – 1.00 p.m. * 1.30 p.m. – 3.00 p.m. * (based on working days in each State) *
iv.	LHDNM Payment Centre Counter (Kuala Lumpur, Kota Kinabalu and Kuching)	8.00 a.m. - 3.00 p.m. * Monday to Friday
v.	Taxation matters (tax clearance letter, audit, investigation and others)	via telephone, email or appointment (based on working days in each State)
vi.	ezHasil	24 hours
vii.	Telephone calls	Hasil Care Line: 9.00 a.m. - 4.30 p.m. Sunday to Friday (except public holidays) ** LHDNM Office: 9.00 a.m. - 4.30 p.m. (based on working days in each State)

* Updated as per item no. A2 of the [LHDNM's Frequently Asked Questions \(FAQ\) on tax matters during the MCO period \(18 March 2020 to 12 May 2020\) dated 6 May 2020](#).

** Per the [LHDNM's Media Release on the Hasil Care Line operating hours during the month of Ramadan 2020 dated 27 April 2020](#).

Please note that the following service counters are not provided at the LHDNM premises during the MCO period:

- i. e-filing Counter;
- ii. Bantuan Sara Hidup (“BSH”) Counter;

- iii. Bantuan Prihatin Nasional ("BPN") Counter; and
- iv. Geran Khas Prihatin ("GKP") Counter.

Any enquiry and feedback in relation to taxation matters and LHDNM's services can also be directed to the LHDNM as follows:

- a) Hasil Care Line ("HCL") at 603-8911 1000 or 603-8911 1100 (overseas)
- b) By contacting the LHDNM office via telephone which can be accessed via the LHDNM's official portal at www.hasil.gov.my or via quick link:
http://www.hasil.gov.my/bt_goindex.php?bt_kump=2&bt_skum=2&bt_posi=1&bt_unit=4&bt_segu=1
- c) HASiL Live Chat
- d) Feedback Form on LHDNM's official portal at the link:
<https://maklumbalaspelanggan.hasil.gov.my/MaklumBalas/ms-my/>
- e) LHDNM's Official Social Media as follows:
 - Facebook - <https://www.facebook.com/LHDNM>
 - Twitter - <https://twitter.com/LHDNMofficial>

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

Members are also encouraged to visit the LHDNM website for further updates by the LHDNM on the above matter.

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