

e-CTIM TECH-DT 44/2020

15 June 2020

TO ALL MEMBERS

TECHNICAL

Direct Tax

LHDNM MEDIA RELEASE ON OPERATING HOURS FOR STAMP DUTY PAYMENT COUNTER, LHDNM PAYMENT CENTRE AND HASIL CARE LINE

Further to our [e-CTIM TECH-DT 37/2020](#) dated 8 May 2020, the Inland Revenue Board of Malaysia (LHDNM) has uploaded Media Releases to update on operating hours for the Stamp Duty Payment Counter, LHDNM Payment Centre and Hasil Care Line as set-out below.

1. [Changes in the Operating Hours for the Stamp Duty Payment Counter and LHDNM Payment Centre](#)

According to the LHDNM's [Media Release](#) (only available in Bahasa Malaysia) dated 14 May 2020, the changes in the operating hours for the Stamp Duty Payment Counter and LHDNM Payment Centre are as follows:

Stamp Duty Counter

Matters	Operating Hours	
Stamp Duty Payment	8.00 a.m. - 1.00 p.m. (based on working days in every State)	
Other Services	Stamp Office Branch	Revenue Service Centre
	8.00 a.m. - 3.00 p.m. (based on working days in every State)	8.00 a.m. - 1.00 p.m. 1.30 p.m. - 3.00 p.m. (based on working days in every State)

LHDNM Payment Centre Counter (Kuala Lumpur, Kota Kinabalu and Kuching)

Matters	Operating Hours
Payment via cash / debit card / credit card	8.00 a.m. - 2.00 p.m. (Monday - Friday)
Other payment methods	8.00 a.m. - 3.00 p.m. (Monday - Friday)

Members may view the above Media Release dated 14 May 2020 in full on the websites of the [Institute](#) and the [LHDNM](#).

2. Operating Hours of Hasil Care Line effective from 17 May 2020

According to the LHDNM's [Media Release](#) (only available in Bahasa Malaysia) dated 15 May 2020, the operating hours of the Hasil Care Line (HCL) effective from 17 May 2020 are as follows:

Days	Operating Hours
Monday – Friday (except on public holidays)	9.00 a.m. – 5.00 p.m.

Members may view the above Media Release dated 15 May 2020 in full on the websites of the [Institute](#) and the [LHDNM](#).

Any enquiry and feedback in relation to the above matters can be forwarded to LHDNM as follows:

- a) By contacting the HCL at 03-8911 1000 or 603-8911 1100 (overseas);
- b) HASiL Live Chat;
- c) Feedback Form on LHDNM's official portal at the quick link - <https://maklumbalaspelanggan.hasil.gov.my/MaklumBalas/ms-my/>; and
- d) LHDNM's Official Social Media as follows: -
 - Facebook - <https://www.facebook.com/LHDNM>
 - Twitter - <https://twitter.com/LHDNMofficial>

Members are also encouraged to visit the [LHDNM website](#) for further updates by the LHDNM on the above matters.

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