

e-CTIM No.106/2012

27 July 2012

TO ALL MEMBERS

TECHNICAL

Procedure and IRB Contact Details in connection with *Set-Off* and *Refund* Cases

Please be informed of the following procedure / matters which were reached at the DESIRE Meeting No. 1/2012 held on 3 July 2012 at the Inland Revenue Board (IRB) Headquarters:

- i) Members may forward their requests for **refund** of overpayment, and requests for confirmation of **set-off** with regard to overpayment, as follows:
 - a. To the counters of the respective IRB Branch offices.
 - b. Via email to (the IRB Collections Branch, Kuala Lumpur) Encik Shahril at shahril@hasil.gov.my or to Encik Ismail Saban at ismailsaban@hasil.gov.my in respect of "Kuala Lumpur Branch" taxpayers, in connection with both company and non-company cases.
 - c. Via email to the Public Relations Officers (PROs) of the respective IRB Branch offices, in respect of "non-Kuala Lumpur Branch" cases.
 - d. Via facsimile to the respective IRB Branch offices.
- ii) In their communication via email / letter with the IRB on the matter above, members are to use an appropriate "title /subject" in their letters /emails, such as:
 - a. "Application for Refund"; or
 - b. "Application for Set-off"; or
 - c. "Request for Confirmation of Set-off".
- iii) Members will get a confirmation / response to their request / application within 7 days, except in instances of cases which are not straightforward, in which case longer processing time would be required.
- iv) It is unnecessary for members to send reminders.

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