

HLB e-Invoice Frequently Asked Questions (FAQs)

No	Questions	Answers
1	What is an e-Invoice?	An e-Invoice is a digital representation of a transaction between a supplier and a buyer. e-Invoice replaces paper or electronic documents such as invoices, credit notes, and debit notes.
2	What is the difference between e-Invoice and the existing statement provided by the Bank?	An e-Invoice is a document that has been validated by the Lembaga Hasil Dalam Negeri ("LHDN") which contains the same essential information as a traditional document, for example, supplier's and buyer's details, item description, quantity, price excluding tax, tax, and total amount, which records transaction data for daily business operations.
3	Am I allowed to continue claiming for tax deduction / personal tax relief without an e-Invoice?	You can continue to claim tax deductions or personal tax relief using existing documentation until such time the legislation has been amended.
4	Will the e-Invoice replace the existing statements provided by the Bank?	There will be no changes to the statements issued by the Bank. e-Invoice will be provided as an additional document upon request.
5	Is e-Invoice only applicable to transactions in Malaysia?	e-Invoice is not only limited to transactions within Malaysia. It is also applicable for cross-border transactions. You may refer to LHDN's e-Invoice website at https://www.hasil.gov.my/en/e-Invoice/guidelines/ for further information.
6	Who will receive e-invoice from the Bank?	Customers who have provided their complete information to the Bank and opted in will receive e-Invoice from the Bank starting July 1, 2025.
7	How can I opt in for e-Invoice?	You may refer to our Hong Leong Bank website at https://www.hlb.com.my/en/personal-banking/help-support/e-invoice.html?icp=hlb-en-all-footer-txt-e-invoicing for further information and to perform self-service updates to opt in for e-Invoice. All your information is confidential and will be used only for e-invoices.

8	How can I obtain my Tax Identification Number (TIN)?	<p>You may retrieve your registered TIN through the following methods:</p> <ul style="list-style-type: none"> ● Login to your MyTax Portal ● Search your TIN from the e-Daftar menu located at the main page of the MyTax Portal ● Contact the HASiL Contact Centre at 03-8911 1000 ● Visit the nearest LHDN offices
9	How can I obtain my Sales & Service Tax (SST) number?	<p>You may retrieve your registered SST number by performing a search at the Royal Malaysian Customs (RMCD) website at https://sst01.customs.gov.my/account/inquiry or contact the RMCD call centre at 1-300-888-500.</p>
10	How frequently will I receive an e-Invoice?	<p>The frequency of the e-Invoice issuance will be on a monthly basis if you have opted in. For example, transactions occur between July 1, 2025 to July 31, 2025, you will receive your July e-invoice by early August 2025.</p>
11	If I request to receive an e-Invoice and update my information in the month of December 2025, can I request for the e-Invoice for previous months?	<p>You will not be able to request or receive the e-Invoices for the previous months' transactions with the Bank. The Bank will only issue the e-invoice starting from the current month transactions where you updated your e-invoice information.</p>
12	For joint accounts or accounts with more than one account holder, whom will the Bank issue the e-Invoice to?	<p>The Bank will only issue the e-Invoice to the primary account holder.</p>