

For Immediate Release

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### REASONS WHY TAX REFUNDS FAIL TO BE PROCESSED

The Inland Revenue Board of Malaysia places great importance on the processing of tax refunds to ensure taxpayers eligible for a tax refund receive their refund in the stipulated timeframe. However, failure in updating personal information and bank account details results in the failure to complete the tax refund process

Based on 2018 records, 6.22% or about RM486.29 million in refund failed to be paid due to the following reasons:

- i. Undelivered cheques or vouchers to taxpayers due to difference in taxpayer's address with the address registered in IRBM's database;
- ii. Mismatch of bank information, account number and identification number / company registration number between IRBM's database and with that of the bank; and
- iii. Closed or inactive bank account.

Therefore, taxpayers are advised to update their latest personal and banking information in the annual Income Tax Return Form (ITRF) in a move to assist IRBM in minimising the failure rate of processing tax refunds. In addition, they also can use 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) to update their personal and banking information.

Among information needed to expedite the tax refund process include personal identification number, bank account number, correspondence address, telephone number, e-mail address and company registration number (for taxpayers in the company / organisation category).

Starting 1<sup>st</sup> January 2020, income tax refunds will be fully made using the electronic method of e-payment which is in line with the government's aspiration to preserve the environment by promoting paperless *Go Green* campaign. IRBM will also increase the use of online tax refund payment transactions via the Electronic Fund Transfer (EFT) method.

For further inquiries kindly:

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

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**THANK YOU**

**SOARING TO GREATER EXPECTATIONS**

**Issued by:**

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Hasil Care Line: 1-800-88-5436 (LHDN) Official Portal: [www.hasil.gov.my](http://www.hasil.gov.my)

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