

## Corporate Customer Information Collection FAQ

No	Questions	Answers
1	Why is Principal requesting additional personal information?	Principal requires certain customer personal information for e-Invoice issuance, of which Principal currently does not collect as part of our onboarding process. To ensure you receive your e-Invoices, Principal is carrying out an exercise to collect the required additional data from all customers through <a href="#">Profile Update Form - Corporate</a> .
2	What additional details are required for e-Invoice issuance?	<ul style="list-style-type: none"> <li>• Tax Identification Number (TIN)</li> <li>• Updated/ Latest Business Registration Number (BRN) (if applicable)</li> <li>• SST Registration Number (if applicable)</li> </ul>
3	Who needs to provide information for the Profile Update?	<p>All customers who require e-Invoice must submit their additional information via the Profile Update Form - Corporate.</p> <p><b>Customers are responsible for ensuring all information submitted is accurate and complete.</b></p>
4	What happens if I submit my e-Invoicing information after July 2025?	You may still submit your information after July 2025. However, e-Invoice(s) will not be issued for any transactions completed before your information is provided to Principal.
5	Can I use my company's old Business Registration Number (BRN) for e-Invoicing?	No, Principal does not accept old BRN for e-Invoicing issuance. If you have not updated your identification to the new BRN, please update your information via the Profile Update Form - Corporate and submit the form to us.
6	Why do I need to update my new BRN with LHDN?	LHDN validates your new BRN and TIN against their records. If there is a mismatch, such as your new BRN being registered with LHDN, but Principal still has your old BRN, LHDN will reject the e-Invoice request. In such cases, Principal will not be able to issue e-Invoices to you.
7	Will non-Malaysians have an LHDN TIN?	Yes, non-Malaysians will also be assigned with a TIN if they are registered taxpayers with LHDN.
8	How can I retrieve my Malaysian Tax Identification Number (TIN)?	You can check your TIN allocated by LHDN on the front page of your individual tax return or by logging into the <a href="#">MyTax</a> portal main page.
9	What is the correct format for Non-Individual TIN?	<p><b><u>For Non-Individual TIN (with prefix other than IG):</u></b></p> <ul style="list-style-type: none"> <li>• For TIN obtained after 1 January 2023, please do not include the additional zero "0" at the back of the TIN (with C12345678XX)</li> </ul>

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		<ul style="list-style-type: none"> <li>For TIN obtained before 1 January 2023, please include the additional zero “0” at the back of the TIN number (e.g., C12345678XX0)</li> <li>Please note that Non-Individual TIN always ends with zero “0”</li> </ul>
10	How can I retrieve my Sales & Service Tax (SST) Registration Number?	You can retrieve your SST registration number through the Royal Malaysian Customs Department on the <a href="#">Customs MySST</a> portal.
11	I have multiple Principal accounts. Do I need to update my information multiple times?	No, you only need to submit the Profile Update Form - Corporate once with accurate information as registered with LHDN.
12	Can I update my e-Invoicing details after submission?	Yes, you can update your information at any time by submitting a new Profile Update Form - Corporate.
13	Do I need to provide my email address to Principal for e-Invoice purposes? I have provided my email to Principal before. Why do I need to submit it again?	<p>Yes. The email address provided in the Profile Update Form – Corporate will be used as the primary channel for sending all e-Invoices.</p> <p>Please note that this email address provided in the Profile Update Form – Corporate will be linked to your Principal account(s).</p>
14	Can I provide multiple emails addresses for different Principal products?	No. Only one (1) email address per customer can be provided for e-Invoice purposes. All e-Invoices for your Principal products will be sent to this single email address.