

Individual Customer Information Collection FAQ

No	Questions	Answers
1	Why do I need to provide 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 conducting an exercise to collect the required additional data from all the relevant customers through Profile Update Form - Individual .
2	What additional information is collected for the purpose of e-Invoice issuance?	<ul style="list-style-type: none"> • Tax Identification Number (TIN) • New NRIC (if applicable) • SST Registration Number (if applicable) • Request to receive e-Invoice
3	Who is required to provide information for the e-Invoicing purposes?	<p>All customers who require e-Invoice must submit their additional information via the Profile Update Form - Individual.</p> <p>Customers are responsible for ensuring all information submitted is accurate and complete.</p>
4	What happens if I submit my e-Invoicing information after July 2025?	You can still provide your information after July 2025. However, you will not receive e-Invoice(s) for transactions completed before you provide your information to Principal.
5	Can I continue using my old NRIC/ Police ID for e-Invoicing?	Principal does not accept old NRICs / Police ID from customers for e-Invoicing issuance. Therefore, if you have not updated your old NRIC to the new NRIC, please update your information via the Profile Update Form - Individual and submit the form to us.
6	Why do I need to update my ID with LHDN?	LHDN will validate the new NRIC and TIN based on what is registered in their system. As such, any mismatch of the new NRIC registered between Principal and LHDN will result in rejection by LHDN. If rejected by LHDN, Principal will not be able to issue e-Invoices to you.
7	Will non-Malaysians have a 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 the Tax Identification Number (TIN) allocated by LHDN on the front page of your individual tax return or through MyTax Portal main page.
9	What is the correct format for Individual TIN?	<p>For Individual TIN (with prefix IG):</p> <p>The numeric character within the TIN remains the same (at a maximum of 14 characters including prefix), e.g. IG12345678901, IG0987654321.</p>

No	Questions	Answers
10	How can I retrieve my Sales & Service Tax (SST) Registration Number?	You can retrieve the Sales & Service Tax (SST) registration number allocated by the Royal Malaysian Customs Department on the Customs MySST Portal.
11	I have multiple Principal accounts. Do I need to update my information multiple times?	No, you will only need to submit the Profile Update Form - Individual once with your correct and accurate information as registered with LHDN in the Profile Update Form once.
12	Can I update my e-Invoicing details after submission?	You may update your information using the Profile Update Form.
13	Do I need to provide my email address to Principal for the purpose of e-Invoicing?	<p>The email address provided in the Profile Update Form will be used as the primary channel for sending all e-Invoices to the customer.</p> <p>Please note that this email address provided in the Profile Update Form will be linked to your Principal account(s).</p>
14	Can I provide multiple emails for different Principal products?	No. Only one (1) email address per customer for e-Invoice purposes. All e-Invoices for your Principal products will be sent to this single email address.