



**InvestMalaysia**  
[investmalaysia.mida.gov.my](http://investmalaysia.mida.gov.my)

## Enquiry And Feedback

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Learn About the System

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## **Chapter 1      Introduction**

This user manual will walk you through the process of submitting an enquiry or feedback by providing step-by-step instructions with illustrations to help you understand each step.

### **1.1 Intended User**

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This user manual is targeted for:

- External User

### **1.2 Web Browser**

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Best viewed in 1024 x 768 using [Google Chrome](#) or [Mozilla Firefox](#). This website is mobile responsive.


### **1.3 URL**

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<https://investmalaysia.mida.gov.my>

## Chapter 2 Quick Guide

### 2.1 User Registration



### Import Duty and/or Sales Tax Exemption and MIDA's Confirmation Letter

Application for **import duty, sales tax and/or exemption** machinery/equipment/raw materials/components for the following:

- Import duty and/or sales tax exemption on **machinery/equipment** for selected activities in **Agriculture Sector**
- Import duty and/or sales tax exemption on **machinery/equipment** for **Selected Services** Sectors which include Research & Development (R&D), Private Higher Education Institution, Private Higher Training Institution (science, technical or vocational) and Tourism Project without accommodation
- Import duty and/or sales tax exemption on **raw materials/components (other than HS Code 72 - 7316)** for **Manufacturing Sector**
- Import duty and/or sales tax exemption on **raw materials/components (Iron and Steel under HS Code 72 - 7316)** for **Manufacturing Sector**

Application for MIDA's Confirmation Letter [*Surat Pengesahan MIDA (SPM)*] for the purpose of claiming import duty and/or sales tax exemption from Royal Malaysian Customs Department on machinery/equipment/spare parts/prime movers/container trailers for the following:

- **Manufacturers in Principal Customs Area (PCA)**
- **Companies Engaged in Hotel Business**
- **Haulage Operators**
- **Aerospace Maintenance, Repair & Overhaul (MRO) Companies**

#### Login

 Email
  Password
 ☒ Remember me [Forgot password?](#)

1 [Register](#)

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1. Click on the **'Register'** link. Create Account page will be displayed.

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[Back To Login Page](#)

## Create Account

### Registration

*\* All fields are mandatory*

2

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11

12

13

Enter your details such as: (All fields are mandatory)

2. Name \*
3. Designation \*
4. Email \*
5. Password \*
6. Confirm Password \*
7. Phone Number \*
8. Address \*

9. Country \*
10. State \*
11. City \*
12. Postcode \*
13. Click '**Register**' button.

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DEVELOPMENT AUTHORITY

**Registration Successful!**

An email notification has been sent to annyrozana@yahoo.com.  
Please login to your email account and click on the verification link.

14

14. The system will display a success message and send an email with the verification link.

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## InvestMalaysia - Applicant Email Verification

Dear Muhammad Fayyadh,

You have successfully registered yourself to the InvestMalaysia Online Portal. Please click the link below to verify your email address.

[Confirm My Email Address](#)

15

Thank you.

Regards,

*InvestMalaysia Administrator*

**Malaysian Investment Development Authority (MIDA)**

MIDA Sentral, No. 5, Jalan Stesen Sentral 5, Kuala Lumpur Sentral, 50470 Kuala Lumpur, Malaysia

Tel: 603-2267 3633 Fax: 603-2274 7970 Email: [investmalaysia@mida.gov.my](mailto:investmalaysia@mida.gov.my)

InvestMalaysia Online Portal: <https://investmalaysia.mida.gov.my>

Official Website: <https://www.mida.gov.my>

*This is a system generated email. No signature required. Please do not reply to this email.*

15. Click on the “**Confirm My Email Address**” link.

Thank You for Registering with MIDA.

16

Your email is successfully verified. Please login with your email to start using InvestMalaysia.

Login to InvestMalaysia

17

Login To i-Incentives Portal

Enquiry / Feedback

18

Technical Support

16. The system will display a success message.



## Import Duty and/or Sales Tax Exemption and MIDA's Confirmation Letter

Application for **import duty, sales tax and/or exemption** machinery/equipment/raw materials/components for the following:

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- **Manufacturers in Principal Customs Area (PCA)**
- **Companies Engaged in Hotel Business**
- **Haulage Operators**
- **Aerospace Maintenance, Repair & Overhaul (MRO) Companies**

Login

Email

Password



Remember me

[Forgot password?](#)

Log In

[Register](#)

Online Payment

i - Incentives

Learn About The System

FAQS

Technical Support


Enquiry / Feedback

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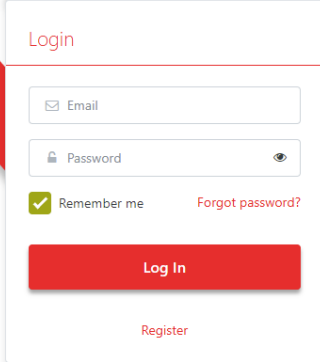
Login to InvestMalaysia

17. Click on . The system will redirect to the InvestMalaysia landing page.



**Customer Service**

For general question or comments regarding MIDA or our services, please contact us through our online feedback form.



Login

Email

Password

☒ Remember me [Forgot password?](#)

Log In

[Register](#)


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18. Click on  button. The system will redirect to the Customer Service landing page.



## 2.2 Forgot Password



### Import Duty and/or Sales Tax Exemption and MIDA's Confirmation Letter

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- Import duty and/or sales tax exemption on **machinery/equipment** for selected activities in **Agriculture Sector**
- Import duty and/or sales tax exemption on **machinery/equipment for Selected Services** Sectors which include Research & Development (R&D), Private Higher Education Institution, Private Higher Training Institution (science, technical or vocational) and Tourism Project without accommodation
- Import duty and/or sales tax exemption on **raw materials/components (other than HS Code 72 - 7316) for Manufacturing Sector**
- Import duty and/or sales tax exemption on **raw materials/components (Iron and Steel under HS Code 72 - 7316) for Manufacturing Sector**

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- **Manufacturers in Principal Customs Area (PCA)**
- **Companies Engaged in Hotel Business**
- **Haulage Operators**
- **Aerospace Maintenance, Repair & Overhaul (MRO) Companies**

#### Login

Email

Password

☒ Remember me

[Forgot password?](#)

[Register](#)

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1. Click 'Forgot Password?'. The system will display and popup screen.

The screenshot shows the MIDA website interface. A modal titled "Forgot your password?" is displayed in the center. It contains the text "Enter your email below to receive your password reset instructions" and an email input field. A green "Send Link" button is located below the input field. Two orange callout boxes with numbers 2 and 3 are present: box 2 points to the email input field, and box 3 points to the "Send Link" button. In the background, the website header includes the MIDA logo and navigation links like "Online Payment", "i - Incentives", "Learn About The System", "FAQS", "Technical Support", and "Enquiry / Feedback". Below the modal, a green confirmation message states: "Password reset link is sent to your email".

**Forgot your password?**

Enter your email below to receive your password reset instructions

2

3

Send Link

Log In

Register

Online Payment

i - Incentives

Learn About The System

FAQS

Technical Support

Enquiry / Feedback

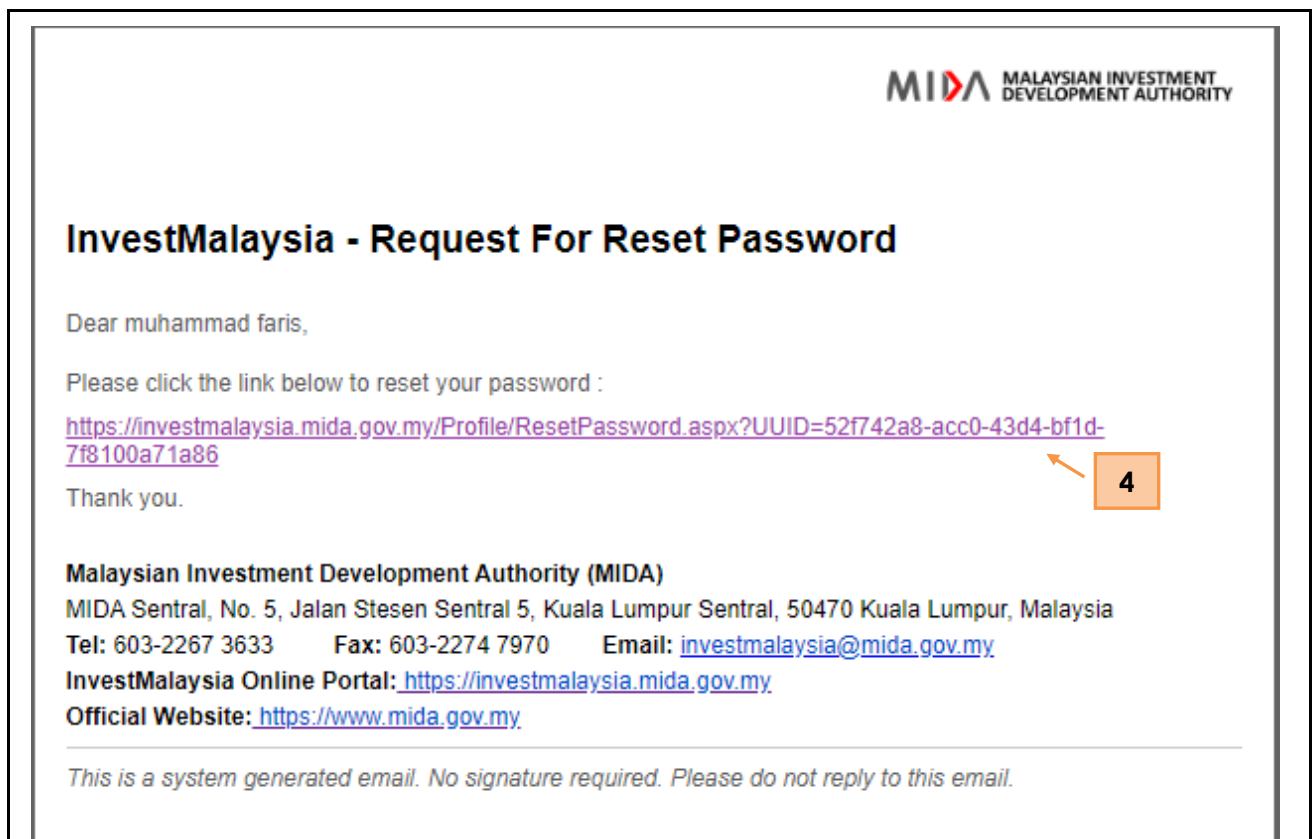
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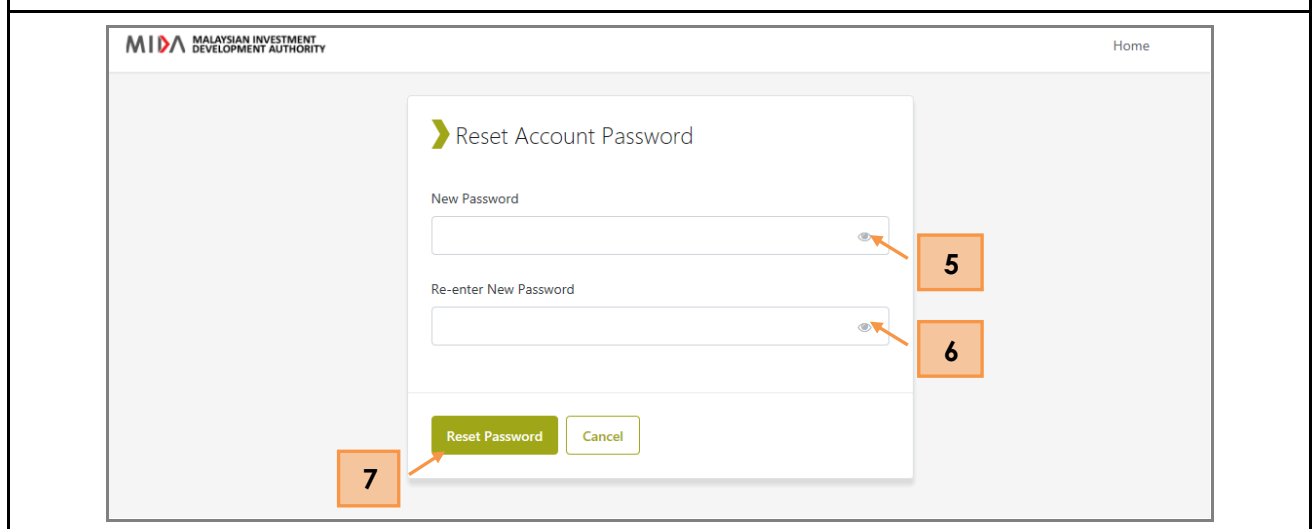
2. Enter your **email address** (must use the email that have been registered).

3. Click '**Send Link**' button an email notification will be sent to your email.

✓ Password reset link is sent to your email



- Go to your email account. Click on the link and **Reset Account Password** page will be displayed.

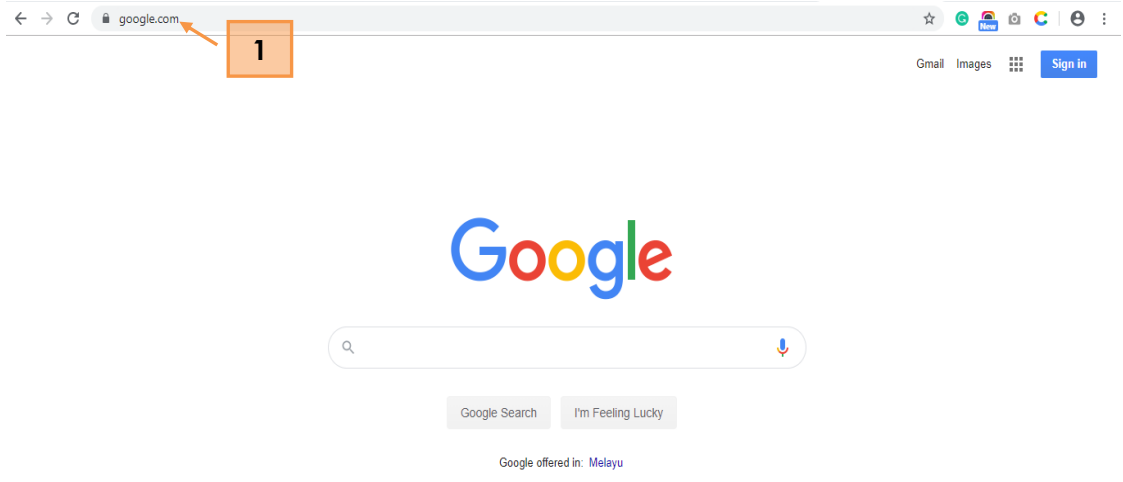


- Enter your new password; and
- Re-enter new password.
- Click '**Reset Password**' button. The system will redirect to '**InvestMalaysia**' login page.


## 2.3 How to Log In

### 2.3.1 Option 1 – Login From InvestMalaysia

**Precondition:** You have been registered with the Invest Malaysia.




1. Open a web browser. Insert URL: <http://investmalaysia.mida.gov.my>



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## InvestMalaysia



**MIDA Online Application**

A single gateway portal to access applications, company profile and MIDA promotional events.





Login

☒ Remember me
 [Forgot password?](#)

Log In
Register

Learn About the System

Announcements

## List of Online Applications


Notes:

- Submissions received after 3.00 PM on a working day will be evaluated on the following working day.
- Application with incomplete information will not be accepted and will be returned to the applicant company.

<p style="background-color: #007bff; color: white; text-align: center; padding: 5px;"><b>Manufacturing Licence (e-ML)</b></p> <p>A company engaging in any manufacturing activities with shareholders' fund of RM2.5 million and above, OR employing 75 and above full-time employees is required to apply for a Manufacturing Licence.</p>	<p style="background-color: #007bff; color: white; text-align: center; padding: 5px;"><b>Exempted From Manufacturing Licence (ICA10)</b></p> <p>A company engaging in any manufacturing activities with shareholders' fund not exceeding RM2.5 million; AND/OR employing not more than 75 full-time employees may apply for an exemption from Manufacturing Licence.</p>	<p style="background-color: #007bff; color: white; text-align: center; padding: 5px;"><b>PERMIT (PDA 2)</b></p> <p>A company engaging in any activities to refine crude petroleum, to produce petroleum/petrochemical products and to process natural gas is required to apply for a Permit under the Petroleum Development Act 1974.</p>
<p style="background-color: #007bff; color: white; text-align: center; padding: 5px;"><b>Incentive (e-Incentive)</b></p> <p>A company may apply for tax incentives under the Promotion of Investments Act 1986 or Income Tax Act 1967 subject to the fulfilment of the criteria.</p>	<p style="background-color: #007bff; color: white; text-align: center; padding: 5px;"><b>Expatriate Post (EP)</b></p> <p>A company may apply for expatriate post based on requirement of applicant's business plan subject to the fulfilment of the criteria.</p>	<p style="background-color: #007bff; color: white; text-align: center; padding: 5px;"><b>Grant</b></p> <ul style="list-style-type: none"> <li>• A company engaging in strategic manufacturing or selected services activities may apply for grants under the High Impact Fund subject to the fulfilment of the criteria.</li> <li>• An existing company with at least 60% Malaysian equity engaging in manufacturing or services activities may apply for grants under the Domestic Investment Strategic Fund (DISF) subject to the fulfilment of the criteria.</li> </ul>
<p style="background-color: #007bff; color: white; text-align: center; padding: 5px;"><b>Domestic Sales</b></p> <p>A company operating in Free Industrial Zones (FIZ) or with Licensed Manufacturing Warehouse (LHW) status may apply for exemption to sell up to 40% of their production in the domestic market subject to the fulfilment of the criteria.</p>	<p style="background-color: #007bff; color: white; text-align: center; padding: 5px;"><b>R&amp;D/ IILS/ DIILS Status</b></p> <ul style="list-style-type: none"> <li>• A company may apply for R&amp;D Status to fulfill the definition as Contract R&amp;D Company/R&amp;D Company subject to the fulfilment of the criteria.</li> <li>• An integrated logistics service provider may apply for International Integrated Logistics Status (IILS) / Digital International Integrated Logistics Status (DIILS) subject to the fulfilment of the criteria.</li> </ul>	<p style="background-color: #007bff; color: white; text-align: center; padding: 5px;"><b>RE/RO Status</b></p> <p>A company may apply for Regional Office/Representative Office (RE/RO) Status subject to the fulfilment of the criteria.</p>
<p style="background-color: #007bff; color: white; text-align: center; padding: 5px;"><b>Post Approval/Post Incentive</b></p> <p>A company may apply for post approval/post incentive application should the company require to make any amendments on their manufacturing license/tax incentive/grants/expatriate post conditions or extension on project implementation subject to the existing guidelines.</p>	<p style="background-color: #007bff; color: white; text-align: center; padding: 5px;"><b>Additional Product for IPC/RDC</b></p> <p>A company undertaking International Procurement Centres (IPC)/Regional Distribution Centres (RDC) may apply to include additional products subject to the subject to the existing guidelines.</p>	<p style="background-color: #007bff; color: white; text-align: center; padding: 5px;"><b>Confirmation Letter for Exemption (SPM)</b></p> <p>A company undertaking manufacturing and selected services activities may apply for MIDA Confirmation Letter [Surat Pengesahan MIDA (SPM)] for the purpose of claiming import duty and/or sales tax exemption from Royal Malaysian Customs Department on machinery/equipment/spare parts/prime movers/container trailers subject to the fulfilment of the criteria.</p>
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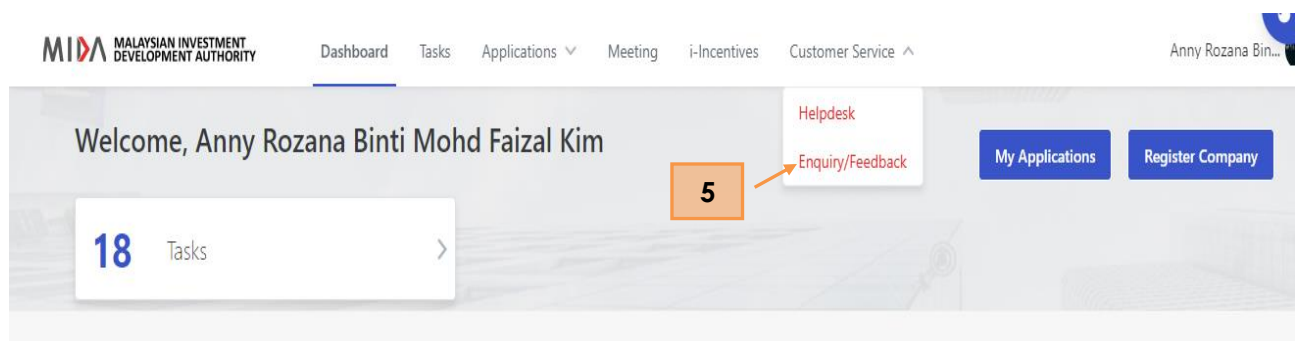
[Home](#) | 
 [MIDA Payment Channel](#) | 
 [e-Services](#) | 
 [Forms and Guidelines](#) | 
 [FAQs](#) | 
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 [Enquiry & Feedback](#)

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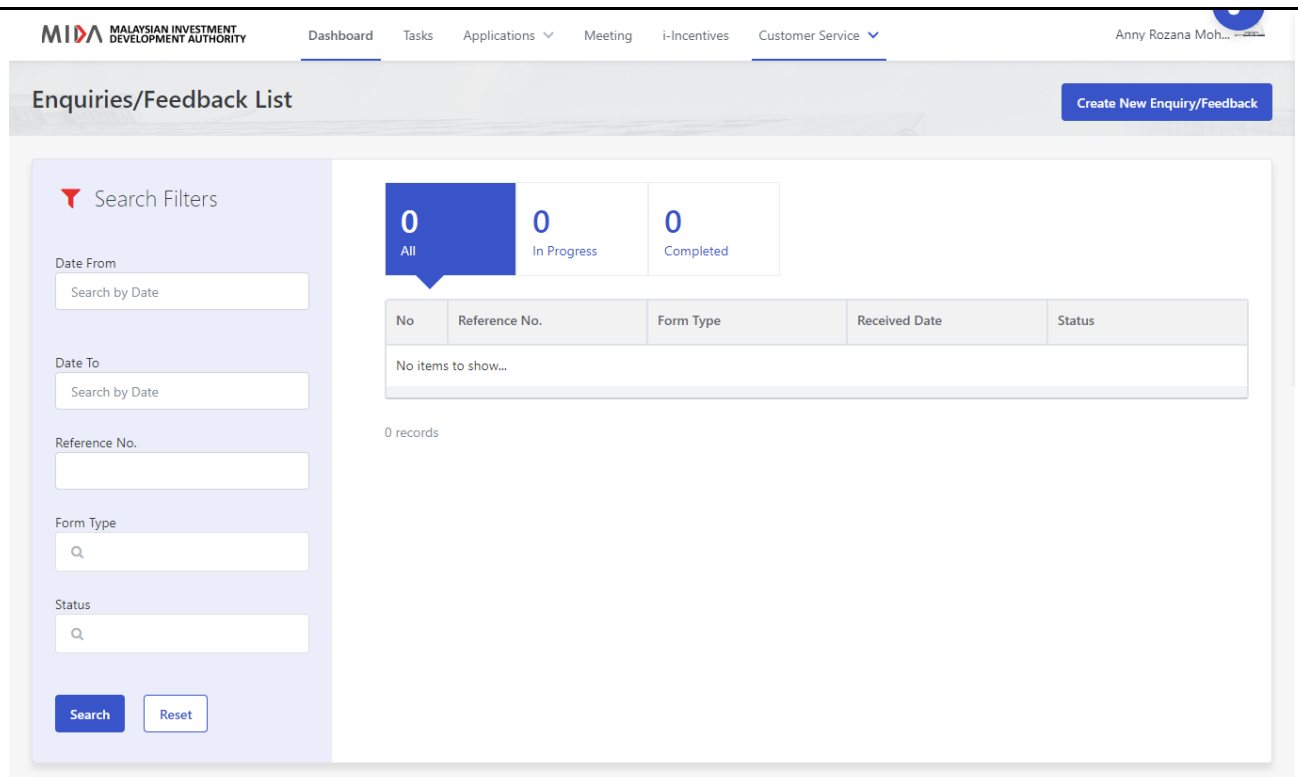
Powered by 

Page 13 of 30

2. Enter username (must use the email that has been registered);
3. Enter password; and
4. Click the **[Log In]** button . The system will redirect to the '**Dashboard**' page

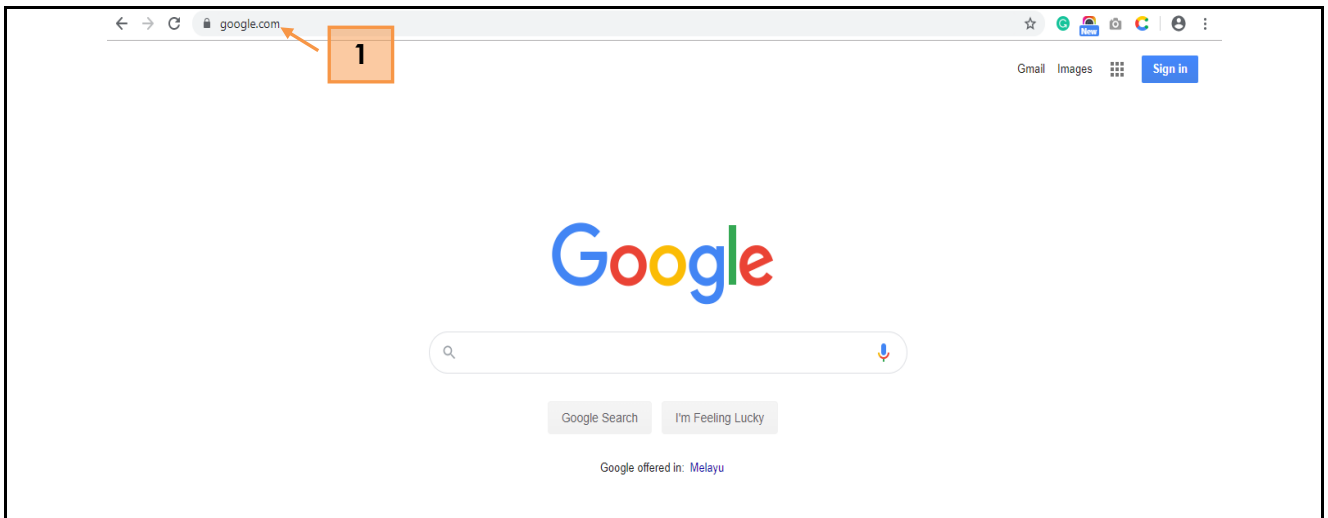


5. On the **Customer Service** menu, click **Enquiry/Feedback** the system will redirect to the '**Enquires/Feedback List**' page.



### 2.3.2 Option 2 – Login From Customer Landing Page

**Pre-condition:** You have been registered with the InvestMalaysia.



1. Open a web browser. Insert URL: <http://investmalaysia.mida.gov.my>





## MIDA Online Application

A single gateway portal to access applications, company profile and MIDA promotional events.

### Login

Email

Password

☒ Remember me [Forgot password?](#)

[Log In](#) [Register](#)

[Learn About the System](#)



Announcements


## List of Online Applications

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2. Click **Enquiry & Feedback** button. The system will redirect to the '**Customer Service**' login page.



**MIDA**  
MALAYSIAN INVESTMENT DEVELOPMENT AUTHORITY



### Customer Service

For general questions or comments regarding MIDA or our services, please contact us through our online feedback form.

Login

☒ Remember me
 [Forgot password?](#)

Log In

Register

MIDA Head Office is located at:

MIDA Sentral  
 No.5, Jalan Stesen Sentral 5  
 Kuala Lumpur Sentral  
 50470 Kuala Lumpur  
 Malaysia  
 Tel: 603 2267 3633  
 Fax: 603 2274 7970  
 Email: [investmalaysia@mida.gov.my](mailto:investmalaysia@mida.gov.my)  
 GPS Code: 3.13297, 101.68396

Or you can visit any of our [Worldwide Network](#) or [Regional Offices](#) near you.

Home
MIDA Payment Channel
e-Services
Forms and Guidelines
FAQs
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Enquiry & Feedback

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This website is mobile responsive.

3. Enter username (must use the email that has been registered);
4. Enter password; and
5. Click the **[Log In]** button. The system will redirect to the '**Enquiries/Feedback List**' page.

**Enquiries/Feedback List**

Create New Enquiry/Feedback

**Search Filters**

Date From  
Search by Date

Date To  
Search by Date

Reference No.  
Search by Reference No.

Form Type  
Search by Form Type

Status  
Search by Status

Search Reset

0 All 0 In Progress 0 Completed

No	Reference No.	Form Type	Received Date	Status
No items to show...				

0 records

## 2.4 Change Password

**Precondition:** Logged in to the system. Refer **Section 2.3 (How to Log in)**.

**Helpdesk Ticket**

Export to Excel

**Search Filters**

Date Reported From  
Search by Date

Date Reported To  
Search by Date

Reference No.  
Search by Reference No.

Search Reset

0 All 0 In Progress 0 Resolved 0 Cancelled

No.	Reference No.	Category	Subcategory	Reported Date	Log Status
No items to show...					

0 records

1 muhammad faris

2 Update Profile

1. On top menu bar, click on the name.
2. Click **Update Profile**.

MIDA MALAYSIAN INVESTMENT DEVELOPMENT AUTHORITY

Dashboard Tasks i-Incentives Customer Service

muhammad faris

muhammad faris  
publicusermida@gmail.com

**User Profile**

Title \* Mr. Name \* muhammad faris

Identification Type - Select Identification Type - Identity Card/Passport No.

Designation Executive Email \* publicusermida@gmail.com Phone No. \* 0133709088

Address \*  
b1-10 sri subang apartment jalan pjs 10/24  
taman sri subang  
as

Region \* Asia Country \* Malaysia

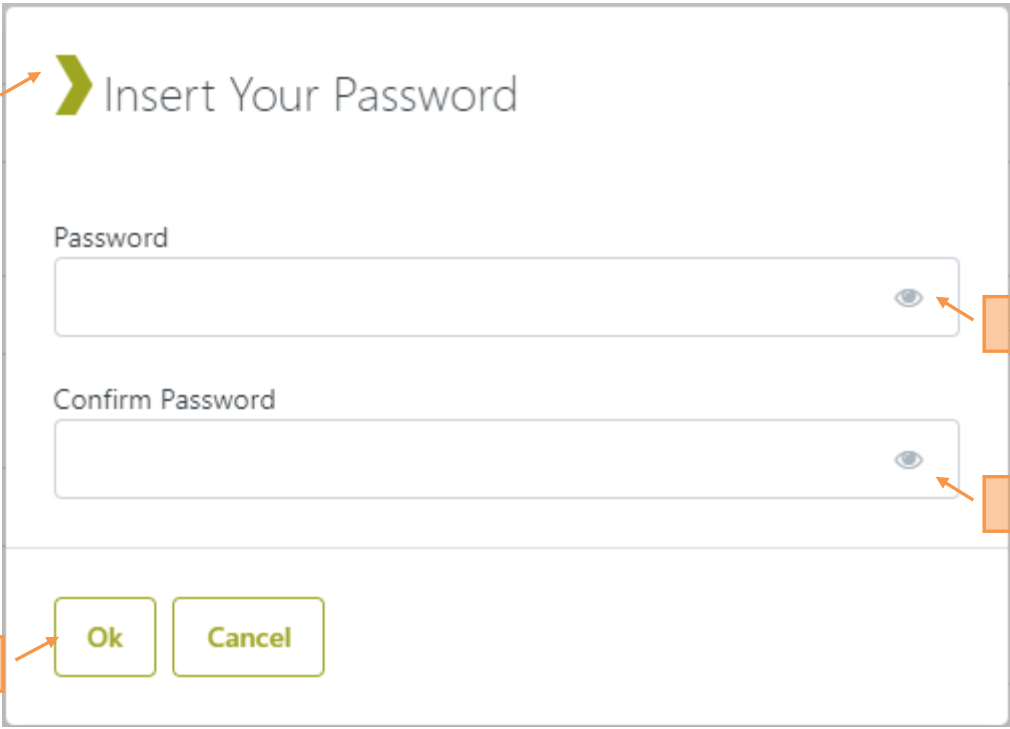

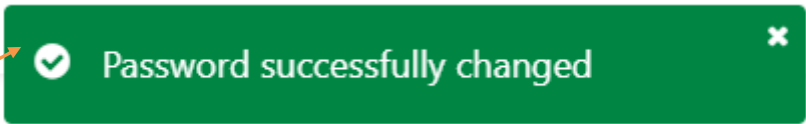
State \* Pulau Pinang City \* Nibong Tebal

Postcode \* 46000

Save Change Password

3

3. Click **Change Password** button.

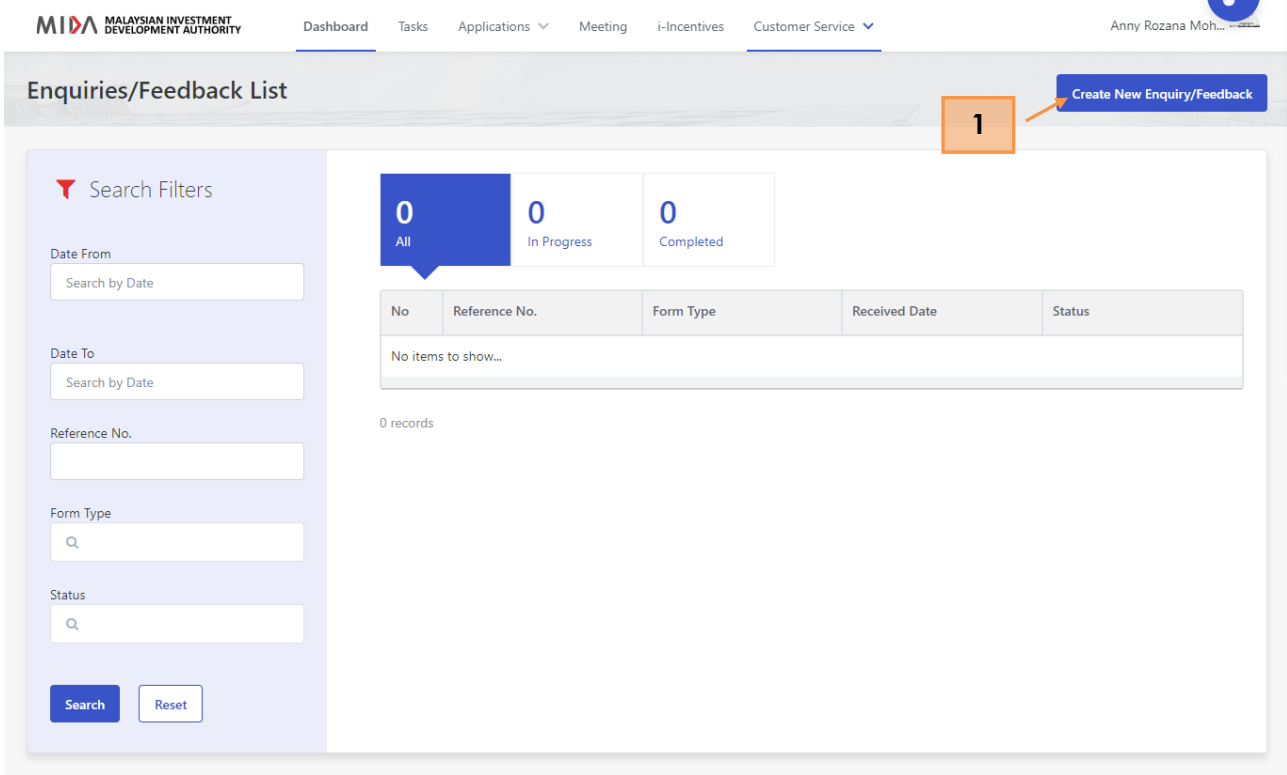
4	 <p>The dialog box is titled 'Insert Your Password' with a green arrow icon. It contains two text input fields: 'Password' and 'Confirm Password'. Each field has a toggle icon (an eye) to the right. At the bottom, there are two buttons: 'Ok' and 'Cancel'.</p>	5	6	7
<p>4. The system will prompt pop up screen to enter password.</p> <p>5. Enter the new password.</p> <p>6. Re-enter the new password.</p> <p>7. Click  button to continue.</p>				
8	 <p>A green rectangular message box with a white checkmark icon on the left and a close button (X) on the right. The text inside reads 'Password successfully changed'.</p>			
<p>8. The system will display a success message.</p>				

## Chapter 3 Enquiry/Feedback

### 3.1 Enquiry

#### Pre-condition:

- i. Logged in to the system. Refer to the **Section 2.3 (How to Log In)**.



The screenshot displays the MIDA (Malaysian Investment Development Authority) Enquiries/Feedback List interface. The top navigation bar includes links for Dashboard, Tasks, Applications, Meeting, i-Incentives, and Customer Service. The user is logged in as Anny Rozana Moh... The main heading is 'Enquiries/Feedback List'. On the right, there is a blue button labeled 'Create New Enquiry/Feedback'. An orange box with the number '1' and an arrow points to this button. On the left, there is a 'Search Filters' sidebar with fields for Date From, Date To, Reference No., Form Type, and Status, each with a search icon. Below these fields are 'Search' and 'Reset' buttons. In the center, there are three summary cards: '0 All', '0 In Progress', and '0 Completed'. Below these is a table with the following columns: No, Reference No., Form Type, Received Date, and Status. The table is currently empty, displaying 'No items to show...'. Below the table, it says '0 records'.

1. Click **Create New Enquiry/Feedback** button to create an enquiry or feedback.

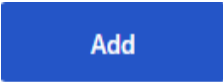





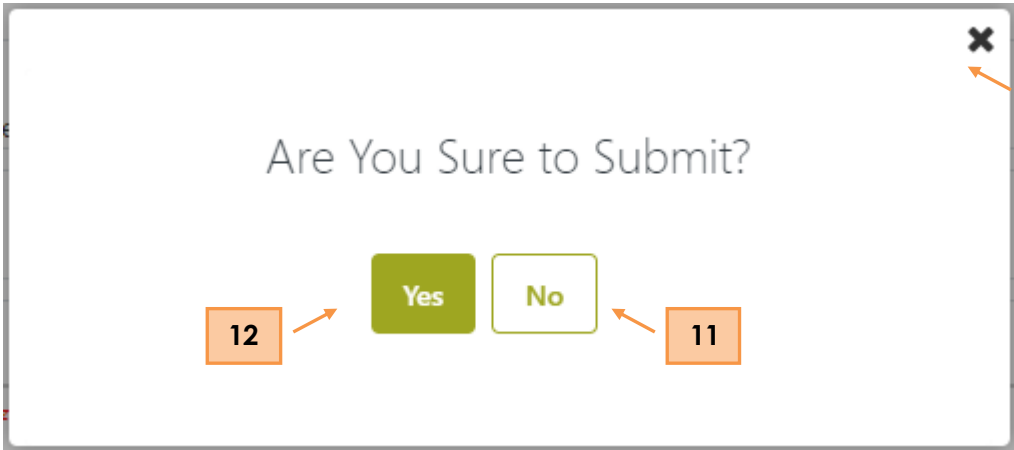


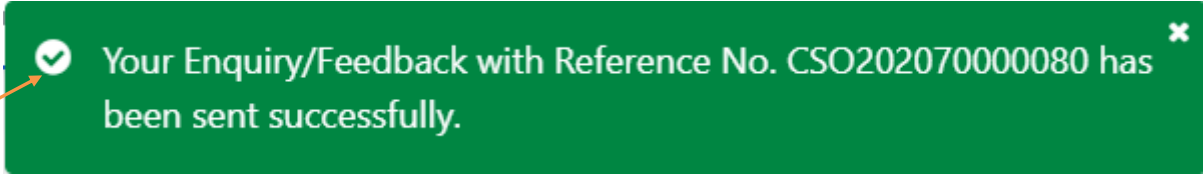
The screenshot shows the MIDA Online Enquiry/Feedback form. The form is titled 'Client Enquiry/Feedback Form' and includes a progress bar on the left with two steps: 'A Personal Details' and 'B Enquiry / Client Feedback Form'. The form fields are as follows:

- Reference No.** and **Status** fields at the top.
- Progress ( 2 / 2 )** indicator.
- Personal Details** (Step A) and **Enquiry / Client Feedback Form** (Step B).
- Type of Enquiry \*** dropdown menu (Callout 5).
- Message \*** text area (Callout 6).
- Attachment** section with a file upload area (Callout 7) and an **Add** button (Callout 8).
- Back** button (Callout 9) and **Submit** button.

Note: the size of file should be less than 10 MB

5. Select **Type of Enquiry** from the dropdown list.
6. Enter your **Message** at the **Problem Description** field.
7. Click '**browse to upload**' to search files from your local directory.
8. Click  button to upload the file.
9. Click  button to submit the enquiry.

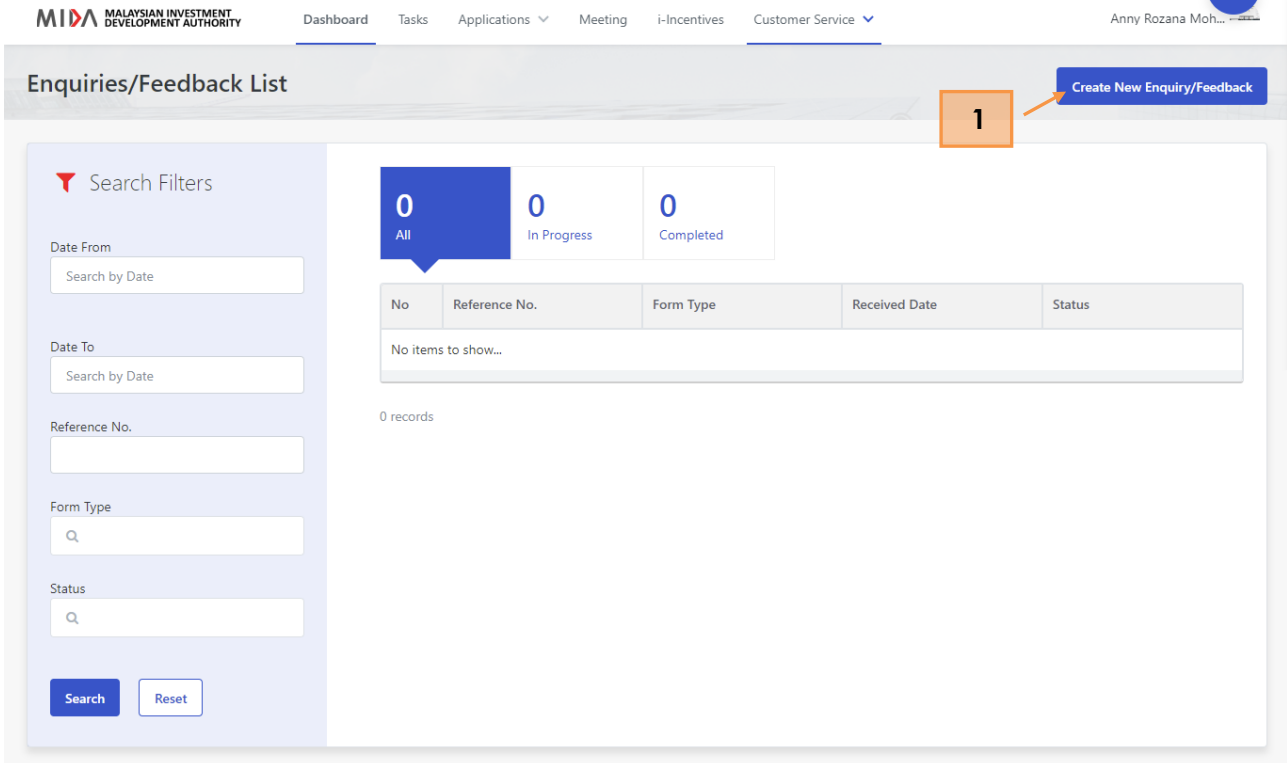



<p>10. The system will prompt confirmation message.</p> <p>11. Click  to discard the action.</p> <p>12. Click  to proceed with the submission.</p>

<p>13. The system will display a success message and reference no. will be generated.</p>

## 3.2 Feedback

### Pre-condition:

- i. Logged in to the system. Refer to the **Section 2.3 (How to Log In)**.



The screenshot displays the 'Enquiries/Feedback List' interface. On the left is a 'Search Filters' sidebar with fields for 'Date From', 'Date To', 'Reference No.', 'Form Type', and 'Status', each with a search icon and a 'Search' button at the bottom. The main area shows a summary of 0 items across 'All', 'In Progress', and 'Completed' statuses. Below this is a table with headers: 'No', 'Reference No.', 'Form Type', 'Received Date', and 'Status'. The table body contains the text 'No items to show...'. At the bottom of the table area, it says '0 records'. In the top right corner, there is a blue button labeled 'Create New Enquiry/Feedback', which is highlighted with an orange box containing the number '1'.

1. Click **Create New Enquiry/Feedback** button to create an enquiry or feedback.

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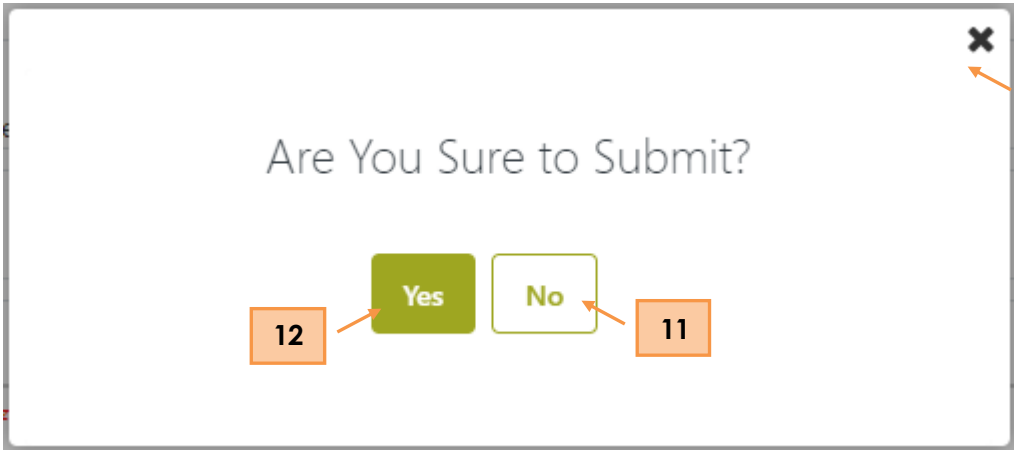





The screenshot shows the MIDA Online Enquiry/Feedback form. The form is titled 'Client Enquiry/Feedback Form'. It includes a progress bar on the left with two steps: 'A Personal Details' and 'B Enquiry / Client Feedback Form'. The form fields are as follows:

- Reference No.** and **Status** fields at the top.
- Progress ( 2 / 2 )** indicator.
- Step A: Personal Details** (completed).
- Step B: Enquiry / Client Feedback Form** (current step).
- 5**: Select the type of feedback you would like to give us. Options: ☐ Complaint, ☒ Compliment.
- 6**: Enter your **Message** in the text area.
- 7**: Click **'browse to upload'** to search files from your local directory.
- 8**: Click **Add** button to upload the file.
- 9**: Click **Submit** button to submit the enquiry.

Additional details: The form includes a 'Back' button, a 'Submit' button, and a note: 'Note : the size of file should be less than 10 MB'.

5. Select the type of feedback either Compliment or Complaint.
6. Enter your **Message** .
7. Click **'browse to upload'** to search files from your local directory.
8. Click **Add** button to upload the file.
9. Click **Submit** button to submit the enquiry.

	<p>10. The system will prompt confirmation message</p> <p>11. Click  to discard the action.</p> <p>12. Click  to proceed with the submission.</p>
	<p>13. The system will display a success message and reference no. will be generated.</p>