

APPENDIX A

DATA HARMONISATION AND PROFILE'S UPDATE

Table below is the current listing of business services tasks performed by ROC Unit in data harmonisation phase before and after the COR@L resumption and its status.

A	Task Description - Companies	Status
1	Creation of Profile for new companies incorporated from 3 rd May – September 2023	Completed
2	Updating of profile (details) and payment for new companies incorporated from 3 rd May – September 2023	In progress
3	Updating of Annual Fee payment for existing companies	In progress
4	Updating of Transfer Profile due to change of Resident Secretary/Form 23/Form 25/Form 26/26A.	In progress
5	Updating of Status from Active to Struck Off/Winding Up/ Ceased/Dissolved/Redomiciled Out	In progress
6	Updating of Status from Struck Off to Active (Form 45) & Annual Fee payment.	In progress
7	Updating of information via submission of forms 12, 13, 15, 17, 19, 20, 21, 22, 23, 25, 27 & Annexure, 30, 35, 40 and amendment, Change of Name	In progress
8	Updating of submission of Audited /UnAudited Financial Statement	In progress
9	Updating of Information for Work Permit Application	Yet to begin
10	Updating of Information for LMO/Co-Location Office	Yet to begin
11	Creation of Profile for existing companies that were missing from 3 rd February – 26 th April 2023.	Completed

12	Updating of Profile (details) and Payment for existing companies that were missing from 3 rd February – 26 th April 2023	Yet to begin
B	Task Description – Partnerships Profile	Status
1	Creation of Profile for new Partnership	Yet to begin
2	Updating of Profile (details) and payment for new Partnership registered from 3 rd May – September 2023	Yet to begin
3	Updating of Annual Fee payment for existing Partnership	Yet to begin
4	Updating of Information via submission of forms	Yet to begin
5	Creation of Profile for existing Partnership that were missing from 3 rd February – 26 th April 2023.	Yet to begin
6	Updating of Profile (details) and payment for existing Partnership registered from 3 rd May – September 2023	Yet to begin
C	Task Description – Foundation Profile	Status
1	Creation of Profile for new Foundation	Completed
2	Updating of Profile (details) and payment for new Foundation registered from 3 rd May – September 2023	Completed
3	Updating of Annual Fee payment for existing Foundation	Yet to begin
4	Updating of Information via submission of forms	Yet to begin
5	Creation of Profile for existing Foundation that were missing from 3 rd February – 26 th April 2023.	Yet to begin
6	Updating of Profile (details) and payment for existing Foundation registered from 3 rd May – September 2023	Yet to begin
D	Task Description – Trust Profile	Status
1	Creation of Profile for new Trust	Yet to begin
2	Updating of Profile (details) and payment for new Trust registered from 3 rd May – September 2023	Yet to begin

3	Updating of Renewal fee payment for existing Trust	Yet to begin
4	Updating of Information via submission of forms	Yet to begin
5	Creation of Profile for existing Trust that were missing from 3 rd February – 26 th April 2023.	Yet to begin
6	Updating of Profile (details) and payment for existing Trust registered from 3 rd May – September 2023	Yet to begin
E	Task Description – Auditor/Liquidator	Status
1	Creation of Profile for new Auditor/Liquidator	Yet to begin
2	Updating of Profile (details) and payment for new Auditor/Liquidator registered from 3 rd May – September 2023	Yet to begin
3	Updating of Annual Fee/Renewal payment for existing Auditor/Liquidator	Yet to begin
4	Updating of Information via submission of forms	Yet to begin
5	Creation of Profile for existing Auditor/Liquidator that were missing from 3 rd February – 26 th April 2023.	Yet to begin
6	Updating of Profile (details) and payment for existing Auditor/Liquidator registered from 3 rd May – September 2023	Yet to begin

As per the above table, there will be instances where ROC Unit will request information from the resident secretary to update the company's profile accordingly.

SERVICES AVAILABILITY

F	Business Services	Status
1	REEFS Portal	Temporarily not available
2	Beneficial Ownership Portal (PEARL)	Available
3	Search Company (1 st & 3 rd party)	Temporarily not available
4	Request for Letter of Information	Available (for updated profile)
5	Request for Letter of Good Standing	Available (for updated profile)
6	Request for Letter of Clearance	Available (for updated profile)
7	Request for Letter of Charge	Available (for updated profile)
8	Reservation & Incorporation of companies	Available
9	Submission of forms (update profile)	Available
10	Registration of LP/Trust/Partnership/Foundation	Available
11	Other submission	Available

FAQ:

No.	Challenges	Moving Forward
1	Can we submit the form during Labuan FSA's data harmonisation?	Yes.
2	Can we resubmit forms that has been submitted manually to update the profile?	ROC Unit will allow if it is an urgent need e.g., request for LOI.
3	Can we request for Contest Fee and provide proof that the lodgement was done earlier?	Yes.
4	We paid company's annual fee via bank transfer. However, we noted that the status of the company is Struck Off. Can we request to change the status?	Yes, subject to the information provided is complete and consistent.
5	We noticed that few of our companies' records are not available in COR@L. What should we do to expediate the creation of the missing profile?	To liaise with ROC officer directly for investigation
6	We noted that some of our filing submitted sometime in March & April were missing in the filing. What should we do about it?	To email the supporting documents to ROC Unit, roc@labuanfsa.gov.my
7	I have tried to log on to Lepay but failed. What should I do next?	Users need to re-register and create new account.
8	We made payment via Lepay in April but still has not received the payment receipt until now. When can we receive the receipt?	To follow up with Labuan FSA's Group Finance Unit at: finance_management@labuanfsa.gov.my
9	We received Struck Off notice from COR@L. However, the struck off's date was different from the struck off calculation. Can we have the correct date please?	To liaise with ROC officer directly. Please ensure complete information/documents in hand prior to any queries made.

10	We noticed that there was an erroneous reminder email/notice sent to director's email address for failure of fee payment recently.	Kindly ignore if payment has been made.
11	Why cannot we log on to COR@L?	Due to security measures, users need to set new password.
12	We have paid annual fee but we still received email reminders/1 st Notice/Struck Off notice from COR@L.	Kindly ignore the reminder/notices if payment has been paid.
13	We have applied for Transfer of profile, but we cannot find the company under our management.	Updating of profile is in progress. Please alert ROC Unit on the transfer.
14	We have resigned as the Resident Secretary, but we still can see the company's profile.	Updating of profile is in progress. Please alert ROC on the resignation.
15	We have submitted Form 13, 25, 23, 27....but the forms and information is not updated in the profile. Can we resubmit and request for contest fee?	Updating of profile is in progress. However, you may proceed to resubmit and apply.
16	We made direct payment to Labuan FSA in May to September but still has not received the payment receipt until now. When can we receive the receipt?	Upload the payment details and proof of payment to Lepay (lepay.labuanfsa.gov.my) using the "Upload Payment" feature. The system will issue your receipt as soon as your submission has been verified. This streamlined process will help to expedite receipt issuance and ensure efficient payment capture.