



Frequently Asked Questions (FAQ): e-Invoice Implementation

1. **What is an e-Invoice?**

An e-Invoice is a digital representation of a transaction between a supplier and a buyer, formatted in a structured, machine-readable manner. e-Invoice replaces paper or electronic documents such as invoices, credit notes, and debit notes.

An e-Invoice contains the same essential information as traditional document, for example, supplier's and buyer's details, item description, quantity, price excluding tax, tax, and total amount, which records transaction data for daily business operations.

2. **How do I request for an e-Invoice from AIG?**

Please submit your request via <https://www.aig.my/einvoice-request-form>. Do ensure that you provide accurate and complete information for the e-Invoice to be issued.

3. **When will AIG start accepting e-Invoice requests?**

e-Invoice requests are only accepted for policy issuance / claims payment dated on or after 1 July 2025.

4. **What are the details required for an e-Invoice to be issued?**

Individuals:

- MyKAD (New NRIC) number **or** passport number
- Tax Identification Number (TIN)

Non-individuals / Corporates:

- Tax Identification Number (TIN)
- **NEW** 12-digit Business Registration Number (BRN) issued by the Companies Commission of Malaysia **or**
- Registration number from Registrar of Societies Malaysia (ROS) **or**
- any other registration number issued by other authorities / bodies; **and**
- Insurance policy number

Please note that an e-invoice will only be issued once all required details have been provided.



5. **How do I retrieve my TIN?**

Please refer to the 4 options available below:

1. Visit IRB / LHDN E-Daftar Portal (<https://mytax.hasil.gov.my/>)
2. Check your EA Form
3. Contact the HASIL Contact Center at 03-8911 1000
4. Visit the nearest IRBM offices

6. **What does it mean if I receive the e-Invoice?**

The issuance of e-Invoice means the relevant details of your insurance policy have been transmitted to IRBM and validated as an official record of your transaction, which you may then save for your records.

For any e-Invoice request received after 72-hour from transaction date, a general TIN (EI000000000010) will be printed on the e-Invoice.

7. **Why did I not receive the e-Invoice?**

If you have not made a request before, please submit your request via <https://www.aig.my/einvoice-request-form>.

If you have submitted your request but have not received your e-Invoice, there is a possibility that your e-Invoice was not successfully validated with IRBM. You are advised to verify if the information provided is in order.

If the request for e-Invoice is submitted after 30-days from policy issuance / claims payment date, we will not be able to fulfil the request e.g. request of e-Invoice for purchase of insurance policy on 1st July 2025 must be submitted by 30th July 2025.

8. **How will e-Invoices be sent to customers?**

e-Invoices can only be emailed to customers.

9. **Who can I contact if I need assistance or would like to update my details?**

Please contact Customer Care at:

- AIGMYCare@aig.com
- 1800-88-8811 (within Malaysia)
- +603-2118 0188 (outside Malaysia)

For General and Insurance and Takaful industry specific FAQ, please refer to <https://www.hasil.gov.my/en/e-invoice/reference-for-the-implementation-of-e-invoice/frequently-asked-questions/industry-specific-frequently-asked-questions/>