

## FAQ SSM Services at Bank Rakyat

No.	Question	Answer
1	<b>What are the SSM services available at Bank Rakyat?</b>	SSM services at Bank Rakyat: (a) Business's Certificate Renewal (b) Compound payment of late renewal (c) Selling of Business Profile Information
2.	<b>Who can perform SSM transaction at Bank Rakyat?</b>	(1) Owner or (2) The person responsible
3.	<b>How to renew a Business Registration Certificate?</b>	Complete Application For Renewal of Business Registration (Form A1) together with the prescribed fee:  <ul style="list-style-type: none"> <li>• Business (personal name) - RM30.00 per year</li> <li>• Business (Trade name) - RM60.00 per year</li> <li>• Branch – RM5 per year per branch</li> </ul> Renewal of certificate of registration may be made at any time before the expiry of the registration.
4.	<b>Can the business that had expired more than 12 months be renewed?</b>	It is not allowed. Owner needs to re-register the business. Refer to SSM office for re-register.
5.	<b>What is the period of new registration or renewal for a business?</b>	The business can be register or renew for a period not exceeding five (5) years of one (1) to five (5) years with the specified prescribed fee.
6.	<b>Can a business change the business name?</b>	Refer to the nearest SSM Office.
7.	<b>How to register the business termination?</b>	Refer to the nearest SSM Office.
8.	<b>Is there any changes to complete the Business Renewal Form (Form A1)?</b>	The following is the changes to complete Form A1: Complete the renewal information. The differences are as follows : <ol style="list-style-type: none"> <li>1. Complete and update latest mobile phone number (if any)</li> </ol> Complete the detail of owner's full name, MYKAD/MYPR no. and mobile phone number. Form A1 may be signed by the owner or the person responsible.
9.	<b>Why the owner needs to fill up the latest mobile phone number?</b>	The latest mobile phone number will be updated in the business owner's database in the CBSROB System. It will be used to provide such information to the owner in the event of renewal reminders or other programs organized by CCM in the future.
10.	<b>Can we register a business at Bank Rakyat?</b>	No. The applicant may register a business at SSM Office only.