

## e-Invoicing FAQ to Customers

No	Questions	Answers
1.	What is an e-Invoice?	Think of an e-invoice as a digital version of your usual paper invoices, credit notes, or debit notes. It's simply a digital record of a transaction between a business and a customer, designed to replace physical documents.
2.	When is the effective date?	Starting 1 July 2025, alrajhi bank Malaysia will fully comply with e-Invoice requirements as outlined by IRBM/LHDN through Individual e-Invoice, Self-Billed e-Invoice, and Consolidate e-Invoice.
3.	Will the e-Invoice replace the existing statements provided by the Bank?	The statements you currently receive from alrajhi bank Malaysia will stay exactly the same. An e-invoice will simply be an extra document we provide if you request it.
4.	Who will receive the e-Invoice from the Bank?	We'll only generate an e-invoice for you when you ask for it.
5.	How frequently will e-Invoices be issued?	You'll get your e-invoice at the same time you usually receive your customer statements. If you don't have a regular statement schedule with us, we'll generate your e-invoice whenever you need one.
6.	How will I receive my e-Invoice?	To make sure you get your e-invoice smoothly, we'll send it right to your email address. Please remember to provide a valid and active email so it reaches you without a problem.
7.	Do I need to provide any information for an e-Invoice to be issued?	Yes, the following information will be required from customers who require an e-Invoice: <ul style="list-style-type: none"> <li>• Name</li> <li>• Tax Identification Number ('TIN')</li> <li>• Registration/ Identification Number/ Passport Number</li> <li>• Email</li> <li>• Address</li> <li>• Contact Number</li> <li>• SST Registration Number – only for SST registrants</li> </ul> Please submit this information via the E-Invoicing Request Form available at branches, or you may request it from our Customer Care team at +603 2332 6000 or <a href="mailto:customersupport@alrajhibank.com.my">customersupport@alrajhibank.com.my</a> .
8.	Where can I obtain further information about e-Invoicing?	E-Invoicing information may be obtained from IRBM/LHDN: <a href="https://www.hasil.gov.my/en/e-invoice">https://www.hasil.gov.my/en/e-invoice</a>