

Topic	Question	Response
New Sdn Bhd	What are the requirements to incorporate a company?	You need a resident director/shareholder
	How long does it take to incorporate a company?	If all submissions are in order
	Do I need a business address for my company?	Yes and no. Incorporation can be done without a business address
	What is a common seal and does a company need it?	A company seal is a physical stamp with the company's details used to show acknowledgement and approval of any official documents. Under the Companies Act 2016
	What is the minimum and maximum number of shareholders in a company?	Minimum one (1) and maximum fifty (50) shareholders.
	Can anyone be a director of the company?	Yes. Anyone 18 years old and above (local or foreign) can be a director of the company so long as they fulfil the requirements under the Companies Act 2016.
	What are the responsibilities of a director?	Directors ensure the soundness of short and long-term business operations
	What is the biggest advantage of setting up a company?	Shareholders are not exposed to personal risks and their liabilities are limited by share ownership. In other words
	Can a shareholder transfer or sell their shares?	Yes. Shareholders may sell or transfer shares to any party so long the buyer can afford the purchase price and the transaction is compliant with the Company Constitution or Shareholders' Agreement (if any).
	What is the tax rate of a company?	The standard corporate tax rate on chargeable income is 24%. For small and medium-sized companies (i.e. paid-up capital of less than RM2.5 million and annual sales of less than RM50 million)

	Do companies need to set up a local bank account?	Yes. Companies set up in Malaysia are required to set up a bank account
	What are the basic requirements for incorporating a company in Malaysia?	You'll need at least one director and one shareholder who are at least 18 years old. Both must have a residential address in Malaysia. We at MISHU can guide you through every step
	What types of companies can MISHU help to incorporate? (Sdn Bhd	Berhad
	What documents do I need to prepare for the incorporation process?	You'll need identification documents
	Can MISHU assist in drafting the Company Constitution?	Absolutely
	Is it mandatory to have a Malaysian director or shareholder to incorporate a company?	Yes
	How much capital is required to start a company in Malaysia?	The minimum paid-up capital is usually RM1
	What are the costs involved in incorporating a company through MISHU?	Our transparent pricing starts at RM 1
	Are there any recurring fees post-incorporation that I should be aware of?	We have an annual fee for our company secretarial services
	Can MISHU assist with opening a corporate bank account in Malaysia?	Yes
	How does MISHU handle the incorporation of foreign-owned companies?	We're experienced in setting up foreign-owned companies and can guide you through each step
	Do you provide any post-incorporation compliance services?	Definitely
	Can MISHU help in obtaining the necessary business licenses and permits?	Certainly
	What happens if the incorporation application is rejected?	Rejections are rare due to our meticulous preparation. However

	Is there a minimum or maximum number of directors/shareholders for incorporating a company in Malaysia?	You need at least one director and one shareholder. There's no legal maximum
	Do you offer nominee director services?	Yes
	Can I incorporate a company in Malaysia without physically being there?	Absolutely
	What kind of business activities require special approval or licenses	and can MISHU assist in acquiring these?
	How do I choose the right business classification (SIC code) during incorporation?	Our team will guide you in selecting the most appropriate MSIC code based on your business activities
	Do I need to have a registered office address in Malaysia? Can MISHU provide one?	Yes
	Are there any tax benefits for newly incorporated companies in Malaysia?	New companies may qualify for tax incentives depending on the industry. Our tax experts will identify any benefits you're eligible for.
	What is the compliance timeline for a newly incorporated company?	You'll need to file annual returns and financial statements. With MISHU's ongoing compliance services
	Can I change the company name or structure (like shareholding) after incorporation? How does MISHU assist in this?	Certainly
	Do I need to submit audited financial statements	and how can MISHU assist?
	How can I ensure my personal assets are separated from my business assets?	Incorporating as a limited liability entity
	Can MISHU assist in setting up subsidiaries or branch offices?	Absolutely
	What kind of reporting is required for a foreign-owned Malaysian company?	Foreign-owned companies must adhere to local and international reporting standards. With MISHU's compliance services

	How easy is it to close or sell the company later on? What role does MISHU play in this?	Exiting a business involves several legal steps. MISHU can manage the process
	Is there an exit strategy consultation included in the incorporation package?	While not part of our standard package
LLP	What type of organisations can consider LLP as their suitable business entity?	Startups/new enterprises
	What are the main differences between an LLP and a Company (Sdn Bhd)?	Instead of shares
	Who can be a partner of an LLP?	Any individual or body corporate (whether in or outside Malaysia) may be registered as a partner
	Can a body corporate be a partner of an LLP?	Yes
	Can a foreigner set up an LLP?	Yes
	What is the tax rate of an LLP?	The LLP itself enjoys low tax rate similar to Sdn Bhd i.e. 17% for income below RM600
	Who can be a Compliance Officer?	Any qualified person under the Companies Act 2016
	What is the role of the Compliance Officer?	Including but not limited to: registering any changes in key details of the LLP
	Can an LLP be converted to a Private Limited Company (Sdn Bhd)?	No
Labuan Company	Is Labuan corporate tax-free?	Depending on the type of business
	What is the process of incorporation in Labuan?	The process is similar to company incorporation anywhere else in Malaysia
	Can I incorporate a company in Labuan myself?	Unfortunately
	Why engage MISHU to incorporate on my behalf?	We have years of experience in this space
	Are foreigners eligible to incorporate a Labuan Company?	Yes! In fact
	Do I need to physically visit Labuan at any point in the incorporation process?	No

	Is company information in Labuan kept confidential?	Yes
	Do Labuan companies still need to file annual returns and get an annual audit?	Yes
	Tell me one disadvantage of a Labuan Company.	The privacy Labuan offers can make it harder for potential investors or partners to conduct due diligence on your business.
SSM Enterprise	How long does it take to renew my SSM Enterprise license?	A typical renewal takes 15-45 minutes during normal working hours (Monday-Friday
	My licenses have expired. Can I still renew them?	Licenses that have expired for over twelve (12) months cannot be renewed online. The owner must present themselves physically at the nearest SSM branch for further rectification.
	Can I renew ahead of the expiration date?	Yes
	Do I need to submit any additional supporting documents?	No
	Will I get a refund if my application is unsuccessful?	Yes
Switch to Us	I just appointed my existing company secretary. How soon can I replace them?	You can replace a company secretary at any time
	How long does it take to switch to MISHU as my new company secretary?	On average
	Are there any registration or processing fees to switch to MISHU?	None.
	Do I have to pay any penalty to my existing secretary?	Usually no penalty fee
Company Secretary	What is a Company Secretary?	An officer appointed by the director(s) and entrusted to ensure the business conducts itself in compliance with various statutory and regulatory requirements. Under Malaysian law

	Why outsource company secretarial services?	Outsourcing allows SMEs to enjoy top expertise at competitive rates. They save on salaries
	Why should I have a Company Secretary on a retainer basis?	For starters
	Can I replace my current Company Secretary immediately?	Yes! There should not be a minimum lock-in period because the law allows the board to appoint a new Company Secretary at any time.
	What documents does a Company Secretary prepare?	They record and notify SSM of any changes (or lack thereof) in key company details. A Company Secretary also maintains company books
	What is the role of a company secretary according to Malaysian law?	The company secretary serves as a governance and compliance officer
	Is it mandatory to have a company secretary for a Malaysian company?	Yes
	How can MISHU help with ongoing compliance requirements?	We handle everything from statutory filings to annual general meetings. Our team ensures you never miss a deadline.
	What documents are maintained by a company secretary?	We manage essential records such as company resolutions
	How long does it take to appoint or change a company secretary with MISHU?	Usually within 5 business days
	Is the company secretary responsible for tax filing?	While tax filing typically falls under an accountant's scope
	Can a company secretary represent the company legally?	A company secretary can act as an authorized representative in certain legal matters. Our team is trained to assist you effectively.
	How often should a company hold Board of Directors' meetings	and can MISHU help in organizing these?
	What qualifications do MISHU's company secretaries hold?	Our professionals are licensed by the SSM and have extensive experience in corporate governance.

	What are the costs involved in hiring MISHU's company secretary services?	Our pricing is transparent and competitive
	Can I switch to MISHU's company secretary services if I'm using another service? How seamless is the process?	Switching is straightforward. We handle the transition process for you
	What is the scope of MISHU's company secretary services?	We offer end-to-end services
	Does MISHU offer digital storage for all company-related documents?	Yes
	What additional services can be bundled with company secretary services?	We can bundle services like accounting
	Is there a contract term for retaining MISHU's company secretary services?	Generally
	Do you offer services for maintaining statutory registers and records?	Absolutely
	What types of company resolutions can MISHU help draft?	We can draft all kinds of resolutions
	How does MISHU handle corporate governance matters?	Our team ensures best practices are followed
	Do you provide updates on changes in Malaysian corporate laws?	Yes
	Can a company secretary be held liable for corporate misconduct?	While generally not liable
	How do I terminate the services of my current company secretary?	We can guide you through this process and handle the necessary paperwork to ensure a smooth transition.
	What services do you offer for Annual General Meetings (AGMs)?	We handle the entire process
	Do you provide services for Extraordinary General Meetings (EGMs)?	Yes
	How can MISHU assist with share issuance or transfers?	We manage all legal requirements

	What role does the company secretary play in company dissolution or liquidation?	We'll manage all compliance and filings to ensure a smooth dissolution process if that's the route you choose.
	Can MISHU assist with corporate restructuring?	Absolutely
	Do you offer advisory services on compliance with the Companies Act 2016?	Yes
	What steps does MISHU take to ensure confidentiality of company records?	All documents are stored in secure digital vaults with restricted access to ensure maximum confidentiality.
	How do I contact my company secretary for urgent matters?	We're reachable via multiple channels
	Do you offer customized company secretary services to meet unique business needs?	Certainly
	Can I get all my professional services done by a Company Secretary?	While Company Secretaries possess diverse skill sets
Corporate Bank Account	Is it mandatory to open a Corporate Bank Account in Malaysia?	Effectively
	How long does it take to set up a Corporate Bank Account in Malaysia?	Anywhere from 2 - 3 weeks for standard cases
	What documents are required to set up a Corporate Bank Account in Malaysia?	*Company Constitution
	Can foreigners living overseas open a Corporate Bank Account in Malaysia?	Absolutely. However
	What is a doorstep service for banks?	It is a feature where the bank sends their relationship manager to come and meet you physically at your office/home for account opening
	How much does one need to deposit in order to set up a Corporate Bank Account in Malaysia?	It varies from bank to bank
	If I run a sole proprietorship or partnership	do I need a Corporate Bank Account?

Accounting	What are accounting services and are they mandatory?	Accounting services cover the range of functions needed to efficiently and transparently record and report a company's finances to statutory bodies and stakeholders. It includes but not limited to bookkeeping
	What is the difference between accounting and bookkeeping?	Accounting refers to analysing
	Is an auditor the same thing as an accountant?	No
	Do all companies need to be audited?	All public and private limited companies in Malaysia are subject to a mandatory audit each year.
	My company is fairly new. Which plan would be best?	We would only offer plan that is value for money for you.
	I have no idea what's going on with my accounts. Can MISHU help?	Yes
	What qualifications do your accountants have to offer accounting services?	Our chartered accountants are members of Malaysian Institute of Accountants (MIA) who are legally qualified and well-trained to offer accounting services.
	When do I need to submit my company's annual tax returns?	You must submit your company's annual tax returns no later than eight (8) months past your company's financial year end. For e.g. if the financial year end falls on 31 December 2022
	If I engage you	how involved will I have to be in accounting procedures?
	My company is already using an accounting software. Can we keep using it or will we have to change vendors?	Yes
	What types of accounting services does MISHU offer?	From financial reporting to general ledger management
	Do you provide both accrual and cash basis accounting?	Yes

	What software do you use for accounting and bookkeeping?	We use top-tier
	How often will financial reports be available to me?	Monthly reports are standard
	Do you offer a la carte bookkeeping services?	Yes
	Are your accounting services compliant with Malaysian financial regulations?	Absolutely
	How do you ensure data confidentiality in accounting records?	We use encrypted
	Do you handle tax accounting as well?	Yes
	Can you manage accounts payable and receivable?	Certainly
	What is the cost of MISHU's accounting and bookkeeping services?	Our pricing is competitive and designed to offer you maximum value.
	How quickly can MISHU set up accounting for a new business?	We can get your accounting up and running within 1-2 weeks for most businesses.
	Do you offer budgeting and financial forecasting?	Yes
	What size businesses do you generally serve?	We cater to businesses of all sizes
	Can MISHU reconcile bank statements?	Yes
	How does MISHU handle inventory accounting?	We employ best practices in inventory accounting to provide you accurate and real-time data.
	Do you offer accounting services for partnerships and LLPs?	Yes
	Can your system integrate with other business software Iâ€™m using?	Absolutely
	Do you offer online and cloud-based accounting services?	Yes
	What is the procedure for auditing the accounts?	We prepare all the necessary documents and assist you throughout the external auditing process.

	How does MISHU manage financial records retention?	All financial records are securely stored and retained as per Malaysian legal requirements.
	Do you offer accounting services for non-profit organizations?	Yes
	Can you assist with preparing for external audits?	Absolutely
	Do you offer financial planning and investment advice?	We do offer financial planning but refer investment advice to certified professionals.
	How do you handle currency exchange issues for international businesses?	We apply current exchange rates and best practices to ensure accurate accounting.
	Do you provide customized financial reports?	Yes
	How do you calculate depreciation and amortization?	We adhere to standardized methods and best practices to calculate these accurately.
	Can you handle payroll accounting?	Absolutely
	Whatâ€™s your process for correcting accounting errors?	We follow a stringent review and correction process to amend any errors.
	What steps do you take to continually improve the accuracy and efficiency of the accounting process?	We regularly update our software
	Can you recommend a good and reliable accounting software for my business?	Yes
Tax Compliance	What does a tax advisor do?	Tax consultants help businesses stay fully compliant with current requirements regarding taxation
	How much do tax advisory services cost?	Consultation fees start from RM1
	Can I do my own corporate tax?	Yes
	What is tax compliance and why is it important?	It means complying with all legal requirements as stipulated by law
	What is the corporate tax rate in Malaysia?	Malaysia imposes a two-tier corporate income tax system:

	Can I avoid paying corporate income tax in Malaysia?	We wish! No
	What are the most crucial tax services needed in Malaysia?	Preparation and filing of mandatory annual documents such as tax estimates
	What are tax filing services?	Our tax filing services include preparation and filing of mandatory annual tax reports
	What are tax advisory services?	We offer a wide range of tax advisory services including tax compliance advice
	What is the difference between tax avoidance and tax evasion?	Tax avoidance refers to the legal way to minimise the amount of income tax owed by an individual or a business
	What types of tax advisory services does MISHU offer?	From corporate tax planning to individual tax optimization
	Do you provide corporate tax planning?	Yes
	How can MISHU help with individual tax optimization?	We analyze your income streams and deductions to help you save on personal taxes.
	Do you offer SST consultation?	Certainly
	What are the rates for your tax advisory services?	Our rates are competitive
	How can MISHU assist with tax compliance in Malaysia?	We offer comprehensive services from tax filing to audit representation.
	Do you have expertise in dealing with tax audits?	Yes
	What tax credits can my business take advantage of?	We'll identify relevant tax credits like R&D and capital allowances to optimize your tax liability.
	How can MISHU help me with capital gains tax?	We offer strategies to minimize your capital gains through well-timed asset management.
	Do you offer real estate tax advisory services?	Yes
	What is MISHU's approach to risk management in taxation?	We use predictive analytics to assess risks and recommend preventive measures.

	How often should I consult for tax advice?	We recommend quarterly reviews but can offer more frequent consultations if needed.
	Can you assist with transfer pricing strategies?	Yes
	How do you handle tax due diligence?	We offer a thorough review of all tax-related aspects of your business or impending transactions.
	Do you help with employee tax planning and benefits?	Absolutely
	Can MISHU assist with inheritance tax planning?	Yes
	How can MISHU help with tax implications during M&A?	We provide comprehensive advisory on the tax-efficient structuring of mergers and acquisitions.
	Do you provide any retirement tax planning services?	Yes
	Can you help with tax issues related to intellectual property?	Certainly
	Do you offer consultancy for non-profit tax exemptions?	Yes
	How does MISHU stay updated on changes to tax law?	Our team is consistently trained and updated on the latest tax laws and regulations.
	Can you help me understand tax implications for different business structures?	Definitely
	How can MISHU assist with excise duties and other indirect taxes?	We provide advisory and compliance services for all forms of indirect taxation.
	What kind of tax documentation support does MISHU provide?	We assist in the preparation and filing of all necessary tax documents.
	Can MISHU represent me in dealings with tax authorities?	Absolutely
	Do you provide assistance with overseas tax compliance?	Yes

	How can I avail of research and development tax credits?	We'll help you identify qualifying activities and assist in the application process.
	What is MISHU's experience in resolving tax disputes?	We have a successful track record in dispute resolution through negotiation and legal avenues.
	What qualifications do your consultants have to offer corporate tax advisory services?	Our chartered tax consultants are members of Chartered Tax Institute of Malaysia who are legally qualified and well-trained to offer corporate tax advisory services.
Business Licenses	What are the different types of business licenses?	At a high level
	What are the most common types of business licenses?	That would be general business licenses
	How long does it take to secure all business licenses?	It depends
	How much does it cost on average to secure all necessary licenses?	A composite license typically starts from RM650
	How can MISHU help?	Our team is experienced with the details and nuances surrounding applying for and securing various business licenses in Malaysia. By engaging us
	Which body of authority issues business licenses?	General licenses are issued by the local authority of a certain area
	Do you need a business license to incorporate?	No
	What types of business licenses does MISHU assist with?	We help with a wide range of licenses
	How long does it take to get a business license through MISHU?	Typically
	What documents are needed for a business license application?	You'll usually need your business plan
	Is MISHU experienced with industry-specific licenses?	Yes

	Do you provide assistance with license renewals?	Absolutely
	How does MISHU handle multi-jurisdictional licensing?	We assist in obtaining and managing licenses across multiple locations.
	What are the penalties for operating without a proper license?	Penalties can range from fines to legal action
	Can MISHU help with special event licenses?	Yes
	What's the cost of obtaining a business license through MISHU?	Our rates are competitive
	Can you help me understand which licenses my business needs?	Certainly
	How do I know if my business license is still valid?	Our system sends timely reminders to ensure you never miss a renewal.
	What happens if my business activity changes?	We'll assist in modifying or obtaining new licenses as per your evolving business needs.
	Do I need separate licenses for different business locations?	Generally
	How does MISHU assist with license compliance?	We continuously monitor compliance requirements and notify you of any changes.
	Is there a way to expedite a license application?	Yes
	Do you offer consultation for international business licenses?	Absolutely
	How can MISHU help me if my license application is denied?	We will review the reasons for denial and guide you through the appeal process.
	How do I transfer a business license if I sell my business?	We'll handle the paperwork and ensure a smooth license transfer process.
	What support does MISHU offer for online businesses?	We assist in obtaining any necessary e-commerce licenses and digital permits.
	Can you assist with obtaining food and beverage licenses?	Yes
	Do you handle intellectual property licenses?	Certainly

	Can MISHU assist with environmental permits?	Yes
	How does MISHU ensure I stay compliant with licensing laws?	We conduct regular compliance checks and keep you updated on any new regulations.
	What do I do if I receive a license violation notice?	Contact us immediately
	Is MISHU updated on the latest licensing regulations?	Our team is always updated and trained on the latest regulatory changes.
	Do you help with licenses required for business expansions?	Certainly
	What happens if you're running a business and don't have a business license?	You may run the risk of getting fine and compound by the local authorities. Certain licenses may even impose jail punishment for non-compliance.
HR Consulting	How much does the essential plan cost?	We have different pricing plans based on your needs
	Can my company get a free trial?	Of course! Our team will walk you through a product demo beforehand so you can maximise your free trial usage. Upon completion of the demo
	How does cancellation work?	Yes
	I am in charge of a large workforce. Can I get a custom plan and pricing?	Of course! We are more than happy to customise a package for your HR needs. The platform is designed for scalability
Trademark Protection	What can be trademarked in Malaysia?	Traditionally
	Must I be the creator of the trademark?	No
	How can I protect my trademark in Malaysia?	Although usage alone provides a measure of protection
	Is it compulsory to register my trademark in Malaysia?	It is not compulsory
	What additional protections does registering a trademark provide?	A registered trademark enjoys some presumption of rights which makes it much easier to bring a case against an offending party
	Is a trademark search necessary?	Effectively

	What happens if there is an existing trademark?	If your trade mark happens to be identical
	How long does the trademark application process last?	Usually it may take between 1 – 3 years
	Usually it may take between 1 – 3 years	depending on the complexity of the trade mark you are filing for registration.
	Is the trademark registration in Malaysia valid in another country?	No
	Can I sell the rights to use my trademark to other people?	Yes
Website Building	Do you exclusively design WordPress websites?	WordPress is currently the popular option for most businesses. Other platforms
	Will you maintain and support my website?	A website needs routine maintenance to sustain its versatility and dependability. The security of your website would be enhanced; new audiences would be attracted
	Will my website work efficiently on a mobile device?	People are eager to complete these duties on the go
	How much time is needed to construct a website?	For simple information websites with fewer features
	Once the website is created	can I edit it myself?
	Do you execute SEO when building my website?	Yes
Employment Pass	I am interested in applying for an Employment Pass (EP) under my own Private Limited (Sdn Bhd) company	can I do that?
	What are the requirements for applying for an Employment Pass?	First of all
	I am not willing to inject the high Paid-Up Capital	is there any other way I can apply for the Employment Pass using the same company?
	How high is the chance of me getting the Employment Pass?	It very much depends on the qualifications of the applicants.
	I am the director of my Private Limited Company (Sdn Bhd)	can I apply for a Business Owner Visa to work in Malaysia?

	I have injected the amount of Paid-Up Capital required	can I withdraw the money from my company business bank account?
	Normally how long is the approval (how many years of EP) can I get from the first Employment Pass application?	Normally the Immigration Department will approve a 1 year Employment Pass for new application. The applying company can renew the pass 3 months before the expiry date. The renewal procedure is quite simple and straightforward. The approval for pass renewal
	What is the procedure of applying for an Employment Pass?	Basically
	How much is an Employment Pass?	RM800 per application
	Is there any guarantee on the success application?	No
	Is there any approval from other authorities I need in order to proceed for an Employment Pass application?	Companies regulated by an Approving Agency or Regulatory Body need to submit an approval letter from the relevant Approving Agency/ Regulatory body for all Employment Pass categories. As these Approving Agencies/ Regulatory Bodies regulate companies in sp
	What is an Employment Pass in Malaysia	and who is eligible?
	What is the role of MISHU in the Employment Pass application process?	MISHU handles the end-to-end process
	What documents are required for applying for an Employment Pass?	Key documents include your employment contract
	How long does the Employment Pass application process usually take?	The timeline can vary
	Is a medical examination required for the Employment Pass?	Yes
	What are the minimum salary requirements for an Employment Pass?	As of now
	Is it possible to bring dependents with an Employment Pass?	Yes

	Can an Employment Pass holder work for multiple employers?	No
	What is the validity period of an Employment Pass?	The validity can range from 1 to 5 years
	Are there any restrictions on the type of jobs an Employment Pass holder can take up?	Yes
	How does MISHU assist with Employment Pass renewals?	We provide reminders ahead of expiry and manage the entire renewal process for you.
	Is it mandatory to cancel the Employment Pass if leaving the job?	Yes
	What happens if an Employment Pass expires while I'm still in Malaysia?	You'd be in violation of immigration laws
	Does MISHU offer assistance with appeals for rejected applications?	Yes
	Can an Employment Pass be transferred to another employer?	No
	How much does MISHU charge for Employment Pass services?	Our pricing is transparent and tailored to your specific needs.
	Do you help in obtaining other types of passes like Professional Visit Passes?	Yes
	How early should one start the Employment Pass renewal process?	Ideally
	Can an Employment Pass holder own shares in a Malaysian company?	Yes
	What's the minimum duration of an employment contract for Employment Pass eligibility?	A minimum of 2 years is typically required for the employment contract.
	Is there a quota for Employment Passes in a company?	No quota is imposed
	What are the common reasons for Employment Pass application rejections?	Common reasons include incomplete documentation or failure to meet salary requirements. We ensure your application is flawless.

	Can MISHU assist with obtaining visas for dependents and family members?	Absolutely
	Do you offer orientation services for new Employment Pass holders?	Yes
	Can you expedite an Employment Pass application?	While we can't guarantee expedited service
	Whatâ€™s the process for changing job details	like the job title or salary
	Is the Employment Pass bound to a specific location within Malaysia?	No
	Can an Employment Pass holder apply for Permanent Residency?	Yes
	How do tax implications work for Employment Pass holders?	Tax is generally based on residency status and income earned in Malaysia. We can offer tax advisory services.
	Do you offer ongoing compliance monitoring for Employment Pass holders?	Yes
	What is the difference between an employment pass and an expatriate visa in Malaysia?	The key distinction lies in the purpose and scope of these two types of permits.
Corporate Insurance	Whatâ€™s the difference between about corporate and employee's social security insurance?	While both are provided by the employer
	I already have SOCSO	why should I pay for corporate insurance?
	What is the minimum number of employees I should have before getting corporate insurance?	There is no minimum number. Even if you have just one employee
	Whatâ€™s the best corporate insurance plan I can get in the market?	Generally
	What coverage plans should I get for my business?	As every business operates under slightly different circumstances
	How much do I have to pay?	The monthly commitment is based on the subscribed plan and any exceptional circumstances.
	Can I file a claim directly with MISHU?	No

Government Grants	Do I need to repay the grants?	Nope! You donâ€™t need to repay the grants. Just be sure you spend it on its intended purpose!
	Are grants and loans the same?	As the bank will be happy to inform you
	Is it hard to apply for grants?	Yes and no. While the process is open to all
	How long does it take to get money from government grants?	Once you are approved for a grant
Corporate Training	What are the benefits of employee training and development?	Employee development and training refers to the process of providing employees with the knowledge
	What are the key skills needed for supervisors and managers in Malaysia?	Key skills for supervisors and managers include leadership
	Can MISHU tell me what competencies my employees should have?	Mishu does job role analysis and can recommend the key competencies to fit the specific role requirements.
	How can I measure the effectiveness of my training programs?	The effectiveness of any training program is dependent on the opportunities for participants to practice what they have learned in the workplace. Participants take home a Post Class Action Plan to execute with the help of their managers to ensure they can
	What are the best practices for employee performance management?	MISHU believes the keys to employee performance management are specific measurable goals and action plans that are supported by a well-defined appraisal process. Best practices include observable measures
	How do I know what training programs are important for my employees and how do I manage their learning?	Mishu works with the relevant competencies based on employee job scopes and also reviews the training programs relevant to their respective departments. Our consultants will design a holistic learning path for the

		whole company and recommend training clas
	How can I develop a successful leadership development program?	Building leaders is an important aspect of any business. There are basic competencies that all leaders should develop. MISHU offers a Leadership Path program that provides your leaders with the relevant training.
	How much does MISHU charge for its training and development programs?	Our services are reasonably priced and tailored to your organisationâ€™s needs. Contact us for more information.
HR Consultation	Why would I need an HR consultant?	Experienced HR consultant does not come cheap while inexperienced HR consultant might not be properly equipped to deal with a wide variety of situations. Our HR consulting services can provide advice for you to refer to and solve your HR problems.
	What are the benefits of outsourcing HR consultancy?	An outsourced HR consultant can help save costs as a team of HR specialists will have their own knowledge and resources to solve HR problems. Our HR consultants also take pride in staying up to date with the legal requirement. Rest assured that your busin
	Can MISHU tell me if my HR policies are in compliance with the latest employment law requirements?	Yes
	I think there's a problem concerning my employees	but I don't know what it is. Can MISHU help?
	Can MISHU be available as and when I have an employee issue?	Yes
	Are all consultations completed in one session or across multiple sessions?	We have both one-off and monthly retainer service.

	What is a one-off HR consultation?	If your business is facing a difficult situation
	Does MISHU offer monthly retainer HR consultation?	Monthly retainer service means essentially you are having an HR Manager without adding on to your headcount and fixed payroll costs while getting the best expert advice from our experienced HR consultants.
	What does MISHU's HR Advisory service cover?	Our HR Advisory service is a comprehensive suite that covers everything from labor law compliance and employee relations to talent management. Tailored to meet your business needs
	How can your HR services help my business stay compliant with Malaysian labor laws?	We keep track of updates in Malaysian labor laws and ensure that your HR policies
	What types of businesses can benefit from MISHU's HR Advisory service?	Businesses of all sizes and industries can benefit
	Do you offer both monthly and ad-hoc payroll services?	Yes
	What is the scope of your payroll services?	We handle everything from salary calculation and disbursement to statutory contributions and year-end tax forms.
	How do you ensure data confidentiality in payroll processing?	Data security is paramount. We employ encryption and secure servers to guarantee the confidentiality of your payroll data.
	Is MISHU's payroll system compatible with Malaysian tax codes?	Absolutely
	Can you handle payroll for both local and expatriate employees?	Yes
	Do you offer online access for payroll information?	Yes

	What is the cost of MISHU's HR Advisory and Payroll services?	Our pricing is competitive and scalable according to your needs. We offer customized packages for comprehensive support.
	How quickly can you set up payroll services for a new company?	We can typically have you up and running within a week
	Do you provide HR training and development programs?	Yes
	What steps does MISHU take to ensure labor law compliance?	Our experts constantly monitor changes in labor laws and update your policies to maintain full compliance.
	How do you handle employee grievances and disciplinary actions?	We have standardized procedures for dealing with grievances and disciplinary matters
	Can MISHU assist with employee benefits and compensation planning?	Absolutely
	What payroll frequencies do you support (weekly	bi-weekly
	Can you integrate your payroll system with other software?	Yes
	Do you assist with EPF and SOCSO contributions?	Yes
	What happens if there are errors in the payroll?	Mistakes are rare
	How does MISHU handle statutory payments and year-end tax forms?	We manage all aspects of statutory payments and generate year-end tax forms like EA forms for your employees.
	Can MISHU assist with workforce planning and optimization?	Yes
	Do you offer performance evaluation services?	We provide a performance evaluation framework to help you measure and improve employee productivity.
	How can MISHU help with employee onboarding and offboarding?	We manage the entire process
	What reporting capabilities do your HR and Payroll services offer?	Our system generates comprehensive reports for payroll

	Do you provide employment contract templates that comply with Malaysian laws?	Yes
	Can you handle payroll for part-time and contract employees?	Certainly
	How do you manage payroll in case of employee termination?	We ensure all final settlements are accurately calculated and disbursed
	What are the backup and recovery plans for payroll data?	We have robust backup and recovery protocols to ensure your data is never lost.
	Does MISHU offer a self-service portal for employees?	Yes
	Can you handle bonuses	incentives
	How much am I looking at for these HR consultation services?	Our services are reasonably priced and tailored to your organisation's needs. Contact us for more information.
Nominee Director	Is it legal to appoint a nominee director?	Yes
	What are the powers and roles of a nominee director?	A nominee director is usually appointed just to fulfil the statutory compliance requirements. His powers are limited as in he is not allowed to run the day-to-day financial or operational matters of your business
	What are the liabilities of a nominee director?	All directors are legally responsible and accountable for legal compliance
	Can I terminate the nominee director at any time?	Yes
Shelf Company	Is a shelf company legal?	Buying a shelf company is completely legal as the business itself is a legally registered company that has been dormant.
	What can I do with a Shelf Company?	A shelf company is the same as any other company
	How do I get myself a Shelf Company?	Contact us to view our latest price list of shelf companies based on your requirements. Once everything is confirmed

	Why choose a Shelf Company over starting a new business?	Purchasing shelf companies gives business owners an edge when applying for a loan or pitching as a well-established company has better credentials compared to a new startup.
5G Business Phone Line	Can all computers and phones benefit from 5G?	No
	What are the countries with free roaming?	Depending on the subscription
	Can I purchase Internet pass add-ons at any time?	Yes
	How is 5G better than 4G?	There are several advantages 5G has over 4G:
	Is it necessary for a device to be 5G-supported in order to utilise Malaysia's 5G network?	Yes
Visa Prepaid Business Card	Are Visa prepaid cards available for SMEs or startups?	Yes
	How do I apply for Visa prepaid cards?	Get in touch with us and we will walk you through the documents needed for SMEs
	Where can Visa prepaid cards be used?	Visa prepaid cards can be used for any transaction that accepts Visa as a payment method.
	Are Visa prepaid cards the same as credit cards?	No
	How much do I have to pay?	Getting started is absolutely free
General	Why should I choose MISHU over other service providers?	MISHU offers comprehensive
	What services does MISHU offer?	From company incorporation to HR advisory and tax compliance
	How does MISHU differ from traditional company secretary firms?	We leverage technology to provide faster
	Do you offer custom packages?	Yes
	How quickly can MISHU respond to my queries?	We prioritize swift response
	Do you offer digital access to my records and documents?	Yes

	What is MISHU's experience with international clients?	We have served a diverse clientele from multiple countries
	Is my data secure with MISHU?	Data security is a top priority; we employ advanced encryption and follow stringent protocols.
	What are your pricing models?	We offer both fixed-rate and customized pricing plans to suit varied budgets.
	How do I get started with MISHU?	Simply reach out to us via our website or phone to schedule an initial consultation.
	Can I switch to MISHU from another service provider?	Absolutely. We'll make the transition smooth and hassle-free.
	What is the onboarding process like?	It's a streamlined digital process designed for efficiency and ease.
	Does MISHU offer discounts for long-term contracts?	Yes
	Can you assist with business growth strategies?	Certainly
	Is MISHU compliant with the Malaysian Companies Act 2016?	Yes
	How does MISHU handle client confidentiality?	Client confidentiality is sacred; we employ NDAs and secure data environments.
	Do you provide consultations before signing up?	Yes
	Are there any hidden charges I should be aware of?	No
	How can MISHU assist in crisis situations?	We offer emergency response plans tailored for different types of business crises.
	Do you offer services outside of Kuala Lumpur?	Yes
	What industries does MISHU specialize in?	We have a diverse portfolio
	Do you provide any performance guarantees?	While specific guarantees vary
	How often does MISHU update its services?	We continually evolve to meet market demands and regulatory changes.

	Does MISHU offer refunds?	Our refund policy is clearly stated in our terms of service.
	Whatâ€™s MISHUâ€™s track record with client satisfaction?	We have a strong history of client retention and satisfaction
	How does MISHU stay updated with industry changes?	Continuous training and research keep our team ahead of industry shifts.
	Do you offer any complementary services?	Yes
	How can I provide feedback about MISHU's services?	We offer multiple channels for feedback
	What makes MISHU's team experts in the field?	Our team comprises seasoned professionals with deep industry experience.
	How does MISHU maintain its quality of service?	Through regular audits