

**DOING
BUSINESS
IN**

Malaysia

**Local in Touch
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DOING BUSINESS IN MALAYSIA

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1. *Foreword*

This booklet has been prepared for the use of clients, partners and staff of HLB International member firms. It is designed to give some general information to those contemplating doing business in Malaysia and is not intended to be a comprehensive document. You should consult us, therefore, before taking further action. HLB Ler Lum and HLB International cannot be held liable for any action or business decision taken on the basis of information in this booklet.

**HLB LER LUM
September 2011**

2. About HLB International

Formed in 1969, HLB is a world-wide network of independent professional accounting firms and business advisers. The network comprises member firms in over 100 countries who, collectively, have more than 1,900 partners plus 14,000 staff in 500 offices. Member firms provide clients with a comprehensive and personal service relating to auditing, taxation, accounting and general and financial management advice

Up-to-date information and general assistance on international matters can be obtained from any of the partners of HLB Ler Lum listed in this booklet or from the Executive Office in London:

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3. About HLB LER LUM

At HLB Ler Lum, we always strive for our utmost best in discharging professional duties and place paramount importance to our clients' interest. Our "Global Care" approach employed in every aspect of our assignment, ensures that clients receive a personal and closely coordinated quality service at partner's level, regardless of the size and location in the worldwide operations-services which include but not limited to auditing, accounting, taxation, corporate finance, corporate recovery, information technology, business risks and general business consultancy as well as regional and funding agency work.

Clients requiring advice or assistance on local or international matters should contact the engagement partner dealing with their affairs, the international or office contact partner or the HLB International Executive Office as stated in Page 4 of this booklet. At HLB International, we also offer centralized monitoring or reporting for worldwide operations for our clients.

Services

- *Audit*
- *Accounting*
- *Corporate Recovery*
- *Business Advisory*
- *Corporate Finance*
- *Litigation Support*
- *Taxation*
- *Company Secretarial*

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4. Brief Information About Malaysia

Malaysia has a total area of about 330 thousand square kilometers and lies just above the equator, right in the heart of South-East Asia. Peninsular Malaysia, with 11 states, is at the southernmost tip of the Asia Continent, while the states of Sabah and Sarawak are located on the northern and western coasts of the island of Borneo respectively.

As a tropical country with average daily temperatures ranges from 33° C (90° F) in the afternoon to 22° C (70° F) during the night, it is warm and sunny throughout the year with heavy rain during the monsoon season.

As at the last update on 3rd October 2011, Malaysia has a population of approximately 28.6 million, comprising of multi ethnics and multi cultural societies. The main languages are Malay, English, Mandarin as well as various local dialects. Although Malaysia is an Islamic state, other religious practices are allowed.

Malaysia has a unique democratic legal system with the Federal Constitution as its supreme law. While the Executive's power is exercised by the ruling political parties, the Legislative powers are exercisable by the Parliament which is

comprised of Dewan Rakyat (elected representatives) and Dewan Negara (appointed by nomination). The Judiciary is the highest independent body that interprets laws in Malaysia. The head of the state is the King.

As Malaysia consists of 13 states and 3 federal territories, each state has its own governing body akin to the federal set up and within each state is governed by several local governments/ authority.

Currency

The legal currency of Malaysia is known as Ringgit Malaysia and is issued by the Central Bank of Malaysia. A non resident may bring in or out of Malaysia ringgit notes up to RM1,000 and foreign currency without limit. A declaration is required if the foreign currency exceeds USD10,000.

Entry

All persons entering Malaysia must possess valid national passports or other international travel documents valid for travel to Malaysia, at least 6 months beyond the date of entry into Malaysia.

5. Setting-Up Business In Malaysia

The Industrial Co-ordination Act 1975 requires manufacturing companies with shareholders' funds of RM2.5 million and above or engaging 75 or more full time employees to apply for a manufacturing license for approval by the Ministry of International Trade and Industry (MITI). Such applications are to be submitted to the Malaysian Industrial Development Authority (MIDA), an agency under MITI in charge of promotion and coordination of industrial development in Malaysia.

To enhance foreign investors confidence in Malaysia, the government has concluded **Investment Guarantee Agreements** with 69 countries which protect against nationalization and expropriation, ensure prompt and adequate compensation in the event of nationalization or expropriation, provide free transfer of profits, capital and other fees as well as ensuring settlement of investment disputes under the Convention of Investment Disputes of which Malaysia has been a member since 1966.

Malaysia was ranked 4th out of 183 countries surveyed for investor protection by the World Bank and International Finance Corp. in the Report on Doing Business 2011 for Malaysia.

Kuala Lumpur Regional Centre for Arbitration was established in 1978 under the auspices of the Asian-African Legal Consultative Committee (AALCC) - an inter-government organization cooperating with and assisted by the Malaysian government. As a non-profit organization, the Centre serves the Asia Pacific region. Its objective is to provide a system to settle disputes for the benefit of parties engaged in trade, commerce and investments with and within the region. Any dispute, controversy or claim arising out of or relating to a contract, or the breach, termination or invalidity shall be decided by arbitration in accordance with the Rules for Arbitration of the Kuala Lumpur Regional Centre for Arbitration where the parties to a contract have agreed in writing that disputes in relation to that contract shall be settled by arbitration in accordance with the said Rules.

In general, one can do business in Malaysia either by way of sole proprietorship, partnership or corporations. While the Registrar of Business oversees the sole proprietorship and partnership laws, the Companies Commission of Malaysia oversees the corporation laws in Malaysia, namely the Companies Act 1965. Joint ventures can be structured either as partnership or as incorporated company.

5.1 Corporation

A company may be limited by shares, guarantees, both shares and guarantee, or an unlimited company with a minimum issued and paid-up share capital of RM2.00. At least 2 individual shareholders or a single corporate shareholder is required with a minimum of 2 directors and one company secretary. Generally, a company is required to have its annual general meeting in a calendar year and the directors shall appoint an auditor and fix the company's financial year end before the first AGM. There is a distinction between a private company and public company. The former restricts the right of transfer of shares, has a maximum shareholder number of 50 and prohibits invitation to the public to subscribe for shares, debentures or deposit money with the company. Otherwise, it is a public company.

The incorporation process is estimated to take about 2 weeks excluding time taken to procure directors to sign all the necessary documents.

5.2 Branch Office of A Foreign Incorporated Company

A foreign incorporated company which wishes to conduct business in Malaysia must register a branch before establishing a place of business or carrying out business in Malaysia. Approval from the Ministry of Domestic Trade is required and the name of such company must first be approved by the Companies Commission of Malaysia.

5.3 A Representative Office of A Foreign Company

A foreign company that does not carry on any business in Malaysia may either establish a Regional Office or a Representative Office.

A Regional Office is an office of a foreign corporation that serves as the coordination centre for the corporation's affiliates, subsidiaries, agents in Southeast Asia and Asia Pacific with responsibility over designated aspects of the corporation's activities within the region it operates.

A Representative Office of a foreign company is allowed to collect relevant information regarding investment opportunities in the country especially in the manufacturing sector, develops bilateral trade relations, promote export of Malaysian goods/products and to carry out research and development ("R&D")

Both Regional Office and Representative Office are not allowed to have any direct business transaction and derive income from their respective operations.

6. Taxation In Malaysia

All income of companies and individuals accrued in, derived from or remitted to Malaysia, is liable to tax. However, income derived from outside Malaysia and remitted to Malaysia by resident companies (except those involved in the banking, insurance, air and sea transportation business), non-resident companies and non-resident individuals are exempted from tax.

Apart from income tax, there are direct taxes like stamp duty and indirect taxes such as sales tax, service tax, excise duty, import duty and export duty.

6.1 Company Tax

A company, whether resident or not, is assessable on income accrued in or derived from Malaysia. Income derived from sources outside Malaysia and remitted by a resident company is exempted from tax, except in the case of the banking and insurance business, and sea and air transport undertakings. A company is considered to be a resident for tax purposes if the control and management of its affairs are exercised in Malaysia.

A tax rate of 25% for 2009 onwards applies to both resident and non-resident companies as per 2011

National Budget 2011 tabled on 15th October 2010. For companies with paid up capital of RM2.5 million and below, the 1st RM500,000 chargeable income attracts tax at the rate of 20% and subsequent chargeable income at 25% for 2009 onwards. A company carrying on petroleum upstream operations is subject to a Petroleum Income Tax of 38%.

6.2 Personal Income Tax

All individuals are liable to tax on income accrued in, derived from or remitted to Malaysia. However, a non-resident individual will be taxed only on income earned in Malaysia. The rate of tax depends on the individual's resident status, which is determined by the duration of his stay in Malaysia as stipulated under Section 7 of the Income Tax Act 1967. Generally, an individual who is in Malaysia for at least 182 days in a calendar year is regarded as a tax resident.

Effective from the year of assessment 2004, income remitted to Malaysia by a resident individual is exempted from tax.

6.3 Withholding Tax

A non resident individual is subject to a final withholding tax of

- (i) 10% on special classes of income such as the use of moveable property; technical advice, assistance or services; installation services on the supply of plant, machinery, etc; and personal services associated with the use of intangible property. Effective 21 September 2002, payments to non-residents for services rendered abroad will not be liable to the withholding tax;
- (ii) 10% on royalties;
- (iii) 15% on interest;
- (iv) 15% on the services of a public entertainer; and
- (v) 10% on gains or profits falling under section 4(f) of the Income Tax Act 1967, income that is not business, employment, dividend, interest, discount, rent, royalty, premium, pension, annuity or other periodical payments. Generally, it refers to one-off income received by the non-resident such as commission or guarantee fees.

An employee on a short term visit to Malaysia enjoys tax exemption in respect of his income from an

employment exercised in Malaysia when his presence does not exceed 60 days in a calendar year. However, the income of a non-resident individual who performs independent services such as consultancy services is not exempted from tax.

6.4 Sales Tax is a single stage tax imposed at the import or manufacturing levels generally at 10%.

6.5 Service Tax of 6% is applicable to the provision of services and sale of prescribed goods by hotels, restaurants, bars, snack bars, coffee houses, private clubs, night clubs, etc. and includes certain professional, consultancy and other services.

6.6 Import Duty

Malaysia has abolished a large range of import duties on raw materials, components and machinery.

6.7 Excise Duty is only levied on selected products manufactured in Malaysia, namely cigarettes, liquors, playing cards, mahjong tiles and motor vehicles.

6.8 Real Property Gains Tax is chargeable on the gains made upon disposal of immovable properties within 5 years from the date of acquisition at the rate of 5%.

6.8 Agreement for the Avoidance of Double Taxation

To prevent incidences of double taxation on income such as business profits, dividends, interest and approved royalties that are derived in one country and remitted to another country, Malaysia has also entered into agreements for the Avoidance of Double Taxation with 68 countries to-date, of which 2 limited agreements were signed with 2 countries. A double taxation relief was granted to 1 country by way of Income Tax Exemption Order instead.

Besides the abovementioned, there are various incentives introduced by the Government to encourage investments in Malaysia like activities under the Promotion of Investment (Amendment) Act 2007, Iskandar Development Region (IDR), various tax relief or exemptions under the Income Tax Act 1967.

7. The Banking System

Various banking entities such as the commercial banks, merchant banks and finance companies are the thrust of the banking system in Malaysia is the vital institutional source of credit to the economic sectors in Malaysia. In addition, there are also development finance institutions that provide financing especially to the industrial sector.

In Malaysia, the central bank or Bank Negara Malaysia (BNM) is the governing body that is responsible for maintaining monetary stability and ensuring a sound financial system. Besides regulating and supervising the Malaysian banking system, development finance institution and insurance companies, BNM also issues the Malaysian currency, acts as a banker and economic and financial adviser to the government, administers the country's foreign exchange control regulations, and acts as lender of last resort to the banking system.

As at September 2011, there were 8 domestic and 16 locally incorporated foreign commercial banks operating through a network of 2,026 branches across the country. 5 of the domestic banks have presence in 18 countries through branches, subsidiaries and joint ventures. In addition, 21 foreign banks maintain representative offices in Malaysia.

8. The Securities Market In Malaysia

8.1 Securities Commission

The capital markets in Malaysia are regulated by the Securities Commission (SC) established in 1993.

The SC regulates all matters pertaining to securities and future contracts, take-over and merger of companies, and unit trust schemes besides facilitating the orderly development of an innovative and competitive capital market in Malaysia. It also supervises exchanges, clearing houses and central depositories, and is responsible for licensing and supervising all licensed persons. Prospectuses of corporations (other than unlisted recreational clubs) must be registered with the SC which is also the approving body for issuance of corporate bonds.

The SC has charted out its strategic positioning and future direction of the Malaysian capital market for the next 10 years under the Capital Market Masterplan (CMP) introduced in 2001. The CMP prioritizes the immediate needs of the capital market and charts its direction and long-term growth in anticipation of global developments to its environment.

8.2 Bursa Malaysia Berhad

Bursa Malaysia (formerly known as Kuala Lumpur Stock Exchange) was formed in 1960 and is the regulator and market operator for exchange-traded securities and derivatives. It is also responsible for the surveillance of the marketplace, and for the enforcement of its Listing Requirements, which spell out the criteria for listing, disclosure requirements and standards to be maintained by listed companies.

The market place for equities trading under Bursa Malaysia Securities Berhad is made up of:

- Main Market;
- ACE Market

The derivatives market, however, comes under Bursa Malaysia Derivatives Berhad and provides investors with hedging instruments and currently offers commodities, financial and equity-related futures, like KLCI Futures and Options, Kuala Lumpur Interbank Offered Rate (KLIBOR) Interest Rate Futures, Three-Year, Five-Year and Ten-Year Malaysian Government Securities Futures, Crude Palm Oil Futures and Crude Palm Kernel Oil Futures.

The clearing and settlement facilities of equity market and derivative market are under Bursa Malaysia Securities Clearing Sdn Bhd and Bursa Malaysia Derivatives Clearing House Bhd respectively

For efficiency of clearing and settlement of securities, Bursa Malaysia Depository Sdn Bhd provides a central depository system (CDS).

Labuan International Financial Exchange (LFX) offers trading facilities that cater for a wide range of multi-currency financial instruments in an offshore environment either based on conventional or Islamic principles.

8.3 Labuan Financial Services

As many companies incorporated their holding companies in tax haven countries across the globe, Labuan is the Malaysian version of a tax haven designated for the said purposes.

Labuan incorporated companies are governed by the Labuan Financial Services Authority in Labuan located in east Malaysia. Special tax incentives for Labuan companies carrying on a Labuan business activity in, from or through Labuan are governed by the Labuan Business Activity Tax Act 1990.

A Labuan company carrying on a Labuan trading activity such as banking, insurance or trust and fund management on or from Labuan may elect to have its tax assessment either based on 3% of the net audited profits or a fixed lump sum of RM20,000.00 per year of assessment. The said option may be elected annually.

A Labuan company involved in Labuan non-trading activities such as the holding of investments in securities, stock, shares, loans or deposits and real estate management is exempt from income tax.

8.4 Exchange Control Practices

Generally, all regulations are applied uniformly to transactions with all countries except Israel, Serbia and Montenegro for which special restrictions apply. It also acts to prevent recourse to the Malaysian banking system for money laundering and terrorist financing.

A non-resident is free to repatriate any amount of own funds in Malaysia any time, including capital, divestment proceeds, profits, dividends, rentals, fees and interest from investments in Malaysia.

A non-resident controlled company (NRCC) means a corporation, company or branch operating in Malaysia controlled directly or indirectly by non-residents. It is permitted to obtain any amount in Ringgit or foreign currency of short term trade financing facilities and domestic credit facilities locally without having to seek specific permission from the Controller. Subject to the guidelines issued by the Foreign Investment Committee (FIC), a NRCC may obtain any Ringgit credit facilities for Residents to finance or refinance the purchase or construction of immovable properties in Malaysia, excluding financing for purchase of land only.

For companies accorded special status like entities in the Labuan International Business & Financial Centre ("IBFC"), Multimedia Super Corridor (MSC), approved Operational Headquarters (OHQ), Regional Distribution Centres (RDC) and International Procurement Centres (IPC) are granted with partial or full exemption from Exchange Control Administration.

9. Intellectual Property & Environmental Management

9.1 Intellectual Property Protection

As Malaysia is a member of the World Intellectual Property Organisation (WIPO) and a signatory to the Paris Convention and Berne Convention, intellectual property comprised of patents, trademarks, industrial designs, copyrights, geographical indications and layout designs of integrated circuits are accorded legal protection.

Further, Malaysia is also a signatory to the Agreement on Trade Related Aspects of Intellectual Property Rights (TRIPS) signed under the auspices of the World Trade Organization (WTO). It shows that intellectual property laws in Malaysia are in conformance with international standards and provide adequate protection to both local and foreign investors.

9.2 Environmental Management

There is an established legal and institutional framework for environment protection in Malaysia which aims at the continued economic, social and cultural progress of Malaysia and enhancement of the quality of life of its people through environmentally sound and sustainable development.

10. Manpower and related issues

10.1 Human Resource Development Fund (HRDF)

As the HRDF operates on the basis of a levy/grant system, employers who have paid the levy will qualify for training grants from the fund to defray or subsidise training costs for their Malaysian employees. Under such scheme, the Government of Malaysia has approved a subsidy of RM1.00 for RM1.00 spent on training.

Contribution of 1% of employee's monthly wages is required for companies that

- Employ 50 or more;
- Employ between 10-50 with paid up capital of RM2.5 million or more

However, it is optional for companies with paid up capital of less than RM2.5 million employing between 10-50 employees to contribute towards HRDF at 0.5% of employees' monthly wages.

10.2 Labour Costs

In Malaysia, there is no minimum wage law applicable to the manufacturing sector and the wages vary according to location and industrial sector. Supplementary benefits may include bonuses, free uniforms,

free or subsidised transport, performance incentives and other benefits vary from company to company. Most companies in Malaysia provides free medical treatment, personal accident and life insurance coverage, free or subsidised transport, annual bonuses, retirement benefits and enhanced contributions to the Employees Provident Fund.

10.3 Employees Provident Fund (EPF)

Under the Employees Provident Fund Act 1991, all employers and employees (Malaysian citizen or with permanent resident status only) must provide compulsory contributions at the minimum rate of 12% and 11% of the employee's monthly wages respectively.

10.4 Employees' Social Security Act 1969 (SOCSO)

It governs the compulsory purchase of the Employment Injury Insurance Scheme and the invalidity Pension Scheme by the employer for employees earning less than RM3,000.00 per month, which is however limited to Malaysian workers and permanent residents. While the former is contributed by the employers only at about 1.25% of the employees' monthly wages, the latter's contribution of 1% monthly is shared equally between the employers and the employees.

11. *Employment of Expatriate Personnel*

Basically there are 3 types of passes issued to expatriates working in Malaysia, namely (1) Visit Pass (Temporary Employment), (2) Employment Pass and (3) Visit Pass (Professional), whereby all the said passes require sponsorship in Malaysia.

The Visit Pass is only issued to persons who enter Malaysia to take up employment for less than 24 months or earn a monthly income of less than RM2,500.00.

The Employment Pass is issued to expatriates who enter Malaysia to take up employment for a minimum period of 2 years and earns a monthly income of not less than RM2,500.00.

A Visit Pass is given only with single entry for a specific purpose to a person who is engaged on a short-term contract with any agency that does not exceed 12 months at any one time.

Effective 17th June 2003, the new guidelines on the employment of expatriate personnel are as follows:-

- (i) Manufacturing companies with foreign paid-up capital of US\$2 million and above:
 - Automatic approval is given for up to 10 expatriate posts, including 5 key posts
 - Expatriates can be employed for up to a maximum of 10 years for executive posts, and 5 years for non-executive posts.
- (ii) Manufacturing companies with foreign paid-up capital of more than US\$200,000 but less than US\$2 million:
 - Automatic approval is given for up to 5 expatriate posts, including at least 1 key post.
 - Expatriates can be employed up to a maximum 10 years for executive posts, and 5 years for non-executive posts
- (iii) Manufacturing companies with foreign paid-up capital of less than US\$200,000 will be considered for both key posts and time posts based on the current guidelines as appended below:-
 - Key posts can be considered where the foreign paid-up capital is at least RM500,000. This amount, however, is only a guideline and the number of key posts allowed depends on the merits of each case.

- Time posts can be considered for up to 10 years for executive posts that require professional qualifications and practical experience, and 5 years for non-executive posts that require technical skills and experience. For these posts, Malaysians must be trained to eventually take over the posts.
- The number of key posts and time posts allowed depends on the merits of each case.

(iv) For Malaysian-owned manufacturing companies, automatic approval for the employment of expatriates for technical posts, including R&D posts, will be given as requested.

During the employment of any expatriate, any transfer from one post to another within the same company requires a new employment pass, including replacement. All application for expatriate posts whether new or existing including a manufacturing license or exemption thereof in manufacturing and related services sectors should be submitted to MIDA.

Employment of Foreign Workers

In Malaysia, foreign workers can be employed in the construction, plantation, service (domestic servants, restaurant workers; cleaners; workers in cargo handling; workers in welfare homes, launderettes and island resorts; and caddies in golf clubs) and manufacturing sectors. Application for companies in manufacturing sector in Peninsular Malaysia should be submitted to the MITI or the Ministry of Home Affairs. Others should be submitted to the Immigration Department and National Registration Division, Ministry of Home Affairs.

12. Infrastructure Support

12.1 Industrial land

Currently there are 3 types of industrial land available namely

- *Industrial Estates*
Government agencies like the State Development Corporations (SEDCs), Regional Development Authorities (RDAs), port authorities and municipalities have to-date developed over 200 industrial estates or parks for lease arrangements and prices vary according to the location. In addition, new ones are continuously being planned to meet the increasing demand for industrial land. Besides the government agencies, private developers have also developed industrial estates in certain states.

- *Free Industrial Zones (FIZ)*
FIZ are areas specially established for manufacturing companies that produce or assemble 80% of its products for export.

Companies in the FIZs are able to enjoy minimum customs formalities and duty free import of raw materials, component parts, machinery and equipment required directly in the manufacturing process as well as in exporting their finished products.

- *Licensed Manufacturing Warehouses*
In areas where it is not practical to establish FIZs, companies can set up Licensed Manufacturing Warehouses (LMWs).

Products exported from FIZs and LMWs are exempted from customs duty except for cigarettes, liquor and motor vehicles. Such products if to be sold in domestic market termed Principal Customs Areas (PCAs), some import duties shall be applied.

12.2 Electricity Supply

In Malaysia, transmission voltages are at 500 kV, 275 kV and 132 kV while distribution voltages are 33 kV, 22 kV, 11 kV and 415 V three-phase or 240 V single-phase. System frequency is 50 Hz+/- 1%

12.3 Water Supply

Consumers in Malaysia enjoy a 24 hours water supply which is treated according to the international standards for drinking water set out by the World Health Organisation (WHO). Its charges differ from state to state as the water supply is the responsibility of the respective State Governments.

12.4 Telecommunication Service

Fixed line, mobile and satellite communications infrastructure are provided by its 5 telcos and other network facilities providers supporting a full range of domestic and international services encompassing voice, video, data, and other advanced communications services. Telecommunications infrastructure provides a full range of audio, data and video services with modern and fully digitalized networks deploying fibre optics, SDH, ATM, ADSI and other extended wireless bandwidth to provide high capacity and speed for voice and data transmission. Malaysia is linked to the other part of the world by various fibre optics and satellite consortia such as FLAG, SE-MA-WE, APCN, China-US, Japanese - US, Measat and Intelsat. Currently, Malaysia offers competitive tariffs for local, national and international connections as well as leased circuits, with internet dail0up and international tariffs being one of the lowest in the region.

12.5 Air Cargo Facilities

There are 5 international airports in Malaysia, namely Kuala Lumpur International Airport (KLIA) in Sepang, Selangor, Penang International Airport and Langkawi International Airport all in the Peninsular Malaysia. 2 others are Kota Kinabalu International Airport and Kuching International Airport located in Sabah and Sarawak respectively.

The largest air cargo service provider in Malaysia is operated by MASkargo, a wholly owned subsidiary of Malaysia Airline.

MASkargo operates an Advanced Cargo Centre (ACC) at the KLIA within a Free Commercial Zone (FCZ) which has sensitive and sophisticated security systems and the latest technology including fully automated procedures, ensuring real-time data tracking and the smooth flow of communication. Among the facilities at the centre are the Animal Hotel and the one-stop Perishable Center as well as the world's first priority business centre (PBC) for key forwarding agents. With the launch of I-Port, the world's first airport within a seaport transshipment services allows fast handling of sea-air cargo through Malaysian ports, via KLIA.

12.6 Sea Ports

Under the jurisdiction of the Ministry of Transport, there are 7 major federal international ports- 6 located in Peninsular Malaysia, namely Port Klang, Penang Port, Johor Port at Pasir Gudang, Port of Tanjung Perlepas, Kuantan Port and Kemaman Port, and one in Sarawak, i.e. Bintulu Port.

12.7 Cargo Transportation

There are various companies in Malaysia which provide comprehensive containerized cargo transportation services in Malaysia including container haulage, freight forwarding, warehousing, bunkering, distribution related services, port and custom clearance, and container repair, leasing and maintenance.

12.8 Highways

All major towns in Malaysia are linked by expressways under the supervision of the Malaysian Highway Authority.

12.9 Railway Service

There is one single largest railway service in the country; its network runs the length and breadth of Peninsular Malaysia from the northern terminal in Butterworth to Pasir Gudang, Johor in the south and through to Singapore.

12.10 Multimedia Super Corridor

Conceptualised in 1996, the Multimedia Super Corridor (MSC) is Asia's most exciting investment location for information and communication technology (ICT). The MSC is also encouraging Malaysia to be the global hub for shared services and outsourcing (SSO) activities. Based on the *A.T. Kearney Outsourcing Location Attractiveness Index 2011* publication, Malaysia was ranked 3rd in the world for SSO activities.

It has grown into a thriving dynamic ICT hub, hosting about 1,000 multinationals, foreign owned and home-grown Malaysian companies focused on multimedia and communications products, solutions, services and; research and development.

Useful websites

Ministry of International Trade & Industry
(MITI)

Website: www.miti.gov.my

Email : mitiweb@miti.gov.my

Malaysia External Trade Development
Corporation (MATRADE)

Website: www.matrade.gov.my

Email : matrade@hq.matrade.gov.my

Malaysian Industrial Development Authority
(MIDA)

Website: www.mida.gov.my

Email : promotion@mida.gov.my

Bank Negara Malaysia

Website: www.bnm.gov.my

Email : info@bnm.gov.my

Bursa Malaysia Berhad

Website: www.bursamalaysia.com

Email : customerservice@bursamalaysia.com

Securities Commission

Website: www.sc.com.my

Email : cau@seccom.com.my

Companies Commission of Malaysia

Website: www.ssm.gov.my

Email : enquiry@ssm.com.my

Labuan Financial Services Authority
(Labuan FSA)

Website: www.lfsa.gov.my

Email : communication@labuanfsa.gov.my

Immigration Department

Website: www.imi.gov.my

Email : pro@imi.gov.my

Inland Revenue Board

Website: www.hasil.gov.my

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