

**SSM e-Info Easy Guideline Series**

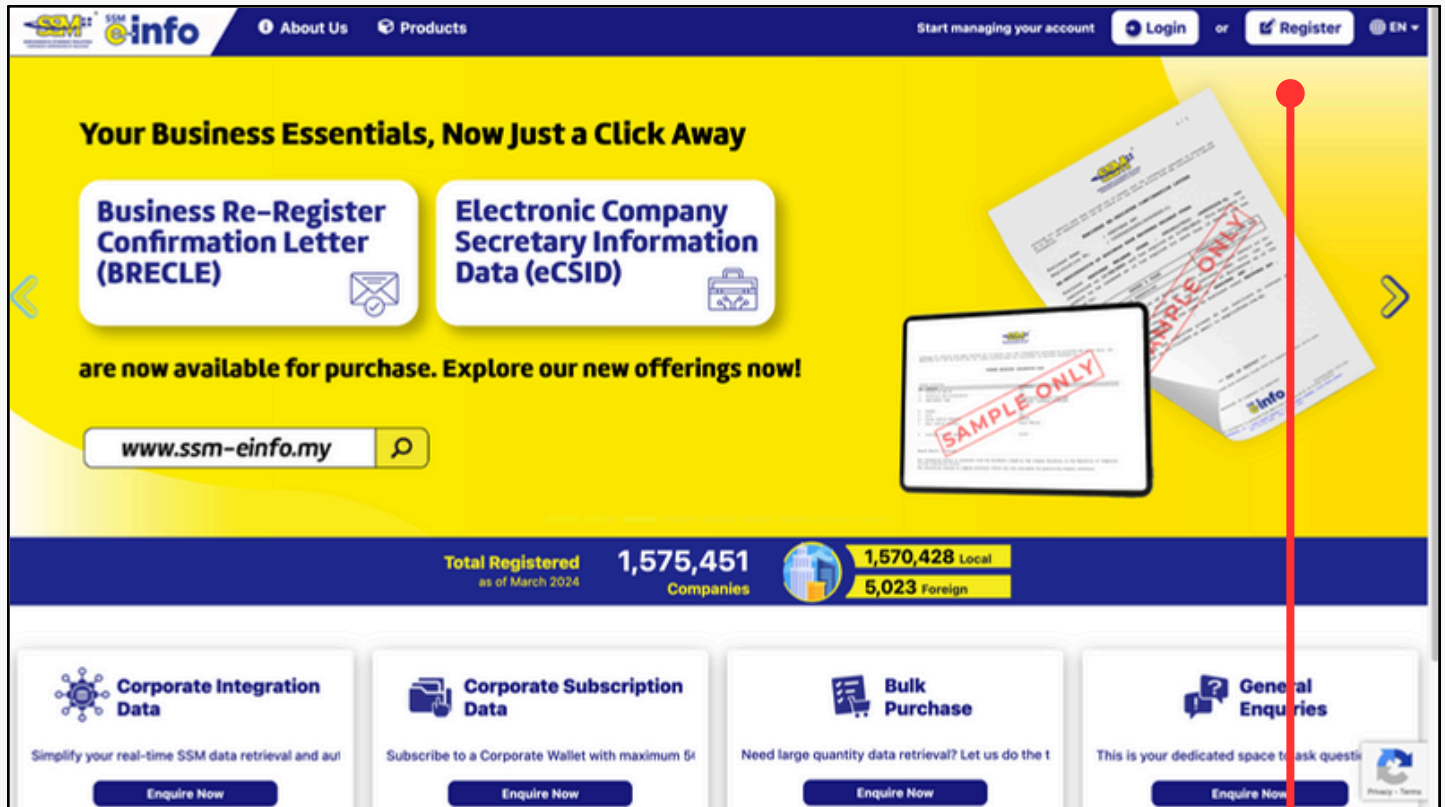
# **How to Refund**

**[www.ssm-einfo.my](http://www.ssm-einfo.my)**



1

Go to  
[www.ssm-einfo.my](http://www.ssm-einfo.my)



2

Click on  
**Login button** at  
the top right



**Login**

Invoice Number  
CID-20250316142249007515

Tax Invoice

No.	Order No.	Registration Number	Details	Document Type	Language	Total Price (RM)	Result
1	42348668	201903284780 (NS0229921-D)	ZAQHWANZAIDI TRADING	Business Profile	EN	15.40	<a href="#">Regenerate</a> <a href="#">Download</a>

REFUND REQUEST



**1.** All refund requests must be submitted within three (3) working days from the date of purchase. Any refund requests received after three (3) working days will not be processed by e-Info. The refund request will only be processed under the following circumstances:

- i. Technical error
- ii Data replacement

**2.** Refunds will only be processed subject to the receipt of completed refund form together with any relevant supporting document.

**3.** The refund process is estimated to take between fourteen (14) to twenty-one (21) working days from the receipt date of the completed refund form. It is important to note that e-Info shall not be held liable for any loss, damage, cost, or expenses incurred during the refund process.

**For assistance**  
Call 1-300-30-4636 or  
email [callcenter@ssm-einfo.my](mailto:callcenter@ssm-einfo.my)