



FREQUENTLY ASKED QUESTIONS

1. I have entered the website address but the page failed to load.

E-Fund Management System ("EFMS") is best accessed using Mozilla Firefox or Google Chrome browser, please try either one of these browsers if your current browser faces this issue. Further, you may try clearing the cache, close/exit the browser and re-open it.

2. I have entered the given username and password but was told that they were incorrect when trying to login.

In the event of failed login due to "Wrong Authentication", please click on "Forgot Password" button. You will be asked to fill in your provided username and email address that was registered in the EFMS. Please note that only correct username and email address that is listed as contact person in EFMS would be able to receive the email notification. Upon receipt of "Retrieve Password" email from efms.alert@mcmc.gov.my you may then login using the information provided and update the password accordingly.

Kindly be reminded that you are given a maximum of 3 attempts. After 3 times of failed login, your access will be locked.

If your failed login is due to "Account Not Active" or locked access, you are required to email the EFMS Admin, providing the full name of licensee using either the same email address provided when applying for the licence from MCMC and/or email address that was added as contact person in EFMS.

Please note that the email address to be provided should always be the same to at least one of email addresses in the EFMS to avoid any abuse of access information.

3. I am a newly registered licensee with MCMC but I have yet to receive the access to the system.

Kindly email the EFMS Admin at efmsar@mcmc.gov.my, providing the full name of licensee using the same email address provided when applying for the licence from MCMC.

4. My login into EFMS is successful, so how should I submit the RONR?

Prior to creating RONR, you must first update the information in the licensee profile, kindly refer to the EFMS manual item 1.5 or the RONR guidelines. The updated profile will determine the information required to be filled in the RONR form.

As for creating RONR, kindly refer to EFMS manual item 1.6 for guidance as well as the "RONR guidelines" on how to fill the RONR form.

Kindly note that for the purpose of RONR submission, we require both online submission of RONR form through EFMS **and** physical submission of all RONR documents as stated on the RONR checklist as available on the EFMS webpage.

5. What is the difference between Calendar Year and USP Year?

Calendar year refers to the period of 1 January to 31 December of which an RONR form is prepared for, meanwhile the USP Year refers to the year whereby submission of RONR is required to be made and Contribution to the USP Fund is made liable, if any. Hence the USP Year is the subsequent year to the Calendar Year of any particular RONR.

6. Do I have to submit the RONR both virtually and physically?

Yes, this requirement is applicable until told otherwise. Kindly use the RONR form created in the EFMS (which carries the reference number) for physical submission to Fund Management and Collection Department ("FMCD") along with other required RONR documents. Virtual submission is completed upon the clicking the 'submit' button of the RONR form created through EFMS while physical submission is the receipt of all documents as stated in the 'RONR checklist'.

If either the online or physical submission of RONR failed to be made, we deem this as a non-submission of RONR hence non-compliance to the USP Regulations.

7. Why there is a prompt notification stating that "Please make sure amount in Audited Revenue equal to RONR Grand Total amount" when I clicked the "submit" button.

This happens due to licensee profile has yet to be updated, especially information about financial year end hence information required is not reflected accordingly.

Please be reminded that Grand Total Amount should equal to Audited Revenue if financial year ends on 31 December or equal to Unaudited Revenue if financial year ends on other than 31 December. As such, please ensure the information in licensee profile is always correct and updated prior to creating RONR for submission.

8. How do I know if my submission has been received by FMCD?

You may check via EFMS (Submission of RONR -> RONR List -> RONR Status), if the documents have been received by FMCD, the status will change from "SUBMITTED" to "RECEIVED". Kindly update the contact information so that our officer will be able to get in touch with the right person(s) when verifying the submission.

9. I have submitted the online RONR via EFMS, do I need to submit it again physically to FMCD?

Yes, you need to print the online submitted form from EFMS (that has a reference number), have it certified by an external auditor and then submit it together with other required documents for the submission of RONR to our office. Kindly refer to the 'RONR checklist' as available on the EFMS webpage.

Kindly contact the EFMS admin for further assistance if the issue still persists after following the steps as advised in the FAQ.