

NETWORK OUTAGE

FREQUENTLY-ASKED QUESTIONS

1. How long will the systems restoration take?

Currently, our internet and telephone systems are fully operational. However, our key systems (namely COR@L, Statistical Management System and LEPAY [payment]) are still inaccessible and their restoration is still ongoing. Vigorous efforts are being made to reactivate these systems but this may take longer than expected. We will share the latest updates on our systems in Labuan FSA's website for any key developments.

2. Where can I refer to or obtain information on business and policy?

You can access our website (www.labuanfsa.gov.my) for information pertaining to business and regulatory policies, legislation and licence and operational application forms.

3. Can I submit an application for company incorporation without using the COR@L system?

You may submit hardcopy manually with payment and complete documentation to the Registrar of Companies (ROC). However, at the moment ROC accepts only manual submission of applications for new incorporations and registrations. This process will take effect from 28 April until further notice.

4. How do I submit licensing or operational applications and make relevant payments?

You may submit hard copy applications to the following address:

In Labuan:

Level 17, Main Office Tower, Financial Park Complex, 87000 Labuan F.T.

In Kuala Lumpur:

Level 10-2, Mercu UEM, Jalan Stesen Sentral 5, KL Sentral, 50470, Kuala Lumpur

Fee payments may be made via bank transfers to Labuan FSA, in this regard, please refer to the attachment for details and please provide the supporting proof of payment together with the submission of application for our record, reconciliation and issuance of receipt.

The receipt will be manually issued upon the confirmation and clearance of payment in Labuan FSA's bank account.

You may contact our Authorization and Licensing Unit and Registrar of Companies for assistance.

5. Who should I contact in Labuan FSA if I require further assistance or have any other queries?

| Areas | Contact Person/Unit |
|--|---|
| Corporate Registration & Incorporation Matters | i. Mohamad Ibrahim Abd Hamid (03-8873 2062/ 012-828 6737) ii. Norhafizah Naasik (03 - 8873 2064/ 019-821 0105) <i>(Registrar of Companies)</i> |
| Licence Applications | i. Nazuhana Hood (03 - 8873 2022/ 013-811 8018) ii. Nor Mohamad Haniff Zahalan (03 - 8873 2023/ 017-351 5351) iii. Teo Shau Ting (03 - 2078 3322/ 017-896 8066) <i>(Authorisation & Licensing)</i> <i>Email : licensing@labuanfsa.gov.my</i> |
| Business Policy & Entry Requirements | i. Doreen Fadli (03 - 8873 2015/ 013-850 6317) ii. Mabelle Louise Tan (03-8873 2017) |
| Procurement-related enquiries | i. Khadijah Zahri (03-8873 2077 / 019-223 0454) ii. Raja Hazrina Zaity Raja Zahelan (03-2780 3326/ 019-264 0026) iii. Shahrin Jainudin (03-8873 2081 / 013-547 4376) <i>(Facilities Management & Procurement)</i> |
| General Enquiry | i. Valerie Yee (03 - 8873 2056 / 013-8661878) Email : valerie@labuanfsa.gov.my <i>(Corporate Communications & External Relations)</i> <i>Email : communication@labuanfsa.gov.my</i> |

Details of the Bank Accounts of Labuan FSA

I. CIMB Bank Berhad

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|----------------------|---|
| Account Name | Labuan Financial Services Authority |
| ID | DR3995 |
| Address | Level 17, Main Office Tower Financial Park Complex Jalan Merdeka, 87000 Labuan F.T., Malaysia |
| Bank Name | CIMB Bank Berhad |
| Bank Address | Ground Floor, E006 Podium Block Financial Park Complex Jalan Merdeka, 87000 Labuan F.T., Malaysia |
| Account Number | 800002558740 (USD) |
| Swift Code | CIBBMYKL |
| Payment Purpose Code | 15100 |

II. Maybank Berhad

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|----------------------|---|
| Account Name | Labuan Financial Services Authority |
| ID | 15120001 |
| Address | Level 17, Main Office Tower Financial Park Complex Jalan Merdeka, 87000 Labuan F.T., Malaysia |
| Bank Name | Maybank Berhad |
| Bank Address | Ground Floor, Podium Level Financial Park Complex Jalan Merdeka, 87000 Labuan F.T., Malaysia |
| Account Number | 715120010827 (USD) |
| Swift Code | MBBEMYKL |
| Payment Purpose Code | 15100 |