

FREQUENTLY ASKED QUESTIONS

SUBMISSION OF REGULATORY APPLICATIONS AND REPORTS VIA SUPERVISORY INTELLIGENCE SYSTEM (SIS) PLATFORM

USER REGISTRATION

1. Can one company register more than one user account?

There is no limit on the number of users a company can register. However, the entity should ensure only relevant personnel who are responsible for submitting applications and regulatory reports under SIS.

2. Can insurance manager (IM) and trust companies (TC) include their client's accounts under IM/TC account?

Yes. IM and TC may register their clients under their respective SIS accounts using the "On Behalf" registration feature. Please refer to the SIS User Guide for detailed instructions.

3. Can IM/TC add more companies under their account after the user ID has been granted?

Yes. IM/TC can contact the relevant Labuan FSA officer (see Question 5) for assistance in adding additional companies.

4. Can a company's internal auditor register an account to submit internal audit report?

Yes, provided the internal auditor is employed in-house or under group shared services.

5. Who should I contact for SIS registration?

You may contact the relevant LFSA officers for assistance based on your sector.

Sector	Contact Person
Banking	Mr. Pooi Jun Jin (pooijj@labuanfsa.gov.my)
(Re)Insurance & Insurance Related	Ms. Hafizah Suhaimi (hafizah@labuanfsa.gov.my)

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Sector	Contact Person
Money Broker Fund Manager Securities Licensee Credit Token Exchanges Payment System	Mr. Amirul Firdaus Jenggi (amirul@labuanfsa.gov.my)
Trust Companies Leasing Charitable Foundation LITC Company Management	Ms. Liew Mei Hsien (liewmh@labuanfsa.gov.my)

6. How do I terminate an SIS registered ID?

To request termination, email the relevant LFSA officer from the registered user's email address and state the reason for termination in the request.

APPLICATION SUBMISSION

1. How do I apply for an Extension of time (EOT) for audited financial statements (AFS), audited SMS and actuarial valuation report (AVR)

- EOT for AFS must include a proper justification and supporting documents and a written explanation from the external auditor.
- EOT for the audited SMS will follow the outcome of the EOT for the AFS.
- For (re)insurance licensee, submit EOT requests for the AFS and AVR separately via SIS platform.

2. Should notifications on internal control or non-material External Service Arrangement (ESA) be submitted via SIS?

No. SIS is only for applications for approvals, involving material ESA. For non-material ESA or internal control notifications, submit through email to sed@labuanfsa.gov.my.

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3. Can a licensed entity make changes or retract an application in SIS after submission?

Changes can only be made while the application is still in draft mode. Once submitted, any amendment or withdrawal requires the entity to request a "Return for Amendment" by emailing to sed@labuanfsa.gov.my.

After the request is approved, the entity may revise and resubmit or delete the application if it no longer intends to proceed.

REGULATORY SUBMISSION

1. What is the effective date for submitting Audited Financial Statements (AFS) via the SIS platform?

The effective date is 16 June 2025. AFS already submitted via COR@L before this date need not to be resubmitted through SIS.

2. What supporting documents must accompany the AFS submission in SIS?

Please upload the following documents together with the AFS:

- a) Auditor's report on accounting system and controls, as required under Section 174(3) of the Labuan Financial Services and Securities Act 2010 or Section 135(2) of the Labuan Islamic Financial Services and Securities Act 2010.
- b) Auditor's SMS verification letter (for insurance and insurance-related entities only).

3. Is the AFS still required to be lodged through COR@L after it has been submitted via SIS?

Yes. Submission via SIS does not replace the requirement under Section 111 of the Labuan Companies Act 1990.

Exception: Labuan charitable foundations must submit AFS via SIS only.

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4. Can a licensed entity make changes or resubmit a report in SIS after submission?

Resubmission request must be sent to sed@labuanfsa.gov.my stating the affected pages/reports and justification for the resubmission.

5. Where should I submit the AML/CFT audit report if it is combined with the general internal audit report?

If the AML/CFT audit is integrated into the general internal audit, the report must be uploaded under both categories: AML/CFT Audit Report and Internal Audit Report / Letter of Compliance.

Similarly, if Shariah audit is also incorporated in the general internal audit, the same report must be uploaded under: Shariah Internal Audit Report and Internal Audit Report / Letter of Compliance categories.

6. What new regulatory reports have been added to SIS?

SIS now also includes:

- a) Continuous surveillance report for Labuan captives.
- b) Cyber-incident report for Labuan banks, (re)insurance companies and financial intermediaries that undertake digital financial services.

COMPLIANCE OFFICER (CO) AND DESIGNATED OFFICER (DCO) NOTIFICATIONS

1. I have been appointed as CO/DCO but have not notified LFSA. What should I do?

You should proceed to register in SIS as the CO or DCO, as applicable. Please also upload the completed Appointment Form as required under the AML/CFT/CPF Guidelines or/and Guidelines on Compliance Function for Labuan Financial Institutions.