



JABATAN KHIDMAT KORPORAT
LEMBAGA HASIL DALAM NEGERI MALAYSIA
MENARA HASIL ARAS 13
PERSIARAN RIMBA PERMAI
CYBER 8
63000 CYBERJAYA
SELANGOR

Telefon : 03-8313 8888
Faks : 03-8313 7836
Laman web: <http://www.hasil.gov.my>

Ruj. Tuan :

Ruj. Kami : LHDN.01/39.1/180/1

Tarikh : 3 April 2014

The Editor,
Star Publications Malaysia (BERHAD)
THE STAR
Menara Star
15 Jalan 16/11, Seksyen 16
Melalui Jalan Chan Sow Lin
46350 Petaling Jaya, Selangor

Dear Sir,

“YET TO RECEIVED TAX REFUND FROM IRB”, (THE STAR 3 APRIL 2014)

I wish to respond to the letter “Yet To Received Tax Refund From IRB” dated 3 April 2014 and Inland Revenue Board (IRB) would like to thank the writer Encik Mohd Faizal Abdullah from Kuala Lumpur for bringing this matter to our attention.

2. We are also grateful to Encik Faizal for carrying out his duty to the nation and for choosing our e-filing services. For his information, all refunds from e-filing are processed within thirty working days from the date of e-BE submission. We appreciate his patience and understanding in this matter. In ensuring prompt action by IRBM, the complainant is advised to contact us via e-mail, letter or our feedback form which can be accessed from our website www.hasil.gov.my and call us at our toll free line 1-800-88-5436 (LHDN).

3. Once again, I wish to express my appreciation to the writer for drawing attention to the problem and to The Star for providing us the opportunity to respond to the issue highlighted.

Thank you.

**“BERKHIDMAT UNTUK NEGARA”
“BERSAMA MEMBANGUN NEGARA”**

Regards,

(NOR AZIRAH MOHD SAID)

Director
Corporate Communication Division,
Corporate Services Department,
for the Chief Executive Officer/Director General Inland Revenue Board
Inland Revenue Board