



## UNOFFICIAL ENGLISH TRANSLATION

FAQs by the Ministry of Human Resources on MCO – Number 4

Social Security Organization/ SOCSO

### 1. What is the Wage Subsidy Program?

The Wage Subsidy Program is financial assistance paid to employers for every local employee earning RM4,000 and below for 3 months only. The purpose of the Wage Subsidy Program is to help employers who are economically affected by the COVID-19 to continue to operate and to prevent workers from losing their jobs and sources of income.

### 2. When does the Wage Subsidy Program come into effect, and when does it end?

The Wage Subsidy Program starts on April 1, 2020. The Wage Subsidy Program is for three months beginning April 1, 2020, or by the month the application is submitted. The deadline for applying for the Wage Subsidy Program is September 15, 2020.

### 3. What are the improvements to the Wage Subsidy Program announced on April 6, 2020?

The Wage Subsidy Program announced on April 6, 2020 replaced the Wage Subsidy Program announced on March 27, 2020. The improvements to the Wage Subsidy Program are as following.

<b>Size of enterprises</b>	75 employees and below	76 to 200 employees	Over 201 employees
<b>Financial assistance</b>	RM1200 a month /worker	RM800 a month/worker	RM600 a month/worker
<b>Period of assistance</b>	Three months	Three months	Three months
<b>REQUIREMENTS</b>			
<b>Dropping rate of income/sales</b>	No requirement is set	Income/sales should have decreased 50% or more compared to	Income/sales should have decreased 50% or more compared to month(s) after January 2020



		month(s) after January 2020	
<b>Registration of employers</b>	1. Employers and employees must have registered or contributed to SOCSO. 2. Employers have registered with the Companies Commission of Malaysia/ Local Authorities before January 1, 2020. 3. Employers must have started operations before January 1, 2020.		
<b>Salary of employees</b>	RM4,000 and below		
<b>Other requirements</b>	For employers who choose to receive this assistance, they are required to retain their employees for at least 6 months, within 3 months of receiving a wage subsidy and 3 months after that.		
<b>Date of enforcement</b>	April 1, 2020		
<b>How to apply</b>	Employers should apply through <a href="http://prihatin.perkeso.gov.my">prihatin.perkeso.gov.my</a> starting April 9, 2020.		
<b>Deadline for application</b>	September 15, or depending on the availability of fund, or any latest decision of the government		
<b>Payment method</b>	The subsidy payment will be banked to employers' accounts 7-14 days after approval		

#### 4. Who is NOT eligible to apply for the Wage Subsidy Program?

- Employers or companies registering and operating on or after January 1, 2020
- Employers and employees who have not registered or contributed to SOCSO
- Employees who have received the Employment Retention Program (ERP) financial aid during the same month
- Employees whose monthly salaries exceeding RM4,000
- Employees who have been laid off
- Workers from the public sector, federal and state statutory bodies, all statutory bodies which remunerations are separated, Local Authorities, a self-employed person (without employer) including a freelancer
- Foreign workers and expatriates.

#### 5. What documents do I need to have for the program?

Documents required for the Wage Subsidy Program application are:

- i. List of employee names (according to enterprise size/eligible limits)
- ii. Employer's bank account (Copy of Bank Statement cover only)



iii. The Business Registration Number (BRN) information registered by the employer at the time of opening the bank account as in 5 (ii). Please consult the bank

iv. Copy of registration from the Companies Commission (SSM) / ROS / ROB / professional, scientific or technical bodies / Business License

iv. Registration copy from SSM / ROS / ROB / local authorities

v. PSU50 Declaration

vi. \*\* Supporting documents such as financial statements or sales reports that have been verified by management or other related documents.

(\*\*Fore medium and big enterprises only)

6. What is the Business Registration Number (BRN) that I need to get from the bank?

- The Business Registration Number (BRN) is an employer registration number that is registered by the employer at the time of opening the company's current bank account.

- Employers will need to fill out the BRN Form which needs to be downloaded from the web site at [concern.perkeso.gov.my](http://concern.perkeso.gov.my) and upload it back to the website once it has been completed.

- The Bank and BRN Account information of the company is required for the purpose of direct payment to the employer account through Electronic Fund Transfer (EFT).

7. What is PSU 50 Declaration?

The Declaration of PSU50 is a written document in which the employer certifies or declares the matters contained to be true and accurate when applying for the Wage Subsidy Program.

8. Why are workers whose salaries are RM4,000 and above are not covered under the Wage Subsidy Program despite making monthly contributions to SOCSO?

The Wage Subsidy Program is provided by the Government through the Economic Stimulus Package (PRIHATIN) to assist employers affected by the COVID-19 crisis to continue operating and retaining their workers. The program is also to help workers in the B40 group earning RM4,000 and below.

9. Do employers need to reapply the Wage Subsidy Program for the following months?



Employers do not need to submit a new Wage Subsidy Program application for the second and third claims. However, employers are required to update in the system for changes of information related to business status or the number of eligible employees. Failure of the employer to report changes may result in legal action.

10. Can an employer who has been operating before January 1, 2020, but not registered with SOCSO apply for the Wage Subsidy Program?

You can. Any employer wishing to apply for the Wage Subsidy Program but not yet registered with SOCSO must meet the following requirements:

- Registered with SSM, Local Authorities or Professional, Scientific or Technical Services bodies before January 1, 2020
- Have at least one employee
- Registered with SOCSO

11. Can an employer who has received an ERP apply for the Wage Subsidy Program?

You can. Employers who meet the Subsidy Program requirements, as shown in Table 1 (Question 3), can submit an application even if they have previously received an ERP. However, the company cannot claim from the Wage Subsidy Program for employees who have received ERP assistance in the same month.

12. Can an employer reapply the latest Wages Subsidy Program (April 6, 2020) if the he/she has applied for the previously announced Wages Subsidy Program (March 27, 2020)?

You can. For employers who have applied for the Wage Subsidy Program in line with the announcement on March 27, 2020, AND have more than 100 employees, they can submit new applications for the remaining employees with a limit of no more than 200 employees. The terms of application are as shown in Table 1 (Question 3).

13. How can a company of 76 employees and above prove a 50% drop of sales?

Employers can prove a drop of 50% or more with supporting documents showing total sales or revenue in January 2020 compared to the following months.

14. My company has various Departments / Divisions / Branches / Units. Can I select only certain employees from specific Departments / Divisions / Branches / Units for the Wage Subsidy Program?



You can. Employers can choose any local employees who earn RM4,000 and below to receive the wage subsidy.

15. If an employer applies for the Wage Subsidy Program in June, will the wage subsidy be paid from April (backdated) or commenced in June?

The wage subsidy will be paid from the month the application is submitted, and there is no backdated payment.

16. If I do not apply for the Wage Subsidy Program, can I terminate an employee at any time?

You can. However, any employer who wishes to terminate an employee is subject to all the Labor and Employment Laws in Malaysia, such as the Employment Act 1955 and the Industrial Relations Act 1967.

17. One of the requirements for the Wage Subsidy Program is that employers have to retain employees for six months. If an employee voluntarily quits despite receiving a wage subsidy, does the employer have to submit a new application?

No. If the voluntary separation occurs within the first three months of the Wage Subsidy Program, the employer will only need to update the employee's eligibility information in the system. Failure of the employer to do so may result in legal action.

18. Does an employee have the right to apply for the Wage Subsidy Program for himself/herself?

No. The employer must submit all applications for the Wage Subsidy Program.

19. How will an employer verify if his/her application has been approved or rejected?

The employer will be notified of the status of the application by email. A list of employers whose applications have been approved will also be uploaded to the SOCSO website: [eiscentre.perkeso.gov.my](http://eiscentre.perkeso.gov.my). The numbers of approved employees will also be published.

20. What is the meaning of an estimated salary or income of RM4,000 and below?

The interpretation of wages or income is following the definition of wages under the Employee Social Security Act 1969 [Act 4]. All monetary payments to employees are treated



as salaries, which include basic salary /overtime/ commission/ payments received during annual/sick/maternity/sabbatical/general leaves etc. / allowance, incentive, living expenses, and so on, and service charges (Service Charge).

21. How do I pay the wages of my employees if they participate in the Wage Subsidy Program?

The employer must pay the workers' salaries as usual and then apply for the Wage Subsidy Program with SOCSO. The subsidy assistance received from SOCSO is financial assistance to the employer. SOCSO and EIS contributions are mandatory based on the employee's actual salary.

22. If an employee works with Company A and Company B and contributes to SOCSO, are both companies eligible to apply for the Wage Subsidy Program?

Yes. Both companies are eligible to apply for the Employment Subsidy Program for the same employee while meeting the requirements, as shown in Table 1 (Question 3).

23. My company has both Malaysian and non-Malaysian employees but has not registered with SOCSO. Can I register with SOCSO and apply for the Wage Subsidy Program on behalf of Malaysian workers only?

You can. Employers must first register or contribute to SOCSO before applying for the Wage Subsidy Program. This application is only available for Malaysian citizens only. Employers must also declare the total number of Malaysian and non-Malaysian workers \*\*

\*\*The size of a company is relying on the number of Malaysian workers and does not include non-Malaysian workers.

<b>Programs/benefits</b>	<b>Employment Insurance System</b>	<b>Employment Retention Program</b>	<b>Wage Subsidy</b>
Source	EIS Act 2017 (Act 800)	Economic Stimulus Package, March 16, 2020	PRIHATIN, March 27, 2020 Improved PRIHATIN, April 6, 2020
People who benefit	Employees who have lost their jobs	Employees who have been put under unpaid leave	Subsidy for employers to retain their workers
Enforcement date	January 1, 2018	March 1, 2020 (application starting March 1, 2020)	April 1, 2020



Application	By employees who have been terminated	By employers	By employers
Requirements	-Termination -Meeting the requirements of EIS -Ready/actively seeking for a new job	-An employee with RM4,000 salary or below -Minimum of unpaid leave for 30 days	-An employee with RM4,000 salary or lower -An employer must retain employees for at least six months -Please look at question number 3 for other requirements.
Benefits	-Allowance to look for new jobs -Fees and training allowance	RM600 for a worker for 1 to 6 months	RM600 or RM800 or RM1,200 for one employee for 3 months
How to apply	<a href="https://eis.perkeso.gov.my">https://eis.perkeso.gov.my</a>	<a href="https://www.pwerkeso.gov.my/">https://www.pwerkeso.gov.my/</a>	<a href="http://prihatin.perkeso.gov.my/">http://prihatin.perkeso.gov.my/</a>

For further inquiries please contact SOCSO Customer Service Officer at 03-4264 5555 / 03-8091 5100 / 1-300-22-8000 or email to [perkeso@perkeso.gov.my](mailto:perkeso@perkeso.gov.my)



## **Department of Occupational Safety and Health (DOSH)**

25. My certificate of competency as AGTES has expired during the MCO period, and I cannot renew it.

An AGTES whose certificate of competency has expired during the MCO period will be automatically extended to 90 days from the MCO deadline. However, AGTES should notify DOSH for record purpose.

26. How do I notify DOSH?

An AGTES is required to provide relevant information in the Google Form, which can be accessed through <https://forms.gle/fgd6hxQXKE6gvoEE6>

27. After the MCO ends, can an AGTES continues to work?

The AGTES whose certificate expired during the MCO period is allowed to continue working for only 90 days after the end of the MCO period. At the same time, the AGTES is required to submit a renewal application through the MyKKP system.

28. How about certificates that expired before the MCO period?

They are not allowed to work. This extension is valid only for an AGTES whose certificate expired during the MCO period.

29. AGTES refresher course cannot be attended or cancelled due to the MCO. Is OYK AGTES renewal possible without a refresher course certificate?

You can't. AGTES must get an AGTES refresher course certificate before applying for renewal.

30. My AESP Certificate Card expired during the MCO period, and I was unable to attend the AESP refresher course.

AESP Certified Cards which expired during the MCO period are automatically extended up to 90 days from the MCO deadline.

31. For AESP, do I need to notify the DOSH?

No need. Employers are responsible for ensuring compliance with the Safe-Working in the Confined Space 2010 Code of Practice before authorizing AESP to work.





32. Can the Training Center for AESP / AGTES conduct training throughout the MCO period?

They are not allowed. The Training Center is not included in the list of Essential Services.

33. The approval for the Training Center (AESP / AGTES) conducted by my company expired during the MCO period. What should I do?

The Training Center (AESP / AGTES) may apply for renewal by email to Bahagian Higien Industri dan Ergonomik (BHIE), DOSH.

34. For further inquiries, who can I contact regarding services by DOSH?

Any further questions can be emailed to [projkkp@mohr.gov.my](mailto:projkkp@mohr.gov.my)

35. Does the SKUD helpdesk service operate as usual?

SKUD's helpdesk service operates as usual through phone, email and website (8.00am - 5.00pm).

Tel: 03 8886 5353

Email: [skudsupport@mohr.gov.my](mailto:skudsupport@mohr.gov.my)

Website: [skud.dosh.gov.my](http://skud.dosh.gov.my):88

36. Is COVID-19 an occupational disease that needs to be reported to the Department of Occupational Safety and Health (DOSH)?

According to Occupational Safety and Health (Notice of Accident, Hazardous Occurrence, Occupational Poisoning and Occupational Disease) 2004, COVID-19 can be categorized as occupational illness as described in Item 7, Table 3.

Works included in Item 7, Table 3 include those that require direct exposure to the COVID-19 virus. Examples of jobs in this category are doctors, nurses, laboratory workers, and researchers.

Accordingly, employers and medical practitioners are required to report COVID-19 disease cases occurring among workers who have direct exposure to the COVID-19 virus. Reporting should be done online via the following link: <http://ejkkp7.dosh.gov.my/ejkkp7>

37. Worker A and Worker B are operators in an electronic factory. Employee A was exposed to COVID-19 as a result of exposure outside the workplace. Employee B, in turn, caught the infection from worker A. Are these two cases an occupational disease?



Both cases are not occupational diseases under the NADOPOD Regulation because their scope of work does not involve direct exposure to the COVID-19 virus.

38. What is the status of the factory inspections which fall within the period of the Movement Control Order (MCO) OR the certification for machinery which validity expired during the MCO period?

Following the MCO from March 18, 2020, factory and machinery inspections shall be POSTPONED up to 3 months from the date of the factory inspection and the expiry date of the certification of the machinery.

Suspension of re-examination is made under the provisions of Regulation 15 (1), Regulations (Notification, Certification of Eligibility and Inspection) Factory and Machinery 1970.  
OR

The Divisional / State Director may authorize statutory inspection for critical security reasons, but subject to the latest instructions of the National Security Council.