



News Release

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LHDNM and Symantec Educate Malaysian Taxpayers on e-Filing Safety

With the deadline closing in, tax payers are urged to stay safe when filing taxes and making payments online

KUALA LUMPUR, Malaysia – April 20, 2011 – With just about a week left to meet the e-Filing and payment (non-business income) deadline of 30 April 2011, [Symantec Malaysia](#) is joining forces with [Lembaga Hasil Dalam Negeri Malaysia](#) (LHDNM) to educate and ensure Malaysian tax payers adopt best practices when filing taxes and making payment online. This collaboration is an ongoing initiative of Symantec and LHDNM to educate and build awareness among consumers and businesses to secure and manage their personal and confidential information.

With the increased broadband penetration and availability of [e-Filing](#) and [e-Bayaran](#) services in Malaysia, LHDNM is expecting more tax payers to file their taxes online this year. As at the end of 2010, almost two million Malaysian tax payers have registered for e-Filing services.

“While the Internet has provided greater convenience for tax payers to file taxes and make payments through our online services, every tax payer is responsible for their online safety by ensuring that they practice safe online habits when using these services. Tax payers should be careful not to respond to emails or SMSes requesting for personal information or claiming to offer tax refunds,” said Dato’ Dr. Mohd. Shukor bin Haji Mahfar, CEO of LHDNM. “We are committed to tax payers’ online safety and we are working with Symantec to educate tax payers to follow a set of best practices to ensure that they have positive e-Filing and payment experiences.”

Alex Ong, country manager of Symantec Malaysia, said, “The confidential information in tax returns, including personal identification number, address, salary, financial and contact details, need to be protected. We advise tax payers to take simple precautionary steps in staying safe online especially during the rush in the coming week to meet the deadline.”

(More)

Online Best Practices for e-Filing

To promote safe online behaviour, Symantec has outlined the following best practices for consumers and businesses to keep their identity and confidential information secure when filing taxes and making payments online:

- Protect PCs, financial files on computers, and Internet connection with passwords. Use different passwords for each and change them often.
- Avoid clicking on suspicious links in e-mail or instant messages as these may be links to fake or phishing web sites. Type web addresses directly into the browser rather than clicking on links from email or instant message.
- Never reply to requests for personal information in SMS and email messages that ask for personal or financial information or passwords. When in doubt, contact LHDNM directly for verification (Hotline: 1300-88-3010, Email: aduan@hasil.gov.my).
- When using a wireless connection, be sure the wireless router is security enabled and password protected. Also, don't prepare your taxes in a public wireless hot spot.
- Choose hard-to-guess passwords for e-Filing, change them regularly and keep them safe.
- Ensure important information is backed up regularly and copies are stored in a media separate from your computer.
- Install good Internet security software and be sure to run a thorough scan of your machine using this software before you begin your tax preparation. Keep the software turned on and up-to-date with latest threat definitions.
- Log-out every time you have finished, and have all your documents ready before starting so you do not leave the e-Filing webpage open for too long.
- Educate yourself and stay informed on the latest security trends in the market.
- Don't wait till the last minute to file your taxes. File your taxes online as early as possible.

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Resources

- Report suspicious and fraudulent emails on taxes and related topics to aduan@hasil.gov.my
- For queries, please call LHDNM's hotline at 1-300-88-3010 or refer to [Frequently Asked Questions](#)
- Stay informed on the latest Spam and Phishing trends with Symantec's monthly [State of Spam and Phishing Report](#)
- Learn about staying safe online at Symantec's [Family Resource Centre](#)

About Lembaga Hasil Dalam Negeri Malaysia (LHDNM)

Lembaga Hasil Dalam Negeri Malaysia (LHDNM) or Inland Revenue Board of Malaysia is one of the main revenue collecting agencies of the Ministry of Finance. LHDNM was established in accordance with the Inland Revenue Board of Malaysia Act 1995 to give it more autonomy especially in financial and personnel management as well as to improve the quality and effectiveness of tax administration. The agency is responsible for the overall administration of direct taxes. More information is available at www.hasil.gov.my.

About Symantec

Symantec is a global leader in providing security, storage and systems management solutions to help consumers and organisations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored. More information is available at www.symantec.com.

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