

## **Frequently Asked Questions (FAQ)**

### **1. What is 'Post Approval Services'?**

These include:

- i) Post Approval Incentive(s) for NTAX@NCER, such as product redefinition, amendment, extensions, and effective date determinations.
- ii) Applications for amendments to agreements under the DU@NCER, NTEP, and NTIC Programs, including changes in project scope, extensions of project timeline and/or agreement period, and other tasks necessitating additional administrative efforts, verification processes, and evaluations for NCIA approval.

### **2. Why is NCIA introducing application fees on 'Post Approval Services'?**

The fees are introduced to improve the quality and sustainability of our services, ensuring better support for investment and economic growth in NCER, benefiting our clients and stakeholders:

- i) **Quality:** Allocating resources to maintain and elevate service standards, ensuring continuous improvement.
- ii) **Sustainability:** Support long-term service continuity, covering operational costs related to application evaluation, approvals, and maintaining our IT infrastructure.

### **3. How do administrative expenses differ from the new application fee?**

The administrative expenses, deducted from the grant's total value, cover initial verification, administrative processing until the grant is approved, and programme monitoring until completion. The new application fee, however, applies to additional costs incurred for further processing or verification required for post-approval requests.

### **4. If a company has an agreement without administrative expenses, will they be charged both the application fee and administrative expenses?**

No, only administrative expenses will apply in this case. For agreements signed before October 2023, administrative expenses were not initially included. If a company requests amendments, a supplemental agreement will incorporate the

new terms, including administrative expenses, which will be deducted from the remaining grant balance. This approach is to prevent double charging. However, any further change requests after issuance of the supplemental agreement will be subject to the new application fee to cover additional processing or verification costs.

**5. Which applications will incur charges, and what is the fee structure for these applications?**

The applications and services subject to charges are as follows (to be paid upfront):

No.	Type of Applications	Fees (RM) *
1.	<b>Import Duty and/or Sales Tax Exemption (Tariff)</b>	
	Additional Services for Appeal, Amendment, Extension, Additional quantity	<b>500.00</b>
	Confirmation Letter for Exemption/ Surat Pengesahan	<b>500.00</b>
2.	<b>Incentive(s) – NTAX@NCER</b>	
	Diversification/ Expansion/ Appeal of Incentive(s) Application	<b>2,000.00</b>
	Post Approval Incentive(s) such as redefinition of products, amendment, extension, determination of effective date, etc.)	<b>2,000.00</b>
3.	<b>NCER Program (DU, NTEP &amp; NTIC)</b>	
	Each and every application involves any amendment to the Letter of Grant, such as the extension of time or change of scope.	<b>500.00</b>

\* Fees inclusive Service Tax.

**6. What is the effective date of the charging implementation?**

The application fees will take effect on 15 January 2025.

**7. Are there any exemptions or waivers for application fees?**

No. The fees are non-refundable, covering the costs of evaluation, administrative work, and related expenses. All applicants are required to pay the specified fees as part of the application process.

**8. Can applicants request refunds of the fees if their applications are not approved or if they withdraw the applications?**

No. The fees are non-refundable and are collected to cover the costs associated with the evaluation process, administrative tasks, and related expenses incurred during the application review.

**9. What is the process, and how can applicants pay the application fees?**

Submit your application together with proof of payment to NCIA. Once the payment is confirmed, our Finance Department will issue an official receipt, and the secretariat will begin processing the application.

Payment can only be made to the NCIA account as follows:

Bank Name : **Malayan Banking Berhad (MAYBANK)**  
Account Name : **Pihak Berkuasa Pelaksanaan Koridor Utara**  
Account No. : **557072106645**  
Swift Code : **MBBEMYKL**