

GUIDELINES ON HOW TO SUBMIT APPEAL CLAIM (HRD CORP PORTAL)

1. Submit Appeal

- Training Providers or Registered Employers must submit their appeal for rejected claims to supportclaim@hrdcorp.gov.my together with the Appeal Letter.

2. Prepare Appeal Letter

- All affected claims must be listed in one (1) appeal letter.

3. Appeal Criteria

- Appeal submitted within 1 month from claim rejection date.
- No repetitive appeals are allowed.
- First time appeal submitted (but appeal submitted within 1 month from claim rejection date).
- Based on HRD Corp consideration.

4. Justification and Evidence

- All claim appeals are considered based on justification and evidence.

7. Decision Reached

- Training Providers or Registered Employers will be informed of the claims appeal decision via email.

6. Processing Time

- The claims appeal will be processed within fourteen (14) working days, including queries by claims officer upon receiving the complete document.

5. Claims Appeal Inquiry

- A Claims Officer will communicate via email to assess and verify the appeal. Do note that the Training Provider or Registered Employer must respond within five (5) working days or the appeal will be automatically rejected otherwise.

