

FREQUENTLY ASKED QUESTIONS (FAQ)

1. WHY SHOULD I DONATE TO MPO AND WHERE DOES THE DONATION GO?

The members of the MPO are the lifeblood of the Orchestra, and without them, we would simply not exist. As we emerge from the most challenging period of a generation, there are several ways you can support the Orchestra, allow us to perform together on stage and continue sharing our music with the broadest range of people possible.

Your support helps us work our way back to the stage, present more fresh performances and experimental new concepts for our concerts and provide more engaging music outreach programs.

2. WHAT IS THE CURRENCY USED FOR THE DONATIONS TO MPO?

All transactions will be in Ringgit Malaysia (MYR). However, if you are a non-Malaysian credit card and account holder, you will be charged according to your base currency at the prevailing rate set by your credit card company or financial institution.

3. I DON'T HAVE A MALAYSIAN CARD OR BANK ACCOUNT. CAN I STILL DONATE TO MPO?

Yes. We welcome donations from all. If you do not have a Malaysian bank account for online banking, you can donate with your credit / debit card. Please note that you will be charged according to your base currency at the prevailing rate set by your credit card company or financial institution.

4. IS THERE A MINIMUM DONATION AMOUNT?

No. You can donate any amount through our online payment gateway. However, we have a certain administrative cost that needs to be maintained (postage, notification systems, etc.). We request your consideration on an appropriate donation amount if you would like a tax-exemption receipt.

5. IS THERE A MAXIMUM TRANSACTION LIMIT FOR THE DONATION?

No. However, depending on your method of payment, there may be a maximum limit per transaction determined by your bank or financial institution. You may donate any amount through our:

- Official website: www.mpo.com.my/donate
- Walk-in to our Box Office counter located at Ground Floor, Tower 2, PETRONAS Twin Towers, Kuala Lumpur City Centre, 50088 Kuala Lumpur, Malaysia
- Box Office hotline: +603 2331 7007
- Mail or deliver your cheque to us.

6. HOW CAN I DONATE?

You can donate via cash, credit / debit card, cheque, bank transfer or TT for those residing overseas.

Details as follows:

- i) Credit card (VISA or MASTERCARD)

- ii) Online transfer to:
Malaysian Philharmonic Orchestra
Bank Name : CIMB Bank Berhad, KLCC Branch
Account No.: 8001083985
SWIFT Code : CIMBBMYKL
Cash or Cheque (payable to Malaysian Philharmonic Orchestra) delivered to our office.

For cash donations or direct transfer into our account, please email us your remittance slip and include your personal details (full name, identity card number/passport number, current address, phone number and email) should you wish to claim tax-exempt receipts.

7. I AM DONATING USING MY CREDIT CARD. CAN I TRUST YOUR SITE TO KEEP MY INFORMATION SECURE?

Our donation page is hosted on a secure server to ensure integrity of data and security of your transaction. All payment transactions at <https://tickets.mpo.com.my/DonationPage#> are being handled by our merchant bank and system provider. The website is implemented with SSL, and the current site is accepting Visa and Mastercard. Our merchant bank complies with PCI Data Security Standard and Malaysia Payment System Act.

MPO adheres to a strict policy regarding donor privacy. Your personal information will be dealt with the utmost confidentiality within the Personal Data Protection Act (PDPA).

8. I DONATED THE WRONG AMOUNT THROUGH THE ONLINE PAYMENT GATEWAY. CAN I CANCEL MY DONATIONS AND GET A REFUND?

Please kindly contact us at contactus@dfp.com.my for further assistance.

9. IS MY DONATION TAX-EXEMPTED?

If you are a Malaysia tax resident, you are entitled to tax exemption for all cash donations as defined under sub-section 44 (6) of Income Tax Act 1967, Government Gazette: 5879

10. IS THERE A MINIMUM AMOUNT OF DONATION REQUIRED FOR ME TO BE ELIGIBLE FOR TAX-EXEMPTED?

No. You are free to donate as much or as little an amount, and still be entitled to a tax-exempt receipt. However, please note that we have a certain level of administrative cost that needs to be maintained (postage, notification systems etc.), as such we require your consideration on the appropriate amount should you wish to claim tax-exemption.

11. IS THERE A MAXIMUM LIMIT OF DONATION AMOUNT REQUIRED FOR ME TO BE ELIGIBLE FOR TAX-EXEMPTED?

No. You are free to donate as much or as little an amount, and still be entitled to a tax-exempt receipt.

12. WHAT INFORMATION DO YOU NEED FROM ME IF I WANT TO GET A TAX-EXEMPTION RECEIPT FOR MY DONATION?

Under the revised guidelines of sub-section 44(6) of the Income Tax Act 1967 dated 15 May 2019 ("Revised Guidelines"), donors must provide complete information of the following details to obtain an official tax-exemption receipt from the organization:

- i. For individual donor:
 - Donor's full name as per NRIC / Passport
 - NIRC number / passport number
 - Complete mailing address of current residence
- ii. For donor other than individual donors:
 - Donor's full name
 - Business / organization registration number
 - Complete mailing address

The Revised Guidelines also states that the approved organization is not allowed to issue tax-exemption receipts to donors who fails to provide complete information as stated above.

13. HOW LONG WILL IT TAKE FOR ME TO RECEIVE MY TAX-EXEMPT RECEIPT?

You should receive your tax-exemption receipt via mail on the following month of the donation made. Do notify us if this has not happened and we will attend to your request.

14. I DONATED TO MPO SOME TIME AGO. IS THERE A TIME LIMIT IF I WANT TO CLAIM MY TAX-EXEMPT RECEIPT?

Yes, you can only claim your tax-exempt donation when filing your income tax return on the assessment year of the donation was made. For example, if you make a tax-exempt donation in the year 2023, you can claim tax deduction of the tax-exemption donation when filing your tax return for the year assessment 2023.

15. I LOST THE ORIGINAL TAX-EXEMPTION RECEIPT THAT MPO HAVE ISSUED. CAN I GET ANOTHER COPY FROM YOU?

We can only issue a certified true copy receipt to replace the original receipt that you have lost. Please note that to minimize our administrative cost (postage, notification systems etc.), we will only allow a one-time issuance of replacement receipts.

For enquiries not addressed in the FAQ, please get in touch with us via our online contact form, or drop an email to contactus@dfp.com.my

16. WHO DO I CONTACT IF I HAVE A QUESTION OR ISSUE WITH MY DONATION?

Please contact us at our Strategic Relations Management Department at contactus@dfp.com.my or +603 2331 7007, Monday-Friday 10am – 5pm.

17. HOW MUCH OF MY DONATION WILL GO TOWARD THE PROGRAMS PLANNED BY MPO?

100% of all donations will be spent for our program's services. More information about our donation proceeds and the use of funds is available on our official website.

18. I'M REPRESENTING A CORPORATE ENTITY OR OWN A COMPANY. I WOULD LIKE TO MAKE A CORPORATE DONATION ON REGULAR BASIS.

Various donor, sponsorship and branding opportunities including corporate hospitality, corporate sponsorship, concert sponsorship and corporate social responsibility programs are available for you and your esteemed organization.

Corporate/concert sponsorship allows your company unique brand positioning and exposure while simultaneously contributing towards performing arts in the country and the city of Kuala Lumpur.

Our Business Development team would be pleased to share with you the exciting corporate hospitality, sponsorship, hall hire and even tax-exemption benefits available from the various programs and activities with the MPO.

Please contact us at +603 2331 7007 or email contactus@dfp.com.my to begin this wonderful relationship as a valued donor, sponsor, and partner.

19. HOW CAN I DONATE ON MONTHLY BASIS OR SETUP A RECURRING DONATION?

Kindly contact us at contactus@dfp.com.my for assistance and arrangement for monthly or recurring donation.