



27th July 2026

***IMPLEMENTATION OF SIX-MONTH CUT-OFF POLICY
FOR UNCLAIMED ADVANCE PAYMENTS***

1 Purpose

- 1.1 The Civil Aviation Authority of Malaysia (CAAM) wishes to inform all customers and stakeholders of the implementation of a formal six-month cut-off policy for advance payments received by CAAM, effective **1 August 2026**.
- 1.2 This policy is introduced to strengthen financial governance, ensure consistency and accuracy in financial reporting, and prevent the accumulation of long-outstanding advance payments relating to services or applications that have not been claimed, utilised or completed.
- 1.3 The policy applies to all advance payments received by CAAM where the customer:
 - a) has not utilised or claimed the relevant service;
 - b) has not completed the related application or submission process; or
 - c) has not submitted a refund request within the prescribed period.

2 Six-Month Cut-Off Period

- 2.1 All advance payments must be utilised against the relevant service or application within **six months from the date of payment**.
- 2.2 Where the related service remains unclaimed or the application remains incomplete upon the expiry of the six-month period, the advance payment shall no longer be recognised as an outstanding service obligation of CAAM.
- 2.3 Customers are therefore, responsible for ensuring that all necessary applications, supporting documents and other relevant requirements are completed within the stipulated six-month period.

3 Refund of Advance Payments

- 3.1 Customers who do not intend to proceed with the relevant service or application must submit a formal refund request within six months from the date of payment.
- 3.2 All refund requests must be supported by the relevant payment records and any other documents required by CAAM for verification and processing purposes.



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- 3.3 Any refund request received after the expiry of the six-month period shall not be eligible for consideration or refund.

4 Customer Responsibilities

- 4.1 Customers are advised to regularly review the status of their advance payments, applications and outstanding documentation.
- 4.2 To avoid the expiry of an advance payment, customers must take the necessary action within the stipulated period by:
- a) completing the relevant application process;
 - b) utilising the payment for the intended CAAM service; or
 - c) submitting a complete refund request.
- 4.3 Failure to take the required action within the six-month period may result in the advance payment being forfeited in accordance with this policy.

5 Effective Date

- 5.1 This policy shall take effect on 1 August 2026 and shall apply to advance payments received by CAAM in accordance with the applicable implementation arrangements.

6 Further Information

- 6.1 For further clarification or assistance in utilising an advance payment, completing an application or submitting a refund request, customers are advised to contact the relevant Division / Unit.
- 6.2 Alternatively, inquiries may be submitted by email to:
account.receivable@caam.gov.my
- 6.3 Customers are strongly encouraged to take the necessary action within the stipulated six-month period to avoid the expiry or forfeiture of their advance payments.



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27 July 2026