

**FAQS ON AWARD OF TWO-YEAR CERTIFICATION FOR COMPANIES THAT MEET
MUIS' COMPLIANCE CRITERIA**

Q: Why are companies certified under the Eating Establishments Category 1 (EE Cat 1) and Poultry Abattoirs (PA) not eligible for two-year certification validity?

A: Both EE Cat 1 and PA certificate holders are considered as high halal risk and thus not eligible for two-year certification validity.

Q: Can I request for a refund for an outlet that has ceased operations?

A: On a case-by-case basis, Muis may consider a refund for an outlet that has ceased operations due to valid reasons such as termination of lease, end of lease, etc.

Q: Can a first-time applicant request for two-year certification?

A: A first-time applicant cannot request for two-year certification as its Halal Quality Management System (HalMQ) is new.

Q: Is the consideration for two-year certification automatic or do I need to inform Muis of my interest / disinterest?

A: It is part of our review and evaluation process but you may still express your interest / disinterest for a two-year certification via email.

Q: if a viral news regarding my company is fake, will this affect my compliance history?

A: Muis will conduct its investigation to establish the facts and shall be fair and reasonable in its review and evaluation.

Q: When do I need to make payment for the two-year certification?

A: The payment for the two-year certification shall be made during Stage 2 of the renewal application in full.

Q: I am a Brand Owner. Will I be given a two-year or one-year certification validity?

A: The Brand Owner certificate validity will be tagged to the certification validity of the OEM/contract-manufacturer.

Q: Due to business constraints my company would like to be on one-year certification validity. How do I inform Muis of this?

A: You may inform Muis at the end of the audit during the closing meeting and through email.

Q: If my certificate is pending for suspension or suspended, can I request for a refund?

A: Muis will not refund companies who have breached the Halal Certification Conditions (HCC).