

GLOBAL GOOD LUCK RESOURCES SDN. BHD.

(Company No. 1157154X / 201501031830)

CORPORATE PROFILE

Empowering Businesses Through Professional Business Support Services



CORE COMPETENCIES & SERVICES

- BUSINESS PROCESS OUTSOURCING
- ACCOUNTING SERVICES
- IMMIGRATION LIAISON SERVICES
- PAYROLL ADMINISTRATION
- STATUTORY COMPLIANCE
- CORPORATE SUPPORT SOLUTIONS

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WELCOME MESSAGE

BUILDING LONG-TERM BUSINESS PARTNERSHIPS THROUGH PROFESSIONAL EXCELLENCE

Welcome to Global Good Luck Resources Sdn. Bhd.

As today's businesses navigate an increasingly dynamic and highly regulated environment, the need for dependable business support services has never been more critical.

At Global Good Luck Resources Sdn. Bhd., we are committed to becoming more than just a service provider - we are your trusted partner in growth and success.

We specialise in Business Process Outsourcing (BPO), Payroll Administration, Accounting Services, Statutory Compliance, and Corporate Support Solutions that help businesses streamline operations, strengthen compliance, and achieve sustainable growth.

With a dedicated team, proven expertise, and a commitment to excellence, we deliver solutions with integrity, accuracy, and confidentiality - ensuring every client engagement is handled with the utmost professionalism.

"To become Malaysia's preferred business support partner by delivering dependable solutions that simplify operations, strengthen compliance, and contribute to our clients' continued success."

OUR COMMITMENT

We take the time to understand your business, align with your goals, and deliver tailored solutions that create value. Every payroll processed, every financial record maintained, and every statutory submission prepared reflects our commitment to quality and the trust our clients place in us.

OUR PROMISE

We will continue to invest in our people, processes, and technology to ensure that our services remain reliable, relevant, and future-ready - empowering your business to focus on what matters most.

We sincerely appreciate your interest in our organisation and look forward to the opportunity to serve your business.

ABOUT US

YOUR TRUSTED BUSINESS SUPPORT SERVICES PARTNER IN MALAYSIA

Global Good Luck Resources Sdn. Bhd. is a trusted business support services provider in Malaysia, delivering professional and reliable solutions that help businesses operate efficiently, remain compliant, and achieve sustainable growth.

We specialise in Business Process Outsourcing (BPO), Payroll Administration, Accounting Services, Statutory Compliance, Immigration Liaison Services, and Corporate Support Solutions for businesses of all sizes and industries.

With a team of experienced professionals, strong regulatory knowledge, and a commitment to excellence, we deliver solutions that are accurate, timely, confidential, and tailored to each client's unique requirements.

Our clients trust us because we understand their business, act with integrity, and consistently deliver value through efficient processes, advanced systems, and personalised service.

At Global Good Luck Resources Sdn. Bhd., we are more than a service provider - we are your long-term partner in business success.

WHO WE ARE

We are a team of dedicated professionals driven by knowledge, experience, and a shared passion for helping businesses succeed. We combine technical expertise with a client-first approach to deliver practical, compliant, and cost-effective business support solutions. Our goal is simple - to simplify your operations so you can focus on growing your business.

OUR APPROACH

CLIENT FOCUS

We listen, understand, and deliver solutions that meet your business needs.

INTEGRITY

We uphold the highest standards of honesty, transparency, and professionalism.

EXCELLENCE

We are committed to accuracy, quality, and continuous improvement in everything we do.

CONFIDENTIALITY

We protect your information with strict confidentiality and data security.

PARTNERSHIP

We build long-term relationships based on trust, reliability, and results.

CORE VALUES

THE FOUNDATION OF TRUST, INTEGRITY AND CLIENT EXCELLENCE

Our core values define our culture, guide our behaviour, and shape the way we work with our clients, partners, and each other every day. They are the foundation of the trust we build and the impact we create.

01**PURPOSE-DRIVEN**

We are driven by a clear purpose - to simplify business operations and create meaningful value. Every service we deliver is aligned with helping our clients achieve their goals.

02**ACCOUNTABILITY**

We take full responsibility for our work and commitments. We deliver on our promises with transparency and take ownership of outcomes.

03**ADAPTABILITY**

We embrace change and remain flexible in a dynamic business environment. Our ability to adapt allows us to provide relevant and effective solutions.

04**CLIENT-CENTRICITY**

We go beyond meeting expectations by understanding each client's unique challenges and delivering solutions that truly make a difference.

05**PROFESSIONAL GROWTH**

We believe in continuous learning and development. By growing our knowledge and capabilities, we ensure lasting value for our clients and our team.

WHAT MAKES US UNIQUE

HOLISTIC SUPPORT

End-to-end business support under one roof, saving clients time and complexity.

LOCAL EXPERTISE

In-depth local regulatory knowledge combined with international best practices.

RELIABLE & TIMELY

Timely, dependable, and accurate delivery of critical compliance filings.

CUSTOMISED

Tailored solutions that fit the exact operational size and model of your business.

VISION & MISSION

STRATEGIC DIRECTION & PURPOSE-DRIVEN GOVERNANCE

Our vision and mission reflect our purpose, guide our actions, and strengthen our commitment to delivering trusted and sustainable business support solutions.

OUR VISION

To be a leading and trusted provider of business support solutions in Malaysia and beyond, recognized for our professionalism, integrity, and commitment to delivering exceptional value that empowers businesses to achieve sustainable growth and long-term success.

OUR MISSION

To deliver reliable, accurate, and cost-effective business support services through a team of skilled professionals, advanced systems, and a client-focused approach. We are committed to simplifying operations, ensuring compliance, maintaining confidentiality, and building long-term partnerships that drive our clients' success.

CORE PILLARS OF OUR MISSION

EXPERIENCED TEAM

Skilled professionals with deep multi-disciplinary knowledge across Malaysian corporate sectors.

EFFICIENT PROCESSES

Streamlined systems that guarantee punctuality, data accuracy, and operational agility.

TRUST & PRIVACY

Rigorous NDA execution and strict adherence to PDPA security protocols.

LONG-TERM PARTNER

Dedicated client success officers providing consistent advisory as your enterprise expands.

WHY CHOOSE GLOBAL GOOD LUCK RESOURCES SDN. BHD.?

COMBINING EXPERTISE, TECHNOLOGY AND A CLIENT-FIRST PHILOSOPHY

At Global Good Luck Resources Sdn. Bhd., we go beyond traditional business support. We combine expertise, technology, and a client-first approach to deliver solutions that are reliable, efficient, and tailored to your needs. We are committed to being more than just a service provider - we are your trusted partner in growth and success.

01

EXPERIENCED & RELIABLE TEAM

Our team of qualified professionals brings deep industry knowledge, practical experience, and a strong commitment to delivering accurate and dependable results.

02

COMPREHENSIVE SOLUTIONS

From payroll and accounting to statutory compliance and corporate support, we provide end-to-end solutions that help you manage your business with total confidence.

03

TECHNOLOGY-DRIVEN APPROACH

We leverage modern tools and cloud systems to streamline processes, eliminate manual calculation errors, and deliver real-time operational insights for better decision-making.

04

CLIENT-FOCUSED SERVICE

Your goals are our priority. We take the time to understand your unique business requirements and deliver personalised solutions that create real lasting value.

05

COMPLIANCE & CONFIDENTIALITY

We stay continuously updated with the latest regulations, ensuring your business remains 100% compliant while maintaining the highest international standards of data security.

06

COST-EFFECTIVE & SCALABLE

Our services are engineered to reduce overhead, eliminate costly in-house compliance redundancies, and scale seamlessly as your company grows.

YOUR SUCCESS IS OUR SUCCESS

We measure our success by the success of our clients. When you succeed, we succeed - together, we build stronger businesses, resilient compliance frameworks, and a prosperous future.

OUR BUSINESS SUPPORT SOLUTIONS

COMPREHENSIVE BACK-OFFICE OPERATIONS FOR MALAYSIAN ENTERPRISES

At Global Good Luck Resources Sdn. Bhd., we deliver focused and reliable business support solutions that help companies stay compliant, streamline administrative processes, and manage their workforce efficiently. Our core services are designed to reduce your operational burden and give you the freedom to focus on growing your business.

PAYROLL ADMINISTRATION

End-to-end payroll management ensuring accurate and timely payment of employees while maintaining full compliance with Malaysian employment regulations.

Key Inclusions:

- Payroll processing & salary calculations
- Salary disbursement & direct bank batching
- Statutory deductions (EPF, SOCSO, EIS, PCB)
- Payslip generation & secure digital distribution
- Comprehensive payroll audit reports

STATUTORY COMPLIANCE

We assist businesses in complying with all statutory obligations and regulatory filings on time, eliminating risk of compound fines and legal sanctions.

Key Inclusions:

- EPF, SOCSO, EIS, and PCB registration & filings
- Monthly & annual statutory submissions
- Corporate tax filing & compliance (Form E / EA)
- SSM Annual Returns & corporate maintenance
- Proactive compliance tracking & deadline alerts

IMMIGRATION LIAISON

We assist corporate clients in managing expatriate work pass applications and renewals, liaising directly with immigration authorities for seamless approvals.

Key Inclusions:

- Employment Pass (EP) applications & renewals
- Professional Visit Pass (PVP) procurement
- Dependant Pass & Long-Term Social Visit Passes
- Complete document verification & submission
- Official liaison with JIM & ESD Putrajaya

WHY OUTSOURCE TO GLOBAL GOOD LUCK RESOURCES SDN. BHD.?

Specialised Expertise | Zero-Penalty Track Record | Fast Turnaround | Strict PDPA Security

PAYROLL SERVICES

ACCURATE, CONFIDENTIAL, AND AUDIT-READY PAYROLL MANAGEMENT

We manage your payroll with accuracy, confidentiality, and compliance, ensuring your employees are paid correctly and on time, every single month. We remove the operational overhead of monthly payroll so your leadership can focus on strategy.

01

EMPLOYEE PAYROLL PROCESSING

Timely and accurate calculation of gross-to-net salaries, overtime, unpaid leave, claims, allowances, bonuses, and reimbursements.

02

PAYSLIP MANAGEMENT

Secure digital generation and password-protected distribution of itemised monthly payslips directly to employees.

03

STATUTORY DEDUCTIONS (EPF, SOCSO, EIS, PCB)

Precise calculation and monthly electronic submission of employee and employer contributions in full accordance with Malaysian statutory requirements.

04

LABOUR LAW COMPLIANCE & UPDATES

Continuous alignment with the latest amendments to the Employment Act 1955, minimum wage orders, and tax residency guidelines.

05

PAYROLL REPORTING & VARIANCE ANALYSIS

Detailed monthly executive summaries, variance tracking, journal entries for accounting synchronization, and year-end Form EA/E preparation.

06

CONFIDENTIAL & SECURE DATA STORAGE

Bank-grade confidentiality protocols safeguarding sensitive salary data from internal leaks or unauthorized access.

WHY CHOOSE OUR PAYROLL SERVICES?

- + Accurate and error-free payroll processing with multi-tier audit verification
- + Guaranteed timely salary disbursements and statutory submissions before the 15th
- + Zero risk of non-compliance compounds and penalty notices from EPF, SOCSO or LHDN
- + Dedicated payroll specialist assigned exclusively to your corporate account

STATUTORY COMPLIANCE SERVICES

RIGOROUS REGULATORY SAFEGUARDING ACROSS MALAYSIAN AUTHORITIES

Staying compliant with regulatory requirements is essential to protect your business from risks and penalties. Our Statutory Compliance Services ensure that your company meets all legal obligations on time, every time, allowing you to focus on growth.

01

COMPANY SECRETARIAL COMPLIANCE

Preparation and filing of Annual Returns, Financial Statements, Director changes, and SSM statutory filings.

02

TAX COMPLIANCE & LHDN FILINGS

Corporate tax computation, CP500/CP204 estimates, Form E employer tax returns, and employee EA forms.

03

EPF & SOCSO COMPLIANCE

Employer account registrations, employee enrolments, cessation of employment notices, and monthly contributions.

04

LABOUR LAW COMPLIANCE

Adherence to the Employment Act 1955, review of employment contracts, overtime thresholds, and leave records.

05

INDUSTRY & BUSINESS LICENCES

Assistance obtaining, renewing, and maintaining municipal licences (DBKL, MBPJ, MBSA) and sector-specific permits.

06

REGULATORY & GOVERNMENT SUBMISSIONS

Liaison with relevant statutory bodies for error-free submission of mandatory industrial reports.

07

AUDIT PREPARATION & SUPPORT

Preparation of pristine compliance audit trails and documentation schedules for internal and external auditors.

08

COMPLIANCE REMINDERS & MONITORING

Proactive tracking of statutory milestone deadlines, preventing late filing penalties and compound notices.

ADVANTAGES OF OUR STATUTORY COMPLIANCE LIAISON

- + Zero-penalty guarantee: submissions made well ahead of statutory cutoff dates
- + Direct institutional interface with SSM, LHDN, KWSP, PERKESO, and local authorities
- + Comprehensive peace of mind for Board of Directors and senior corporate officers

IMMIGRATION LIAISON SERVICES

EXPATRIATE WORK PASS PROCUREMENT & IMMIGRATION GOVERNANCE

Navigating Malaysia's immigration requirements can be complex and time-consuming. Our Immigration Liaison Services simplify the process by managing employment pass applications, renewals, documentation, and liaison with relevant authorities. We ensure full compliance, timely submissions, and smooth coordination.

01

EMPLOYMENT PASS (EP) APPLICATIONS

End-to-end management of EP (Category I, II & III) applications via the Expatriate Services Division (ESD) and MDEC.

02

EMPLOYMENT PASS RENEWALS

Proactive renewal management ensuring uninterrupted legal employment and business continuity for foreign talent.

03

PROFESSIONAL VISIT PASS (PVP)

Procurement of PVP for short-term technical specialists, consultants, equipment installers, and project training.

04

DEPENDANT PASS (DP) APPLICATIONS

End-to-end pass processing for spouses, children, and legal dependants of Employment Pass holders.

05

VISA & DOCUMENTATION PREPARATION

Comprehensive vetting of employment contracts, educational credentials, and embassy attestations.

06

AUTHORITY LIAISON WITH JIM & ESD

Physical representation and follow-up at Putrajaya and Shah Alam immigration complexes for smooth processing.

07

STATUS MONITORING & REAL-TIME UPDATES

Continuous tracking through official government portals with frequent progress milestones reported to your HR team.

08

EMPLOYER COMPLIANCE AUDIT SUPPORT

Assistance maintaining expatriate records, projection approvals, and statutory reporting to immigration authorities.

WHY CHOOSE OUR IMMIGRATION LIAISON TEAM?

- + In-depth knowledge of Malaysian immigration policies, salary thresholds, and documentation criteria
- + Pre-vetted documentation reducing application rejection and resubmission delays
- + Dedicated liaison officers handling end-to-end submissions, passport endorsements, and i-Pass collection

SERVICE DELIVERY PROCESS

OUR STRUCTURED SIX-STEP WORKFLOW ENGINE

We follow a structured and proven service delivery process to ensure accuracy, compliance, and efficiency in every engagement. Our process is designed to provide clarity, transparency, and peace of mind - so you can focus on what matters most, growing your business.

01**CONSULTATION**

We start by understanding your business needs, corporate structure, challenges, and objectives to provide the right operational solutions.

02**PLANNING**

Our team develops a tailored action plan with clear milestone timelines, deliverables, cutoff dates, and designated officer responsibilities.

03**DOCUMENTATION**

We collect, verify, and prepare all required documentation and data accurately in full alignment with statutory requirements.

04**IMPLEMENTATION**

We execute the process with institutional precision, submitting applications and electronic filings through appropriate authority channels.

05**COMPLIANCE REVIEW**

We review and monitor all submissions, confirm approvals, archive receipts, and ensure strict compliance with regulatory standards.

06**CONTINUOUS SUPPORT**

We provide ongoing advisory, proactive deadline alerts, and continuous support to keep your business permanently compliant.

OUR SERVICE LEVEL AGREEMENT (SLA) COMMITMENT

- + Accurate & Reliable: Zero-defect payroll computations verified by senior auditors
- + Compliant by Design: Formulated according to current Malaysian employment and tax laws
- + Timely Delivery: 100% adherence to agreed cutoff dates and statutory submission deadlines
- + Confidential & Secure: High-level data encryption and strictly segregated client ledgers

OUR OFFICE GALLERY

PLAZA PERMATA SENTUL HEADQUARTERS | KUALA LUMPUR

Our office is thoughtfully designed to create a professional, comfortable, and efficient environment that supports collaboration, productivity, and exceptional service delivery for all our clients.

PROFESSIONAL ENVIRONMENT

CLIENT FOCUSED

CONFIDENTIAL & SECURE

COMFORTABLE & MODERN

RECEPTION & WAITING LOUNGE

Welcoming corporate foyer featuring backlit brass branding, comfortable guest seating, and dedicated front desk support.

WORKSTATION AREA

Spacious, high-speed open workstation hub designed for agile team collaboration and streamlined document processing.

DIRECTOR OFFICE

Executive consultation office dedicated to high-level strategic advisory and private client discussions.

EXECUTIVE MEETING ROOM

Full-featured boardroom equipped for multimedia presentations, statutory reviews, and formal client briefings.

PRIVATE OFFICE SUITES

Dedicated quiet spaces for sensitive payroll computation, confidential records management, and audit verification.

PANTRY & BREAK AREA

Modern, fully serviced refreshment lounge supporting team wellbeing and comfortable informal meetings.

"Every corner of our workspace is designed to inspire excellence, ensure confidentiality, and provide our team and clients with a professional experience that reflects our commitment to quality and trust."



CONTACT US

START YOUR ENGAGEMENT WITH OUR DEDICATED TEAM

We value every connection and conversation. Whether you have an inquiry regarding payroll administration, statutory compliance, or expatriate immigration passes, our corporate advisory officers are prepared to assist you.

OUR OFFICE HEADQUARTERS

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OFFICIAL WEBSITE

www.gglrsb.com

SSM REGISTRATION NUMBER

1157154X / 201501031830 (Incorporated in Malaysia)

INTEGRITY

Highest standards of transparency

EXPERTISE

Decades of multi-sector experience

COMMITMENT

Strict zero-penalty SLA guarantees

PARTNERSHIP

Long-term mutual success

YOUR TRUSTED PARTNER FOR PAYROLL, ACCOUNTS & STATUTORY SOLUTIONS