

## **FREQUENTLY ASKED QUESTIONS (FAQs) – GOVERNMENT’S RESTRICTED MOVEMENT ORDER RELATED TO EXPATRIATE SERVICES**

### **Q1. Can I still submit my Stage 1 application as usual while Government’s Restricted Movement Order is In Effect?**

A: Yes, you may still submit the Stage 1 application online via eXpats System (<http://www.expats.com.my>) as usual. However, there will be no decision for ALL applications (New, Renewal, Change of Employer and Change of Position) within the period as the Approval process has been put on hold by the Immigration Department of Malaysia.

### **Q2. What happens to the Stage 1 applications that were submitted for processing?**

A: The application will continue to be processed but there will be no decision for ALL applications during the Government’s Restricted Movement Order as the Approval process has been put on hold by the Immigration Department of Malaysia.

The Approval process will only resume back to normal once the Government’s Restricted Movement Order has ended.

### **Q3. What should I do for those whose passes are expiring soon?**

A: In line with the recent announcement made by the Immigration Department of Malaysia, all Counter Services of Immigration Department will be temporary closed effective 19th March 2020 until 31st March 2020. You are not required to take any action because Special Pass is not applicable during this period for:

- 1) Foreign Knowledge Worker/expatriate who will continue to remain in Malaysia and current pass (Employment/Dependent/other related pass) is expiring or has expired.
- 2) Foreign Knowledge Worker/expatriate who is planning to leave Malaysia and current pass has expired.

We will advise you further once the Government’s Restricted Movement Order has ended.

### **Q4. I have an emergency where I need to exit Malaysia as soon as possible while the passport is still with MDEC. How can I proceed to do so?**

A: You may call our emergency hotline number at 019-2688830 for further advise.

### **Q5. How can I submit my passport for Endorsement/Transfer of Endorsement/Special Pass/Cancellation/Appeal/Permission to Study/document sighting applications to eXpats Service Centre via MDEC Counter?**

A: All submission via MDEC Counter will be put on hold until further notice.

**Q6. Will Immigration Department of Malaysia in Cyberjaya still be operating during Government's Restricted Movement Order?**

A: All Counter services of Immigration Department of Malaysia will be temporary closed effective 19th March 2020 until 31st March 2020.

**Q7. Can I still submit my passport for Endorsement/Transfer of Endorsement/Special Pass/Cancellation/Permission to Study/Maid applications directly to Immigration Department of Malaysia in Cyberjaya?**

A: All submissions via Counter services of Immigration Department of Malaysia will be put on hold effective 19th March 2020 until 31st March 2020 due to the temporary closure of Immigration Department of Malaysia.

**Q8. What should I do if police or Immigration stopped me and request for my passport if I'm not able to collect the passport before the Government's Restricted Movement Order?**

A: Please keep and carry your passport copy and any supporting documents e.g. proof of passport submission such as email notification, acknowledgement letter as a proof to the respective authorities.

You may also call our emergency hotline number at 019-2688830 for assistance.

**Q9: I have received the Stage 1 approval. However, my current pass is expiring soon but I am not able to proceed with submission of the Stage 2 (endorsement) application. Please advise.**

A: You may proceed with the endorsement of passport once the Government's Restricted Movement Order has ended. Please note that Special Pass is not applicable during this period.

**Q10: What do I need to do if I have to contact you during the Government's Restricted Movement Order if I have any questions or issues?**

A: Should you have any questions; you may contact us at:

**MDEC:**

i) Helpdesk @ [expatctr@mdec.com.my](mailto:expatctr@mdec.com.my)

ii) Client Managers;

- a. [hasniyati@mdec.com.my](mailto:hasniyati@mdec.com.my)
- b. [suraya@mdec.com.my](mailto:suraya@mdec.com.my)
- c. [norfaezah@mdec.com.my](mailto:norfaezah@mdec.com.my)
- d. [liza@mdec.com.my](mailto:liza@mdec.com.my)

iii) Livechat/Chatbot at <http://www.expats.com.my>

**IMMIGRATION DEPARTMENT:**

i)Email – [henerita@imi.gov.my](mailto:henerita@imi.gov.my)

ii)Contact No – 03-88801555

**Q11.What if the government extend the Government’s Restricted Movement Order and the current pass is expiring within the period.**

A: Same approach will be applicable should the government extends the Government’s Restricted Movement Order.

**Q12. I have a valid pass in Malaysia and I am currently outside of Malaysia. Can I enter Malaysia during the Government’s Restricted Movement Order?**

A: All pass holders such as Employment/Dependent/Long-Term Social Visit Pass, Visit Pass (Temporary Employment), Student Pass, Resident Pass, and Professional Visit Pass are not allowed to enter Malaysia if they are currently residing outside of Malaysia during the Government’s Restricted Movement Order.