EXPATS SERVICE CENTRE
FREQUENTLY ASKED QUESTIONS (FAQs)

SECTION 1: ABOUT US

NO	QUESTION	ANSWER
1	What is Expats Service Centre?	Expats Service Centre, a department within the Malaysia Digital Economy Corporation, provides clients with continuous support through efficient, effective, and innovative expatriate services. Provide services to facilitate Foreign Knowledge Workers (FKW) applications for Malaysia Digital (MD) and Non-MD company in the ICT - Digital Industry operating in Malaysia with the objective to be a one-stop agency providing quality service to clients.
2	Where is the office located?	**Expats Service Centre (HQ)** 2nd Floor, Prima 8, Block 3508, Jalan Teknokrat 6, Cyber 5, 63000 Cyberjaya, Selangor Tel: 03-8315 3106 / 3157 **Expats Service Centre – Northern Office** Lot.8.03, Level 8, Off Lebuh Tenggiri 2, 13700 Seberang Jaya Penang, Malaysia Tel: 04-390 6251 / 6253
3	What are the operating hours for Expats Service Centre?	**Expats Service Centre (HQ)** 8.00 am to 5.00 pm from Monday to Friday **Expats Service Centre – Northern Office** 8.30 am to 5.30 pm from Monday to Friday
4	I would like to collect my pass sticker. What is the counter's operating hours?	**Front Counter Operating Hour:** <table><tr><th></th><th>Monday – Thursday</th><th>Friday</th></tr><tr><td>Operating Hours</td><td>8.00am-4.30pm **(HQ)** 8.30am-4.30pm **(Northern Office)**</td><td></td></tr><tr><td>Lunch Break</td><td>1.00pm-2.00pm</td><td>12.00pm-2.45pm</td></tr></table>

NO	QUESTION	ANSWER
5	Do you accept walk-ins?	Yes, but priority will be given to appointments booked through https://appt.Expats.com.my Note: **Only authorized personnel registered in Expats System is allowed to submit/collect the passport/sticker.**

SECTION 2 : DECLARATION OF FKW HEADCOUNT

NO	QUESTION	ANSWER
1	What is the process to declare FKW headcount?	The company is required to submit for FKW headcount with relevant justification in the system and this process will be automatically approved.
2	Can I carry forward the FKW headcount?	The projected FKW headcounts must be utilized in respective year and cannot be carried forward to the next year.
3	How do I add more FKW headcount?	The company may add new FKW headcount number with relevant justifications in the system.

SECTION 3: APPROVAL STAGE

NO	QUESTION	ANSWER
1	Is there a minimum age requirement for the Employment Pass holder?	There is no minimum age requirement.

2	Can the applicant apply for their Employment Pass directly to Expats Service Centre?	No, the Employment Pass application must be initiated by the employing company. The same procedure applies to Dependent Pass and Long-Term Social Visit Pass applications.
3	Can the company submit the Dependent Pass application together with the EP application?	Yes, the company can apply the dependent's application along with the main application submission. The company may also submit the application separately once the principal's application has been successfully submitted.
4	Am I permitted to bring my family?	Only immediate family members of the Employment Pass holder are eligible to apply for Dependent Pass: i. Spouse ii. Children below 18 years old (Biological/Adopted/Stepchild) of the Employment Pass holder. iii. Disabled children (no age limit) The following family members of the EP holder are eligible for a Long-Term Social Visit Pass: i. Parents (father/mother) ii. Parents-in-law (father/mother) iii. Child, adopted child, or stepchild between the ages of 18 to 25 years old. iv. Common-law spouse (of different gender) Any other family members not listed above are not eligible to apply. **NOTE :** Not applicable for EP under category III for Non-MD company.
5	What is the processing time for the approval of an Employment Pass application?	All applications will be processed and approved within seven (7) working days upon receiving complete documents.
6	How long is the validity of the Approval Letter?	The Approval Letter is valid for six (6) months from the date of issuance. **NOTE**: Company to ensure that the endorsement process is completed before expiry of the approval letter.

7	What should be done if applicant's education certificate is not in English?	The certificate must be translated into English and certified either by the respective Embassy in Malaysia or by the Malaysian Embassy in the applicant's home country.
8	How can I check the status of my application?	Please log into the Expats system for application status. Only the authorized persons can view the application status in the system.
9	How will I be informed if the application is approved or rejected?	The authorized person will receive notifications through the Expats system. The approval or rejection letter will be issued and can be directly printed from the system.
10	After reviewing the approval letter, I noticed that there are incorrect details of the applicants. How can I rectify this?	Please initiate the amendment of the approval letter in the system by following these steps: • Navigate to "Other Services." • Click on "Apply." • Search for application number. • Click on the "AMP" button. • Specify the reason for the amendment **(COMPULSORY).** Proceed with the payment process.
11	My application has been approved. What should I do next?	**New Application**: Upon issuance of Approval Letter, for applicants who are abroad and requires a visa to enter Malaysia, you may apply for eVisa via: • https://malaysiavisa.imi.gov.my/evisa/evisa.jsp or • visit the Embassy/Consulate of Malaysia as stated in the Approval Letter. **Renewal Application:** For applicants who are abroad when the Approval Letter is issued, they must return to Malaysia for endorsement before the pass expires. For applicants already in Malaysia, the company can proceed with the endorsement through the Expats system to obtain the new pass sticker.

SECTION 4: REFERENCE VISA

NO	QUESTION	ANSWER
1	How can I apply for the Reference Visa?	There are two methods to apply for a visa: • Online Application (eVisa): Please visit the following link: https://malaysiavisa.imi.gov.my/evisa/evisa.jsp • Manual Application: Please visit the nearest Malaysian Embassy or Consulate General or High Commission in your country. **NOTE:** You are required to be physically present in the country that stated in the Approval Letter during the submission and processing of your eVisa or Reference Visa application**.**
2	How long does it take to obtain the reference visa from the Malaysia Embassy/Consulate General/High Commission?	The processing time varies based on the respective Malaysian Embassy, Consulate General, or High Commission. For more information, please contact the relevant Malaysian Embassy, Consulate General, or High Commission directly.
3	Can I collect the eVisa/Reference Visa in a country other than my home country?	Yes, you may collect for eVisa/Reference Visa from another country. However, i) You are required to be physically present in the respective country during the submission and processing of your eVisa or Reference Visa application. ii) The respective Malaysian Embassy/Consulate General/High Commission details must be stated in the Approval Letter.

SECTION 5: ENDORSEMENT STAGE

NO	QUESTION	ANSWER
1	How much is the Immigration fee?	Kindly refer to Immigration Payment.

2	How long does it take to process and endorsed the pass sticker?	The pass sticker will be ready within three (3) working days upon receipt of complete documents.
3	My application has just been approved, but I have a new passport. What should I do?	Kindly initiate the amendment of the Approval Letter in the system before proceeding with the endorsement stage. Below are the steps: • Navigate to Other Services. • Search using the application number. • Click the AMP button. • Complete the required details and provide the reason for the amendment. • Click "Proceed to Payment." • Make the payment and submit the request.
4	I have a new passport, but my valid pass sticker is in my old passport. What should I do?	You need to proceed with the Transfer of Endorsement (TOE) where your current pass sticker will be transferred to your new passport, please follow these steps in the system: 1. Navigate to 'Other Services.' 2. Click on 'Apply.' 3. Search for the application number. 4. Select the 'TOE' button. Once you receive the TOE approval notification, please proceed with the TOE endorsement process as follows: 1. Navigate to 'Endorsement'. 2. Click on 'Apply.' 3. Search for the application number. 4. Click 'Endorse' 4. Make online payment. Kindly refer to the TOE checklist for further details.
5	What should I do if the information on the ePass/pass sticker is incorrect?	Kindly send a copy of the ePass or pass sticker to expatctr@mdec.com.my and your Client Manager, including the details of the amendment.

NO	QUESTION	ANSWER
6	What are the options for collecting the pass sticker	The company can choose from the following options: • Collect at ESC, KLIA 1. • Visit the Expats Service Centre counter in person (only authorized personnel are allowed). • Delivery services to selected MD companies in designated areas only. Please indicate your preferred option when starting the endorsement process for the applicant.
7	How do we obtain the pass sticker if the applicant fails to collect it at ESC, KLIA 1?	Please email us at expatctr@mdec.com.my with the justification and a copy of the applicant's latest entry stamp.

SECTION 6 : OTHER MATTERS

NO	QUESTION	ANSWER
1	How do I subscribe to Expats Services	For Malaysia Digital (MD) companies, please email expatctr@mdec.com.my to subscribe to expatriate services. An email invitation will then be sent to you. For Non-Malaysia Digital (Non-MD) companies, kindly log in to the Expats portal and select the "Subscribe" option.
2	Is there any new requirement after the approval of the passes?	There is no new or additional requirement, but company is expected to adhere with relevant criteria, rules and regulations such as Immigration Act 1969. Monitoring of the pass's usage will be performed on continuous basis to ensure relevant compliance, and any non-compliance is subject to cancellation of the passes.
3	How do we update our information at Expats Service Centre if we relocate to a different premises?	Please email the following documents to expatctr@mdec.com.my: • Cover letter addressed to MDEC. • Cover letter addressed to Immigration. • Latest e-SSM profile.

4	How do we update the authorized personnel in the Expats System?	Please provide us with a new <u>Authorized Personnel Letter (APL)</u> and email to <u>expatctr@mdec.com.my</u> .