

EXPATS SERVICE CENTRE

FREQUENTLY ASKED QUESTIONS (FAQs)

FKW Employment Pass – Year-End Processing Delays FAQ (Including Dependents & SVPs)

NO	QUESTION	ANSWER
1	Why are FKW Employment Pass applications delayed?	Applications are experiencing delays due to the year-end exercise and a high volume of submissions. The Expats Service Centre is processing applications in the order received, and our team is working diligently to ensure steady progress.
2	How long will the delay last?	Processing times may vary depending on the submission volume and complexity. While exact dates cannot be provided, all applications are being managed in sequence. Clients are encouraged to submit early to allow sufficient processing time.
3	Are all types of FKW applications affected?	Yes, all applications including new, renewal, dependents, and SVPs under the Employment Pass are subject to the current processing delays.
4	Can urgent applications be prioritized?	During this peak period, all applications are processed in sequence. There is no special prioritization for urgent requests. Clients are encouraged to plan submissions well in advance to avoid delays.

5	What qualifies as an urgent or emergency request?	To ensure fairness and consistency, all applications are handled in order of submission. Clients should allow sufficient lead time for all applications, including those related to travel or contract start dates.
6	How can I check the status of my application?	Clients can contact expatctr@mdec.com.my for updates. Please provide your application reference or relevant details to facilitate a quicker response.
7	How can I avoid delays in the future?	<ul style="list-style-type: none"> ✓ Submit applications well in advance of planned start dates. ✓ Ensure all required documents are complete and accurate. ✓ Plan around peak periods such as year-end or other high-volume periods.