



FAQs in light of the Malaysian Government's announcement on the Restricted Movement Order to curb the spread of Covid-19

Q1: Following to the Malaysian Government's announcement on the Restricted Movement Order, what is the operational status of MDEC at the moment?

A: MDEC's HQ and all satellite offices will be physically closed from 18 – 31 March 2020. To ensure the well-being of our employees and visitors, we will continue to serve you remotely and our business operation hours are from 9 am to 6 pm, Monday to Friday. If you have any enquiries, you may reach us at the following contact details:

Toll Free: 1 800 88 8338 (within Malaysia) +6 03 8315 3000 (International)

For general enquiries, please email to clic@mdec.com.my

For Foreign Knowledge Worker matters (Expatriate Services), please refer to Questions 8 onwards in this FAQ or email to expatctr@mdec.com.my

For any enquiries on Covid-19, please contact Restricted Movement Order Hotline at 03- 88882010.

As we are working remotely, please do anticipate some delays in our response. Thank you very much for your patience and cooperation.

Q2: Can we still submit applications for Foreign Knowledge Worker, Malaysia Tech Entrepreneur Programme (MTEP), Grant, MSC Malaysia Status and Technology Service Providers (TSPs) during this period?

A: Yes, all the applications can be submitted online and the details of contacts are as follows:

Application Type	Submission
Foreign Knowledge Worker	http://www.expats.com.my Email: expatctr@mdec.com.my
Malaysia Tech Entrepreneur Programme (MTEP)	https://www.mtep.my/
Grant	Email: clic@mdec.com.my
MSC Malaysia Status (for Services)	
Technology Solution Providers (TSPs)	

Q3: How can I check my existing applications to MDEC?

A: Please refer to the following for status update:

Application Type	Submission
Foreign Knowledge Worker	http://www.expats.com.my Email: expatctr@mdec.com.my
Malaysia Tech Entrepreneur Programme (MTEP)	https://www.mtep.my/
Grant	Email: clic@mdec.com.my
MSC Malaysia Status (for Services)	
Technology Solution Providers (TSPs)	

Q4: I have scheduled appointments with MDEC staff. What will happen to the appointments?

A: MDEC will continue to work remotely. Any planned meetings are now recommended to be held via tele or video conferences. Members of the public are strongly encouraged to use electronic and online services to interact with MDEC and facilitate social distancing to ensure effective containment of COVID-19.

Q5: Are there any impact on MDEC's initiatives?

A: At the moment, all MDEC's initiatives will continue to operate as per usual unless it is advised otherwise. You may refer to MDEC's website or other official communications platforms for any updates.

For Prospective MSC Malaysia Clients

Q6: We have requested for MDEC to organise site visits for us as part of our location evaluation exercise. What will happen to the request?

A: While the Nationwide Restricted Movement Order has been enforced by the Malaysian Government from 18th to 31st March 2020, we will temporarily postpone any facilitation of site visits until there is a further notice.

Q7: I need to set up my operations in Malaysia within these 2 months. Can I proceed with the incorporation process of my company?

A: Please refer to the Companies Commission of Malaysia (SSM)'s guidelines <https://tinyurl.com/sm6vdag>

Enquiries regarding Expatriate services

Q8: Can I still submit my Stage 1 application as usual while the 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.



Q9: 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.

Q10: What should I do for those whose passes expiring soon?

A: In line with the recent announcement made by the Immigration Department of Malaysia, all Counter Services of Immigration Department will be temporarily 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.

Q11: 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.

Q12: 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 submissions via MDEC Counter will be put on hold until further notice.

Q13: Will the Immigration Department of Malaysia in Cyberjaya still operate as usual during the Government's Restricted Movement Order period?

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

Q14: Can I still submit my passport for Endorsement/Transfer of Endorsement/Special Pass/Cancellation/Permission to Study/Maid applications directly to the 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.

Q15: What should I do if the police or the Immigration stop me and request for my passport and if I'm not able to collect the passport since the Restricted Movement Order has been in place?

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.

Q16: 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.

Q17: What do I need to do if I have to contact you during the Restricted Movement Order and 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

ii) Client Managers;

- a. hasniyati@mdec.com.my
- b. suraya@mdec.com.my
- c. norfaezah@mdec.com.my
- d. liza@mdec.com.my

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

IMMIGRATION DEPARTMENT:

i) Email – henerita@imi.gov.my

ii) Contact No – 03-88801555



Q18: What if the government extends the Restricted Movement Order period 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.

Q19: I have a valid pass in Malaysia and I am currently outside of Malaysia. Can I enter Malaysia during the 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.