

## **FREQUENTLY ASKED QUESTIONS (FAQs)** **On eXpats Online Appointment**

### **Q1. How do I make an eXpats Online Appointment?**

#### **Answer**

Steps to book an online appointment in eXpats Online Appointment:

STEP 1: Go to <https://expats.com.my/contact/> or [appt.expats.com.my](http://appt.expats.com.my)

For MTEP, Go to <https://mtep.my/contact/>

STEP 2: Select appointment with us

STEP 3: Fill in Your contact detail

- i. Company Name
- ii. Name
- iii. Mobile Number

STEP 4: Select the SERVICES

STEP 5: Select your preferred appointment date, time and slot

STEP 6: Select Book an appointment

STEP 7: Appointment confirmation slip will be sent to your mobile via SMS

NOTE: Before coming to our centre for submission, please download QR code scanner/reader application to your mobile phone.

### **Q2. What should I do upon arrival at eXpats Service Centre?**

#### **Answer**

- i. Please show your Appointment confirmation slip
- ii. Kindly scan the QR code at the ticketing machine
- iii. You will receive your queue number and calling instruction via SMS
- iv. You are given 20 minutes for your slot
- v. Please arrive at least 30 minutes before your confirmed appointment and NO EXTENSION OF TIME will be given once the allocated duration ends.
- vi. Once your slot has ended, you are required to exit from eXpats Service Centre.

#### **Please ensure:**

- I. To wear a face mask at all times while in the eXpats Service Centre. Face mask is **COMPULSORY** for all visitors.
- II. All clients will go through temperature screening.
- III. All clients will need to apply hand sanitizer provided
- IV. Practise social distancing at all times and adhere to the given instruction. (i.e. no handshake, social gathering, etc).

### **Q3. What are the services available in the eXpats Online Appointment?**

**Answer** Services available are:

- i. MSC/ICT/MTEP : Submission and collection of passport
- ii. Immigration : Submission of Special Pass, Permission to Study, Maid

### **Q4. Can I book the appointment via email?**

**Answer** No, eXpats Online Appointment must be applied via <https://expats.com.my/contact/> or [appt.expats.com.my](http://appt.expats.com.my) and MTEP via <https://mtep.my/contact/>

**Q5. Is the appointment process the same for submission and collection?**

**Answer** Yes

**Q6. How long is the eXpats Online Appointment going to be practised?**

**Answer** The eXpats Online Appointment will continue until further notice.

**Q7. Who can attend the appointment at eXpats service Centre?**

**Answer** Only authorized person who is registered with MDEC is allowed. For those who are not authorized, Authorisation Letter from company is required upon submission/collection of application.

**Q8. How many people is allowed to attend for the appointment?**

**Answer** Only ONE authorised person is allowed to enter the Centre at a time.

**Q9. What if the person who is confirmed as stated in the Appointment Confirmation Slip is unable to attend? Can an authorized third party attend on behalf with an authorisation letter?**

**Answer** No, only the person who is stated in the Appointment Confirmation Slip is allowed to attend for the appointment.

**Q10. If I am late or unable to come on the confirmed appointment slot, can I reschedule?**

**Answer** No, please make a new appointment via eXpats Online Appointment. Kindly adhere to the strict timing given on your appointment.

**Q11. Can a consultant represent for multiple companies with one appointment slot?**

**Answer** No, each appointment slot is to be represented for one (1) company only. If you are representing multiple companies, please apply separate slot for the respective company.

**Q12. Due to any urgency, can I directly walk-in to eXpats Service centre without appointment?**

**Answer** No, all arrangements must go through the eXpats Online Appointment.

**Q13. Can we book multiple services at one slot?**

**Answer** No, you cannot book multiple services for a slot.

**Q14. Can I make the online appointment on the same day?**

**Answer** You are allowed to book the online appointment 4 hours in advance on the same day.