

DOCUMENT SIGHTING WITH THE IMMIGRATION DEPARTMENT OF MALAYSIA & MYXPATS CENTRE

FREQUENTLY ASKED QUESTIONS (FAQ)

◆ A. General Information

1. What is the Document Sighting Module?

- It is a feature in the ESD Online that notifies companies when a Document Sighting session is required for an **Employment Pass (EP)** or **Professional Visit Pass (PVP)** application.
- It enables companies to receive, review, and respond to Document Sighting invitations through the ESD Online when a Document Sighting session is required.

2. Is Document Sighting mandatory for all EP or PVP applications?

- No. It is only applicable when specifically requested by the **Expatriate Committee (EC)** for further verification of an application.

3. Is there a deadline to respond to the Document Sighting invitation?

- Yes. Companies must respond within **five (5) working days** by either accepting the appointment or requesting a one-time **reschedule** through **ESD Online**.

4. Can companies request to reschedule the Document Sighting appointment?

- Yes. Companies are allowed a **one-time rescheduling request** through **ESD Online**, subject to the availability of appointment slots.

5. Who should attend the Document Sighting session?

- The session must be attended in person by the company's personnel registered in the **Letter of Undertaking (LOU)**.
- **Consultants** or **third-party representatives** are not permitted to attend on behalf of the company.

◆ B. Document Sighting Process

6. What is the process for attending a Document Sighting session?

Before the Session:

- Log in to the **ESD Online** and access the **Document Sighting Module**.
- Review the appointment details and required documents.

- Click **Accept** to accept the appointment or **Reschedule** to request a one-time reschedule.
- Prepare all required documents listed in the invitation.

During the Session:

- Attend the appointment at the **MYXpats Centre**.
- Present the required documents for verification.
- Provide clarification if requested by the officer.

◆ C. Documentation Requirements

7. What documents are required for the Document Sighting session?

- The required documents will be specified in the Document Sighting invitation issued through ESD Online.
- Companies are required to bring all documents listed in the invitation for verification during the Document Sighting session.

8. Can additional documents be requested?

- Yes. Where further verification is required, additional supporting documents may be requested through ESD Online.
- Companies are required to submit the requested documents within **fourteen (14) working days**.

9. What happens if a company fails to submit the requested documents?

- If the requested documents are not submitted within **fourteen (14) working days**, the application will be presented to the **Expatriate Committee (EC)** for a final decision based on the available documents and information

10. Can Certified True Copies (CTC) be submitted instead of the requested documents?

- **No**. Unless otherwise specified, companies are required to present or submit the documents stated in the **Document Sighting invitation** for verification.

◆ D. After Document Sighting

11. What happens after the Document Sighting session?

- Once the Document Sighting session has been completed, the application will proceed for further review by the Expatriate Committee (EC).

- If additional information or supporting documents are required, the company will be notified through ESD Online.

12. Will the company be notified of the application outcome?

- Yes. The company will be notified via ESD Online once the Expatriate Committee (EC) has made a decision.

13. Can a company attend the Document Sighting session earlier or later than the scheduled appointment?

- No. Companies are required to attend the session on the appointment date and time specified in the ESD Online.
- If the scheduled appointment is not suitable, the company may request a one-time reschedule through ESD Online.

14. What happens if the company fails to attend the scheduled Document Sighting session?

- Failure to attend the **accepted and agreed Document Sighting session** will be deemed as a **lack of interest in proceeding with the application**. The application will be presented to the **Expatriate Committee (EC)** for a final decision based on the **documents and information currently available**.

15. What if the required documents are unavailable during the Document Sighting session?

- Companies should inform the officer during the session.
- Further instructions will be provided based on the circumstances.

16. Can a company withdraw or cancel an EP/PVP application that requires Document Sighting?

- No. The application cannot be withdrawn or cancelled via the ESD Online.
- If the company no longer wishes to proceed, an official letter on company letterhead must be emailed to helpdesk@myxpats.com.my
- The application will still be presented to the Expatriate Committee (EC) for a final decision based on the available documents and the withdrawal letter.

◆ E. Technical Support

17. Who should companies contact for issues related to the Document Sighting Module?

For assistance, contact the MYXpats Helpdesk:

- Email: helpdesk@myxpati.com.my
- Phone: +603 7839 7171