

FAQ REVISION FEE

NO	INQUIRY	ANSWER
1	How has MYXpats enhanced its services to support Malaysia's business environment?	As part of our commitment to enhancing Malaysia's business-friendly environment and supporting the country's economic and investment objectives, MYXpats has consistently reviewed and updated the assessment process for companies and expatriates to better align with the latest business trends and talent demands. These improvements have resulted in increased efficiency and cost savings for companies.
2	What are some of the notable milestones achieved by MYXpats?	<ul style="list-style-type: none"> • 2019: Expansion of MYXpats Centre to better serve clients; System Integration for approving authorities. • 2021: Opened a new Expatriate Satellite Centre (ESC) at KLIA Terminal 1; Implemented an Online Payment Gateway; Enhanced platform systems; Introduced the delivery of Endorsed Passes through <i>Pos Malaysia</i>. • 2022: Opened a new MYXpats Centre in Penang. • 2023: Implemented Xpats Gateway, bringing 26 Approving and Regulatory Agencies under a single window platform. • 2024: Opened a new ESC at KLIA Terminal 2; Commenced an expatriate policy study for the Government.
3	What sectors does MYXpats Centre provide expatriate facilitation for?	<p>MYXpats Centre provides expatriate facilitation for 20 sectors, including:</p> <ul style="list-style-type: none"> • Agriculture • Electrical & Electronics • Palm Oil • Automotive • Financial Services • Tourism • Aviation • Healthcare • Wholesale & Retail • Biotech

		<ul style="list-style-type: none"> • IT & Communication • Sports • Business Services • Logistics • Mining • Construction • Manufacturing • Society • Education • Oil, Gas & Energy
4	<p>What new services are available through the ESD Online?</p>	<p>The ESD Online now offers various online sub-product services including:</p> <ul style="list-style-type: none"> • Transfer of Endorsement / Take-up Balance • Amendment of Approved Application • Shorten of Pass • Cancellation of Application • Permission to Study • Permission to Work at a Second Location <p>These services eliminate the need for manual submissions, simplifying the overall application process.</p>
5	<p>What specific improvements in services and processing time can we expect with the new fee structure?</p>	<p>The Malaysia Expatriate Services Centre (MYXpats) has implemented several key enhancements and introduced new features and services for EP and PVP applications, which include:</p> <ul style="list-style-type: none"> • Xpats Gateway: Officially launched on 15 June 2023, this single-window platform, which brings 26 Approving and Regulatory Agencies under one system, integrates the processes for obtaining supporting letters from approving agencies and regulatory bodies.

		<ul style="list-style-type: none"> • Reduced processing time: Application processing time has been reduced from five (5) working days to three (3) working days for Tier 1, Tier 2, and Critical Sector companies, ensuring quicker decisions for expatriate applications. • Expansion of the Expatriate Satellite Centre (ESC): The ESC was launched at Kuala Lumpur International Airport Terminal 2 (KLIA T2) on 23 July 2024, operating 24/7. With expatriate pass endorsements now available at both KLIA Terminals 1 and 2, we have further improved the management efficiency to meet the immediate needs of expatriates, ultimately providing cost savings for employers.
6	How can employers and stakeholders benefit from these changes?	The new features and services are designed to enhance the efficiency of expatriate application processes, reduce processing time, and streamline operations, ultimately supporting Malaysia's economic growth and fostering an attractive business environment for international talent and investments.
7	What are the revised service fees for expatriate applications effective 01 September 2024?	<p>The revised service fees (excluding 8% SST) are as follows:</p> <ul style="list-style-type: none"> • Employment Pass (EP): RM 2,000.00 • Dependant Pass (DP) and Long-Term Social Visit Pass (LTSVP): RM 500.00 • Professional Visit Pass (PVP): RM 1,200.00 • Transfer of Endorsement (TOE): RM 150.00 • Cancellation of Passes, Special Pass: Free of charge <p>*Public Universities and Government/Ministries are exempted from processing fee charges.</p>
8	When will the new fees take effect?	The new application fees will be effective from 1 September 2024.

9	Does the revision of fees guarantee the approval of the applied pass duration?	All applications of EP and PVP are presented to the Expatriate Committee (EC) for decision, and the final pass approval will be at Immigration's discretion.
10	Do the application fees include the Immigration fee for pass endorsement?	The new application fees are not inclusive of the pass endorsement and other Immigration fees.
11	Is the Special Pass free of charge?	The document submission processing is free of charge as stated in the announcement note. However, upon approval from Immigration, there will be an Immigration fee.
12	Since the fees have increased, do Public Universities and Government/Ministries need to make processing payments in the ESD online?	Public Universities (UA) and Government/Ministries are exempted from any Processing Fee Charges.
13	Who is exempted from processing fee charges for the Professional Visit Pass (PVP)?	Positions such as Invited Lecturer, Invited Professor, Visiting Professor, and Visitor Lecturer are exempted from processing fee charges for the Professional Visit Pass (PVP).
14	Are the new fees applicable for internship under Professional Visit Pass (PVP)?	Yes, as the application falls under PVP, the application fee is RM1,200 per application.
15	Our company does not require a Support Letter from Xpats Gateway, do we need to pay the revised fees as well?	Yes, the application fees are applicable to all companies except Public Universities and Government/Ministries.
16	How to make the payment for the new fees?	The payment needs to be made online before the submission in the ESD Online.
17	Can our company request for a refund if the application is rejected?	Yes, for any unsuccessful/rejected applications at the Approval Stage, MYXpats will refund 75% of the Expatriate Processing Fees, subject to MYXpats Terms and Conditions. Refunds are not applicable if an appeal is submitted.