

FREQUENTLY ASKED QUESTIONS (FAQ)

| EMPLOYMENT PASS EPASS | | |
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| No | Question | Answer |
| 1 | What is an ePASS? | <ul style="list-style-type: none"> The ePASS is an electronic pass that will replace the current physical (sticker) Employment Pass. |
| 2 | What is the purpose of the ePASS? | <ul style="list-style-type: none"> The purpose of the ePASS is to ease the renewal process of an Employment Pass and reduce the number of pages used on the Passport. |
| 3 | Can the company apply an ePASS for dependents? | <ul style="list-style-type: none"> Yes, an ePASS will be provided upon renewal of a dependent's pass. |
| 4 | What happens if the renewal application has been approved and the applicant changes their passport? | <ul style="list-style-type: none"> The company will need to proceed with sticker printed onto the new passport. |
| 5 | What should the company do if they didn't receive the email to download the ePASS? | <ul style="list-style-type: none"> Company may log in to the ESD Online System to download the ePASS. |
| 6 | Can the ePASS be downloaded while the applicant is still outside the country and while their current pass is still valid? | <ul style="list-style-type: none"> Yes, once the ePASS has been generated in the ESD Online System, the company can download it. |
| 7 | Can I proceed with an ePASS renewal with a new passport? | <ul style="list-style-type: none"> The ePASS is only eligible for renewals with an existing sticker on the Passport. New passports with blank pages are advised to proceed with sticker printing. |
| 8 | Where can I find the ePASS? | <ul style="list-style-type: none"> Company can download the ePASS in the ESD Online System simultaneously with the approval letter. |
| 9 | What if the information in the ePASS is incorrect? | <ul style="list-style-type: none"> The incorrect ePASS will be voided, and a newly amended ePASS will be issued. |
| 10 | How many working days will it take for the ePASS processing after payment is made? | <ul style="list-style-type: none"> 1 day after payment and the ePASS will be reflected in the ESD Online System. |
| 11 | Can I bring the ePASS along as an identification document instead of the Passport? | <ul style="list-style-type: none"> The passport is required at all-times to go together with the ePASS |
| 12 | Can I cancel the ePASS? | <ul style="list-style-type: none"> Yes, the ePASS can be cancelled. |

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| 13 | Is this applicable for PVP? | <ul style="list-style-type: none"> ▪ The ePASS is specifically for EP and DP-related passes only. |
| 14 | What is the function of the barcode? | <ul style="list-style-type: none"> ▪ The barcode is used for security purposes and identification. |
| 15 | Do we still need a sticker to be printed and pasted in the Passport? | <ul style="list-style-type: none"> ▪ Only the first sticker is required. There is no need to print stickers for renewal purposes. |
| 16 | How to enter/exit Malaysia? | <ul style="list-style-type: none"> ▪ The applicant can enter and exit Malaysia using the ePASS with the valid passport. |
| 17 | Does ePASS follow the validity of an approved application? | <ul style="list-style-type: none"> ▪ The validity of the ePASS will follow the approval and validity of the Passport. |
| 18 | Can the ePASS be printed in case the applicants could not access it from their devices? | <ul style="list-style-type: none"> ▪ Yes, the ePASS can be printed. |
| 19 | Is the ePASS valid to show upon entry at the airport? | <ul style="list-style-type: none"> ▪ Yes, it is valid to show upon entry at the airport. |
| 20 | Can the applicant hold an ePASS and sticker at same time? | <ul style="list-style-type: none"> ▪ Applicant can only hold either the ePASS or the sticker at any one time. |