

FREQUENTLY ASKED QUESTIONS (FAQ)

EMPLOYMENT PASS EPASS		
No	Question	Answer
1	What is an ePASS?	<ul style="list-style-type: none"> The ePASS is an electronic pass that was introduced in December 2022 to replace the physical (sticker) Employment Pass in the passport.
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 Pass.
4	What happens if the renewal application has been approved and the applicants change their passports?	<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 do not 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. From ENDORSEMENT -> PASS ENDORSEMENT -> ePASS on the left sidebar of the ESD Online system.
6	Can the ePASS be downloaded while the applicants are 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 may still be able to 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 onto the new passport.
8	Where can I find the ePASS?	<ul style="list-style-type: none"> The ePass can be downloaded from the ePASS section in the ESD Online System.
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, replacing it.
10	How many working days will it take for the ePASS to process after payment is made?	<ul style="list-style-type: none"> Upon payment, it will take 1 working day for the ePASS to be processed and reflected in the ESD Online System.
11	Can the ePASS be used as an identification document instead of the Passport?	<ul style="list-style-type: none"> No, the passport is the main identification document and must always go together with the ePASS.
12	Can I cancel the ePASS?	<ul style="list-style-type: none"> Yes, the ePASS can be cancelled.

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 on the Passport?	<ul style="list-style-type: none"> Only the first sticker is required. Renewals will be using the ePass, and therefore, 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 a valid passport registered on the ePASS.
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 are unable to access it from their devices?	<ul style="list-style-type: none"> Yes, the ePASS may still be printed for verification purposes if the devices cannot be accessed.
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 pass sticker at the same time?	<ul style="list-style-type: none"> No, the applicant can only hold either the ePASS or the pass sticker at any one time.
21	How do I get the ePASS validation that may be requested from the Bank for any bank-related matters?	<ul style="list-style-type: none"> Please request the ePASS Validation Letter sample from the MYXpats Centre, or you may download it directly from the ESD Online System. The Company may share the sample letter of ePASS confirmation request with the bank, for the bank's reference. Once the letter is completed, the company needs to submit the letter to MYXpats Centre through this email (helpdesk@myxpati.com.my) for the Immigration Department's next course of action.
22	How do I get the ePASS validation which may be requested from the Embassy or Foreign Agency/Authorities?	<ul style="list-style-type: none"> The company may request the Embassy or Foreign Agency/Authorities to contact ESD Putrajaya via esdhelpdesk@imi.gov.my for direct validation. The charter time will be 1 working day for the Immigration Department's validation process.