

## **APPEAL APPLICATION PROCESS: FREQUENTLY ASKED QUESTIONS (FAQ)**

### **General Information**

#### **1. What is the Appeal Module?**

The Appeal Module is an online platform within the Expatriate Services Division (ESD) system that enables companies to submit and track appeals for rejected Employment Pass (EP) or Professional Visit Pass (PVP) applications.

#### **2. Who is eligible to submit an appeal?**

Only authorised company representatives with access to the ESD system can submit an appeal for their rejected EP or PVP applications.

#### **3. Is there a deadline for submitting an appeal?**

Yes, appeals must be submitted within six (6) months from the date of the first rejection by the Expatriate Committee (EC).

#### **4. Are there any fees or charges imposed for the appeal application?**

There are no fees or charges imposed for appeal applications. However, please note that once an appeal application is submitted, a refund is no longer eligible.

#### **5. Can a company request a refund after submitting an appeal?**

No, refunds are not applicable once an appeal has been submitted. Requests for refunds are only applicable for rejected applications

### **Appeal Submission Process or Procedure**

#### **6. How can a company submit an appeal?**

To submit an appeal, follow these steps:

- Log in to the [ESD system](#)
- Navigate to the Rejected Bin and click Appeal.
- Upload the required supporting documents.
- Read and acknowledge the disclaimer.
- Click Submit Appeal.

#### **7. What documents are required for an appeal?**

The following documents are mandatory for every appeal:

- Justification Letter (signed by the authorised endorser)
- Latest Organisational Chart (specific to branch, if applicable)

Additional supporting documents may be required depending on the case, such as:

- Employer's EPF Contribution Statement
- Letter of Award (LOA)
- Sales Track Record
- SOCSO Contribution Statement

- Business Plan (5-year projection)
- Supporting Letter from the relevant Approving Agency, etc.

**8. Can the company edit the appeal application after submission?**

No, once the appeal is submitted, it cannot be edited. However, if the appeal is returned due to insufficient documents/information, the company will be notified to upload the necessary documents/information and resubmit the appeal. Please note that any documents/information from the rejected application to the Expatriate Committee (EC) is no longer editable during appeal submission.

**9. How long does the appeal process take?**

The appeal process will take up to 30 working days, upon submission of a complete application.

**10. What happens if my documents are incomplete?**

If the appeal application is incomplete, the application will be returned, and the company will be notified to upload the required documents/information.

**11. I do not wish to pursue further with the appeal application. Can I withdraw or cancel the appeal application?**

The company is required to email MYXpats Helpdesk with a cover letter (signed by the authorised endorser) highlighting their intention to withdraw the appeal application. The appeal application will then be rejected by the Expatriate Committee–Appeal (EC-A) under the reason of withdrawal of application.

**Appeal Review & Processing**

**12. Who makes the final decision on my appeal?**

The final decision is made by the Expatriate Committee – Appeal (EC-A).

**13. Can I track my appeal status?**

Yes, the ESD system provides real-time appeal status updates, and companies will receive automated notifications.

**Appeal Outcomes**

**14. What happens if my appeal is approved?**

The company will receive a notification, and an approval letter will be issued.

**15. Can I submit a second appeal if my first appeal is rejected?**

The company may refer to the Ministry of Home Affairs (MOHA), Immigration Affairs Division, for a second appeal for an EP that the EC-A had rejected.

### **Technical Support**

#### **16. Who should I contact if I encounter issues with my appeal submission?**

For assistance, please contact the MYXpats Helpdesk at:

Email: [helpdesk@myxpat.com.my](mailto:helpdesk@myxpat.com.my)

Call: +603 7839 7171

#### **17. What should I do if I do not receive any appeal status updates?**

If the company does not receive any updates within 30 working days after appeal submission, please contact the MYXpats Helpdesk for further clarification.