

FREQUENTLY ASKED QUESTIONS (FAQ):
MOVEMENT CONTROL ORDER (MCO) - EMPLOYMENT PASS & PROFESSIONAL VISIT PASS

1. Can I still submit my application while the Movement Control Order (MCO) is in effect?
Answer: Yes, you may submit the application online through the ESD system as per standard practice. However due to the MCO in effect, there will be no decisions made on applications until further notice.

2. On behalf of applicants, what should I do for those whose passes are expiring soon? How can I proceed with my pass Endorsement/ Transfer of Endorsement/ Special Pass/ Cancellation/ Permission to Study?
Answer: All Immigration offices are closed during the MCO period. All Expatriates are to remain in the country until further notice.

3. I have an emergency where I need to exit Malaysia as soon as possible. How can I proceed to do so?
Answer: All Immigration offices are closed during the MCO period. Expatriates are allowed to leave the country. Please contact your respective embassy, or proceed directly to the Airport for further advice.

4. How can I submit my physical documents for online amendment/ online cancellation/ appeal/ document sighting to MYXpats Centre?
Answer: This will put on hold until further notice.

5. If the applicant's passport is currently at MYXpats Centre, how do I retrieve the passport(s) for my applicant(s)?
Answer: You may contact us at helpdesk@myxpati.com.my for advice.

6. What will happen to our scheduled meeting/ appointment with MYXpats Centre?
Answer: Currently, all scheduled meeting/ appointment with MYXpats are postponed until further notice.

7. How do I get the marriage certificate Certified True Copy (CTC) by respective Embassy when I am unable to travel?
Answer: There is no exemption from Immigration Department of Malaysia and you will need to complete the process once the Government of Malaysia lifts the MCO.

8. What happens to applications that were submitted for processing and expiry date is during this MCO?
Answer: Applications will be processed accordingly. However, all approvals and final decisions may be delayed.

9. What will happen to applications pending endorsement? E.g. the expat is in the country for endorsement and social visit pass is expiring during the MCO period, but the passport has not been submitted for endorsement.

Answer: All Immigration offices are closed during the MCO period. All Expatriates are to remain in the country until further notice.

10. Is Immigration Putrajaya still operating?

Answer: All Immigration offices are closed during the MCO period, until further notice by the Government of Malaysia.

11. What should I do if the police or Immigration officer stop me and request for my passport if I'm not able to collect the passport before the MCO is lifted?

Answer: Please keep and carry a copy of your passport and any supporting documents (e.g. proof of submission of passport such as email notification) with you at all times, as proof to the respective authorities. Do contact your employer if you encounter any issues.

** Please check the latest news and announcement on the ESD website. Should you have any other questions, you may send us an email at helpdesk@myxpati.com.my .