

## **Frequently Asked Questions (FAQ) – Movement Control Order Employment Pass & Professional Visit Pass**

1. Can I still submit my application while Movement Control Order is in effect?

**Answer :** Yes, you may submit the application online through ESD system as normal. However, there will be no decision made until further notice.

2. On behalf of the applicants, what should I do for those whose passes are expiring soon?

**Answer:** All Immigration offices are closed during this period of Movement Control Order. 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 this period of Movement Control Order. All Expatriates are allowed to leave the country and please proceed directly to the Airport for further advice.

4. How can I proceed with my pass Endorsement/Transfer of Endorsement/Special Pass/Cancellation/Permission to Study?

**Answer:** All Immigration offices are closed during this period of Movement Control Order until further notice by the Government of Malaysia. All Expatriates are to remain in the Country until further notice.

5. 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.

6. 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@myxpats.com.my](mailto:helpdesk@myxpats.com.my) for advice.

7. What will happen to our scheduled meeting/ appointment with MYXpats Centre?

**Answer :** Temporarily all scheduled meeting/ appointment with MYXpats will be postponed until further notice.

8. 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 terminate the Movement Control Order.

9. What happens to applications that were submitted for processing and expiry date is during this Movement Control Order?

**Answer :** Application will be processed accordingly. However, final decision and approval may be delayed.

10. What will happen to applications pending endorsement? i.e. expat is in the country for endorsement and social visit pass is expiring during this Movement Control Order period but passport has not been submitted for endorsement?

**Answer:** All Immigration offices are closed during this period of Movement Control Order until further notice by the Government of Malaysia. All Expatriates are to remain in the Country until further notice.

11. Is Immigration Putrajaya still operating?

**Answer:** All Immigration offices are closed during this period of Movement Control Order until further notice by the Government of Malaysia.

12. What should I do if police or Immigration stopped me and request for my passport if I'm not able to collect the passport before the Movement Control Order?

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

\*\* Please check the latest news and announcement in the ESD website.  
Should you have any other question, you may send us an email at  
[helpdesk@myxpat.com.my](mailto:helpdesk@myxpat.com.my) .