



IMMIGRATION DEPARTMENT  
OF MALAYSIA



# EXPATRIATE SERVICES DIVISION

Bahagian Khidmat Ekspatriat

Online Guidebook V6 2025

# EXPATRIATE SERVICES DIVISION

**BAHAGIAN KHIDMAT  
EKSPATRIAT**

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## > OVERALL PROCESS

### Overview

STAGE 1

#### Company Registration via ESD Online



Expatriate Services Division  
Bahagian Khidmat Ekspatriat

Company submits all related company information through the Expatriate Services Division (ESD), Immigration Department of Malaysia at [esd.imi.gov.my](http://esd.imi.gov.my).



#### Online Endorsement via ESD Online

MYXpats



TalentCorp  
GROUP OF COMPANIES



Pay the applicable fee, submit application to the ESD Online with required documentation.

STAGE 4

STAGE 2

#### Company Activation



Expatriate Services Division  
Bahagian Khidmat Ekspatriat

Company logs into the ESD Online to complete the Online Company Activation process and receive further access to the services of ESD Online.



#### Expatriate Application via ESD Online



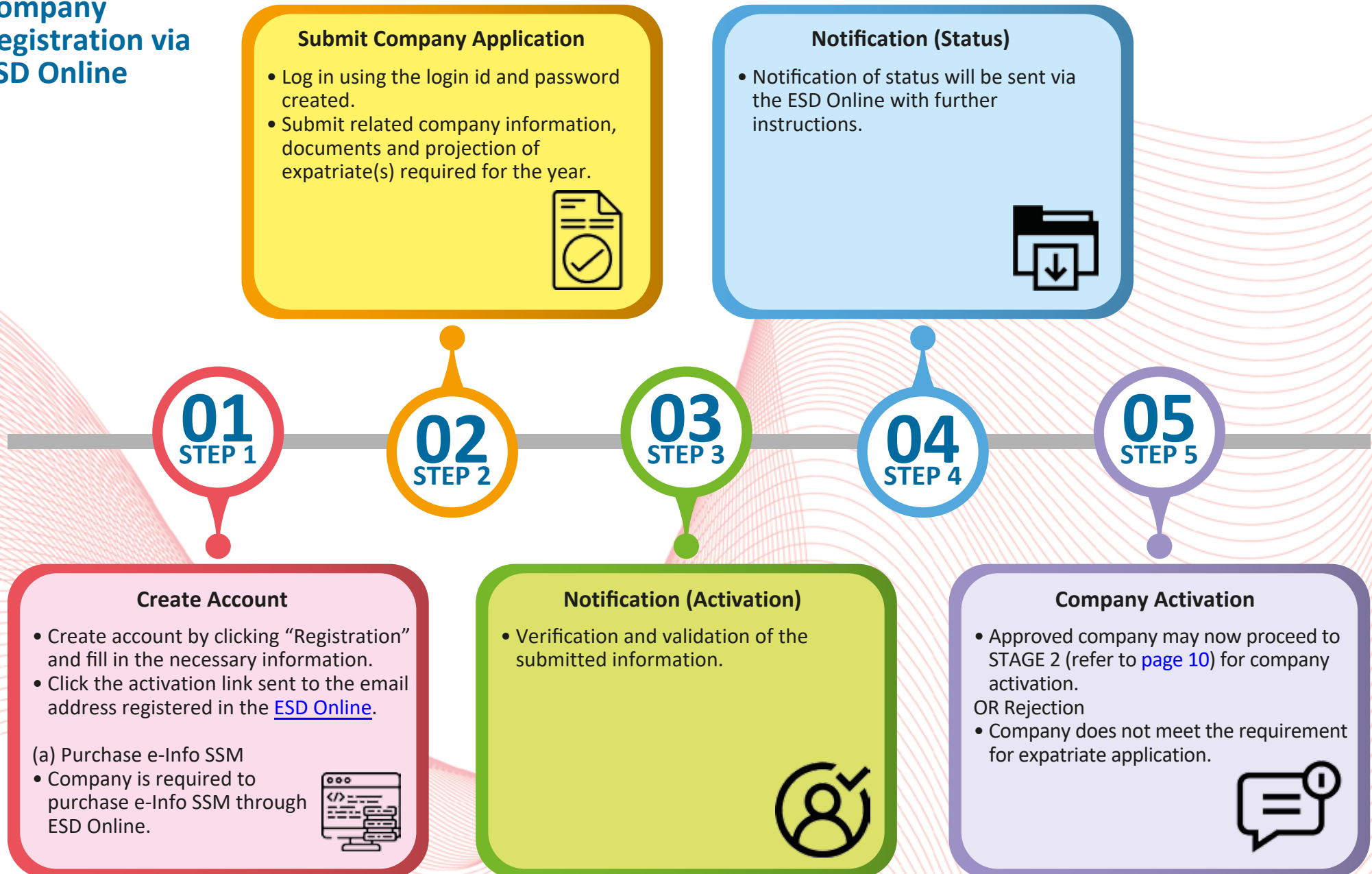
Expatriate Services Division  
Bahagian Khidmat Ekspatriat

Pay the applicable fee, submit application to the ESD Online with required documentation.

STAGE 3

## ➤ STAGE 1: (Step By Step)

### Company Registration via ESD Online



## STAGE 1

### Company eligibility criteria:

1. Must be registered with:
  - a. The Companies Commission of Malaysia (SSM) under Companies Act 1965, OR
  - b. The Registry of Societies Malaysia (ROS) under the Societies Act 1966; OR
  - c. Firms incorporated under specific acts. E.g., Law firms and accounting firms; OR
  - d. Organisations supported by Ministries / Government Agencies, OR
  - e. International organisations certified by the Ministry of Foreign Affairs.
2. Company paid-up capital requirement (not applicable to public limited companies, companies limited by guarantee, associations & organisations incorporated under specific acts).

| Equity                                                                                                                                                                                                                                                                                                                 | Paid-up Capital |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 100% Local Owned                                                                                                                                                                                                                                                                                                       | RM250,000       |
| Joint Venture                                                                                                                                                                                                                                                                                                          | RM350,000       |
| 100% Foreign Owned                                                                                                                                                                                                                                                                                                     | RM500,000       |
| Foreign-owned companies (foreign equity at 51% and above) operating in the Wholesale, Retail and Trade (WRT) sectors (mandatory requirement to submit valid WRT approval letter, if applicable). Please refer to the Ministry of Domestic Trade, Co-operatives, and Consumerism for WRT license application guideline) | RM1,000,000     |
| Foreign-owned companies (foreign equity at 51% and above) involved in the sub sectors on unregulated services are required to refer to the Services Industry Division, Ministry of Domestic Trade, Co-operatives, and Consumerism on the application guideline to obtain approval.                                     |                 |

### Note:

- (1) For joint venture companies, a minimum of 30% foreign shareholding is required.
- (2) According to **Guidelines on Foreign Participation in the Distributive Trade Services Malaysia** under the purview of the Ministry of Domestic Trade, Co-operatives and Consumerism, foreign involvement is restricted in sectors. Therefore, applications for any long-term pass (more than 3 months) including Employment Pass for companies in these sectors are NOT ALLOWED. You may refer to <https://www.kpdnhep.gov.my/> for more information.
- (3) The Information, Technology & Communications (ICT) sector is only allowed to apply for Professional Visit Pass-Expert (PVP) via ESD Online.
- (4) If your organisation is applying for Professional Visit Pass-Expert (PVP) only, the company is still required to comply with the paid-up capital requirement for company registration.



#### Documents required for company registration:

1. Copy of all current company directors' MyKad / Passport copy as per SSM registration.
2. Comprehensive Company Profile (include the following items):
  - i. background of company
  - ii. business activities
  - iii. organization structure
  - iv. location of company / number of branches (branch address)
  - v. photo of the premise (front and interior)
  - vi. photo of the products / services offered
3. Copy of Company's Latest Phone Bill
4. Tenancy Agreement / Sales & Purchase Agreement (S&P)
5. Latest SSM Form 9 or Form 83A (any related documents)
6. Latest SSM Form 24 or Form 80A (any related documents)
7. Latest SSM Form 49 or Form 79 (any related documents)
8. Latest Audited Financial Report
9. Copy of Local Authorities License - Lesen Pihak Berkuasa Tempatan (PBT) (if applicable)
10. Other business licenses (Refer to Page 20, or any other supporting documents)
11. Other documents specified upon request

#### If your organisation is a firm, please provide these additional documents:

12. Audit / Accounting Firms must submit latest SSM Form 5 accompanied by "Sijil Akuan Pendaftaran Firma Perunding" by Kementerian Kewangan Malaysia / Ministry of Finance, and Legal Firm must provide a letter from the Bar Council Malaysia.

#### If your organisation is registered under the Societies Act 1966, please provide these additional documents:

13. List of committee member's sponsor
14. Certificate of Registration under the Societies Act 1966 (Form 3)
15. Association of Constitution
16. Latest Annual Audited Returns

#### If your organisation is an association of sports bodies, please provide these additional documents:

17. Certificate of Registration under Sports Development Act 1997 (Act 576) and Regulations.

**Note:** All SSM Forms (Form 5, Form 9, Form 24, and Form 49 must be certified true copies by the Companies Commission of Malaysia.)

Register your company at [esd.imi.gov.my](https://esd.imi.gov.my)

#### Documents required for Public University / Government Agency registration:

1. Cover letter for ESD Online registration
2. Authorisation Letter signed by
3. Registrar / Assistant Registrar / Director / Deputy Director of International Affairs / Director / Assistant Director
4. Copy of Identity Card for all representatives in LOU (Endorser, Login ID User, Submission Officer)
5. Agency Profile (if applicable)
6. Letter from Approval Agency (if applicable)
7. Other Supporting Documents (any document related application)

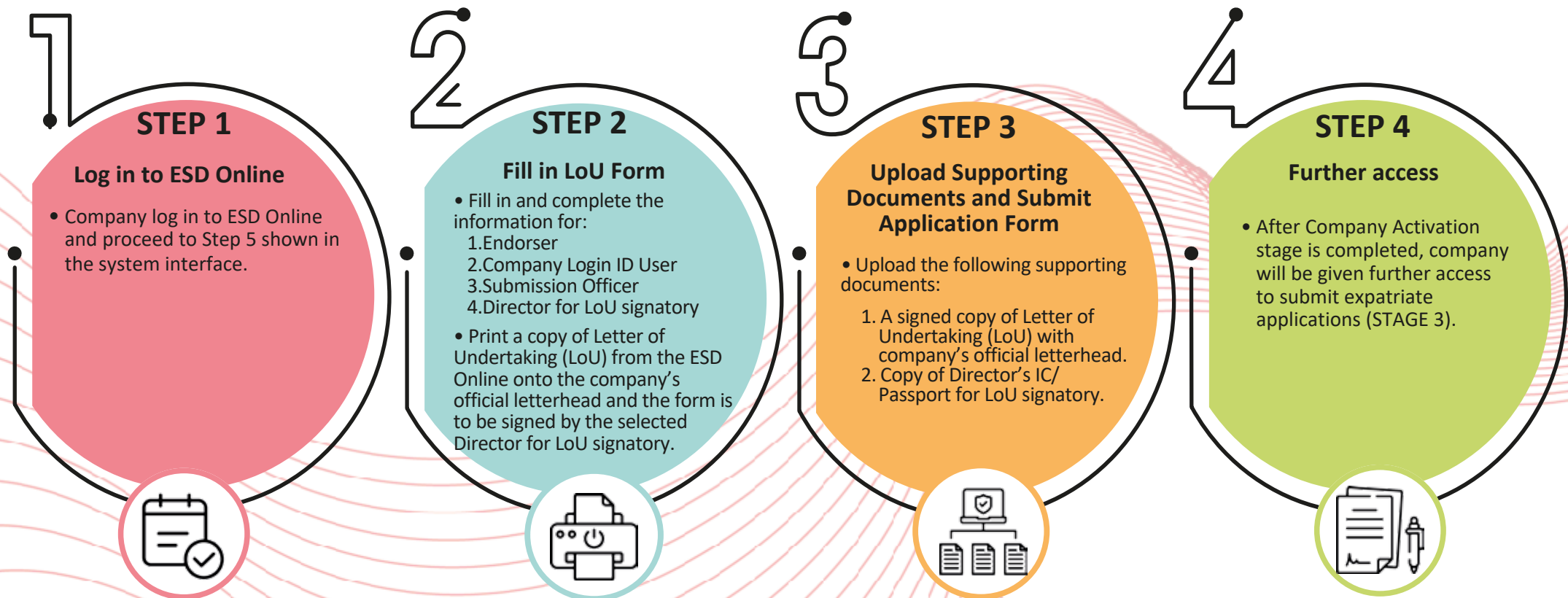


**Note:**  
ESD reserves the right to  
request for additional documents  
other than above.



## ➤ STAGE 2: (Step By Step)

### Company Activation



### FREQUENTLY ASKED QUESTIONS



#### About Expatriate Services Division (ESD)

##### 1. What is the ESD?

The Expatriate Services Division (ESD), under the Immigration Department of Malaysia, is a one-stop centre which facilitates company registration with a customer centric approach.

##### 2. Why do I need to go to the ESD?

The ESD enables companies to submit expatriate-related Immigration information online to facilitate the application process involved in registering and approving companies that wish to hire expatriates.

##### 3. What are the type of services offered at the ESD?

The ESD offers registration services for companies who wish to employ eligible expatriates. In addition, ESD also facilitates expatriate-related passes for Embassies and any temporary manual applications. All companies will need to register via the ESD Online as a first step.

ESD-approved companies can apply for a range of expatriate passes which includes Employment Pass, Professional Visit Pass-Expert, and related passes such as Dependant Pass and Social Visit Pass (Long Term).

##### 4. Who should I liaise with at ESD?

There are Immigration officers who are ready to assist you at the Expatriate Services Division (Bahagian Khidmat Ekspatriat) office. You may liaise with any Immigration officer at ESD to seek clarification on any related matter pertaining to company registration.

##### 5. Why do I have to register via the ESD Online?

Companies need to obtain approval through ESD Online before applying for expatriate passes. Companies with ESD Online account get to enjoy an improved, safe, and secure online experience in the application process.

#### Company Registration

##### 1. Is my company eligible to register via the ESD Online?

There are two requirements before companies can proceed with ESD Online registration. Kindly go through the requirements as below:

###### 1.1 Company must be registered with:

- a. The Companies Commission of Malaysia (SSM) under Companies Act 1965, OR
- b. The Registry of Societies Malaysia under the Organisation Act 1966; OR
- c. Firms incorporated under specific acts. E.g., Law firms and accounting firms; OR
- e. Organisations supported by Ministries / Government Agencies, OR
- f. International organisations certified by the Ministry of Foreign Affairs

###### 1.2 Company paid-up capital\*

| Equity                                                                                                                                                                                                                                                                                                                | Paid-up Capital |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 100% Local Owned                                                                                                                                                                                                                                                                                                      | RM250,000       |
| Joint Venture                                                                                                                                                                                                                                                                                                         | RM350,000       |
| 100% Foreign Owned                                                                                                                                                                                                                                                                                                    | RM500,000       |
| Foreign-owned companies (foreign equity at 51% and above) operating in the Wholesale, Retail and Trade (WRT) sectors (mandatory requirement to submit valid WRT approval letter, if applicable); OR<br>Foreign-owned companies (foreign equity at 51% and above) involved in the sub sectors on unregulated services) | RM1,000,000     |

\* Not applicable to public limited companies, companies limited by guarantee, associations & organisations incorporated under specific acts.

**Note:** Please refer to [page 6](#) for further details.

## STAGE 2

### 2. How do I register online for company registration?

Applications can be made via ESD Online at [esd.imi.gov.my](https://esd.imi.gov.my). Kindly refer to [page 10](#) for the step of company activation.

### 3. How long does it take for my company to be registered?

The company registration process takes five (5) working days to be completed until Step 4 (Status notification), subject to completion of documentation.

The company registration process flow is as follow:

- **Step 1:** Create account (register online)
- **Step 2:** Submit application online
- **Step 3:** Application in process by Immigration
- **Step 4:** Status notification (Approve / Reject)
- **Step 5:** or approved companies, download facilitation package, print, and complete the documents attached
- **Step 6:** Company activation (LoU signing)

**Note:** The 5 working days charter may be extended due to incomplete applications or additional inspection requirement.

**4. What do I do after my company has been registered successfully?** Companies can login to the ESD Online and begin submitting the pass applications to hire expatriates.

### 5. What should I do if I did not receive any activation email for the account?

Check your junk or spam folder. If the activation email still cannot be found, kindly email [inspektorat.esd@imi.gov.my](mailto:inspektorat.esd@imi.gov.my) to request for the activation email to be sent again.

### 6. How can I retrieve my company's login ID and password?

Please use the "FORGOT PASSWORD" feature on the ESD Online. A new password will be sent to the ESD registered email address which your company have used to activate the ESD Online account.

### 7. How can I amend information about my company (such as the company name, ROC number, email address, etc.)?

Regarding the change of information, kindly contact the Inspectorate Unit, Immigration Department Putrajaya for further assistance.

## Letter of Undertaking (LoU)

### 1. Why do I need my company Director to sign the Letter of Undertaking (LoU) and how long does the process take?

The company Director is required to sign the LoU to ensure that he acknowledges the responsibility for all transactions by the company.

### 2. Can someone else represent my company Director to sign the LoU?

No. Only a company Director is allowed to sign the LoU for company activation.

### 3. Can the company change the appointed person in the LoU later?

Yes. The existing company Director nominated to sign the LoU may change the appointed person. However, should the appointed Director changes in the company, the new Director is required to sign the LoU. LoU amendment can be done via ESD Online.

### 4. How can I amend the information in previous LoU?

Amendments to the LoU can be done via the ESD Online.

### 5. Do I need to update my company profile once my company registration is completed?

The company is encouraged to update and maintain their company profile to ensure that all business documents are up to date.



## STAGE 2

### Projection

The company is required to apply for a projection on expatriates it plans to hire for the current year. The projection is based on the number of expatriates it has identified, including existing expatriates for renewals and new hires. If the numbers under the projection requested for the year has been fully utilised, the company may then request for new projection with the appropriate justification. Projection requests has been simplified and instantly successful.

### Position

If the position applied for is currently not in the ESD Online, the company will need to submit a position request. The charter time for adding a new position is five (5) working days.



### EMPLOYMENT OF EXPATRIATES IN MALAYSIA

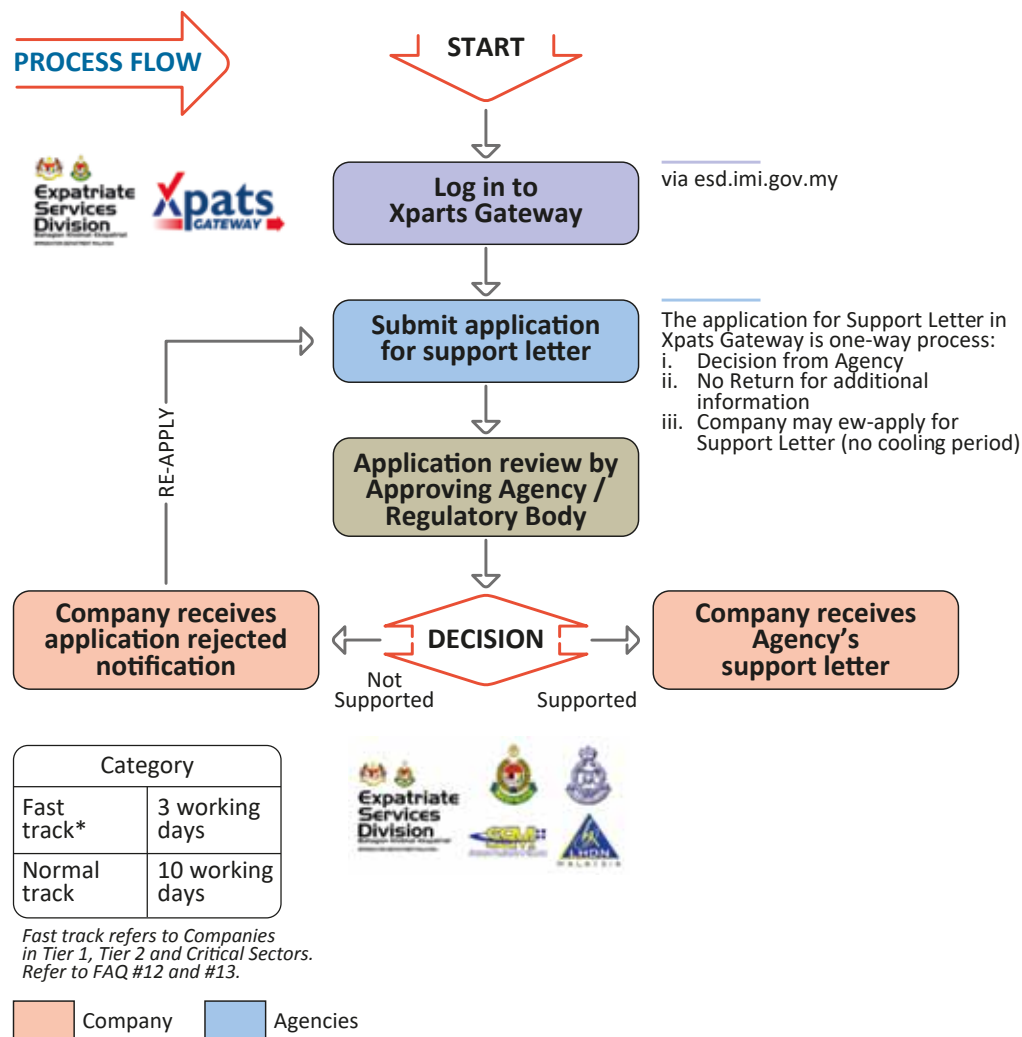
Expatriates seeking to work in Malaysia would have to apply for an Employment Pass. The pass is applied for the individual expatriate through the hiring company. In Malaysia, there are several agencies involved in regulating specific economic sectors, therefore they also regulate the companies in the sectors.

These various agencies are responsible for approving and supporting expatriate posts in the relevant sectors. Companies are facilitated according to the sector involvement below:



## STAGE 2

### APPLICATION FOR SUPPORT LETTER FROM AGENCIES VIA XPATS GATEWAY



Companies that are regulated by an Agencies need to submit an approval letter for each Employment Pass (Category I, II and III) application from the relevant Agencies.

Please refer to the table below for the reference list:

| No. | Sectors                                                                                            | Agencies                                                                |
|-----|----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| 1   | Manufacturing and Selected Services Sectors                                                        | Malaysian Investment Development Authority (MIDA)                       |
| 2   | Financial Services (Licensed Institutions, Payment Services Regulatees and Representative Offices) | Central Bank of Malaysia (BNM)                                          |
| 3   | Securities and Derivatives Markets                                                                 | Securities Commission Malaysia (SC)                                     |
| 4   | Companies operating within East Coast                                                              | East Coast Economic Region Development Council (ECERDC)                 |
| 5   | Healthcare (Field: Traditional and Complementary Medicine)                                         | Traditional & Complementary Medicine Division, Ministry of Health (MOH) |
| 6   | Tourism                                                                                            | Ministry of Tourism, Arts & Culture (MOTAC)                             |
| 7   | Biotechnology and Bio-based Sector                                                                 | Malaysian Bioeconomy Development Corporation (Bioeconomy Corporation)   |
| 8   | Aviation                                                                                           | Civil Aviation Authority of Malaysia (CAAM)                             |
| 9   | Construction                                                                                       | Construction Industry Development Board (CIDB)                          |
| 10  | Education                                                                                          | Ministry of Education (MOE)                                             |

## STAGE 2

|    |                                                            |                                                                             |
|----|------------------------------------------------------------|-----------------------------------------------------------------------------|
| 11 | Mining, Quarrying & Mineral Processing                     | Department of Mineral & Geoscience (JMG)                                    |
| 12 | Women, Family & Community Development related organisation | Ministry of Women, Family & Community Development (KPWKM)                   |
| 13 | Sports                                                     | National Sports Council (MSN)                                               |
| 14 | Football                                                   | Football Association Malaysia (FAM)                                         |
| 15 | Broadcasting                                               | Radio Televisyen Malaysia (RTM), Ministry of Communications & Digital (KKD) |
| 16 | Healthcare (Field: Nursing)                                | Malaysia Nursing Board, Ministry of Health (MOH)                            |
| 17 | Healthcare (Field: Allied Health Science)                  | Allied Health Science Division, Ministry of Health (MOH)                    |
| 18 | Film Industry                                              | National Film Development Corporation Malaysia (FINAS)                      |
| 19 | Architectural                                              | Board of Architect (LAM)                                                    |
| 20 | Equestrian Activities                                      | Equestrian Association of Malaysia (EAM)                                    |
| 21 | Horse Racing                                               | Malayan Racing Association (MRA)                                            |
| 22 | Crops, Livestock and Aquaculture                           | Ministry of Agriculture & Food Security Malaysia (MAFS)                     |
| 23 | Companies operating within Iskandar Region                 | Iskandar Regional Development Authority (IRDA)                              |
| 24 | Higher Education                                           | Ministry of Higher Education (MOHE)                                         |
| 25 | Information and Communication Technology                   | Malaysia Digital Economy Corporation (MDEC)                                 |

## FREQUENTLY ASKED QUESTIONS

The FAQs listed herein cover four (4) sections:

- [1] General FAQs **About Xpats Gateway**
- [2] Xpats Gateway FAQs related to **ESD Companies**
- [3] Xpats Gateway FAQs related to **MDEC Companies**
- [4] Xpats Gateway FAQs related to **IRDA (Iskandar Malaysia) Companies**

Please scroll down to the respective sections.

### About Xpats Gateway

#### 1. What is the Xpats Gateway?

A seamless, end-to-end solution that enables communication with relevant partner agencies throughout the application process, ensuring a smooth and hassle-free experience for both applicants and partner agencies. All decisions are issued electronically via Xpats Gateway, allowing for more efficient processing by partner agencies and well-time approvals.

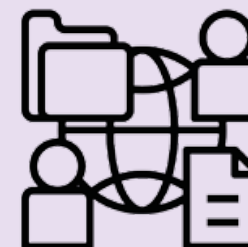
#### 2. Do all expatriates require a Support Letter from the Agencies?

Support Letters are required for employers that are under the purview of the respective Agencies. Please refer to the ESD Online Guidebook ([page 19 & 20](#)) for the list of Agencies.

#### 3. If my company is not under the purview of any Agency, do I need to apply for a Support Letter?

If the company is categorised in the sectors listed below, the employer can proceed to directly apply for an Employment Pass application in ESD Online ([esd.imi.gov.my](#)). The Expatriate Committee and Immigration Department of Malaysia reserves the right to request for a Support Letter, if necessary.

- i. Business Services
- ii. Wholesale & Retail
- iii. Oil, Gas & Energy
- iv. Logistics
- v. Electrical & Electronics
- vi. Automotive



#### 4. What are the documents required to apply for the Support Letter?

Employer can refer to the respective Agencies for the list of required documents.

#### 5. How to check the status of the Support Letter?

Employer can check the status of the Support Letter application via [Xpats Gateway](#).

#### 6. Who is the decision maker for the Support Letter?

The decision for the Support Letter is subject to the respective Agency.

#### 7. Do I need prior approval from the Department of Labour Peninsular Malaysia and MYFutureJobs PERKESO for the Support Letter?

Yes, employers are required to obtain prior approval from the Department of Labour Peninsular Malaysia and MYFutureJobs PERKESO to apply for the Support Letter from the respective Agency.

#### 8. Is a Support Letter required for Professional Visit Pass-Expert (PVP) applications?

A support letter is required for the PVP application of the following **two (2) sectors**:

- i. Support Letter from Civil Aviation Authority of Malaysia (CAAM) for **Aviation** sector.
- ii. Support Letter from the Department of Mineral & Geoscience (JMG) for **Mining** sector.

Employers can apply for a Support Letter directly with the respective agencies. The Support Letter must be uploaded to ESD Online ([esd.imi.gov.my](#)) during the submission of the PVP application.

**PVP application other than the above does not require a Support Letter.**

#### 9. If there is any issue, who should I contact for assistance/ support/ inquiries?

For enquiries related to applications, please contact the respective Agencies. The contact information is available on Xpats Gateway (Contact Us). For technical and other matters, please email to [helpdesk@myxpati.com.my](mailto:helpdesk@myxpati.com.my) or call +603-7839 7171.

### ESD companies

#### 1. How to login to Xpats Gateway?

Employers can access Xpats Gateway via the ESD Online ([esd.imi.gov.my](#)) and click on the Xpats Gateway icon. To log in to Xpats Gateway, click on 'Company Login' and use the same login ID and password that are registered on ESD Online.

#### 2. Can an Employer apply for the Support Letter via Xpats Gateway without an ESD account?

The Employer is required to register for an account on ESD Online to access Xpats Gateway.

#### 3. Can I request for a Support Letter physically from the respective Agencies?

Effective 15 June 2023, all requests for Support Letters from the respective Agencies must be made via [Xpats Gateway](#).

#### 4. Will the expatriate application be automatically approved once the Employer receives the Support Letter?

Applications must be submitted and processed via ESD Online, and all application approvals are subject to the decision of the Immigration Department of Malaysia.

#### 5. What is company tiering? What is the key indicator that determines a company's tiering?

It is a formulated tiering system in ESD Online that has been in practice internally by the Expatriate Services Division (ESD) since 2017. The tiering system will auto-populate the tiering of companies from Tier 1 (highest) to Tier 5 (lowest).

ESD Online is an integrated system with the Companies Commission of Malaysia (SSM), Inland Revenue Board of Malaysia (LHDN), Immigration Department of Malaysia system and is accessed by the Royal Malaysia Police (PDRM).

Based on the information extracted from SSM, companies are ranked and calculated by the system according to the 5 key indicators:

- i. Relevance to the Twelfth Malaysia Plan (RMK-12)
- ii. Company Lifecycle Stage
- iii. Revenue
- iv. Issued Capital
- v. Track Record

**6. What type of company falls under Fast Track and Normal Track?**

- i. Fast Track: Companies in Tier 1, Tier 2 and Critical Sectors
- ii. Normal Track: Companies between Tier 3 to Tier 5

**7. What is the Support Letter processing charter time?**

- i. Fast Track: within 3 working days
- ii. Normal Track: within 10 working days

The following Agencies are excluded from the client charter:

- i. Malaysia Nursing Board, Ministry of Health (MOH)
- ii. Allied Health Science Division, Ministry of Health (MOH)

**8. What is a critical sector?**

Companies that are identified by the respective agency as a critical sector are based on the company's projects, investment value, niche skills and technologies, and newly critical industries in the current market.

**9. How can I view my company tiering?**

The company tiering will be listed in the company profile in ESD Online, effective 15 June 2023.

**10. The Primary Sector or Agency which was selected is incorrect. Who should I contact if I want to change the information?**

The employer can contact MYXpats Helpdesk at [helpdesk@myxpats.com.my](mailto:helpdesk@myxpats.com.my) or +603-7839 7171.

**11. If I am unsure of my Primary Sector or Agency, who should I contact to obtain the information?**

The employer can contact MYXpats Helpdesk at [helpdesk@myxpats.com.my](mailto:helpdesk@myxpats.com.my) or +603-7839 7171.



+603-7839 7171



[helpdesk@myxpats.com.my](mailto:helpdesk@myxpats.com.my)

**12. I have received a Support Letter via Xpats Gateway. What is the next step?**

Log in to ESD Online ([esd.imi.gov.my](https://esd.imi.gov.my)) and click on the "List of Supporting Letter Application" tab. Complete your Employment Pass application for final approval by the Immigration Department of Malaysia.

**13. What is the validity of the Support Letter?**

The validity of a Support Letter is six (6) months upon issuance date.

**14. Can I use the same Support Letter for the pass renewal?**

The Support Letter is only for one-time use per application in ESD Online.

**15. Do I need to apply quota or projection before a Support Letter application?**

There is no requirement to apply for quota or projection for a Support Letter.

**16. If the Support Letter application is "Not Supported", is there a need to fulfil any cooling period before an employer can reapply?**

There is no cooling period for reapplying a new Support Letter.

**17. Is there any limitation to reapply the Support Letter if the application has not been supported?**

There is no limit to the application for a Support Letter. Employers can proceed to reapply for a Support Letter.

**18. If the Support Letter application is "Not Supported", can I proceed with an appeal?**

The company can proceed to reapply for a new Support Letter.

**19. How do I cancel the Support Letter application in Xpats Gateway?**

To cancel the Support Letter application, please email [helpdesk@myxpats.com.my](mailto:helpdesk@myxpats.com.my).

### MDEC companies

#### 1. How to login to Xpats Gateway?

Employers can access Xpats Gateway via the ESD Online ([esd.imi.gov.my](https://esd.imi.gov.my)) and click on the Xpats Gateway icon. To log in to Xpats Gateway, click on 'eXpats' under Company Login and use the same login credentials as the MDEC Expats System. New Employers will need to register an Expats account in the [MDEC Expats System](#) to access Xpats Gateway.

#### 2. Must all applications under MDEC's purview be submitted through the Xpats Gateway?

Effective 24 April 2024, all new and renewal applications for Employment Pass (EP) must be submitted through the Xpats Gateway at <https://xpatsgateway.com.my/>.

#### 3. Can I edit an application that has been entered into the Xpats Gateway and already forwarded to the MDEC Expats System?

Once an application has been submitted to the MDEC Expats System, the employer cannot edit it in the Xpats Gateway. To update any details of an application submitted to the MDEC Expats System, please contact MDEC directly.

### IRDA (Iskandar Malaysia) Companies

#### 1. My company is already registered in ESD Online. Do I still need to register in IRDA XPATNOVA system?

Yes, you must register in [XPATNOVA system](#) with minimum information and activate your account to apply for an Employment Pass (EP). Please ensure your company's address falls within the Iskandar Malaysia Region postcodes, which you can verify [here](#).

#### 2. How do I register for XPATNOVA?

Visit the [XPATNOVA system](#) and create an account. Complete all required company information and submit the form. IRDA will process the company registration and notify you through the system.

#### 3. Do I need to wait for my company registration to be approved before submitting an EP application?

Yes, only approved companies can apply for passes related to expatriates through the XPATNOVA system.

#### 4. How long does the company registration process take?

The registration status will be available within 3-5 working days, provided all required information is complete and no further details are requested by IRDA officers.

#### 5. How do I apply for a Support Letter?

You will need to apply the Support Letter through [Xpats Gateway](#) from the Supporting Agency listed in the system. If it is not available, please contact [helpdesk@myxpats.com.my](mailto:helpdesk@myxpats.com.my) to request for the Agency to be updated in Xpats Gateway. To login to Xpats Gateway, click on 'IRDA' under Company Login and use the same login credentials as XPATNOVA system.

#### 6. What happen after the Support Letter is approved?

You will be notified through email and the application will be automatically routed to XPATNOVA system together with the Support Letter. You may proceed to apply EP by login to XPATNOVA system and submit the application here.

#### 7. How long does it take for the EP application in XPATNOVA to be approved?

The application status will be available within 3-5 working days if all required information is complete and no further details are requested by IRDA officers.

#### 8. How about other passes? Can I apply in XPATS GATEWAY?

For other pass application, transactions and services (Professional Visit Pass-Expert (PVP) and Dependant Pass (DP)), please access the relevant features at <https://app.xpatnova.com.my>

#### 9. Where can I get more information?

For more information, please visit the [IRDA website](#) or contact IRDA via phone at +607 233 3019 or email to [expat@irda.com.my](mailto:expat@irda.com.my).



## STAGE 2

### OTHER SECTOR

Employment Pass (Category I, II and III) applications from companies in other sectors (neither in the purview of any Agencies) will be assessed by the Expatriate Committee. However, companies who intend to apply for Employment Pass Category III must first receive approval from the Ministry of Home Affairs (MOHA) to be exempted from the minimum salary requirement of RM5,000 before they can submit applications for this category. Please refer to the below for further details on obtaining the exemption from the minimum salary requirement of RM5,000 for Employment Pass Category III applications from MOHA.

### APPLICATION FOR EXEMPTION FROM MINIMUM SALARY REQUIREMENT OF RM5,000 FOR EMPLOYMENT PASS CATEGORY III

Companies that intend to apply for Employment Pass Category III are required to apply through the ESD Online.

### EP-III Exemption via ESD Online

**STEP 1:** Log in to ESD Online account

- Click on “Application Tab”

**STEP 2:** Click on “EP-III Exemption” under “Setting” from the sidebar (bottom-most menu)

**STEP 3:** Click on “Apply for EP-III Exemption”

**STEP 4:** Fill in the “Request for Exemption from Basic Salary Year (Current Year)”

- Select “EP-III Year” that you want to apply for
- Fill in the “Justification For Exemption Request”
- Upload a Justification Letter\* to Ministry of Home Affairs (MOHA)
- Upload “Supporting Documents” to support your application (If any)

\*Note: Please refer to ESD Online Guidebook Annex A for the Letter Format to Ministry of Home Affairs (MOHA)

**STEP 5:** Click on “Submit Application”

**STEP 6:** Notification (Status)

- Status notification will be sent via the ESD Online
- For Approved EP-III exemption, company may proceed to submit application(s) for EP-III

OR

- For Rejected EP-III exemption, company does not meet the requirement for EP-III exemption application

### ELIGIBILITY CRITERIA FOR EMPLOYMENT PASS APPLICATIONS

#### FOR EXPATRIATE(S) / KNOWLEDGE / SKILLED WORKER(S)

The minimum requirements to apply for an expatriate post are as follows:

- Degree and above, with at least 3 years of experience in the relevant field;
- Diploma, with at least 5 years of experience in the relevant field;
- Technical Certificate or equivalent, with at least 7 years of experience in the relevant field.

#### FOR SHAREHOLDER(S)

- Shareholder(s) must have a minimum 30% equity in the company; AND
- Must be a SSM-registered Director of the company AND/OR holds a key-position in the company

**Note:** (1) Any changes in the applicant’s allotment of shares will affect the eligibility requirements. Please inform the Inspectorate Unit (JKI) of the Expatriate Services Division (ESD) officially in writing for any changes in the shareholder share allotment, together with the copy of relevant documents. (2) This is the minimum criteria requirement to apply for Employment Pass. However, the approval of the application is subject to the discretion of the Expatriate Committee.



## ➤ STAGE 3: (Step By Step)

### Expatriate Application Via ESD Online

#### Create Application

- Fill in the required information of expatriates and dependants (if applicable).
- Fill in the position by selecting through the list at "Position Setup."
- Upload all documents as required.



**01**  
STEP 1

#### Submit Application

- Proceed with online payment of application fee and submit the completed application.
- Notification email will be sent to you upon successful submission.



**02**  
STEP 2

#### Clearance

- Verification and validation of the submitted information and documents.



**03**  
STEP 3

#### Notification

- Status notification will be sent via ESD Online and email - approved or rejected. Approved expatriates may now proceed to STAGE 4 for pass endorsement.



**04**  
STEP 4

## STAGE 3

### EXPATRIATE APPLICATIONS VIA ESD ONLINE

#### Immigration services available through MYXpats Centre:

1. Employment Pass (Category I) - expatriate
2. Employment Pass (Category II) - expatriate
3. Employment Pass (Category III) - knowledge / skilled worker
4. Professional Visit Pass-Expert
5. Dependant Pass
6. Social Visit Pass (Long Term)
7. Social Visit Pass - Internship (SVP-I)



All application can be submitted online at [esd.imi.gov.my](https://esd.imi.gov.my)

### TYPES OF EMPLOYMENT PASS

| Employment Pass (Category I)                       | Employment Pass (Category II)                             | Employment Pass (Category III)                            |
|----------------------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------|
| Basic monthly salary of minimum RM10,000 per month | Basic monthly salary between RM5,000 to RM9,999 per month | Basic monthly salary between RM3,000 to RM4,999 per month |
| Employment Contract up to (5) years                | Employment Contract up to (2) years                       | Employment Contract must not exceed (12) months           |
| Dependants allowed                                 | Dependants allowed                                        | Dependants NOT allowed                                    |
| Renewable                                          | Renewable                                                 | Maximum (2) times of renewal                              |

Charter process: 5 working days

#### Conditions:

- Renewal of the pass can be considered depending on the requirements.
- All applications must obtain an Approval Letter before entering Malaysia for the purpose of employment.
- Applicant are required to collect Single Entry Visa at respective Embassy or can be apply through eVISA website (If applicable)
- All applications must endorse the Employment Pass within the stipulated time:
  - Inside Malaysia: (30) days after the approval
  - Outside Malaysia: (30) days after arrival to Malaysia



## STAGE 3

Documents required:

| No. | Document         | Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.  | Passport Photo   | <ol style="list-style-type: none"> <li>1. Photo must have light blue background with photo size of 3.5cm x 5.0cm</li> <li>2. Size of photo must be in 99 x 142 pixels</li> <li>3. Taken in full-face view facing the camera with neutral facial expression, both eyes open and mouth closed</li> <li>4. No head covering allowed which obscures hair or hairline unless worn for religious purpose</li> <li>5. Edited photo is <b>NOT ACCEPTABLE</b></li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2.  | Copy of Passport | <ol style="list-style-type: none"> <li>1. Passport Pages <ul style="list-style-type: none"> <li>• Full booklet with cover and all pages with minimum six (6) empty pages available.</li> <li>• Booklet cover must be scanned in clear and coloured copy including back cover.</li> </ul> </li> <li>2. Compulsory <ul style="list-style-type: none"> <li>• Copy submitted <b>MUST</b> be in COLOUR.</li> <li>• Scan and upload clear and readable copy in a single pdf file, <b>MAXIMUM OF THREE (3) ATTACHMENTS ONLY.</b></li> </ul> </li> <li>3. The passport validity <b>MUST BE MORE THAN TWELVE (12) MONTHS.</b></li> <li>4. Please ensure details in the passport is accurately keyed into the ESD Online: <ol style="list-style-type: none"> <li>i. Name <ul style="list-style-type: none"> <li>• Name format should follow as printed in the passport Machine-Readable Zone (MRZ). For passport without MRZ, name format should follow "SURNAME" followed by "GIVEN NAME".</li> <li>• Name length (maximum 44 characters including space and no special characters allowed, if more please follow the name according to MRZ in the passport).</li> <li>• Special characters are not available in the ESD Online. If the MRZ have special character or symbol, please replace with blank space.</li> </ul> </li> <li>ii. Nationality <ul style="list-style-type: none"> <li>• Refer the country code on the MRZ section in the second line to identify the nationality. <ol style="list-style-type: none"> <li>a) Gender</li> <li>b) Date of Birth</li> </ol> </li> </ul> </li> </ol> </li> </ol> |

|    |                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                          | <ol style="list-style-type: none"> <li>c) Passport Number</li> <li>d) Passport Issue Date</li> <li>e) Passport Expiry Date <ul style="list-style-type: none"> <li>• Passport expiry date must be valid for more than 12 months during submission of the application.</li> </ul> </li> <li>f) Place of Passport Issuance</li> </ol> <p>5. Diplomatic Official / Refugee Temporary Emergency passport is <b>not acceptable.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 3. | Copy of Highest Educational Certificates | <ol style="list-style-type: none"> <li>1. Highest Educational certificate / Translated document (if applicable) / Professional Certificate (if applicable) must be submitted in <b>scanned colour copy</b></li> <li>2. For highest educational certificate, please ensure details in of the education background is accurately keyed into the ESD Online especially for the particulars: <ul style="list-style-type: none"> <li>• Highest Qualification</li> <li>• University / College / School</li> <li>• Major Field Study</li> <li>• Year of Graduation</li> <li>• Country of Graduate</li> </ul> </li> <li>3. For professional certificate (if applicable), please ensure details in of the professional background is accurately keyed into the ESD Online especially for the particulars: <ul style="list-style-type: none"> <li>• Professional Body / Organization</li> <li>• Certification</li> <li>• Year obtained certification</li> </ul> </li> <li>4. For certificate(s) that are in <b>English</b>, the following is required: <ul style="list-style-type: none"> <li>• Must be attested <b>Certified True Copy (CTC)</b> by the respective Embassy High Commission Consulate General in the respective country; OR in Malaysia; OR Human Resource (CTC) of the company</li> <li>• If the company HR is attesting the certificates, then the attested documents <b>MUST</b> have the official company stamp and can only be signed by the HR Manager and above with the name, signature and position clearly stated</li> </ul> </li> </ol> |

|    |                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|    |                                                                            | <p>5. For certificate(s) that are <b>NOT in English</b>, the following is required:</p> <ul style="list-style-type: none"> <li>• If the applicant is not in Malaysia, the academic certificate(s) <b>MUST be translated to English and Certified True Copy by the Malaysian Embassy / High Commission / Consulate in their respective country</b> OR</li> <li>• If the applicant is in Malaysia, the academic certificate(s) <b>MUST be translated to English by Institut Terjemahan Buku Malaysia (ITBM) / any translation centre registered with the Malaysian Translators Association (Persatuan Penterjemah Malaysia - PPM) / Dewan Bahasa dan Pustaka (DBP) and Certified True Copy by the respective Embassy / High Commission / Consulate in Malaysia</b></li> <li>• A copy of the original certificate(s) must be submitted together with the translated copy, as per the requirements above</li> </ul> <p>6. For certificates certified by company Human Resource (HR), the Expatriate Committee reserves the right to request for certified true copy by the relevant authority in the respective country; OR respective Embassy / High Commission / Consulate General in Malaysia</p> |
| 4. | Testimonial (For Applicant That Unable to Provide Educational Certificate) | <p>1. Testimonial issued by hiring company (for Employment Pass) / overseas company (for Professional Visit Pass-Expert) include company letterhead and director's signature in coloured scanned copy</p> <p>2. The content includes verify applicant qualification, experiences and capabilities for the position offered</p> <p>3. Company Letterhead:</p> <ul style="list-style-type: none"> <li>• For Employment Pass, hiring company will provide the testimonial letter with official company letterhead</li> <li>• Testimonial letter should be issued in scanned colour copy</li> </ul> <p>4. Description:</p> <ul style="list-style-type: none"> <li>• The description will include applicant name and passport number of the applicant</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                      |

|    |                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|    |                             | <ul style="list-style-type: none"> <li>• The content includes verify applicant qualification, experiences and capabilities for the position offered</li> </ul> <p>5. Employer Signature:</p> <ul style="list-style-type: none"> <li>• The digital signature is not acceptable</li> <li>• For Employment Pass, the testimonial letter must be signed by the representative from the top management. (Example: Director, General Manager, HR Director, HR Manager)</li> <li>• For Professional Visit Pass-Expert, the testimonial letter must be signed by any representative of the overseas company</li> </ul> <p>6. Testimonial Letter cannot be signed off by the applicant although he / she is the owner / director of the company. Thus, testimonial should be signed by another authorized person from the company (example: Different director in the company / HR Manager)</p>                                                                                                                           |
| 5. | Latest comprehensive Resume | <p>1. Detailed resume in coloured copy includes total professional working experience.</p> <p>2. Employment History:</p> <p>i. Detailed and updated information, current and previous employer on the employment history with brief job description:</p> <ul style="list-style-type: none"> <li>• Year to year (2019- 2021) / month &amp; year to month &amp; year (Jan 2019 - May 2021)</li> <li>• Full name and location (country) of current and previous companies</li> <li>• Position held</li> </ul> <p>ii. Total working experience calculation:</p> <ul style="list-style-type: none"> <li>• Part time work, voluntary work and internship is not professional working experience therefore shall not be considered into the calculation for total working experience</li> <li>• If the applicant is unemployed for certain duration in employment history, the information must be stated</li> <li>• If the applicant was never employed, there is no need to provide the employment history</li> </ul> |

## STAGE 3

|    |                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----|---------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                                                 | <ul style="list-style-type: none"> <li>If the applicant had further the study during the working period, please ensure they mention the duration in the employment history</li> </ul> <p>3. For Professional Visit Pass-Expert application, current employer should be same with the company that issued the <b>Acceptance Letter</b> and the recipient in the <b>Offer Letter</b></p> <p>4. Educational Background:</p> <ul style="list-style-type: none"> <li>Please ensure the details in the education background is stated including information of the education certification attached in the system</li> </ul>                                                                                                                     |
| 6. | Release letter from previous employer in Malaysia (for change of employer only) | <p>1. The letter should be issued by the employer mentioned in the current Employment Pass (EP) (attached in passport) in colored scanned copy</p> <p>2. Document submitted <b>MUST</b> be in <b>CLEAR</b> and <b>COLOURED</b> scanned copy and issued on official letterhead of previous company</p> <p>3. Validity of the letter is within three (3) months from the issuance date of letter</p>                                                                                                                                                                                                                                                                                                                                         |
| 7. | Copy of Employment Contract (duly stamped by Malaysia Inland Revenue Board)     | <p>1. Document submitted <b>MUST</b> be in <b>CLEAR</b> and <b>COLOURED</b> scanned copy and issued on official company letterhead</p> <p>2. Duly stamped by Inland Revenue Board of Malaysia (IRB)</p> <p>3. The validity of the Employment Contract <b>MUST</b> be within <b>THREE (3) months</b> from IRB stamping</p> <p>4. The following details <b>MUST</b> be mentioned in the employment contract:</p> <ul style="list-style-type: none"> <li>Issuance date of employment contract</li> <li>Name and passport number of the expatriate</li> <li>Duration of employment               <ol style="list-style-type: none"> <li>For EP III Category, the duration of employment must not be more than 12 months</li> </ol> </li> </ul> |

|    |                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|    |                                                                             | <p>ii. For all EP I and II Categories, the duration of employment must not exceed 60 months</p> <p>5. Designation / position</p> <ul style="list-style-type: none"> <li>The designation / position in the system must be exactly as per employment contract</li> <li>Dual function position is <b>NOT ALLOWED</b></li> <li>The position in the employment contract, ESD Online, job description and Support Letter/ Approval Letter must be the same</li> </ul> <p>6. Basic salary (excluding gross salary / allowances / incentives / bonuses) must be paid by Malaysian company and stated in Ringgit Malaysia currency</p> <p>7. The details of the applicant must be same as in the passport and ESD Online</p> <p>8. Employment contract and acceptance letter must be signed by both parties (employer and employee) and dated accordingly</p> <ul style="list-style-type: none"> <li>On behalf signature (employer) and digital / pasted signature is strictly unaccepted.</li> <li>Employment contract cannot be signed off by the same applicant as the employer and the employee of the company even though he / she is the owner / director of the company. Thus, employment contract should be signed by another authorized person from the company (example: Different director in the company / HR Manager)</li> </ul> |
| 8. | Supporting document from Approving Agency / Regulatory Body (if applicable) |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

## STAGE 3

|     |                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----|---------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9.  | Detailed Job Description printed on company's letterhead      | <ol style="list-style-type: none"> <li>1. Job description must be printed / transcribed on company's official letterhead</li> <li>2. Position must be stated on Job Description</li> <li>3. Location of the position</li> <li>4. Reporting Line / Supervisor Designation</li> <li>5. List of task / responsibilities for position applied <ul style="list-style-type: none"> <li>• The minimal listed of job description of the application is three (3) different tasks and not repetitive</li> <li>• The description of the job should be explained the position stated</li> </ul> </li> <li>6. Position stated in the job description must match with the position stated in the ESD Online and Employment Contract</li> </ol>                                                                 |
| 10. | Payslips (for Employment Pass renewal and change of position) | <ol style="list-style-type: none"> <li>1. Latest three (3) month's payslips</li> <li>2. Payslip is applicable for following type of applications: <ul style="list-style-type: none"> <li>• Renewal application in the same company</li> <li>• Change of position in the same company</li> <li>• Change Approval Agency but under same company, same ROC (example: Applicant under MIDA / MDEC to ESD)</li> <li>• Previous submission is manual (Ref No: BPP...) and change to system (Ref No: ESD...)</li> </ul> </li> <li>3. Salary voucher is not accepted</li> <li>4. Salary details: <ul style="list-style-type: none"> <li>• State basic salary and the currency must be in Ringgit Malaysia only</li> <li>• Detailed payslip which state allowances / tax deductions</li> </ul> </li> </ol> |

|     |                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----|--------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11. | Latest e-BE / e-M tax filing (for Employment Pass renewal or change of position or change of employer) | <ol style="list-style-type: none"> <li>1. Acknowledgement receipt e-BE of that year (also called as Tax Summary)</li> <li>2. Full pages of e-BE Form (minimum 3 pages)</li> <li>3. For expatriates that worked for less than 182 days in Malaysia, they need to provide e-M form.</li> <li>4. Individual is required to settle all outstanding amount before the submission of Employment Pass (EP) application (new / renewal). Settlement through monthly instalment (CP38) IS NOT ACCEPTABLE.</li> </ol> |
| 12. | Tax payment receipts (if any)                                                                          | <ol style="list-style-type: none"> <li>1. The tax payment receipt may come in either format below: <ul style="list-style-type: none"> <li>• Official LHDN receipt</li> <li>• Bank online transfer receipt (Pay to LHDN)</li> <li>• Bank slip for manual payment in at the counter (with computer generated verification on slip)</li> <li>• Bank slip with received stamp only is NOT ACCEPTED</li> </ul> </li> </ol>                                                                                       |
| 13. | Latest EA Form (for Employment Pass renewal or change of position or change of employer)               | <ol style="list-style-type: none"> <li>1. The EA form or EC Form contains information on the personal details of the employee, his or her earnings for the year and the amount deducted and remitted under the Scheduler Tax Deduction (STD) scheme</li> </ol>                                                                                                                                                                                                                                              |
| 14. | Account statement from Malaysia Inland Revenue Board (Note: upon request)                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 15. | Other documents specified upon request                                                                 | <ol style="list-style-type: none"> <li>1. Organizational Chart <ul style="list-style-type: none"> <li>• Restaurant / Bar operation: organization chart for branch that applicant will be assigned and position (including other employee's name and position). If the company have more than one outlet, thus, need to provide organization chart</li> </ul> </li> </ol>                                                                                                                                    |

## STAGE 3

### DEPENDANT PASS (DP)

#### Eligibility criteria:

- Legal spouse of Employment Pass holder; OR
- Children below 18 years old (biological, stepchild, legally adopted) of Employment Pass holder
- Disabled child regardless of age

#### Features:

- Allows the holder to stay in West Malaysia
- Employment not allowed and requires conversion to Employment Pass
- For social and welfare purposes, the holder may request for special permission to undertake activities from the Immigration Department of Malaysia
- Charter process: 14 working days



#### Documents required:

| No. |                  | Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.  | Passport Photo   | <ol style="list-style-type: none"> <li>1. Photo must have light blue background with photo size of 3.5cm x 5.0cm</li> <li>2. Size of photo must be in 99 x 142 pixels</li> <li>3. Taken in full-face view facing the camera with neutral facial expression, both eyes open and mouth closed.</li> <li>4. No head covering allowed which obscures hair or hairline unless worn for religious purpose.</li> <li>5. Edited photo is <b>NOT ACCEPTABLE</b></li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2.  | Copy of Passport | <ol style="list-style-type: none"> <li>1. Passport Pages <ul style="list-style-type: none"> <li>• Full booklet with cover and all pages with minimum six (6) empty pages available.</li> <li>• Booklet cover must be scanned in clear and coloured copy including back cover.</li> </ul> </li> <li>2. Compulsory: <ul style="list-style-type: none"> <li>• Copy submitted <b>MUST</b> be in COLOUR.</li> <li>• Scan and upload clear and readable copy in a single pdf file, <b>MAXIMUM OF THREE (3) ATTACHMENTS ONLY</b>.</li> </ul> </li> <li>3. The passport validity <b>MUST BE MORE THAN TWELVE (12) MONTHS</b>.</li> <li>4. Please ensure details in the passport is accurately keyed into the ESD Online: <ol style="list-style-type: none"> <li>i. Name <ul style="list-style-type: none"> <li>• Name format should follow as printed in the passport Machine-Readable Zone (MRZ). For passport without MRZ, name format should follow "SURNAME" followed by "GIVEN NAME".</li> <li>• Name length (maximum 44 characters including space and no special characters allowed, if more please follow the name according to MRZ in the passport).</li> <li>• Special characters are not available in the ESD Online. If the MRZ have special character or symbol, please replace with blank space.</li> </ul> </li> </ol> </li> </ol> |

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|    |                               | <p>ii. Nationality</p> <ul style="list-style-type: none"> <li>Refer the country code on the MRZ section in the second line to identify the nationality.</li> <li>a) Gender</li> <li>b) Date of Birth</li> <li>c) Passport Number</li> <li>d) Passport Issue Date</li> <li>e) Passport Expiry Date <ul style="list-style-type: none"> <li>Passport expiry date must be valid for more than 12 months during the submission of the application.</li> </ul> </li> <li>f) Place of Passport Issuance</li> </ul> <p>5. Diplomatic Official / Refugee Temporary Emergency passport is <b>not acceptable</b>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 3. | Marriage / Birth Certificates | <p>1. Copy of Marriage Certificate (for legal spouse) translated* into English (if applicable) and must be attested / Certified True Copy (CTC)* by the Embassy / High Commission / Consulate General of Malaysia in the respective country OR respective Embassy / High Commission / Consulate General in Malaysia.</p> <p><i>*For new application, document with CTC of the current year is compulsory during submission.</i></p> <p>2. Copy of Birth Certificate (for children below 18 years old) translated* into English (if applicable) and must be attested / Certified True Copy (CTC) by the Malaysian Embassy / High Commission / Consulate General of Malaysia in the respective country OR respective Embassy / High Commission / Consulate General in Malaysia.</p> <p><i>*Translation must be done either by the Respective Embassy / High Commission / Consulate General or Malaysian Institute of Translation &amp; Books (Institut Terjemahan Buku Malaysia).</i></p> <p>3. Other documents specified upon request.</p> |

|    |                    |                                                                                                                                                                                                                                                                                                                                       |
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| 4. | Application Letter | <p>1. The letter should be issued by the employer mentioned in the current Employment Pass (EP) (attached in passport) in coloured scanned copy.</p> <p>2. Validity within six (6) months from the date of issuance of letter.</p> <p>3. Signatory must be a person who is ENDORSER/ DIRECTOR in the Letter of Undertaking (LoU).</p> |
|----|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## SOCIAL VISIT PASS (LONG TERM)

### Eligibility criteria:

- Children above 18 years old until 25 years old (biological, stepchild, legally adopted, except for children with disabilities) who are unmarried, and not studying or working in Malaysia; OR
- Children of Common law spouse from previous relationship below 7 years old
- Parents and Parents-in-law of Employment Pass holder; OR
- Common law spouse of Employment Pass holder can be considered

### Features:

- Allows the holder to stay in West Malaysia
- Employment is not allowed and requires conversion to Employment Pass
- Study is not allowed and requires conversion to Student Pass
- One (1) time application and change of partner is not allowed for common law spouse
- Charter process: 14 working days
- Maximum approval duration is 12 months subject to the main principal's pass validity or the passport period whichever is earlier.

## STAGE 3

Documents required:

| No. |                  | Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.  | Passport Photo   | <ol style="list-style-type: none"> <li>1. Photo must have light blue background with photo size of 3.5cm x 5.0cm</li> <li>2. Size of photo must be in 99 x 142 pixels</li> <li>3. Taken in full-face view facing the camera with neutral facial expression, both eyes open and mouth closed.</li> <li>4. No head covering allowed which obscures hair or hairline unless worn for religious purpose.</li> <li>5. Edited photo is <b>NOT ACCEPTABLE</b></li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2.  | Copy of Passport | <ol style="list-style-type: none"> <li>1. Passport Pages <ul style="list-style-type: none"> <li>• Full booklet with cover and all pages with minimum six (6) empty pages available.</li> <li>• Booklet cover must be scanned in clear and coloured copy including back cover.</li> </ul> </li> <li>2. Compulsory: <ul style="list-style-type: none"> <li>• Copy submitted <b>MUST</b> be in COLOUR.</li> <li>• Scan and upload clear and readable copy in a single pdf file, <b>MAXIMUM OF THREE (3) ATTACHMENTS ONLY</b>.</li> </ul> </li> <li>3. The passport validity <b>MUST BE MORE THAN TWELVE (12) MONTHS</b>.</li> <li>4. Please ensure details in the passport is accurately keyed into the ESD Online: <ol style="list-style-type: none"> <li>i. Name <ul style="list-style-type: none"> <li>• Name format should follow as printed in the passport Machine-Readable Zone (MRZ). For passport without MRZ, name format should follow "SURNAME" followed by "GIVEN NAME".</li> <li>• Name length (maximum 44 characters including space and no special characters allowed, if more please follow the name according to MRZ in the passport).</li> <li>• Special characters are not available in the ESD Online. If the MRZ have special character or symbol, please replace with blank space.</li> </ul> </li> </ol> </li> </ol> |

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|----|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                    | <ol style="list-style-type: none"> <li>ii. Nationality <ul style="list-style-type: none"> <li>• Refer the country code on the MRZ section in the second line to identify the nationality. <ol style="list-style-type: none"> <li>a) Gender</li> <li>b) Date of Birth</li> <li>c) Passport Number</li> <li>d) Passport Issue Date</li> <li>e) Passport Expiry Date <ul style="list-style-type: none"> <li>• Passport expiry date must be valid for more than 12 months during the submission of the application.</li> </ul> </li> <li>f) Place of Passport Issuance</li> </ol> </li> </ul> </li> </ol> <p>5. Diplomatic Official / Refugee Temporary Emergency passport is <b>not acceptable</b>.</p>                                                                                                                                                                                                                                                                                                                   |
| 3. | Birth Certificates | <ol style="list-style-type: none"> <li>1. <b>Copy of Birth Certificate (for children above 18 years old)</b> translated* into English (if applicable) and Certified True Copy (CTC) by the Embassy / High Commission / Consulate General of Malaysia in the respective country OR respective Embassy / High Commission / Consulate General in Malaysia</li> <li>2. <b>Copy of Birth Certificate of Employment Pass holder (for Parents) or Employment Pass holder's legal spouse (for Parents-in-laws)</b> translated* into English (if applicable) and Certified True Copy (CTC) by the Malaysian Embassy / High Commission / Consulate General in the respective country OR respective Embassy / High Commission / Consulate General in Malaysia <p><i>*Translation must be done either by the Respective Embassy / High Commission / Consulate General or Malaysian Institute of Translation &amp; Books (Institut Terjemahan Buku Malaysia)</i></p> </li> <li>3. Other documents specified upon request</li> </ol> |

## STAGE 3

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|----|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4. | Affidavit / Acknowledgement letter (Applicable for Common Law Spouse)                     | 1. Affidavit / Acknowledgement letter from the Employment Pass holder's Embassy / High Commission/ Consulate General on the relationship status (for Common Law Spouse)                                                                                                                                                           |
| 5. | Statutory Letter and Confirmation Letter for Children between 18 years old - 25 years old | 1. Statutory Declaration from the Commissioner of Oaths and confirmation letter from the respective Embassy / High Commission / Consulate General in Malaysia regarding the applicant's latest status (single, not studying nor working in Malaysia and still under the custodian of the EP holder) is required for each renewal. |
| 6. | Personal Bond                                                                             | 1. Completed Personal Bond form duly stamped by Inland Revenue Board (IRB)                                                                                                                                                                                                                                                        |
| 7. | Application Letter                                                                        | 1. The letter should be issued by the employer mentioned in the current Employment Pass (EP) (attached in passport) in coloured scanned copy.<br><br>2. Validity within six (6) months from the date of issuance of letter.<br><br>3. Signatory must be a person who is an ENDORSER/ DIRECTOR in the Letter of Undertaking (LoU). |

### VISIT PASS (TEMPORARY EMPLOYMENT)

- FOR FOREIGN MAID(S)

Eligibility criteria:

- Female, aged 21 - 45 years old; AND
- Health certified by FOMEMA
- Refer to the table below on the eligibility to hire the numbers of foreign maid(s):

| NUMBERS OF MAIDS ALLOWED              | SALARY DRAWN                                            |
|---------------------------------------|---------------------------------------------------------|
| One (1) Foreign Maid                  | RM5,000.00 and above                                    |
| Two (2) Foreign Maids                 | RM10,000.00 and above                                   |
| Three (3) Foreign Maids               | RM15,000.00 and above                                   |
| Four (4) and subsequent Foreign Maids | Refer to Immigration Department for further requirement |

Features:

- Allows the holder to be employed as a foreign maid for the Employment Pass holder



## STAGE 3

Documents required:

| No. | Document         | Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.  | Passport Photo   | <ol style="list-style-type: none"> <li>1. Photo must have light blue background with photo size of 3.5cm x 5.0cm</li> <li>2. Size of photo must be in 99 x 142 pixels</li> <li>3. Taken in full-face view facing the camera with neutral facial expression, both eyes open and mouth closed.</li> <li>4. No head covering allowed which obscures hair or hairline unless worn for religious purpose.</li> <li>5. Edited photo is <b>NOT ACCEPTABLE</b></li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2.  | Copy of Passport | <ol style="list-style-type: none"> <li>1. Passport Pages <ul style="list-style-type: none"> <li>• Full booklet with cover and all pages with minimum six (6) empty pages available.</li> <li>• Booklet cover must be scanned in clear and coloured copy including back cover.</li> </ul> </li> <li>2. Compulsory: <ul style="list-style-type: none"> <li>• Copy submitted <b>MUST</b> be in COLOUR.</li> <li>• Scan and upload clear and readable copy in a single pdf file, <b>MAXIMUM OF THREE (3) ATTACHMENTS ONLY</b>.</li> </ul> </li> <li>3. The passport validity <b>MUST BE MORE THAN TWELVE (12) MONTHS</b>.</li> <li>4. Please ensure details in the passport is accurately keyed into the ESD Online: <ol style="list-style-type: none"> <li>i. Name <ul style="list-style-type: none"> <li>• Name format should follow as printed in the passport Machine-Readable Zone (MRZ). For passport without MRZ, name format should follow "SURNAME" followed by "GIVEN NAME".</li> <li>• Name length (maximum 44 characters including space and no special characters allowed, if more please follow the name according to MRZ in the passport).</li> <li>• Special characters are not available in the ESD Online. If the MRZ have special character or symbol, please replace with blank space.</li> </ul> </li> </ol> </li> </ol> |

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|    |                                                                               | <ol style="list-style-type: none"> <li>ii. Nationality <ul style="list-style-type: none"> <li>• Refer the country code on the MRZ section in the second line to identify the nationality. <ol style="list-style-type: none"> <li>a) Gender</li> <li>b) Date of Birth</li> <li>c) Passport Number</li> <li>d) Passport Issue Date</li> <li>e) Passport Expiry Date <ul style="list-style-type: none"> <li>• Passport expiry date must be valid for more than 12 months during the submission of the application.</li> </ul> </li> <li>f) Place of Passport Issuance</li> </ol> </li> </ul> </li> </ol> <p>5. Diplomatic Official / Refugee Temporary Emergency passport is <b>not acceptable</b>.</p> |
| 3. | Maid's Employment Contract (duly stamped by Inland Revenue Board)             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 4. | FOMEMA Certificate                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5. | Personal Bond form (duly stamped by Inland Revenue Board)                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 6. | Release letter from previous employer (for change of employer, if applicable) |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 7. | Other documents specified upon request                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

## STAGE 3

### PROFESSIONAL VISIT PASS-EXPERT (PVP)

#### Eligibility criteria:

- Hiring company successfully registered with ESD (refer to Stage 1 & 2); AND
  - Applicant fulfils one of the following categories:
    - Category I: Expertise Transfer
    - Category II: Research
    - Category III: Training at ESD-registered companies
    - Category IV: Volunteers
    - Category V: Exhibitors under regulation of Malaysia Convention & Exhibition Bureau (MyCEB)
    - Category VI: Student Internship\* under:
      - i. Foreign Embassies
      - ii. ESD-registered companies
      - iii. Hotels
- \*Must be relevant to the applicant's education background
- For Hotel Trainee:
    - Applicable to hotels rated 4 star and above only.
    - Hotels rated 3 star may apply but restricted to Indonesian trainees only.
    - Limited to 25 trainees at any given time.
    - Maximum duration allowed is for six (6) months only and non-renewable.
    - The trainee can only apply once for training in any hotel in Malaysia.

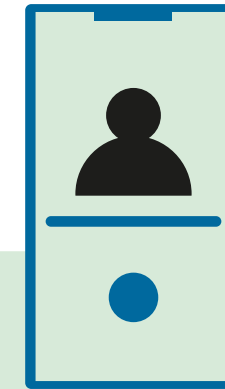
#### Features:

- Allows the holder to engage in Temporary Employment / contracted activity in Malaysia under the ESD-registered company.
- Maximum duration of contract allowed is for 12 months and is restricted to one contract / project at a time.
- The position is non-salaried.
- Payment and endorsement of PVP can be done via online and will be delivered by Pos Malaysia
- Charter process: 5 working days

#### Conditions:

- The maximum duration for an expatriate to hold PVP is 12 months. No extensions are allowed beyond 12 months.
- Should companies wish to request PVP extensions (within 12 months) with the same company, the application must be submitted at least One (1) month before the pass expiry date and the applicant is not be required to exit the country throughout the application processing period.
- All PVP applications must obtain an Approval Letter before entering Malaysia for the purpose of employment.
- Applicant require to collect Single Entry Visa at respective Embassy or can be apply through eVISA website (only applicable for nationalities requiring visa).

- Applicants who have entered the country will have 14 days from entry date to endorse the PVP.
- In case of **change of employer** while the pass is still valid, the PVP is required to cancel and exit Malaysia before applying new PVP with new employer.



**The maximum duration for an expatriate to hold PVP is 12 months. No extensions are allowed beyond 12 months.**

## STAGE 3

Documents required:

| No. | Document           | Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.  | Application letter | <ol style="list-style-type: none"> <li>The Application Letter is a letter provided by the Host / Malaysian company that <b>MUST</b> be signed by the listed Endorser or Director who signed the Letter of Undertaking (LoU) submission.</li> <li>Document <b>MUST</b> be issued on official company letterhead and submitted in <b>CLEAR</b> and <b>COLOURED</b> scanned copy.</li> <li>Validity period for Application Letter is within three (3) months upon ISSUANCE date.</li> <li>Addressed to Immigration Department Malaysia, Putrajaya:<br/> <i>Pengarah<br/> Unit Pas Lawatan Ikhtisas<br/> Bahagian Khidmat Ekspatriat,<br/> Ibu Pejabat Jabatan Imigresen Malaysia<br/> No.15, Tingkat 3 (podium)<br/> Persiaran Perdana, Presint 2<br/> 62550 Putrajaya, Wilayah Persekutuan</i> </li> <li>Please include the following in the Application Letter: <ol style="list-style-type: none"> <li>Applicant details: <ul style="list-style-type: none"> <li>Name</li> <li>Current Passport Number</li> <li>Nationality</li> <li>Highest Qualification</li> <li>Major</li> <li>Total Working Experience</li> <li>Current Designation/Position Name in Foreign Company</li> <li>Current Foreign Company/Educational Institution Name</li> <li>Address and Contact Number of Foreign Company/Educational Institution</li> <li>Position of Pass Applied (As per in the ESD position selection)</li> <li>Duration of Pass Applied (Must <b>NOT</b> exceed 12 months)</li> </ul> </li> </ol> <p><i>Details of Current Foreign Educational Institution Name, Address, and Contact Number is ONLY APPLICABLE to be filled in if hiring foreign students who have yet to graduate to undergo Practical Training and Attending Course.</i></p> </li> </ol> |

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|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <ol style="list-style-type: none"> <li>Assignment Details: <ul style="list-style-type: none"> <li>Justification for Application (Please justify the reason for the applicant's entry into Malaysia in extensive detail)</li> <li>Commencement Date (The assignment/position will commence immediately upon the issuance of the Professional Visit Pass-Expert by the Immigration Department of Malaysia)</li> <li>Assignment Duration (Must <b>NOT</b> exceed 12 months)</li> <li>Assignment Details (Must explain specific title of the assignment that the applicant will carry out)</li> </ul> </li> <li>Detailed Work/Training Schedule of assignment in Malaysia <ul style="list-style-type: none"> <li>Breakdown of the applicant's task for the assignment and the duration for each assigned task (month-to-month). Stating only one (1) total duration for the whole list of tasks is <b>NOT</b> accepted.</li> <li>Describe the expected roles and responsibilities required to be carried out by the applicant for the respective months</li> <li>Repetitive job assignment is <b>NOT</b> accepted</li> <li>Tasks that are not related to the position applied are <b>NOT</b> accepted</li> </ul> </li> </ol> <p>6. A clarification statement assuring that the applicant will remain a student/employee of the overseas company/Educational Institution throughout the whole tenure of the assignment.</p> <p>7. For the salary section, the salary of the applicant must be paid by the overseas company <b>ONLY</b>. If the company states Malaysian company or anything similar indicating that the salary is being paid by a local company, it is <b>NOT</b> accepted.</p> <ul style="list-style-type: none"> <li>A Malaysian company is only allowed to provide allowances or other related expenses to the applicant</li> <li>The salary value to be stated in the letter is optional</li> </ul> |
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## STAGE 3

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|    |                       | <p>8. Employer Signatory:</p> <ul style="list-style-type: none"> <li>• Must consist of three (3) items: <ul style="list-style-type: none"> <li>i. Signature</li> <li>ii. Name</li> <li>iii. Designation</li> </ul> </li> <li>• Must be a person who is an ENDORSER / DIRECTOR in the Letter of Undertaking (LoU)</li> <li>• Digital or pasted signature is <b>NOT</b> accepted</li> </ul>                                                                                                                                                                                     |
| 2. | Recent passport photo | <p>1.Photo must have light blue background with photo size of 3.5cm x 5.0cm</p> <p>2.Size of photo must be in 99 x 142 pixels</p> <p>3.Taken in full-face view facing the camera with neutral facial expression, both eyes open and mouth closed</p> <p>4.No head covering allowed which obscures hair or hairline unless worn for religious purpose</p> <p>5.Edited photo is <b>NOT ACCEPTABLE</b></p>                                                                                                                                                                       |
| 3. | Copy of passport      | <p>1. Passport Pages</p> <ul style="list-style-type: none"> <li>• Full booklet with cover and all pages with minimum six (6) empty pages available</li> <li>• Booklet cover must be scanned in clear and colour copy including back cover</li> </ul> <p>2. Compulsory:</p> <ul style="list-style-type: none"> <li>• Copy submitted <b>MUST</b> be in <b>COLOUR</b></li> <li>• Scan and upload clear and readable copy in single pdf file, <b>MAXIMUM OF THREE (3) ATTACHMENTS ONLY</b></li> </ul> <p>3. The passport validity <b>MUST BE MORE THAN TWELVE (12) MONTHS</b></p> |

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|    |                                                                                                                 | <p>4. Please ensure details in the passport is accurately keyed into the ESD Online:</p> <p>i. Name</p> <ul style="list-style-type: none"> <li>• Name format should follow as printed in the passport Machine-Readable Zone (MRZ). For passport without MRZ, name format should follow "SURNAME" followed by "GIVEN NAME".</li> <li>• Name length (maximum 44 characters including space and no special characters allowed, if more please follow the name according to MRZ in the passport).</li> <li>• Special characters are not available in the ESD Online. If the MRZ have special character or symbol, please replace with blank space.</li> </ul> <p>ii. Nationality</p> <ul style="list-style-type: none"> <li>• Refer the country code on the MRZ section in the second line to identify the nationality</li> </ul>                                                                                                                    |
| 4. | Personal Bond form OR Security Bond form (duly stamped by Inland Revenue Board)(applicable for all nationality) | <p><b>Personal Bond:</b></p> <ol style="list-style-type: none"> <li>1. A Personal Bond, which also called as Personal Recognizance</li> <li>2. Purpose of Personal Bond: A written contract in which a person who has been guaranteed which agrees to comply with the provision of act and any government regulations and promises to abstain from breaking the law while the personal bond is in force</li> <li>3. Document submitted <b>MUST</b> be in CLEAR and COLOURED scanned copy and duly stamped by Inland Revenue Board of Malaysia (IRB)</li> <li>4. IRB stamp: <ul style="list-style-type: none"> <li>• The Personal Bond must be duly stamped by Inland Revenue Board of Malaysia (IRB) (six (6) months validity from the date stated on the stamp)</li> <li>• Purpose is to provide protection to the people who signed the agreement, as the document is now admissible for the court in case of a dispute</li> </ul> </li> </ol> |

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|  |  | <p>5. Bond that is secured by the issuer's (Malaysian company representative) pledge of a specific amount because rates differ to nationality</p> <p>6. The following details MUST be filled and verified in Personal Bond:</p> <ol style="list-style-type: none"> <li>Issuance for Professional Visit Pass-Expert. <ul style="list-style-type: none"> <li>The document needs to state for issuance of a Professional Visit Pass-Expert</li> <li>If company state different pass, it is not accepted (example: Employment Pass, Dependant Pass)</li> </ul> </li> <li>Name of the applicant. Passport number to be stated is optional</li> <li>Applicant Overseas Address (Applicant home address or overseas company address)</li> <li>Personal Bond rate (as per Personal Bond Rate by Immigration)</li> <li>State the Name and IC Number of Employer (must be a Malaysian) <ul style="list-style-type: none"> <li>Preferences for Malaysian person stated in Letter of Undertaking (LoU) of respective company</li> <li>If Employer representative is not stated in Letter of Undertaking (LoU), required to provide the proof that the person that has signed the Personal Bond is the employee of the company. (example: EPF slip, Staff ID)</li> </ul> </li> <li>Malaysia Employer's company Address. Employer's home address is not accepted <ul style="list-style-type: none"> <li>Malaysian company address in the Personal Bond attached must be the same with company address stated in the Application Letter.</li> <li>Stated name of the company only, it is still accepted</li> </ul> </li> <li>Employer's detail and Signature (must be a Malaysian)</li> <li>Witness details and Signature (must be a Malaysian)</li> </ol> |
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|  |  | <p>7. If the company does not have a local employee / employer, the form may be signed by Commissioner of Oaths</p> <p>8. Company letterhead transcribed on the Personal Bond is NOT accepted</p> <p>9. Handwritten is allowed as long as it is readable</p> <p><b>Security Bond:</b></p> <ol style="list-style-type: none"> <li>Document submitted MUST be in CLEAR and COLOURED scanned copy and duly stamped by Inland Revenue Board of Malaysia (LHDN).</li> <li>Bond that is secured by the issuer's (Malaysian company representative) pledge of a specific amount because rates differ to nationality.</li> <li>IRB stamp: <ul style="list-style-type: none"> <li>The Security Bond must be duly stamped by Inland Revenue Board of Malaysia (IRB) (six (6) months validity from the date stated on the stamp)</li> <li>Purpose is to provide protection to the people who signed the agreement, as the document is now admissible for the court in case of a dispute</li> </ul> </li> <li>The following details MUST be filled and verified in Security Bond: <ol style="list-style-type: none"> <li>Issuance for Professional Visit Pass-Expert. <ul style="list-style-type: none"> <li>The document needs to state for issuance of a Professional Visit Pass-Expert</li> <li>If company state different pass, it is not accepted (example: Employment Pass, Dependant Pass)</li> </ul> </li> <li>Name of the applicant. Passport number to be stated is optional</li> <li>Applicant Overseas Address (Applicant home address or overseas company address)</li> <li>Security Bond rate (as per Security Bond Rate by Immigration)</li> </ol> </li> </ol> |
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## STAGE 3

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|----|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                  | <p>v. State the Name and IC Number of Employer (must be a Malaysian)</p> <ul style="list-style-type: none"> <li>• Preferences for Malaysian person stated in Letter of Undertaking (LoU) of respective company</li> <li>• If Employer representative is not stated in LoU, required to provide the proof that the person that has signed the Security Bond is the employee of the company. (example: EPF slip, Staff ID)</li> </ul> <p>vi. Malaysia Employer's company Address. Employer's home address is not accepted</p> <ul style="list-style-type: none"> <li>• Malaysian company address in the Security Bond attached must be the same with company address stated in the Application Letter</li> <li>• Stated name of the company only, it is still accepted</li> </ul> <p>vii. Employer's detail and Signature (must be a Malaysian)</p> <p>viii. Witness details and Signature (must be a Malaysian)</p> <ul style="list-style-type: none"> <li>• If the company does not have a local employee/ employer, the form may be signed by Commissioner of Oaths</li> <li>• Company letterhead transcribed on the Security Bond is <b>NOT</b> accepted</li> </ul> <p>5. Handwritten is allowed as long as it is readable</p> |
| 5. | Letter of Award (LOA) / Contract, if applicable  | <p>1. Please ensure the project duration is still valid and within the period of pass request.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 6. | Memorandum of Understanding (MOU), if applicable | <p>1. Document submitted MUST be in CLEAR and COLOURED scanned and duly stamped by Inland Revenue Board of Malaysia (LHDN).</p> <p>2. MOU provided must state the terms and understanding between the first party (Malaysia/host company) and the second party (Overseas company/institution)</p> <p>3. Please ensure the following details are included in the MOU:</p> <ul style="list-style-type: none"> <li>• Background of both parties (describe why the partnership is important)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

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|----|-----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                                             | <ul style="list-style-type: none"> <li>• Purpose (List and describe the activities that are planned for the partnership and the roles of each party)</li> <li>• Reporting (Record who will evaluate effectiveness and adherence to the agreement and when evaluation will happen)</li> <li>• Funding (Specify that this MOU is not a commitment of funds)</li> <li>• Duration (State the effective start and end date of the MOU)</li> </ul> <p>4. Signatory for both Malaysian company and Overseas Institution representative:</p> <ul style="list-style-type: none"> <li>• Must consist of these five (5) items: <ul style="list-style-type: none"> <li>i. Name of company/institution</li> <li>ii. Name</li> <li>iii. Signature</li> <li>iv. Designation</li> <li>v. Date</li> </ul> </li> <li>• Digital or pasted signature is NOT accepted</li> </ul>                                                                                                                            |
| 7. | Supporting document from Approving Agency / Regulatory Body (If applicable) | <p>1. For the purpose of installation, maintenance and repair of machinery or installation of new product:</p> <ul style="list-style-type: none"> <li>• Form K1 / ZB4 / Others / BI or Letter of Confirmation from the Customs Department is required to validate company's physical location in Free Trade Zone (FTZ)</li> </ul> <p>2. For external experts in mining activities:</p> <ul style="list-style-type: none"> <li>• Supporting letter from Minerals and Geoscience Department Malaysia for every application of foreign experts for mining purposes.</li> </ul> <p>3. For aeroplane simulator tester:</p> <ul style="list-style-type: none"> <li>• Supporting letter from the Civil Aviation Authority of Malaysia for each application</li> </ul> <p>4. For hotels receiving students under practical training application:</p> <ul style="list-style-type: none"> <li>• Latest Hotel Star Rating Certificate</li> </ul> <p>5. Other documents specified upon request</p> |

## STAGE 3

### SOCIAL VISIT PASS - INTERNSHIP (SVP-I)

#### Eligibility criteria:

- Hiring company successfully registered with ESD (refer to Stage 1 & 2); AND
- ESD-registered company that intends to undertake short-term placements of international student within their company must apply for permission for this facility; AND
- Student must be currently pursuing a degree program or equivalent from recognised universities / institutions abroad (outside of Malaysia)

#### Features:

- This facility covers international student's mobility programs for a period determined by the student's eligibility for social visit pass based on nationality; or a maximum period of up to three (3) months. Programs that require more than the maximum period allowed must apply for a Professional Visit Pass-Expert.
- Types of programs / activities which are required to apply for this facility include student exchange, industrial / practical training, internship, mentorship, and other similar programmes allowed.

#### Conditions:

- Host Company must be successfully registered in ESD Online.
- Application must be submitted by the Host Company through ESD Online.
- Program participant (Student) must be overseas when the application is submitted.
- Passport must have minimum twelve (12) months validity for international travel.
- Program participant can only undertake the program approved by the Host Company.
- Program participants are not allowed to bring dependants.
- The program participant is required to leave the country upon completion of the program or expiry of the pass. Extension of the program is not allowed.
- Program participant from country requiring visa is required to obtain a visa before travel. Program participant will be issued Single Entry Visa (for countries requiring visa).
- The duration of the program is as per country eligibility.
- The social visit pass endorsement is at the discretion of the Immigration officers.



#### Documents required:

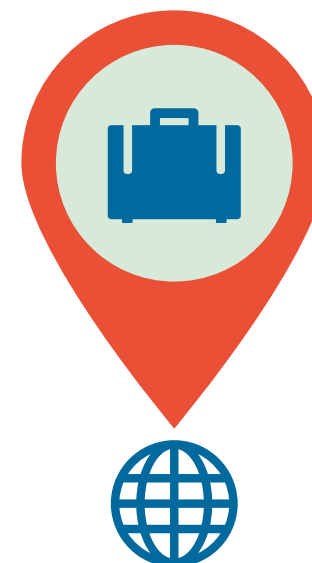
| No. | Document         | Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.  | Copy of Passport | <ol style="list-style-type: none"> <li>1. Passport Pages <ul style="list-style-type: none"> <li>• Full booklet with cover and all pages with minimum six (6) empty pages available.</li> <li>• Booklet cover must be scanned in clear and coloured copy including back cover.</li> </ul> </li> <li>2. Compulsory: <ul style="list-style-type: none"> <li>• Copy submitted <b>MUST</b> be in <b>COLOUR</b>.</li> <li>• Scan and upload clear and readable copy in a single pdf file, <b>MAXIMUM OF THREE (3) ATTACHMENTS ONLY</b>.</li> </ul> </li> <li>3. The passport validity <b>MUST BE MORE THAN TWELVE (12) MONTHS</b>.</li> <li>4. Please ensure details in the passport is accurately keyed into the ESD Online: <ol style="list-style-type: none"> <li>i. Name <ul style="list-style-type: none"> <li>• Name format should follow as printed in the passport Machine-Readable Zone (MRZ). For passport without MRZ, name format should follow "SURNAME" followed by "GIVEN NAME".</li> <li>• Name length (maximum 44 characters including space and no special characters allowed, if more please follow the name according to MRZ in the passport).</li> <li>• Special characters are not available in the ESD Online. If the MRZ have special character or symbol, please replace with blank space.</li> </ul> </li> <li>ii. Nationality <ul style="list-style-type: none"> <li>• Refer the country code on the MRZ section in the second line to identify the nationality. <ol style="list-style-type: none"> <li>a) Gender</li> <li>b) Date of Birth</li> <li>c) Passport Number</li> <li>d) Passport Issue Date</li> <li>e) Passport Expiry Date <ul style="list-style-type: none"> <li>• Passport expiry date must be valid for more than 12 months during the submission of the application.</li> </ul> </li> <li>f) Place of Passport Issuance</li> </ol> </li> </ul> </li> </ol> </li> <li>5. Diplomatic Official / Refugee Temporary Emergency passport is <b>not acceptable</b>.</li> </ol> |

## STAGE 3

|    |                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2. | Confirmation letter                         | 1. Letter from the educational institution with the following details: <ul style="list-style-type: none"> <li>• Name of the applicant as per passport;</li> <li>• Passport number.</li> <li>• Course / Major enrolled.</li> <li>• Course / Major start and end date.</li> <li>• Confirmation from the institution on the student's current standing (year of study, enrolment status).</li> <li>• Name and position of the signatories of the letter.</li> </ul> |
| 3. | Internship offer letter                     | 1. Letter from host company with the following details: <ul style="list-style-type: none"> <li>• Name of the applicant as per passport.</li> <li>• Passport number.</li> <li>• Name of the program and program.</li> <li>• Program start and end date.</li> <li>• Signature, name, and position of the host company representative;</li> <li>• Acceptance signature, and date of the applicant.</li> </ul>                                                       |
| 4. | Detailed schedule of the internship program |                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

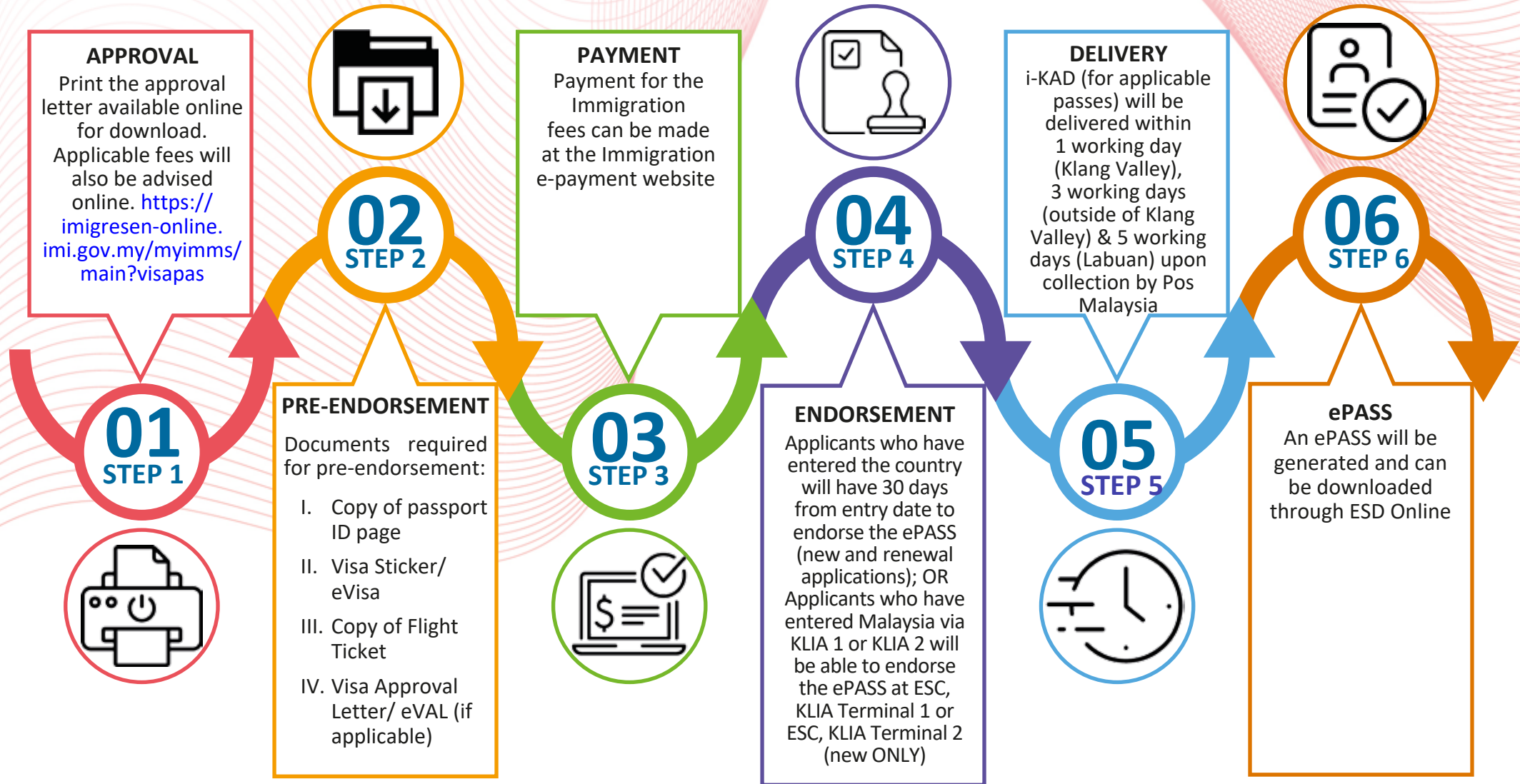
### COOLING-OFF PERIOD REQUIREMENT

1. Employment Pass Category III holders whose pass have been renewed for two (2) times or 3 years in a row MUST leave the country and serve 3 months cooling off period to be able to apply for Employment Pass Category III again. Exemption is only given for cases of Employment Pass Category III converting to Employment Pass Category I / II.
2. Employment Pass Category III holders who are changing employers MUST leave the country and serve 3 months cooling off period to be able to apply for Employment Pass Category III with different employer.
3. Visit Pass (Temporary Employment) holders who wanted to convert to Employment Pass (all categories) MUST leave the country and serve 3 months cooling off period to be able to apply for Employment Pass (all categories).



## > STAGE 4: (Step By Step)

### ONLINE ENDORSEMENT VIA ESD ONLINE



## STAGE 4

### FREQUENTLY ASKED QUESTIONS About ePASS

#### GENERAL

##### 1. What is ePASS?

ePASS, introduced in December 2022, is an electronic pass issued for the approved applications (Employment Pass, Dependant Pass, Long Term Social Visit Pass, Professional Visit Pass)

##### 2. What is the purpose of the ePASS?

The purpose of the ePASS is to ease the ENDORSEMENT process AND reduce the number of pages used in the passport.

##### 3. What types of passes will be included under ePASS?

- i. Employment Pass (EP) (New and Renewal Applications)
- ii. Dependant Pass (DP)
- iii. Long Term Social Visit Pass (LTSVP)
- iv. Professional Visit Pass (PVP)

##### 4. How is the process to have my ePASS completely endorsed?

There are two options for the ePASS endorsement

##### **Option 1: Endorsement of ePASS via Expatriate Satellite Centre (ESC) KLIA Terminal 1 or Terminal 2**

- i. Company obtained Approval Letter for EP/DP/LTSVP/PVP.
- ii. Company informs applicant to obtain Visa with Reference (VDR) if applicable.
- iii. Purchase flight ticket for the purpose of entry into Malaysia.
- iv. Company initiates Endorsement submission via ESD Online and upload the required documents as per checklist.
- v. Submit Endorsement application.
- vi. MYXpats and JIM will process the Endorsement application.
- vii. Company will perform the payment for the Endorsement.
- viii. Applicant may enter Malaysia and proceed to ESC KLIA Terminal 1 or Terminal 2 for the ePASS endorsement. No appointment needed.
- ix. Applicant will obtain the ePASS and i-KAD (if applicable).
- x. If applicant is unable to obtain ePASS endorsement at ESC KLIA Terminal 1 or Terminal 2 due to unforeseen circumstances, the location of the ePASS endorsement has to be changed to MYXpats Centre.
- xi. If applicant is unable to be present at ESC KLIA Terminal 1 or Terminal 2 as per flight date submitted, the company should contact MYXpats through the Helpdesk to request the application to be returned. After receiving the returned application, the company can resubmit the endorsement request by changing the endorsement location to MYXpats Centre.

##### **Option 2: Endorsement of ePASS via MYXpats Centre Surian Tower**

- i. Company obtained Approval Letter for EP/DP/LTSVP/PVP.
- ii. Company informs applicant to obtain Visa with Reference (VDR) if applicable.
- iii. Applicant may enter Malaysia via any entry point (air or land).
- iv. Company initiates Endorsement submission via ESD Online and upload the required documents as per checklist.
- v. Submit Endorsement application.
- vi. MYXpats and JIM will process the Endorsement application.
- vii. Company will perform the payment for the Endorsement.
- viii. ePASS will be endorsed via ESD Online and a button to generate the ePASS will appear at the company's ESD Online account.
- ix. i-KAD will be delivered by POS Malaysia to the selected company address during the endorsement initiation (if applicable).
- x. Applicant will obtain the ePASS and i-KAD. Please note that i-KAD will only be issued to EP holder.

##### **5. How many working days will it take for the ePASS to process after payment is made?**

Upon payment, it will take one (1) working day for the ePASS to be processed and reflected in the ESD Online.

##### **6. Can I shorten the ePASS?**

Yes, the ePASS can be shortened for the following reasons:

- i. Change of employer
- ii. Change of position title
- iii. Change of approval agency
- iv. Change of pass type
- v. End of Service
- vi. Death of ePASS holder

##### **7. Does ePASS follow the validity of an approved application?**

The validity of the ePASS will follow the approval and validity of the applicant's passport.

##### **8. Is the ePASS a valid document to be shown when entering or exiting Malaysia?**

The applicant can enter and exit Malaysia using the ePASS with a valid passport registered on the ePASS.

##### **9. Is the ePASS valid to show upon entry at the airport?**

Yes, it is valid to show upon entry at the airport.



**10. Is it possible for an applicant holding an ePASS to travel within Malaysia without a passport?**

No, the ePASS must always be presented together with the applicant's passport.

### ENDORSEMENT

**11. Where can I find the ePASS?**

The ePASS can be downloaded from the ePASS section in the ESD Online.

**12. What should the company do if they do not receive the email to download the ePASS?**

Company may log in to the ESD Online System to download the ePASS. From the tab ENDORSEMENT -> PASS ENDORSEMENT -> ePASS on the left sidebar of the ESD Online system.

**13. If I cannot print the ePASS from the ESD Online or the button for the ePASS printout does not show the pass, how do I report the problem and what supporting documents should I share?**

Company may contact MYXpats helpdesk to report the issue, and there are no supporting documents needed. Our team will get back to you after the issue has been resolved.

Please be informed that only registered LOU personnel may contact us regarding the issue.

**14. What steps should be taken if there is an error found in the ePASS, and how can it be corrected?**

The company may email MYXpats helpdesk or walk-in to MYXpats Centre together with the required documents for amendment. The updated ePASS will be available within 3-5 working days.

**15. If the applicant was issued a new passport, is it necessary to make a Transfer of Endorsement (TOE) / Take-Up Balance (TUB) in the Sub-Product module?**

Yes, it is compulsory for company to apply the TOE/TUB via Sub-Product module in the ESD Online. After the TOE/TUB process has been completed, an updated ePASS will be issued to the applicant.

Please note that if the applicant has received a new passport and has not completed the TOE/TUB, immigration authorities have the right to deny them permission to leave the country.

**16. Is it necessary to attach the ePASS to the passport? If so, what is the proper procedure for doing so?**

The ePASS should be kept together with the passport. There is no requirement to affix it inside the passport; however, the applicant must ensure that the ePASS is readily available with the passport should any verification is required by the relevant authorities.

ePASS holder is also recommended to keep a digital copy of their ePASS in their mobile devices.

**17. How can the validity of the ePASS be confirmed?**

The ePASS will be issued with a QR code. Authorities and company representatives may scan the QR code to verify the ePASS authenticity.

**18. Can the ePASS be printed in case the applicants are unable to access it from their devices?**

Yes, the ePASS may still be printed for verification purposes if the devices cannot be accessed.

**19. What is the function of the ePASS QR Code?**

The QR Code will be displaying the information of the ePASS holder, to verify that the information indicated in the ePASS is valid.

**20. Is the ePASS accepted as a valid document for opening a bank account in Malaysia?**

Yes, the ePASS can be used to open a bank account. If the bank requires further verification,

The company may requests the bank to verify the ePASS validation through the Immigration Official Website via the link: <https://imigresen-online.imi.gov.my/eservices/epass?semanan>.

OR

Please request the ePASS Validation Letter sample from the MYXpats Centre, steps as below:

- i. Cover Letter from bank stating the intent to confirm on the ePASS authenticity from the immigration (You may download the template from ESD Online Downloads section or request it from MYXpats Helpdesk)
- ii. Email to MYXpats helpdesk ([helpdesk@myxpati.com.my](mailto:helpdesk@myxpati.com.my)) and attach the Cover Letter from the Bank.

### 21. How do I get the ePASS validation which may be requested from the Embassy or Foreign Agency/ Authorities?

The company may request the Embassy or Foreign Agency/ Authorities to check the ePASS validation through the Immigration Official Website via the link: <https://imigresen-online.imi.gov.my/eservices/epass?semakan>.

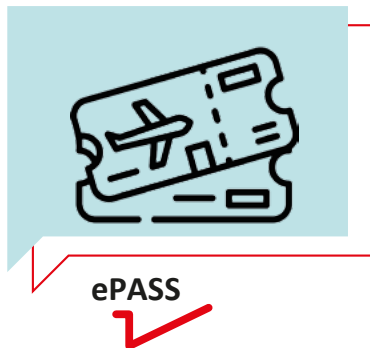
OR



The company may request the Embassy or Foreign Agency/ Authorities to contact ESD Putrajaya via [esdhelpdesk@imi.gov.my](mailto:esdhelpdesk@imi.gov.my) for direct validation. The charter time will be one (1) working day for the Immigration Department's validation process.

### 22. For Public Universities and Government Agencies, will they also receive ePASS for their expatriates?

No. Expatriates for Public Universities and Government Agencies will continue to follow the current endorsement process which is manually at Immigration Department of Malaysia HQ or State offices, until further notice.



## FREQUENTLY ASKED QUESTIONS

### About MYXpats Centre

#### 1. What is MYXpats Centre?

Malaysia Expatriate Talent Service Centre (MYXpats Centre) provides employers and expatriates with Employment Pass and related pass services. It processes and issues the Employment Pass and related passes for eligible expatriates wanting to work in Malaysia.

It is a joint initiative between Talent Corporation Malaysia Berhad (TalentCorp) and the Immigration Department of Malaysia, and it is overseen by the Ministry of Home Affairs.

#### 2. What are the services offered at the MYXpats Centre?

Companies already registered with the Expatriate Service Division (ESD) Online can make use of the MYXpats Centre to:

- Apply for relevant passes for their expatriate employees
- Seek assistance during the document submission process
- Submission and delivery for endorsement via delivery by Pos Malaysia or collection at ESC, KLIA Terminal 1 or ESC, KLIA Terminal 2 of Immigration passes

#### 3. How do I apply for an Employment Pass?

Expatriates are not allowed to apply for their own immigration passes. The application must be done by the company that intends to hire the expatriate. Firstly, company needs to be registered with the ESD before they can apply for an expatriate Employment Pass or other expatriate related Immigration pass.

Applications for these passes can be made online at [esd.imi.gov.my](https://esd.imi.gov.my).

#### 4. What are the documents that I need to complete, and where can I get them?

The checklist is made available in the ESD Online Guidebook.

#### 5. How long will it take to process and approve the Employment Pass application?

Once all required documents have been submitted, all applications will be processed within five (5) working days.

## STAGE 4

### 6. Where is MYXpats Centre located?



MYXpats Centre is located at:  
Level 4, Surian Tower,  
No 1, Jalan PJU 7/3,  
Mutiara Damansara,  
47810 Petaling Jaya,  
Selangor Darul Ehsan.



MYXpats Penang Branch is located at:  
One Precinct,  
1B-3-27 to 1B-3-32, Level 3  
Lengkok Mayang Pasir,  
11950 Bayan Baru,  
Pulau Pinang.

### 7. What are MYXpats Centre's business hours?

Operating & Helpdesk hours of MYXpats Centre from 9:00 am to 5:00 pm on Mondays to Fridays (excluding Public Holidays).

Payment counter open from 9:00 am to 4:00 pm on Mondays to Fridays.

Lunch hour closed:

1:00 pm to 2:00 pm (Mondays to Thursdays)

12:15 noon to 2:45 pm (Fridays)

Saturday and Sunday – Closed

Public Holidays – Closed

### 8. How do I get to the MYXpats Centre?

#### i. By Car or Cab / Taxi:

GPS Coordinate: N3 09.484 E101 36.79 Surian Tower can be accessed by the Lebuhraya Damansara-Puchong (LDP), the New Klang Valley Expressway (NKVE) and the SPRINT Highway's Penchala Link.

#### ii. By Public Bus:

You may take the 800 RapidKL bus from KL Sentral to Bandar Utama, Damansara. From Bandar Utama, take 801 RapidKL bus to The Curve, Mutiara Damansara.

#### iii. By Public Train

You may take the MRT (Kwasa Damansara - Kajang Line) and to disembark at Mutiara Damansara Station, Mutiara Damansara.

### 9. Where can I get more information about MYXpats Centre?

Visit the Expatriate Services Division (ESD) Online at [esd.imi.gov.my](https://esd.imi.gov.my) or

Contact us at:

**Tel: 03-7839 7171**

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

### FOR MORE INFORMATION

#### 1. For ESD COMPANY REGISTRATION related matters, please contact Inspectorate Unit at the following contact information for more assistance:

Inspectorate Unit

Expatriate Services Division (ESD)

Immigration Department of Malaysia Level 3 (Podium) No 15, Persiaran Perdana, Precinct 2 62550 Putrajaya

Tel : 03-8880 1375 / 1486

Email : [inspektorat.esd@imi.gov.my](mailto:inspektorat.esd@imi.gov.my)

#### 2. For PROFESSIONAL VISIT PASS-EXPERT AND OTHER IMMIGRATION related matters, please contact the following Unit for more assistance:

Professional Visit Pass-Expert (PVP)

Unit Expatriate Services Division (ESD)

Immigration Department of Malaysia Level 3 (Podium) No 15, Persiaran Perdana, Precinct 2 62550 Putrajaya

Tel : 03-88801440/1449 (General ESD Helpdesk) 03-8880 1442 (PVP)

URL : Sistem Pertanyaan Online(SPO) <https://eapp.imi.gov.my/>

#### 3. What are Expatriate Services Division (ESD) business hours?

Operating & Helpdesk Hours of Expatriate Services Division (ESD) from 8:00 am to 5:00 pm, Mondays to Fridays (excluding Public Holidays).

Lunch hours closed:

1:00 pm to 2:00 pm (Mondays to Thursdays)

12:15 pm to 2:45 pm (Fridays)

Saturday and Sunday – Closed

Public Holidays – Closed

# FREQUENTLY ASKED QUESTIONS

### Expatriate Pass Applications

#### 1. Does the company need to submit hardcopies of uploaded documents after the application is submitted?

The company does not need to submit hardcopies unless there is a request from MYXpats Centre or Immigration to sight the original documents.

#### 2. Can the applicant submit dependants together when submitting the application?

Yes, the applicant may submit the dependants' application together when submitting the application.

Alternatively, the applicant may add the dependant(s) later once the principal's application is approved.

#### 3. Can the applicant apply for a Visa Approval Letter together when submitting the application?

If the applicant is out the country, an application for a Visa Approval Letter can be made together when submitting the application.

#### 4. How will I know if the application is approved or rejected?

You will be notified via the system. The approval letter will be issued and can be printed directly from the system after the application has been approved.

#### 5. How will the Visa Approval Letter be issued?

The Visa Approval Letter will be issued online and available for download.

The Visa Approval Letter is for the applicant to apply Single Entry Visa from the Malaysian Embassy (MALAWAKIL) abroad that issues visas.

The Visa Approval Letter issued online has a validity of SIX (6) months.

If the applicant does not enter Malaysia within the SIX (6) month period, the Visa Approval Letter will be cancelled, and a new application will need to be raised.

#### 6. How do I change the passport or visa details if the application has already been approved?

Please provide an official letter signed by the Endorser as per the Letter of Undertaking to

Inform the MYXpats Centre of the changes together with necessary supporting documents:

- Copy of the passport biodata page and valid pass
- Employment Pass Approval letter
- DP11 (EP) / DP11A (DP/LTSVP) / IM12 (PVP)
- Visa Approval Letter - if applicable
- Latest entry stamp/exit stamp - if applicable



# FREQUENTLY ASKED QUESTIONS

## Investor Pass

### 1. What is the Investor Pass?

The Investor Pass is a multiple-entry visa (MEV) facility introduced for business visitors or foreign investors to facilitate their business activities, particularly for those who have committed to investing in Malaysia through investment agencies or relevant authorities.

Investor Pass holders are permitted to enter Malaysia for a period of six (6) months, with the option to extend for an additional six (6) months, subject to the applicant's justification and requirements.

### 2. Who is eligible to apply for the Investor Pass?

Business visitors or foreign investors who fall under any of the following three (3) categories are eligible to apply for the Investor Pass:

- New Investor: Potential investors who have not had any investment record in Malaysia.
- Investor in Pipeline: Potential investors who have been identified as interested in making investments in Malaysia, are currently in negotiations with the Malaysian Government or have applied to MIDA for project approvals.
- Existing Investor: Investors who have investment records in Malaysia and SSM registered companies but are not under the employment of the company or any companies in Malaysia.

*Note: Existing Investor category is only available for Manufacturing and Selected Services sectors under MIDA's purview. Sectors governed by other agencies will be available in Phase 2.*

### 3. How do I apply for the Investor Pass?

The Investor Pass can be applied through [Xpats Gateway](#).

### 4. What is Xpats Gateway?

A seamless, end-to-end solution that enables effective communication with relevant partner agencies throughout the application process, ensuring a smooth and hassle-free experience for both applicants and partner agencies. All decisions are issued electronically via Xpats Gateway, allowing for a more efficient processing by partner agencies and well-time approvals.

### 5. Can I use my personal email address to apply for the Investor Pass?

Applicants must use a business email address. Please note that public email domains such as @gmail.com, @yahoo.com, @hotmail.com, @outlook.com, @live.com, @msn.com, @aol.com, @icloud.com, @me.com, @mac.com, @protonmail.com, @proton.me, @zoho.com, @gm.com, @gm.net, @yandex.com, @yandex.ru, @mail.com, @fastmail.com, and @tutanota.com are not eligible for registration.

### 6. Can I apply for the Investor Pass while I am in Malaysia?

Applicants must be located outside of Malaysia at the time of applying for the Investor Pass.

### 7. Is the Investor Pass facility applicable throughout Malaysia?

The Investor Pass facility is only applicable in Peninsular Malaysia and the Federal Territory of Labuan, excluding Sabah and Sarawak.

### 8. What documents do I need to prepare prior to the submission of the Investor Pass application?

| No | Documents                                                                                                                      | Type of Investor |                      |                   |
|----|--------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------|-------------------|
|    |                                                                                                                                | New Investor     | Investor in Pipeline | Existing Investor |
| 1  | Official invitation document from:<br>- Ministry; or<br>- Government Agency; or<br>- Registration of Company in Malaysia (ROC) | Optional         | Optional             | Optional          |
| 2  | Copy Of Passport: All Pages (Full Booklet with Front & Back Pages) with 12 months validity                                     | /                | /                    | /                 |
| 3  | Certificate of Incorporation of Parent Company                                                                                 | /                | /                    | n/a               |
| 4  | Latest Audited Financial Statement of Parent Company                                                                           | n/a              | /                    | n/a               |
| 5  | Confirmation document from MIDA Regional Offices/ Malaysian Embassy / High Commission or Consulate General                     | n/a              | Optional             | n/a               |
| 6  | SSM Company Profile                                                                                                            | n/a              | n/a                  | /                 |
| 7  | Other documents                                                                                                                | Optional         | Optional             | Optional          |

**9. What if my original documents are not in English?**

Documents that are not originally in English must be translated accordingly by the respective country's embassy or authorised translation agencies.

**10. How long does it take to process and approve the Investor Pass application?**

Once all required documents have been submitted, all applications will be processed within five (5) working days.

**11. Is the applicant eligible to bring a dependant/apply for a Dependant Pass?**

No, applicants are not eligible to bring a dependant or apply for a Dependant Pass.

**12. Can an applicant apply for a Visa with Reference together when submitting the application?**

An application for a Visa with Reference can be made upon receiving the pass approval from the Immigration Department of Malaysia. Applicants will be notified in the system upon approval of the application, together with the Approval Letter and VDR (Visa Dengan Rujukan) Letter.

**13. How will I know if my application is approved or rejected?**

You will be notified via the system. If approved, the approval letter will be issued and can be printed directly from the Xpats Gateway.

**14. How do I request for amendment of passport or visa details after the application has been approved?**

Please send an email to [ppp\\_invest@imi.gov.my](mailto:ppp_invest@imi.gov.my) to inform us of the changes together with all necessary supporting documents.

**15. Can I change my Investor Pass to other type of passes?**

Investor Pass holders can convert their current pass to other long-term passes issued by the Immigration Department of Malaysia subject to approval.

**16. When can I submit a renewal application?**

Applicants may submit a renewal application through the Xpats Gateway ONE (1) month before the pass expiry.

**17. Once I receive a notification to make payment, how long is the duration given for me to complete it?**

Applicants may complete the payment within six (6) months from the date of notification issuance.

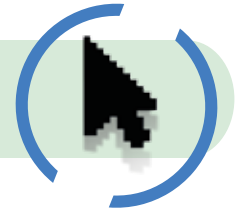
**18. How long is the validity of the Approval Letter?**

The Approval Letter is valid for six (6) months from the date of issuance. Applicants must complete the payment within the given period, or the approval will be revoked.

**FOR MORE INFORMATION**

- i. **For processing related enquiries**, please reach out to the Expatriate Services Division (ESD) at: [ppp\\_invest@imi.gov.my](mailto:ppp_invest@imi.gov.my)
- ii. **For further clarification related to documents and agency requirements**, kindly contact the Malaysian Investment Development Authority (MIDA) at: [investorpass@mida.gov.my](mailto:investorpass@mida.gov.my)
- iii. **For Xpats Gateway technical assistance**, please get in touch with the MYXpats Helpdesk at: [helpdesk@myxpats.com.my](mailto:helpdesk@myxpats.com.my)

Complete F.A.Q can be downloaded online at [esd.imi.gov.my](https://esd.imi.gov.my)



## ANNEX A

### COMPANY LETTERHEAD

No Fail:  
Tarikh :

Setiausaha Bahagian Bahagian  
Hal Ehwal Imigresen  
Kementerian Dalam Negeri  
Aras 4, Blok D2, Kompleks D  
Pusat Pentadbiran Kerajaan Persekutuan  
62546 PUTRAJAYA

Tuan,

### PERMOHONAN PENGECUALIAN GAJI MINIMUM UNTUK PENGAMBILAN EKSPATRIAT BAGI PAS PENGGAJIAN KATEGORI III

Merujuk kepada perkara di atas, (nama syarikat) ingin memohon pengecualian gaji minimum untuk pengambilan ekspatriat bagi Pas Penggajian Kategori III.

1. Untuk makluman tuan, butiran syarikat dan justifikasi permohonan adalah seperti berikut :

Nama Syarikat :  
No Pendaftaran Syarikat :  
Peringkat Jawatan :  
Bilangan Jawatan :  
Nama Jawatan :  
Skop Kerja :  
Warganegara :  
Gaji pokok bulanan :  
Justifikasi :

## ANNEX A (continuation)

2. Kerjasama pihak tuan dalam mempertimbangkan permohonan ini amat dihargai dan didahului dengan ucapan terima kasih.

Yang Benar,

(Nama Pengarah) (Nama Syarikat)

s.k.

Unit Inspektorat  
Bahagian Khidmat Ekspatriat Jabatan Imigresen Malaysia  
Ibu Pejabat Jabatan Imigresen Malaysia Tingkat 3 (Podium)  
Persiaran Perdana, Presint 2  
Pusat Pentadbiran Kerajaan Persekutuan 62550 PUTRAJAYA

\*Nota:

i. Surat permohonan ini tidak boleh digunakan atau dianggap sebagai pra-syarat bagi kelulusan pas.

ii. Peringkat Jawatan merujuk kepada tahap jawatan dalam organisasi syarikat.  
Contoh: Technical

## ANNEX B

### DOCUMENT CHECKLIST FOR EP AND PVP APPLICATION

| Documents                                                     | Employment Pass | Professional Visit Pass-Expert |
|---------------------------------------------------------------|-----------------|--------------------------------|
| Photo                                                         | /               | /                              |
| Passport                                                      | /               | /                              |
| Educational Certificates                                      | /               |                                |
| Resume / Testimonial Release Letter (Change of Employer ONLY) | /               |                                |
| Employment Contract                                           | /               |                                |
| Job Description                                               | /               |                                |
| Payslip (Renewal & Change of Employer ONLY)                   | /               |                                |
| Personal Income Tax (Renewal & Change of Employer ONLY)       | /               |                                |
| Project Details Form (If Applicable)                          | /               |                                |
| Application Letter                                            |                 | /                              |
| Personal Bond OR Security Bond                                |                 | /                              |
| Memorandum of Understanding (If Applicable)                   |                 | /                              |

## ANNEX C

### Restricted sector for foreign involvement under the Guidelines on Foreign Participation in the Distributive Trade Services Malaysia

1. Supermarket / mini market (less than 3,000 square sales floor area)
2. Provision shop / general vendor
3. Convenience store (that opens for business for 24 hours)
4. News agent and miscellaneous goods store
5. Medical hall (inclined towards traditional alternative medicines plus general dry foodstuff)
6. Fuel station with convenience store
7. Fuel station without convenience store
8. Permanent wet market store
9. Permanent pavement store
10. National Strategic Interest
11. Textile, restaurant (non-exclusive), bistro, jewellery shops
12. Others

PLEASE BE REMINDED THAT NEGLECTFUL FAILURE OF THE COMPANY TO SUBSTANTIALLY COMPLY WITH AN APPLICABLE OR OTHER GOVERNMENTAL REQUIREMENTS; OR NEGLIGENCE OR WILLFUL MISCONDUCT OR KNOWINGLY MISREPRESENT WITH THE INTENT TO OBTAIN ANY PASSES FOR THE SAID FOREIGNER/S, THE COMPANY, SHALL HEREBY BE LAWFULLY RESPONSIBLE TO A LEGAL ACTION UNDER THE IMMIGRATION ACT 1959/63 SECTION 56(F); ANY PERSON WHO MAKES OR CAUSES TO BE MADE ANY FALSE REPORT, FALSE STATEMENT OR FALSE REPRESENTATION IN CONNECTION WITH ANY OBLIGATION ON CONVICTION, BE LIABLE TO A FINE NOT EXCEEDING TEN THOUSAND RINGGIT OR IMPRISONMENT FOR A TERM NOT EXCEEDING FIVE YEARS OR BOTH

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