Pass Shortening & Exit Clearance – Frequently Asked Questions (FAQ)

Subject: Pass Shortening Before Departure from Malaysia

1. What is the procedure before a pass holder permanently leaves Malaysia?
   The company is required to shorten their expatriate's current pass before permanently leaving the country.

2. How to submit the Shorten Pass application?
   The company may submit the Shorten Pass application via ESD Online under the Sub-Product tab.

3. What is the proof that the Shorten Pass application submission is complete?
   Proof of Shorten Pass can be retrieved from the ESD Online by following the steps outlined below:

   a. Log in to the ESD Online
   b. Click on the **Sub-Product tab** located at the top right of the user interface
   c. Refer to the **Shorten Pass** on the left-hand side. Then, click on the 'Completed' selection to view and download the Shorten Pass Slip

4. Is Shorten Pass application still necessary if the current pass validity is less than three (3) days?
   Yes. To permanently leave the country, it is compulsory for the company to shorten their expatriate's current pass regardless of their pass' balance validity period.

Subject: Implementation of Exit Clearance for Expired Employment Pass (EP) and Professional Visit Pass (PVP) Holders.

1. What is the Exit Clearance, and why is it required?
   Exit Clearance is a mandatory declaration to confirm that expatriates have left Malaysia after their passes have expired, in cases where no Shorten Pass or renewal applications have been recorded in the ESD Online.

2. Who is required to submit the Exit Clearance?
   Companies are required to submit the Exit Clearance for all expired Employment Pass (EP) and Professional Visit Pass (PVP) holders whose applications have been approved in the ESD Online on 18/11/2025 onwards.

3. How to submit for the Exit Clearance?
    Exit Clearance must be submitted through ESD Online by following the steps
    outlined below:

    a. Log in to the ESD Online
    b. Click on the **Application tab** located at the top right of the user interface
    c. Refer to the **Application Status** on the left-hand side. Then, click on the 'Exit
        Clearance' selection
    d. Complete the required fields and upload the necessary supporting
        documents

4. How does the Exit Clearance work?
    a. ESD Online identifies all the expired passes.
    b. ESD Online will automatically monitor the applicant's whereabouts, whether
        within or outside the country, for up to 30 days.
    c. If no exit is detected within 30 days after the latest pass has expired, the
        company must declare the expatriate's exit information in the Pending Exit
        Declaration under the Exit Clearance selection.

5. What documents are required to submit an Exit Clearance in the ESD Online?
    a. Latest copy of passport - full pages (Compulsory)
    b. Mandatory to provide one of the following documents:
        i.   Proof of Exit – Latest Exit Stamp / Boarding pass / Autogate Slip; **OR**
        ii. A copy of the pass that was shortened abroad by the Malaysian
             Embassy; **OR**
        iii. A statutory declaration endorsed by a Commissioner of Oaths
             accompanied by a justification letter certified by the employer

6. Is there a deadline for the Exit Clearance submission?
    Companies are given 30 days from the expatriate's latest pass expiry date to declare
    the expatriate's exit information via the Exit Clearance selection.

    If the system detects that no exit has been performed within 30 days after the pass
    expiry, the company is required to declare the exit information in the Pending Exit
    Declaration under the Exit Clearance selection within seven (7) days

7. What happens if the Exit Clearance was not submitted?
    Failure to complete the Exit Clearance will result in restrictions on the company's
    ESD Online account, preventing the submission of new applications. However, the
    implementation of this restriction will be announced soon.

8. Will the company be able to submit new applications if the Exit Clearance
    submission is currently in processing?

Yes, company may continue to submit new applications, provided that the Exit Clearance for the relevant expatriates has been initiated.

9. How to identify which expatriates are required for Exit Clearance?
A list of expired EP and PVP holders whose passes have expired without renewal or Shorten Pass will be displayed in the ESD Online under the Exit Clearance selection.

10. Who to reach out for further assistance with the implementation of the Exit Clearance?
Company may contact MYXpats Centre via:
- Email: helpdesk@myxpats.com.my
- Telephone: +603-7839 7171