

COMPANY INTERVIEW WITH THE IMMIGRATION DEPARTMENT OF MALAYSIA & MYXPATS CENTRE

FREQUENTLY ASKED QUESTIONS (FAQ)

◆ A. General Information

1. What is the Company Interview Module?

- It is a feature in the ESD Online that notifies companies of required interview sessions related to Employment Pass (EP) or Professional Visit Pass (PVP) applications. Companies can confirm scheduled interview sessions or request to reschedule the interview via the system.

2. Is a Company Interview mandatory for all EP or PVP applications?

- No. It is only applicable if the application is flagged for further review and requires clarification by the authorities. If no further clarification is required, the Company Interview Module will not be applicable.

3. Is there a deadline to respond to the Company Interview invite?

- Yes. Companies must respond by the due date specified in the system. If no response is received, up to two follow-up reminders will be issued. Failure to respond to all three invites may result in the case being escalated to the Expatriate Committee (EC) for further assessment.

4. Can companies request to reschedule the interview session?

- Yes. Companies are allowed a one-time rescheduling request, subject to the availability of interview slots.

5. Who should attend the Company Interview Session, and how many can attend?

- Preferably attended by the Registered Director, Endorser (1 or 2), HR personnel managing expatriate matters, or the Project Lead/Person-In-Charge (PIC).
- A maximum of **two (2)** company representatives may attend. Attendance by **third-party agents is not permitted.**

◆ B. Company Interview Process

6. What is the process for attending a Company Interview?

Before the Interview:

- Log in to the ESD Online → Applications → Company Interview Bin
- Click **View** on the relevant application
- Complete attendee details (name, NRIC/Passport No., position)
- Upload the latest KWSP statement

- Click **Accept** to confirm or **Reschedule** (one-time only)
- Take note of the confirmed date and Zoom link

During the Interview:

- Representatives must be punctual and well-prepared
- Presentation should include a company overview, current and projected expatriate hiring needs, and relevant supporting documents
- Verify attendee identity and maintain professionalism

◆ C. Documentation Requirements

7. What documents are required for the Company Interview Session?

Presentation slides covering:

- Business activities
- Future plans
- Current local and expatriate headcount
- Projected expatriate hiring needs
- Latest KWSP statement (to be uploaded during confirmation)
- Any other relevant supporting documents

Note: Documents must be ready to be shared via screen during the Zoom session.

8. What happens if my documents are incomplete?

- Incomplete applications will be returned and the company will be notified to upload the missing documents.
- If the company fails to submit the required documents after **three (3)** notifications, the case will proceed based on available information and be presented to the EC.

◆ D. After the Interview & Application Outcome

9. What happens after the Company Interview Session?

- The processing team will notify the company via ESD Online if additional documents are required.
- Log in to ESD Online → Applications → Company Interview Bin → Click **Process**
- Upload the requested documents under the **Document Request** panel and click **Submit**
- Once submitted, the application status will update to “**In Processing**” and further updates will be provided via the system

10. How long does it take after submitting complete documentation?

- The report is generally prepared within five (5) **working days** after receiving all required documents.

11. Will I be notified of the outcome after the Company Interview?

- Yes. The company will be notified via ESD Online once the EC has made a decision. The application status will also be updated.

12. What happens if the company misses the scheduled interview without notice?

- Failure to attend the session without a valid reason may be deemed as non-cooperation. The case may proceed based on existing documents and be presented to the EC for decision.

13. Can I make changes to my application after the interview has been completed?

- No changes can be made directly in the ESD Online after the interview. However, the processing team may request clarifications or additional documents, which can then be submitted accordingly.

14. Can I withdraw or cancel an EP/PVP application that requires a company interview?

- No, the application cannot be withdrawn or cancelled via the ESD Online.
- If the company no longer wishes to proceed, an official letter on company letterhead must be emailed to **helpdesk@myxpat.com.my**.
- The case will still be presented to the EC for a final decision based on available documents and the withdrawal letter.

◆ E. Technical Support

15. Who should I contact for issues related to the Company Interview for EP/PVP applications?

For assistance, contact the MYXpat Helpdesk:

- **Email:** helpdesk@myxpat.com.my
- **Phone:** +603 7839 7171