

FREQUENTLY ASKED QUESTIONS (FAQ):

ENHANCED/ MOVEMENT CONTROL ORDER (EMCO/ MCO) - EMPLOYMENT PASS & PROFESSIONAL VISIT PASS

1. Can I still submit my application while the Enhanced/ Movement Control Order (EMCO/ MCO) is in effect?

Answer: Yes, all application processes will operate as usual through the online systems. However, please expect some delays with the processing charter.

2. I submitted my pass application in the ESD system, but the pass expired during the processing period. What will happen to the application?

Answer: A valid pass is required for pass processing. If it is a renewal application, you may opt for an e-Special Pass (e-SP) through the ESD system. If it is a new application, manual submission of Special Pass is required at the Immigration Department of Malaysia.

For further details on e-SP, you may refer to this [link](#). However, the SP requirement/ approval is at the Immigration Department of Malaysia's discretion.

3. My passport validity is less than twelve (12) months. However, my Embassy is temporarily closed / there is a delay in passport renewal. Can I proceed for renewal with the current passport?

Answer: No, passport validity must be more than twelve (12) months with a minimum of six (6) empty pages. Please refer to the Embassy for passport renewal/ extension of the validity on the same passport once they resume operation.

4. My pass is expiring soon. How can I proceed with my pass Endorsement/ Transfer of Endorsement/ Special Pass/ Shorten Pass?

Answer: Immigration offices may be closed during EMCO/MCO. During this period, those with urgent transactions related to death, critical medical reasons or to leave the country, we advise you to email Helpdesk at helpdesk@myxpats.com.my

5. Do we need Special Pass to exit the country if the expatriate pass has already expired?

Answer: Yes, the expatriate must have a valid/ active pass to exit the country. However, the Special pass approval duration is subject to approval by the Immigration Department of Malaysia with a confirmed flight ticket.

6. Is it compulsory to shorten the expatriate's current pass if he is leaving for good?

Answer: Yes, the company must shorten the current pass. An appointment slot may be secured at the MYHelp appointment system.

7. My passport is now at MYXpats, and the office is closed. What should I do if the police or Immigration officer stops me and request for my passport?

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

For urgent situations related to death, critical medical reasons or to leave the country, you may contact us at helpdesk@myxpats.com.my for collection arrangements.

8. Is there any exemption given for attestation/certified true copy of certificates (marriage, birth, etc.) by the Respective Embassy when I am not allowed to travel.

Answer: No, there is no exemption from the Immigration Department of Malaysia, and you will need to complete the process once the Government of Malaysia lifts the EMCO/MCO.

9. What happens to our confirmed MYHelp appointment with MYXpats Centre during office closure?

Answer: All affected appointments during the closure of Immigration offices due to EMCO/MCO will be automatically rescheduled once the Government of Malaysia lifts the EMCO/MCO. You will receive system automated notification of the new appointment.

10. I have a confirmed MYHelp appointment, but I wish to change it to another date/cancel. How do I do that?

Answer: Yes, you may reschedule or cancel your appointment. In the ESD system, you will need to click the 'RESCHEDULE' or 'CANCEL'.

11. I have an appointment for pass endorsement, but the date is after the expiry of my pass. Can I still proceed?

Answer: Yes, the endorsement is possible. Please bring along Special Pass (SP) documents during passport submission. However, the SP requirement/approval is at the Immigration Department of Malaysia's discretion.

12. How do we secure an appointment slot at the State Immigration Department of Malaysia (other location than MYXpats Centre and ESD, Putrajaya) for appointments?

Answer: You may set an appointment through [Sistem Temujanji Online \(STO\)](#)

13. How can I reach the Immigration Department of Malaysia for other Immigration related inquiries?

Answer: You may reach the Immigration Department of Malaysia through [Sistem Pertanyaan Online \(SPO\)](#). This is the channel where all enquiries will be responded by the Immigration Department of Malaysia.

14. How do I check MYEntry application status?

Answer: You can check the status of your application [here](#) > click 'CHECK MYENTRY STATUS'

15. I would like to know the requirements for permission to exit/enter Malaysia, for guaranteed MYEntry approval.

Answer: There are no requirements for exit/entry approval and this depends on the urgency reason. However, approvals are at the Immigration Department of Malaysia's discretion.

16. How long is the validity of MYEntry approval letter?

Answer: The approval letter is valid for the duration as below:

- Entry approval : 90 days
- Exit approval : 90 days
- Exit and return : 90 days

17. Is it possible to get MYEntry permission to exit the country and at the same time get permission to re-enter?

Answer: Yes, you may apply for permission to exit and return at the same time > choose MYEntry type as 'Exit and Return Application' through [MYEntry](#).

18. I have obtained permission to enter Malaysia through MYEntry. However, my return date to Malaysia has been rescheduled to more than 90 days after the approval, can I request for an extension?

Answer: There is no extension of approval for entry/exit to Malaysia. If you are not able to travel within the stipulated time, you will have to re-apply.

19. I am no longer employed in Malaysia and will return to my home country for good. Do I need to request MYEntry permission to exit?

Answer: No, you do not need to request exit approval if you are leaving for good.

20. MYEntry permission (enter/exit) has been rejected, may I know the reason?

Answer: The Immigration Department of Malaysia will not reveal the reason for rejection. You may re-apply with stronger justification/other supporting documents.

21. I have submitted MYEntry permission to enter/exit and it is in the processing stage but I realised my details (number/name, etc.) is incorrect. How can I amend the details?

Answer: Any details are no longer permitted to be amended. You must cancel the existing submission and submit a new one.

22. I have obtained MYEntry permission to enter/exit, but I realized my details on the MYEntry Approval Letter (number/name, etc.) are incorrect. How can I request for amendment after approval?

Answer: Any details are no longer permitted to be amended. You will need to submit a new request for permission.

23. I am abroad, and I do not have a valid Employment Pass as I am no longer employed in Malaysia, but I need to travel into Malaysia to bring my belongings back; what should I do?

Answer: You will need to request permission to enter through [MYTravelPass \(MTP\)](#) under the 'FOREIGNER (SOCIAL VISIT)/ PERMANENT RESIDENT(PR)' category. Upon entry, you will be given a Social Visit Pass (tourist). While for your exit to leave for good, exit approval is not required.

24. I have obtained MYEntry permission to enter Malaysia, do I need to apply for the entry Visa?

Answer: Visa requirements vary by country and depend on the nationality of the traveller. Please refer to Malaysia Embassy to get more clarification.

25. I have to travel to my home country for a new passport. For now, I have a temporary passport, can this be used for pass application?

Answer: No, a temporary/emergency passport may only be used as a travel document for exit purposes.

26. What is the latest entry procedure to Malaysia and how long is the quarantine period?

Answer: You may refer to respective authorities e.g. Ministry of Health (MOH) or [National Disaster Management Agency \(NADMA\)](#). You may contact NADMA at 03 8870 4800 or Malaysia Government Call Centre (MyGCC) 03 8000 8000 for more information.

27. Are there certain countries that are restricted to enter Malaysia?

Answer: Yes, India, Sri Lanka, Bangladesh, Pakistan and Nepal. You may refer to the announcement on the website here:

<https://esd.imi.gov.my/portal/latest-news/announcement/exit-entry-procedures%20for-country-india-during-mco/>

<https://esd.imi.gov.my/portal/latest-news/announcement/exit-entry-procedures%20for-country-srilanka-bangladesh-pakistan-nepal-during-mco/>

28. When will the travel ban be lifted for several countries?

Answer: This is subject to the latest travel rules & regulations imposed by the Malaysian Government.

** Please check the latest news and announcement on the ESD website. Should you have a question, you may reach out to us at helpdesk@myxpats.com.my