



TRANSITION TO MIDA EXPATRIATE SYSTEM (MES) – AFFECTED COMPANIES
EFFECTIVE 1 JUNE 2026

[FREQUENTLY ASKED QUESTIONS]

A. GENERAL INFORMATION - TRANSITION & SYSTEM MIGRATION

No	Questions	Answers
1	What is MIDA Expatriate System and its relation to MIDA's <i>InvestMalaysia</i> ?	<p><i>InvestMalaysia</i></p> <p><i>InvestMalaysia</i> is MIDA's official main digital platform launched on 30 September 2019, that streamlines the submission, tracking and approval of investment-related applications and incentives in Malaysia.</p> <p>It serves as a one-stop portal for investors in processing application for project approvals in the manufacturing and selected services sectors¹ comprises of modules such as <i>Manufacturing License, Incentives, Grant, Status, RE/RO, Confirmation Letter for Exemption from ML, Domestic Sales, Import Duty Exemption, Post Approval/ Post Licensing/ Post Incentive; including expatriate module, etc.</i></p> <p>MIDA Expatriate System (MES)</p> <p>Now, <i>InvestMalaysia</i> has embarked on a new investor facilitation by enhancing an expatriate module known as MIDA Expatriate System (MES) to manage a comprehensive expatriate application.</p> <p>Effective 2 September 2025, the module is being implemented in pilot phases to ensure investors' smooth transition from ESD Online System to MIDA's MES module.</p> <p>-----</p> <p><small>1 Manufacturing: All sub-sectors, with a focus on high-technology, automotive (EEVs/NxGVs), and aerospace Selected Services Sectors under MIDA's purview include: Global Services Hub (GSH), Representative/Regional Offices (RE/RO), R&D services, hotel and tourism projects,</small></p>

No	Questions	Answers
		private higher education (science courses) and technical & vocational training institutions, oil & gas services, green technology (renewable energy, integrated waste management, EV charging stations, solar leasing), integrated logistics services (ILS), cold chain facilities (CCF), digital infrastructure, and smart logistics complexes (SLC).
2	Why is my company required to transition to the MIDA Expatriate System (MES)?	Your company falls under MIDA's purview and is part of the transition initiative to centralise all expatriate-related applications under a single platform (MES), in line with the new expatriate policy and system enhancement.
3	What happens to my company's access to Xpats Gateway and ESD Online after MES implementation?	<p>The existing Xpats Gateway ID access for companies under MIDA's purview will be deactivated effective on the specified implementation dates (i.e. 11 April 2026 for pilot companies and 1 June 2026 for companies under MIDA's purview).</p> <p>Thereafter, companies may continue to access Xpats Gateway using their InvestMalaysia ID and password via Single Sign-on (SSO) integration, where applicable. However, access to ESD Online for new expatriate application submissions under MIDA's purview will be restricted, and all new applications must be submitted via MES.</p> <p>Notwithstanding the above, companies may still be required to utilise certain supporting services or external processes through Xpats Gateway, including matters relating to Department of Labour Peninsular Malaysia (JTKSM) under Section 60K of the Employment Act 1955 (Act 265), MYFutureJobs Advertisement Acknowledgment Letter, and other supporting external processes, where applicable.</p>
4	Where should companies submit expatriate applications after the transition?	All expatriate applications must be submitted through the Xpats Gateway using InvestMalaysia ID and password via Single Sign-on (SSO), and will be processed in MES.
5	What is the key takeaway for companies?	MES is the sole submission platform for expatriate applications under MIDA. Companies must comply with the transition timelines and requirements to avoid their applications not being processed.

B. NEW APPLICATIONS

No	Questions	Answers
1	Can my company still submit new applications via Xpats Gateway or ESD after the cut-off date?	No. After the cut-off date, companies will no longer be able to submit new expatriate applications via Xpats Gateway or ESD Online. All new applications must be submitted through the Xpats Gateway using InvestMalaysia ID and password via Single Sign-on (SSO), and will be processed in MES.
2	Why is my company required to transition to the MIDA Expatriate System (MES)?	Your company falls under MIDA's purview and is part of the transition initiative to centralise all expatriate-related applications under a single platform (MES), in line with the new expatriate policy and system enhancement.

C. EXISTING / IN-PROGRESS APPLICATIONS

No	Questions	Answers
1	What will happen to applications submitted before the transition date?	Applications submitted before the cut-off date via Xpats Gateway or ESD Online will continue to be processed in the respective systems until completion.
2	Can we still complete pending applications after system deactivation?	Yes. Ongoing applications (status: in progress or approved) will continue to be processed until completion. However, companies are advised to complete all submissions before the transition date to avoid disruption.
3	What if my company cannot complete submissions before the deadline?	Companies may submit an appeal within fourteen (14) days for consideration.
4	What happens if an application is returned in ESD Online?	Companies must resubmit the returned application within fourteen (14) days in ESD Online. If resubmitted within the timeframe, the application will continue to be processed in ESD Online.
5	What happens if a returned application is not resubmitted within 14 days?	If no resubmission is made within fourteen (14) days: <ul style="list-style-type: none"> • No further resubmission will be allowed in ESD Online • The application must proceed via MES • No refund will be provided for the ESD submission
6	What happens after an application has been endorsed?	Any subsequent applications must be submitted via MES.

No	Questions	Answers
8	Can dependent applications be submitted together with or after the principal application in MES?	Yes. Dependent applications may be submitted together with the principal (expatriate) application or separately after the principal application has been approved via MES.
9	If the dependent is not submitted together with the principal application, will it affect the application process?	No. There will be no impact. MES will retrieve the principal's data. Therefore, companies may submit dependent applications at a later stage without any issue.
10	Will the process and requirements differ for dependent applications submitted later?	No. The process and document requirements remain the same regardless of whether the dependent application is submitted together with or after the principal application, subject to compliance with MES requirements.

D. REJECTION & APPEAL CASES

No	Questions	Answers
1	How should rejected applications be handled?	Rejected applications must follow the transition rules: <ul style="list-style-type: none"> • Appeal within 14 days via the same platform; or • Where applicable, request refund within 14 days if no appeal is submitted (post-transition cases).
2	Can rejected applications be resubmitted in MES instead?	No. Appeals must be submitted via the original platform. Any new applications must be submitted through MES in accordance with the transition requirements.

E. DUPLICATE & COMPLIANCE

No	Questions	Answers
1	Can companies submit the same application in multiple platforms?	No. Companies are required to ensure that submissions are made through a single platform only.
2	What happens if duplicate submissions are detected?	Only one application will be processed, and the others may be disregarded. Any costs incurred shall be borne by the company.

F. RESPONSIBILITIES OF COMPANIES

No	Questions	Answers
1	What are companies responsible for during this transition?	Companies are responsible for ensuring submission via the correct platform (MES), completing pending applications before the deadline, avoiding duplicate submissions, and complying with all transition requirements.
2	Will there be any processing delay during the transition?	Delays may occur if applications are incomplete, submitted via the wrong platform, or involve duplicate submissions. Companies are advised to ensure all submissions are complete and accurate.

G. SUPPORT & ASSISTANCE

No	Questions	Answers
1	Who should we contact for MES-related enquiries?	Industry Talent Management & Expatriate Division, MIDA – Email: expatriate@mida.gov.my , Tel: +603-2267 3607
2	Who should we contact for immigration-related matters?	Immigration Unit, MIDA – Email: imigresen@mida.gov.my <u>For Visa related matters:</u> Immigration Portal : https://malaysiavisa.imi.gov.my/ MyVisa Mobile App (For Android User)
3	Who should we contact for Xpats Gateway enquiries?	MYXpats Helpdesk – Email: helpdesk@myxpat.com.my