

FREQUENTLY ASKED QUESTIONS (FAQ) - SUB PRODUCTS

	AMENDMENT OF APPROVED APPLICATION	SHORTEN OF PASS	CANCELLATION OF APPLICATION	TRANSFER OF ENDORSEMENT / TAKE UP BALANCE	PERMISSION TO STUDY	PERMISSION TO WORK AT A SECOND LOCATION
NO GENERAL						
1	Do we need to submit a physical passport for subproduct endorsement? <i>Note: - Effective 1 July 2024 Immigration will issue an acknowledgment slip for Shorten of Pass, Permission to Study and Permission to Work at Second Location.</i>	N/A	NO	N/A	NO	NO
NO FEE						
1	Is there any processing fee payable to MYXpats for the Sub Product application?		NO		RM150.00 (excluding SST)	NO
2	Is there any processing fee payable to Immigration Department of Malaysia (JIM) for the Sub Product application?		NO		YES	NO
3	If Sub Product requires payment, can I request to refund the fee paid if my Sub Product is rejected?		N/A		NO	N/A
NO CLIENT CHARTER						
1	How long does it take to process for a Sub Product application submission?	3 WORKING DAYS				
2	If Sub Product requires POS Malaysia delivery, will the charter time be different?		N/A		i.KLANG VALLEY: 2 WORKING DAYS ii.PENINSULAR: 3 WORKING DAYS iii. LABUAN: 5 WORKING DAYS	N/A
NO SUBMISSION						
1	Where can I find the Sub Product application?	1. https://esd.imi.gov.my/ 2. Login to company account 3. Click Sub-Product Tab on top				
2	Under what situation that I can apply for the Sub Product?	If there are any incorrect details in the applicant details.	One of the reasons below. 1. Resigned and leaving Malaysia 2. Change company 3. Change Position/Salary 4. Change of pass type 5. Change of other agencies 6. Death	One of the reasons below. 1. Leaving Malaysia 2. Change of position 3. Change of company 4. Change of pass 5. Change of approving agencies 6. Expired application 7. Reject offer 8. Death 9. Others	Applicant obtains new passport, or/and to take up balance from duration approved.	1. EP holder - continue studying in West Malaysia and Labuan- part time only. 2. Spouse and DP [below 18 Years] studying in West Malaysia and Labuan When applicant required to work at a second location. T&C apply as below: I. The same R.O.C company has branches/project or; II. A company that has a business contract with another company to supply equipment that requires expatriate/expertise/skilled /knowledgeable workers from that company.
3	How do I cancel the Sub Product application that I have submitted and currently in processing?	Please contact us at +603 7839 7171 or email to helpdesk@myxpats.com.my for more details.				
4	Is this online Sub Product applicable to all companies in Malaysia?	Registered company in ESD Online excluding Public Universities and Government Agencies. Note: Public Universities and Government Agencies to proceed for manual submission via Immigration Counter.				
5	Does this Sub Product cover all type of passes?	Employment Pass, Dependant Pass, Long Term Social Visit Pass and Professional Visit Pass			Employment Pass and Dependant Pass	Employment Pass Only
6	What should I do if technical issue arises in my ESD account while applying for Sub Product?	Please contact us at +603 7839 7171 or email to helpdesk@myxpats.com.my for more details.				
7	What are the documents needed for the Sub Product application?	Please refer to https://esd.imi.gov.my/portal/downloads/ for more detailed checklists.				
NO ENDORSEMENT						
1	How do I get my Sub Product application after it is endorsed/ completed?	Email notification.	I. Email notification II. Acknowledgment slip will be available in ESD	Email notification.	I. Email notification II. Pass will be delivered to company by Pos Malaysia	I. Email notification II. Acknowledgment slip will be available in ESD
2	If I currently have an ePASS, will I still get an ePASS after submission of Sub Product?	N/A			No, a new physical pass will be issued.	N/A
3	Will I receive a new IKAD when applying for Sub Product?	N/A			Yes, for 6 months and above balance duration only.	N/A