

UPDATED APPEAL APPLICATION PROCESS FREQUENTLY ASKED QUESTIONS (FAQs)

General Information

1. What is the Appeal Module?

The Appeal Module is an online feature within the Expatriate Services Division (ESD) online system that enables companies to submit and track appeals for rejected Employment Pass (EP) or Professional Visit Pass (PVP) applications.

2. Who is eligible to submit an appeal?

Only authorised company representatives with valid access to the ESD online system can initiate and submit appeals for rejected EP or PVP applications.

3. Is there a deadline for submitting an appeal?

Yes. Appeals must be initiated and submitted within fourteen (14) days from the date of rejection by the Expatriate Committee (EC).

Appeal submissions will not be accepted after the 14-day period.

4. Are there any fees or charges imposed for the appeal application?

There are no additional fees imposed for appeal applications. However, once an appeal has been initiated, the application fee is non-refundable.

5. Can a company request a refund after initiating or submitting an appeal?

No. Refunds are not applicable once an appeal has been initiated.

Appeal Submission Process / Procedure

6. How can a company submit an appeal?

To submit an appeal, please follow the steps below:

- Log in to the ESD system
- Navigate to the *Rejected* bin and click **Appeal**
- Upload the required supporting documents
- Read and acknowledge the disclaimer
- Click **Submit Appeal**

7. What documents are required for an appeal?

The following documents are mandatory for every appeal:

- Justification Letter (signed by the authorised endorser)
- Latest Organisational Chart (specific to branch, if applicable)
- Employer's EPF Contribution Statement

Additional supporting documents may be required depending on the case, such as:

- Letter of Award (LOA)
- Sales Track Record
- SOCSO Contribution Statement
- Business Plan (5-year projection)
- Supporting Letter from the relevant Approving Agency, etc.

8. Can the company edit the appeal application after submission?

No. Once the appeal is submitted, it cannot be edited.

If the appeal is returned due to insufficient/incomplete documents or information, the company will be notified to upload the required documents and resubmit within the stipulated timeframe.

Please note that documents previously submitted to the Expatriate Committee (EC) during the initial application are not editable during the appeal stage.

Appeal Review & Processing

9. How long does the appeal process take?

The appeal review process may take **up to 30 working days**, subject to the submission of a complete appeal application.

10. What happens if the appeal documents are incomplete?

If the appeal submission is incomplete, the application will be returned, and the company will be notified to provide the required documents or information for resubmission.

11. Can the company withdraw the appeal?

Yes. To withdraw an appeal, the company is required to email the MYXpats Helpdesk (helpdesk@myxpat.com.my) with a cover letter (signed by the authorised endorser) stating the intention to withdraw the appeal.

The Expatriate Committee - Appeal (EC-A) will then reject the appeal application under the reason of withdrawal.

Appeal Decision & Outcome

12. Who makes the final decision on the appeal?

The final decision on appeal applications is made by the **Expatriate Committee - Appeal (EC-A)**.

13. Can the appeal status be tracked?

Yes. The ESD online system provides appeal status updates, and companies will receive automated notifications.

14. What happens if the appeal is approved?

The company will receive an approval notification, and an official approval letter will be issued via the ESD online system.

15. Can a second appeal be submitted if the first appeal is rejected?

For Employment Pass (EP) applications rejected by EC-A, the company may refer the matter to the Ministry of Home Affairs (MOHA), Immigration Affairs Division, subject to their procedures and discretion. Please visit:

<https://www.moha.gov.my/utama/index.php/ms/bahagian-hal-ehwal-imigresen/perkhidmatan-bahagian>

Technical Support

16. Who should I contact if I encounter issues with the appeal submission?

For assistance, please contact the MYXpats Helpdesk:

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

17. What should I do if I do not receive any appeal status updates?

If no update is received within thirty (30) working days from the appeal submission date, please contact the MYXpats Helpdesk for further clarification.