

About MYXpats Centre

1. What is MYXpats Centre?

Malaysia Expatriate Talent Service Centre (MYXpats Centre) provides employers and expatriates with Employment Pass and related pass services. It processes and issues the Employment Pass and related passes for eligible expatriates wanting to work in Malaysia.

It is a joint initiative between Talent Corporation Malaysia Berhad (TalentCorp) and the Immigration Department of Malaysia, and it is overseen by the Ministry of Home Affairs.

2. What are the services offered at the MYXpats Centre?

Companies already registered with the Expatriate Service Division (ESD) Online can make use of the MYXpats Centre to:

- Apply for relevant passes for their expatriate employees
- Seek assistance during the document submission process
- Submission and delivery of endorsement via delivery by Pos Malaysia or collection at ESC, KLIA Terminal 1 or ESC, KLIA Terminal 2 of Immigration passes

3. How do I apply for an Employment Pass?

Expatriates are not allowed to apply for their own immigration passes. The application must be done by the company that intends to hire the expatriate. Firstly, the company need to be registered with the ESD before they can apply for an expatriate Employment Pass or other expatriate-related Immigration pass. Applications for these passes can be made online at esd.imi.gov.my

4. What are the documents that I need to complete and where can I get them?

The checklist is made available in the ESD Online Guidebook.

5. How long will it take to process and approve the Employment Pass application?

Once all required documents have been submitted, all applications will be processed within five (5) working days.

Expatriate Pass Applications

1. Does the company need to submit hardcopies of uploaded documents after the application is submitted?

The company does not need to submit hardcopies unless there is a request from MYXpats Centre to view the original documents.

2. Can the expatriate applicant submit dependant(s) together when submitting the application?

Yes, the expatriate applicant may submit the dependant(s)' application together when submitting the application.

The applicant may also add the dependant(s) later once the principal's application is approved.

3. Can the applicant apply for a Visa with Reference together when submitting the application?

If the applicant is out of the country, an application for a Visa with Reference can be made together when submitting the application.

4. How will I know if the application is approved or rejected?

You will be notified via the system. If approved, the approval letter will also be issued and can be printed directly from the system.

5. How will the Visa with Reference be issued?

There are two ways for the Visa with Reference to be issued:

- You can get it issued by presenting the approval letter at the MYXpats Centre counter.
- The Visa with Reference will also be made available through the system soon.

6. How do I change the passport or visa details if the application has already been approved?

Please provide an official letter to inform the MYXpats Centre of the changes together with necessary supporting documents.

7. How long will it take for my company's new position request submission to be processed?

Under the Client Charter, it will take five (5) working days to process submissions.

ESD System - Pass Endorsement, ePASS

GENERAL

1. [What is ePASS?](#)

ePASS, introduced in December 2022, is an electronic pass issued for the approved applications (Employment Pass, Dependent Pass, Long Term Social Visit Pass, Professional Visit Pass).

2. [What is the purpose of ePASS?](#)

The purpose of the ePASS is to ease the ENDORSEMENT process AND reduce the number of pages used on the Passport.

3. [What types of passes will be included under ePASS?](#)

- i. Employment Pass (EP) (New and Renewal Applications)
- ii. Dependent Pass (DP)
- iii. Long Term Social Visit Pass (LTSVP)
- iv. Professional Visit Pass (PVP)

4. [How is the process to have my ePASS completely endorsed?](#)

There are two options for the ePASS endorsement

Option 1: Endorsement of ePASS via Expatriate Satellite Centre (ESC) KLIA Terminal 1 or Terminal 2

- i. Company obtained Approval Letter for EP/DP/LTSVP/PVP.
- ii. Company informs applicant to obtain Visa with Reference (VDR) if applicable.
- iii. Purchase flight ticket for the purpose of entry into Malaysia.
- iv. Company initiates Endorsement submission via ESD Online and upload the required documents as per checklist.
- v. Submit Endorsement application.
- vi. MYXpats and JIM will process the Endorsement application.
- vii. Company will perform the payment for the Endorsement.
- viii. Applicant may enter Malaysia and proceed to ESC KLIA Terminal 1 or Terminal 2 for the ePASS endorsement. No appointment needed.
- ix. Applicant will obtain the ePASS and i-KAD (if applicable).
- x. If applicant is unable to obtain ePASS endorsement at ESC KLIA Terminal 1 or Terminal 2 due to unforeseen circumstances, the location of the ePASS endorsement has to be changed to MYXpats Centre.
- xi. If applicant is unable to be present at ESC KLIA Terminal 1 or Terminal 2 as per flight date submitted, the company should contact MYXpats through the Helpdesk to request the application to be returned. After receiving the returned application, the company can resubmit the endorsement request by changing the endorsement location to MYXpats Centre.

Option 2: Endorsement of ePASS via MYXpats Centre Surian Tower

- i. Company obtained Approval Letter for EP/DP/LTSVP/PVP.
- ii. Company informs applicant to obtain Visa with Reference (VDR) if applicable.
- iii. Applicant may enter Malaysia via any entry point (air or land).
- iv. Company initiates Endorsement submission via ESD Online and upload the required documents as per checklist.
- v. Submit Endorsement application.
- vi. MYXpats and JIM will process the Endorsement application.
- vii. Company will perform the payment for the Endorsement.
- viii. ePASS will be endorsed via ESD Online and a button to generate the ePASS will appear at the company's ESD Online account.
- ix. i-KAD will be delivered by POS Malaysia to the selected company address during the endorsement initiation (if applicable).
- x. Applicant will obtain the ePASS and i-KAD. Please note that i-KAD will only be issued to EP holder.

5. How many working days will it take for the ePASS to process after payment is made?

Upon payment, it will take one (1) working day for the ePASS to be processed and reflected in the ESD Online.

6. Can I shorten the ePASS?

Yes, the ePASS can be shortened for the following reasons:

- i. Change of employer
- ii. Change of position title
- iii. Change of approval agency
- iv. Change of pass type
- v. End of Service
- vi. Death of ePASS holder

7. Does ePASS follow the validity of an approved application?

The validity of the ePASS will follow the approval and validity of the applicant's passport.

8. Is the ePASS a valid document to be shown when entering or exiting Malaysia?

The applicant can enter and exit Malaysia using the ePASS with a valid passport registered on the ePASS.

9. Is the ePASS valid to show upon entry at the airport?

Yes, it is valid to show upon entry at the airport.

10. Is it possible for an applicant holding an ePASS to travel within Malaysia without a passport?

No, the ePASS must always be presented together with the applicant's passport.

ENDORSEMENT

11. Where can I find the ePASS?

The ePASS can be downloaded from the ePASS section in the ESD Online.

12. What should the company do if they do not receive the email to download the ePASS?

Company may log in to the ESD Online System to download the ePASS. From the tab ENDORSEMENT -> PASS ENDORSEMENT -> ePASS on the left sidebar of the ESD Online system.

13. If I cannot print the ePASS from the ESD Online or the button for the ePASS printout does not show the pass, how do I report the problem and what supporting documents should I share?

Company may contact MYXpats helpdesk to report the issue, and there are no supporting documents needed. Our team will get back to you after the issue has been resolved.

Please be informed that only registered LOU personnel may contact us regarding the issue.

14. What steps should be taken if there is an error found in the ePASS, and how can it be corrected?

The company may email MYXpats helpdesk or walk-in to MYXpats Centre together with the required documents for amendment. The updated ePASS will be available within 3-5 working days.

15. If the applicant was issued a new passport, is it necessary to make a Transfer of Endorsement (TOE) / Take-Up Balance (TUB) in the Sub-Product module?

Yes, it is compulsory for company to apply the TOE/TUB via Sub-Product module in the ESD Online. After the TOE/TUB process has been completed, an updated ePASS will be issued to the applicant.

Please note that if the applicant has received a new passport and has not completed the TOE/TUB, immigration authorities have the right to deny them permission to leave the country.

16. Is it necessary to attach the ePASS to the passport? If so, what is the proper procedure for doing so?

The ePASS should be kept together with the passport. There is no requirement to affix it inside the passport; however, the applicant must ensure that the ePASS is readily available with the passport should any verification is required by the relevant authorities.

ePASS holder is also recommended to keep a digital copy of their ePASS in their mobile devices.

17. How can the validity of the ePASS be confirmed?

The ePASS will be issued with a QR code. Authorities and company representatives may scan the QR code to verify the ePASS authenticity.

18. Can the ePASS be printed in case the applicants are unable to access it from their devices?

Yes, the ePASS may still be printed for verification purposes if the devices cannot be accessed.

19. What is the function of the ePASS QR Code?

The QR Code will be displaying the information of the ePASS holder, to verify that the information indicated in the ePASS is valid.

20. Is the ePASS accepted as a valid document for opening a bank account in Malaysia?

Yes, the ePASS can be used to open a bank account. If the bank requires further verification,

The company may request the bank to verify the ePASS validation through the Immigration Official Website via the link: <https://imigresen-online.imi.gov.my/eservices/epass?semakan>.

OR

Please request the ePASS Validation Letter sample from the MYXpats Centre, steps as below:

i. Cover Letter from bank stating the intent to confirm on the ePASS authenticity from the immigration.

(You may download the template from ESD Online Downloads section or request it from MYXpats Helpdesk)

ii. Email to MYXpats Helpdesk (helpdesk@myxpat.com.my) and attach the Cover Letter from the Bank.

21. How do I get the ePASS validation which may be requested from the Embassy or Foreign Agency/Authorities?

The company may request the Embassy or Foreign Agency/Authorities to check the ePASS validation through the Immigration Official Website via the link:

<https://imigresen-online.imi.gov.my/eservices/epass?semakan>.

OR

The company may request the Embassy or Foreign Agency/Authorities to contact ESD Putrajaya via esdhelpdesk@imi.gov.my for direct validation. The charter time will be one (1) working day for the Immigration Department's validation process.

22. For Public Universities and Government Agencies, will they also receive ePASS for their expatriates?

No. Expatriates for Public Universities and Government Agencies will continue to follow the current endorsement process which is manually at Immigration Department of Malaysia HQ or State offices, until further notice.

Refund

1. When can a company requests a refund?

- A company can requests a refund within six (6) months of the unsuccessful/rejected applications without an appeal.
- For non-rejected applications (e.g.: double payment), a company could request a refund within six (6) months of the application submission date.

2. What happens if a company submits a refund request after six (6) months?

Refund requests after the six (6) months duration will not be entertained.

3. How much is the amount to be refunded?

- For unsuccessful/rejected applications at the approval stage, MYXpats shall refund RM318.00 (inclusive SST) of the Expatriate Processing Fees.
- For non-rejected applications (e.g.: double payment), MYXpats shall refund the full amount of the Expatriate Processing Fees.

4. How to request a refund?

- For rejected applications, the company can submit a refund request through the Expatriate Services Division (ESD) online system by clicking the 'Refund' button in the list of rejected applications. Please refer to the Refund User Manual.
- For non-rejected applications (e.g.: double payment), the company could drop an e-mail to helpdesk@myxpati.com.my

5. What is the required documentation for a refund request?

- For unsuccessful/rejected applications at the approval stage, the following documentation is required:
 - i. Bank statement of the transaction
 - ii. MYXpats Invoice/Receipt (from ESD online system)
 - iii. Refund request form (Rejected Application)
 - iv. Notification e-mail of rejection (sent to the Endorser's and Login ID User's email address)
- For non-rejected applications (e.g.: double payment), the following documentation is required:
 - i. Bank statement of the transaction(s)
 - ii. MYXpats Invoice/Receipt (from ESD online system)
 - iii. Refund request form

6. What is the required information in the bank statement?

The bank statement must show the account number, the account holder's name, and the transaction/payment deducted.

7. Who should sign the Refund Request form?

The company's Endorser or Director listed in SSM will need to sign the Refund Request form.

8. What if there is more than one application for the refund request?

For multiple applications that are paid via the same transaction/ MYXpats invoice, please fill in all the applicants' full names and passport numbers in one (1) Refund Request form.

9. Which account will the refund be credited to?

The refund will be credited to the same account used for the transaction/payment.

10. What happens if the bank account used for the transaction/payment is closed/cancelled?

The company may request for the refund to be credited into a different bank account with valid reason(s), subject to MYXpats' discretion. The company will need to provide additional documentation: the company's official letter to explain the circumstances leading to a refund request to a different bank account.

Useful Information

1. Where is the MYXpats Centre located?

MYXpats Centre is located at:

Level 4, Surian Tower

No 1, Jalan PJU 7/3

Mutiara Damansara

47810 Petaling Jaya

Selangor Darul Ehsan

2. What are MYXpats Centre's operating hours?

Operating & Helpdesk hours of MYXpats Centre from 9:00 am to 5:00 pm on Mondays to Fridays (excluding Public Holidays).

Payment counter open from 9:00 am to 4:00 pm on Mondays to Fridays.

Lunch hour closed:

1:00 pm to 2:00 pm (Mondays to Thursdays)

12:15 noon to 2:45 pm (Fridays)

Saturday and Sunday – Closed

Public Holidays – Closed

3. How do I get to the MYXpats Centre?

i. By Car or Cab/Taxi:

GPS Coordinate: N3 09.484 E101 36.79

Surian Tower can be accessed by the Lebuhraya Damansara-Puchong (LDP), the New Klang Valley Expressway (NKVE) and the SPRINT Highway's Penchala Link.

ii. By Public Bus:

You may take the U82 RapidKL bus from KL Sentral to Bandar Utama, Damansara. From Bandar Utama, take U86 RapidKL bus to The Curve, Mutiara Damansara.

iii. By Public Train:

You may take the MRT (Kwasa Damansara - Kajang Line) and to disembark at Mutiara Damansara Station, Mutiara Damansara.

4. Where can I go for more information about MYXpats Centre?

Download the ESD Online Guidebook

Visit the Expatriate Services Division (ESD) website at esd.imi.gov.my or Contact us at +603-7839 7171 or email helpdesk@myxpats.com.my