About XPATS GATEWAY

1. **What is the Xpats Gateway?**
A seamless, end-to-end solution that enables communication with relevant partner agencies throughout the application process, ensuring a smooth and hassle-free experience for both applicants and partner agencies. All decisions are issued electronically via Xpats Gateway, allowing for more efficient processing by partner agencies and well-time approvals.

2. **How to login to Xpats Gateway?**
ESD companies:
The Employer can access Xpats Gateway via the ESD Online landing page (esd.imi.gov.my) and click on the Xpats Gateway icon. To log in to Xpats Gateway, use the same login ID and password that is registered on ESD Online.

MDEC companies:
The Employer can access Xpats Gateway via the ESD Online landing page (esd.imi.gov.my) and click on the Xpats Gateway icon. To log in to Xpats Gateway, use the same login credentials as the MDEC Expats System.

3. **Can an Employer apply for the Support Letter via Xpats Gateway without an ESD account?**
The Employer is required to register for an account on ESD Online to access Xpats Gateway.

4. **Can I request for a Support Letter physically from the respective Agencies?**
Effective 15 June 2023, all requests for Support Letters from the respective Agencies must be made via the Xpats Gateway.

5. **Do all expatriates require a Support Letter from the Agencies?**
Support Letters are required for employers that are under the purview of the respective Agencies.

6. **Must all applications under MDEC's purview be submitted through the Xpats Gateway?**
Effective 24 April 2024, all new and renewal applications for Employment Pass (EP) must be submitted through the Xpats Gateway at https://xpatsgateway.com.my/.

7. **Will the expatriate application be automatically approved once the Employer receives the Support Letter?**
Applications are required to be submitted and processed via ESD Online, and all application approvals are subject to the decision of the Immigration Department of Malaysia.

8. **What are the documents required to apply for the Support Letter?**
Employer can refer to the respective Agencies for the documents required.

9. **How to check the status of the Support Letter?**
Employer can check the status of the Support Letter application via Xpats Gateway at https://xpatsgateway.com.my/.

10. **Who is the decision maker for the Support Letter?**
The decision for the Support Letter is subject to the respective Agency.

11. **Is a Support Letter required for Professional Visit Pass (PVP) applications?**
A support letter is required for the PVP application under **two (2) sectors** as per the listing below:
      1. Support Letter from Civil Aviation Authority of Malaysia (CAAM) for the **Aviation** sector.
      2. Support Letter from the Department of Mineral and Geoscience (JMG) for the **Mining** sector.
Employers can apply for a Support Letter directly with the respective agencies. The Support Letter must be uploaded to ESD Online (esd.imi.gov.my) during the submission of the PVP application.

PVP application other than the above does not require a Support Letter.

12. **What is company tiering?**
What is the key indicator to determine a company tiering?
It is a formulated tiering system in ESD Online which has been in practice since 2017 internally by the

Expatriate Services Division (ESD). The tiering system will auto populate the tiering of companies from Tier 1 (highest) to Tier 5 (lowest).

ESD Online is an integrated system with the Companies Commission of Malaysia (SSM), Inland Revenue Board of Malaysia (LHDN), Immigration system and accessed by Royal Malaysia Police (PDRM).

Based on the information extracted from SSM, companies are ranked and calculated by the system according to the 5 key indicators:

- Twelfth Malaysia Plan (RMK-12)
- Company Lifecycle Stage
- Revenues
- Issued Capital
- Track Record

13. What type of company falls under Fast Track and Normal Track?
- Fast Track: Companies in Tier 1, Tier 2 and Critical Sectors
- Normal Track: Companies between Tier 3 to Tier 5

14. What is the Support Letter processing charter time?
- Fast Track: within 3 working days.
- Normal Track: within 10 working days.

The following Agencies are excluded from the client charter:
1. Malaysia Nursing Board, Ministry of Health (MOH)
2. Allied Health Science Division, Ministry of Health (MOH)

15. What is critical sector?
Companies that are identified by the respective agency as a critical sector are based on the company's projects, investment value, niche skills and technologies, and newly critical industries in the current market.

16. How can I view my company tiering?
The company tiering will be listed in the company profile in ESD Online, effective 15 June 2023.

17. The Primary Sector or Agency which was selected is incorrect. Who should I contact if I want to change the information?
The employer can contact MYXpats Helpdesk via email at helpdesk@myxpats.com.my or call +603-7839 7171.

18. If I am unsure of my Primary Sector or Agency, who should I contact to obtain the information?
The employer can contact MYXpats Helpdesk via email at helpdesk@myxpats.com.my or call +603-7839 7171.

19. I have received a Support Letter via Xpats Gateway. What is the next step?
Log in to ESD Online (esd.imi.gov.my). Click on the "List of Supporting Letter Application" tab. Complete your employment pass application for final approval by the Immigration Department of Malaysia.

20. What is the validity of the Support Letter?
The validity of a Support Letter is six (6) months upon issuance date.

21. Can we use the same Support Letter for the pass renewal?
The Support Letter is only for one-time use per application in ESD Online.

22. Is there any quota/-projection to apply for a Support Letter per Employer?
There is no requirement to apply for quota or projection for a Support Letter.

23. Is there any cooling period to re-apply if the application is Not Supported?

There is no cooling period to re-apply for a new Support Letter.

24. Is there any limitation to re-apply the Support Letter if the application has not been supported?

There is no time limitation of the Support Letter application. Employer can proceed to re-apply for a Support Letter from the respective Agencies.

25. If the Support Letter application is Not Supported, can I proceed for an appeal?

The company can proceed to reapply for a Support Letter for a new Support Letter application.

26. How do I cancel the Support Letter application in Xpats Gateway?

For cancellation of the Support Letter application, please email helpdesk@myxpats.com.my.

27. If my company is not under the purview of any Agency, do I need to apply for a Support Letter?

If the company is categorized in the sectors listed below, the employer can proceed to directly apply for an Employment Pass application in ESD online. The Expatriate Committee and Immigration reserves the right to request for a Support Letter, if necessary.

1. Business Services
2. Wholesales & Retails
3. Oil, Gas & Energy
4. Logistics
5. Electrical & Electronics
6. Automotive

28. If I still have a valid Support Letter granted before 15 June 2023, do I need to apply for the Support Letter?

The employer can proceed to submit the application and attach the Support Letter granted before 15 June 2023 in ESD online if it is still valid.

29. Do I need prior approval from the Department of Labour Peninsular Malaysia and MYFutureJobs PERKESO for Support Letter?

Yes, employers are required to obtain prior approval from the Department of Labour Peninsular Malaysia and MYFutureJobs PERKESO to apply for the Support Letter from the respective Agency.

30. If there is any issue, to whom do we contact for any assistance/ support/ inquiries?

For enquiries related to applications, please contact the respective Agencies. The contact information is available on Xpats Gateway (Contact Us).

For technical and other matters, please contact helpdesk@myxpats.com.my or +603-7839 7171.