About MYXpats Centre

1. What is MYXpats Centre?

   The 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 (TalentCorp) and the Immigration Department of Malaysia and 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) can make use of the MYXpats Centre to:

   - Apply for relevant passes for their expatriate employees

   - Seek assistance during the document submission process

   - Collect endorsed 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 dependants together when submitting the application?

   Yes, the expatriate applicant may submit the dependants' 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 5 working days to process submissions.

ESD System New Feature - Pass Endorsement, New Enhancement Feature For Re-Tour Pass

1. What is the ESD system's new feature update for re-tour pass?

The retour pass is when the sticker was unable to proceed to be endorsed on physical passport and returned back to MYXpats office.

The company will have the option to self-collection at MYXpats counter with company's referral date or second attempt delivery via the ESD system.

2. Who is the authorized person to receive the package?

The package can only be received able to receive by the six (6) names listed in the Letter of Undertaking (LOU).

3. When can the company request for a second delivery?

The company can request for a second attempt delivery if the first attempt failed, and the package has been returned to MYXpats.

4. How can the company initiate the second attempt at delivery?

The company may initiate a second delivery at the ESD system's application, under the Pass Delivery Pass Pending Re-Attempt.

5. How much will the second delivery cost?

The charge will be RM50 per new attempt delivery (excluding 5% SST).

6. What is the charter time for re-attempt delivery requests?

The delivery charter is as below:

Klang Valley   One to two (1-2) working days

Other States   Three (3) working days

Federal Territory of Labuan Five (5) working days

7. Which address will be used to send the parcel?

   Currently, the system has been enhanced and has allowed for the company to select the preferred address, either between the business address or the correspondence address.

8. Is there any limitation of re-attempt delivery requests?

   No, however, there will be additional delivery charges, RM50 pre-tax for each request.

9. What will happen to the uncollected sticker by the company?

   If the returned sticker remains uncollected and there is no action from the company on this matter within 30 days from the issuance date, the sticker will be automatically cancelled and there will be no refund.

10. If there are any amendments that need to be done on stickers, what will the company need to do?

    The company may go to MYXpats counter and make a manual amendment with a complete document as a checklist.

11. What action does the company need to take if the application was returned at the PASS PRINTING stage?

    The only option the company has is the manual endorsement at MYXpats counter.

12. What is the function of the "Received" button appearing in the Endorsement system request?

    It is a part of the sticker parcel delivery enhancement, as proof of digital acknowledgement of acceptance from the company for the delivered sticker parcel.

ESD System - Pass Endorsement, ePASS

1. What is ePASS?

   It is a new form of employment pass, where the company does not have to attach a conventional employment pass sticker on the applicant's passport.

2. What is the ePASS criteria?

   ePASS is eligible for renewal application for Employment Pass (EP) and Dependent Pass, and Long-Term Social Visit Pass applications.

3. If the applicant has a new passport and previously has ePASS, what is the process needed?

   Applicants need to undertake the Transfer of Endorsement (TOE) process. The company needs to perform a manual submission at the MYXpats counter, and a new sticker will be issued.

4. If any amendment is needed on ePASS, what is the process?

   Company may email the amendment request to MYXpats Helpdesk at helpdesk@myxpat.com.my

5. The applicant who holds the ePASS wants to go back for good, does the ePASS need to through a normal shorten pass?

   Yes, applicants need to undertake a manual shortened pass submission with a complete document checklist with a physical passport. The Immigration Department of Malaysia (JIM) will endorse the shortened stamps on the ePASS slip.

Refund

1. When can a company request a refund?

   - A company can request 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@myxpats.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 16, Surian Tower

No 1 Jalan PJU 7/3

Mutiara Damansara

47810 Petaling Jaya

Selangor Darul Ehsan

2. What are MYXpats Centre's operating hours?

MYXpats Centre's operating hours are from 9:00 am to 5:00 pm from Mondays to Fridays.

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.

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

    Contact us at +603 8892 3939 or email MYXpats@talentcorp.com.my