

**(A) GUIDELINES - ENDORSEMENT PROCEDURE AT THE ESD SATELLITE CENTRE (ESC), KUALA LUMPUR INTERNATIONAL AIRPORT 1 (KLIA 1)**

No.	SCENARIO	PROCEDURES
1.	<p><b>NEW PASS APPLICATION</b> for Expatriate who is currently abroad for the registered Company in Expatriate Service Division (ESD).</p> <p><b>a) Employment Pass (Category I &amp; II)</b></p> <p><b>b) Dependent/s to Expatriate for (Category I &amp; II)</b></p> <p><b>c) Long Term Social Visit Pass (LT-SVP) for Expatriate (Category I &amp; II)</b></p>	<p><b>PASS APPROVAL STAGE</b></p> <p>i) Company applies through ESD portal and proceeds with the online payment.</p> <p>a) Expatriate Processing Fees - RM800</p> <p>The processing charter is five (5) working days upon complete submission.</p> <p><i>*If the application is approved, the company will receive a notification of Pass Approval via email and proceed to the Endorsement module.</i></p> <p><i>*If the application is rejected, the company will receive a notification via email on the refund of Expatriate Processing Fees of RM300. Refer to Appendix B.</i></p> <p><b>ENDORSEMENT STAGE</b></p> <p>i) Company initiates Endorsement Stage and upload documents as below:</p> <p>a) Passport ID page</p> <p>b) Visa Sticker (if applicable)</p> <p>c) Copy of flight ticket</p> <p>The processing charter is three (3) working days upon complete submission.</p> <p>*ESC is only available at KLIA1</p> <p><b>PASS PRINTING AT ESC, KLIA 1</b></p> <p>i) After verification of documents and approval by Immigration Department of Malaysia (JIM), company will receive the following notifications via email:</p> <p>a) To proceed with the payment of Immigration Fee</p> <p>b) Approval Letter for Endorsement of Pass at ESC, KLIA1.</p>

		<p>ii) Company needs to download the Approval Letter and share it with the applicant abroad.</p> <p>iii) Applicant may now prepare for entry into Malaysia.</p> <p>Following documents are required to be prepared before the entry:</p> <ul style="list-style-type: none"><li>a) Original Passport</li><li>b) Approval Letter for Endorsement of Pass at ESC, KLIA1.</li><li>c) MYEntry Approval Letter</li><li>d) Any supporting documents</li></ul> <p>iv) After Immigration clearance at KLIA1 airport, the applicant will need to proceed to the ESC, KLIA1 for passport verification and endorsement.</p> <p><b><i>Disclaimer: Approval of Pass endorsement at KLIA is subject to the Immigration Department of Malaysia's discretion. Immigration Department of Malaysia maintains the right to refuse or deny providing of services at ESC, KLIA1.</i></b></p>
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## (B) GUIDELINES - DELIVERY OF ENDORSED PASS

No.	SCENARIO	PROCEDURES
1.	<p><b>NEW/RENEWAL PASS APPLICATION</b></p> <p><b>a) Employment Pass (Category I, II &amp; III)</b></p> <p><b>b) Dependent/s to Expatriate for (Category I &amp; II)</b></p> <p><b>c) Long Term Social Visit Pass (LT-SVP) for Expatriate (Category I &amp; II)</b></p> <p><b>d) Professional Visit Pass</b></p>	<p><b>PASS APPROVAL STAGE</b></p> <p>i) Company applies through ESD portal and proceeds for the online payment.</p> <p style="padding-left: 20px;">a) Expatriate Processing Fees - RM800</p> <p>The processing charter is five (5) working days upon complete submission.</p> <p><i>*If the application is approved, the company will receive a notification of Pass Approval via email and proceed to the Endorsement module.</i></p> <p><i>*If the application is rejected, the company will receive a notification via email on the refund of Expatriate Processing Fees of RM300. Refer to Appendix B.</i></p> <p><b>ENDORSEMENT STAGE</b></p> <p>i) Company initiates Endorsement Stage and to upload documents as below:</p> <p style="padding-left: 20px;">a) Passport ID page</p> <p style="padding-left: 20px;">b) Visa Sticker (if applicable)</p> <p style="padding-left: 20px;">c) Valid Pass/Latest Entry stamp</p> <p>ii) After verification of documents and approval by Immigration Department of Malaysia (JIM), company will receive notification via email to proceed with the payment of Immigration Fee. The processing charter is three (3) working days upon complete submission.</p> <p><b>DELIVERY OF ENDORSED PASS</b></p> <p>i) Upon successful payment, the Pass will be delivered to the company by Pos Malaysia as follows:</p> <p style="padding-left: 20px;">a) Klang Valley: Two (2) working days</p> <p style="padding-left: 20px;">b) Other states: Three (3) working days</p> <p style="padding-left: 20px;">c) Federal Territory of Labuan: Five (5) working days</p>

ii) A notification via email will be sent to the company to notify on the delivery date.

iii) Pass will be delivered to the company correspondence address as registered in the ESD portal.

iv) Recipients address to all **FOUR** (4) listed names in Letter of Undertaking (LoU):

- a) Endorser
- b) Company Login ID User
- c) Submission officer 1
- d) Submission officer 2

*\*Please ensure all details in LoU are correct especially correspondence address, contact number of the name listed in the LoU for the delivery arrangement.*

*For changes/amendments kindly refer to Inspectorate Unit, ESD Putrajaya*

#### **DELIVERY PROCESS BY POS MALAYSIA**

i) Any of the **FOUR** (4) company representatives in the LoU will need to make themselves available to receive the Pass during this period.

ii) Representative in the LoU need to be prepared with:-

- a) LoU identification (passport/IC)
- b) Applicant's original passport

iii) A notification via email will be sent to the company to notify on the delivery date.

iv) The representative in the LoU will need to open the package immediately and ensure that the Pass and all the details are correct.

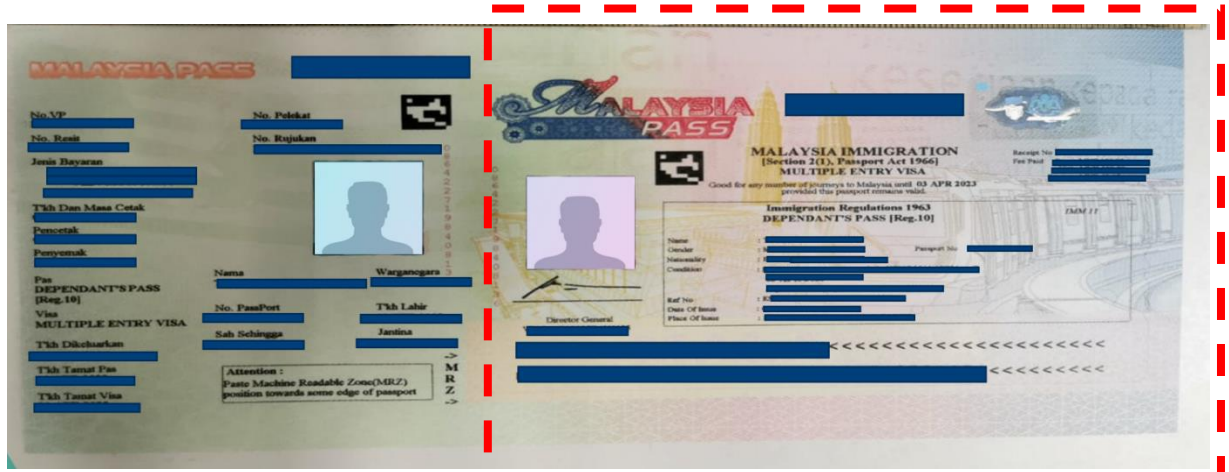
v) Peel off the Pass and paste it on to the applicant's passport. The remaining Pass which is a Duplicate Copy (*Salinan Pendua*) is to be returned to the Pos

		<p>Malaysia Officer right after. Refer to Appendix A</p> <p>vi) In the event of unsuccessful delivery, due to the absence of the recipient, the representative in the LoU will receive a note by the Pos Malaysia officer to notify of the unsuccessful delivery attempt.</p> <p>vii) Kindly check the tracking system through Pos Malaysia for more information. The representative in the LoU must then collect the package at the Pos Malaysia assigned station.</p> <p>viii) If the consignment is not collected within seven (7) days, Pos Malaysia will return the Pass to MYXpats Centre where MYXpats Centre will arrange for re-delivery. A RM50.00 delivery fee is applicable for each delivery attempt.</p>
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# Appendix A

## DUPLICATE COPY (SALINAN PENDUA)

SAMPLE OF DUPLICATE COPY (SALINAN PENDUA)



### DUPLICATE COPY (SALINAN PENDUA)

Please return this section to Pos Malaysia after you have pasted the Pass on to the applicant's passport.

### PASS

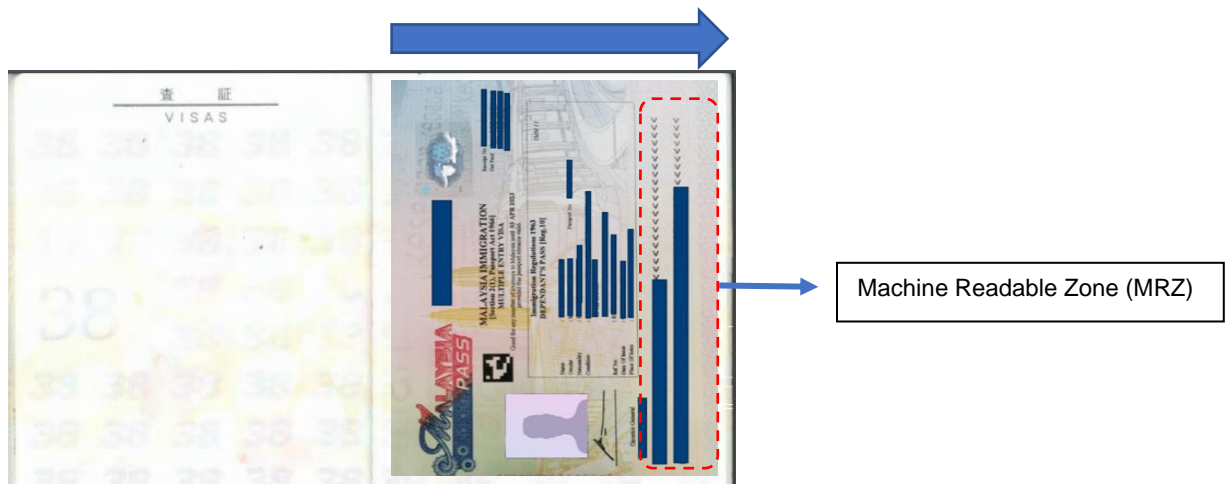
Peel off the Pass and paste it on to the applicant's passport.

## HOW TO PASTE THE ENDORSED PASS

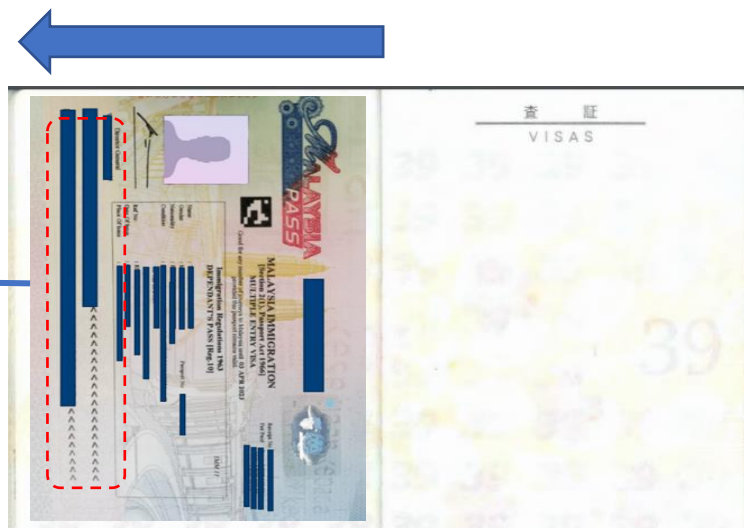
1. The Endorsed Pass must be pasted on a **BLANK VISA PAGE ONLY**. The Visa Page format may vary in different countries. (The "Visa" word may not be stated for a certain nationalities passport such as United Kingdom.)



2. Please ensure that the Machine Readable Zone (MRZ) section on the Endorsed Pass is **FACING OUTWARD** of the passport.



For Pass pasted on the right page.



For Pass pasted on the left page.

## Appendix B

### **REFUND PROCESS FOR THE EXPATRIATE PROCESSING FEE**

i) Refund for Expatriate Processing Fee (RM300.00) is only applicable for a rejected application and when the company does not wish to proceed with the appeal for that application.

ii) In the Rejection notification, company will also find the details of the refund checklist:

- a) Payee Details – Bank Account Holder, Account Number, Name of Bank & Bank Branch (eg, Pulau Pinang, Melaka, Johor, etc)
- b) Bank Statement – Proof of payment made
- c) Receipt of payment

iii) To request a refund, company is required to send the request via email to [helpdesk@myxpats.com.my](mailto:helpdesk@myxpats.com.my)

iv) Refund payment will be paid to the person's/company's bank account as per details entered.

v) Payment term for refund is 30 days upon submission of complete documents.

vi) Refund requests can only be processed within six (6) months from the rejection date. Any refund requests after six (6) months will not be entertained.