



**Expatriate  
Services  
Division**

Bahagian Khidmat Ekspatriat  
IMMIGRATION DEPARTMENT MALAYSIA

**TalentCorp**  
GROUP OF COMPANIES



**Xpats**  
**GATEWAY**

# GUIDEBOOK

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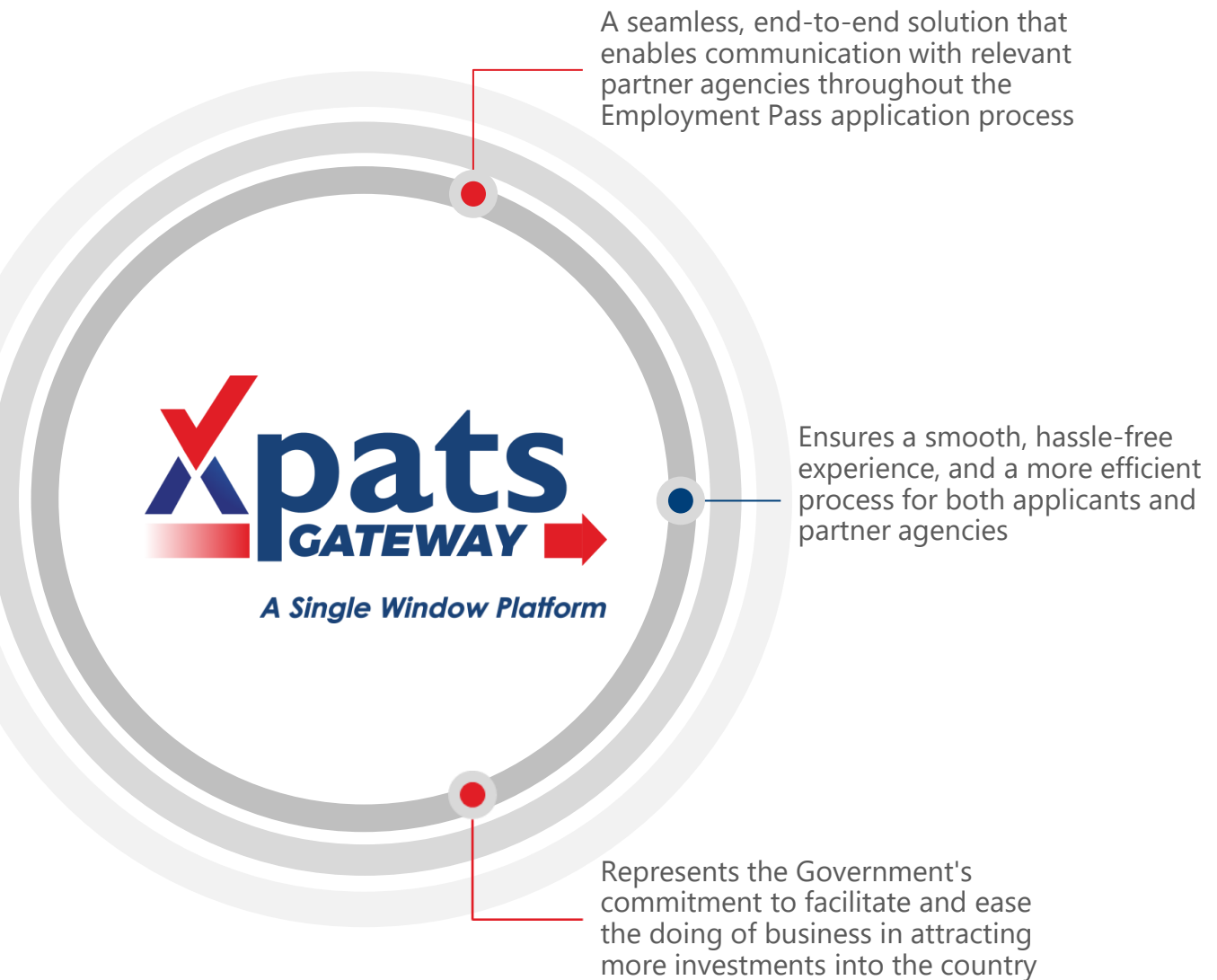
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# INTRODUCTION



esd.imi.gov.my



Expatriate  
Service  
Division

Employers can access **Xpats Gateway** via ESD Online (esd.imi.gov.my) to apply for a Support Letter and proceed with expatriate application process for final decision by the Immigration Department of Malaysia (JIM)



Login About Us Contact Us

#### ANNOUNCEMENT

Date: 05/01/2023

#### MYXPATS OPEN DAY 2023

Dear Valued Clients,

We are pleased to inform that MYXpats Centre will be organizing its "Open Day" in 2023. The objective of this Open Day is to further provide additional updates on matters related to ESD, EP, PVP and RP-T. This would also include other Immigration and Expatriate related issues.



☒ Check Status Company ☐ Company Login ☐ Government agency

Company login

Please key in ESD Online Login ID and Password

User ID

Password

Login

Forgot Password?

Check Application Status

Click Here

Xpats Gateway Platform

Click Here



## June

MON	TUE	WED	THU	FRI	SAT	SUN
			1	2		
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

15

Go live **phase 1**

## July

MON	TUE	WED	THU	FRI	SAT	SUN
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

31

Go live **phase 2**

## August

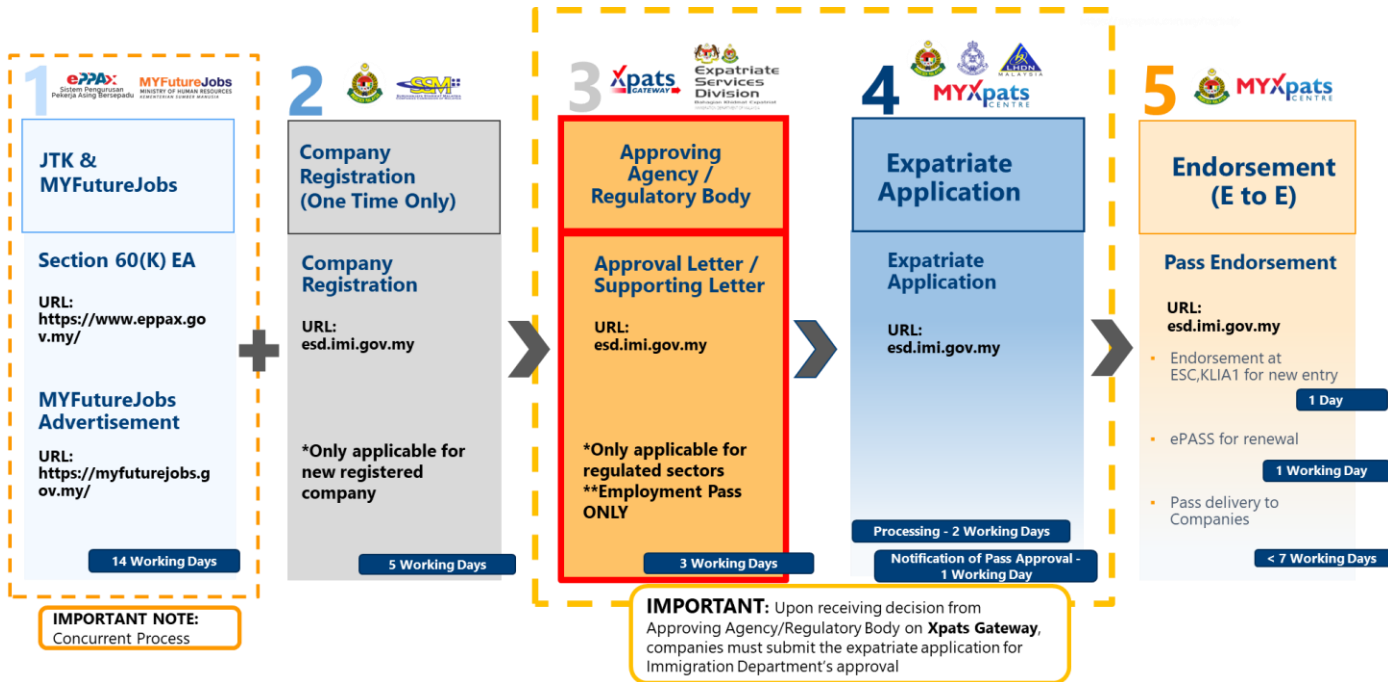
MON	TUE	WED	THU	FRI	SAT	SUN
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

15

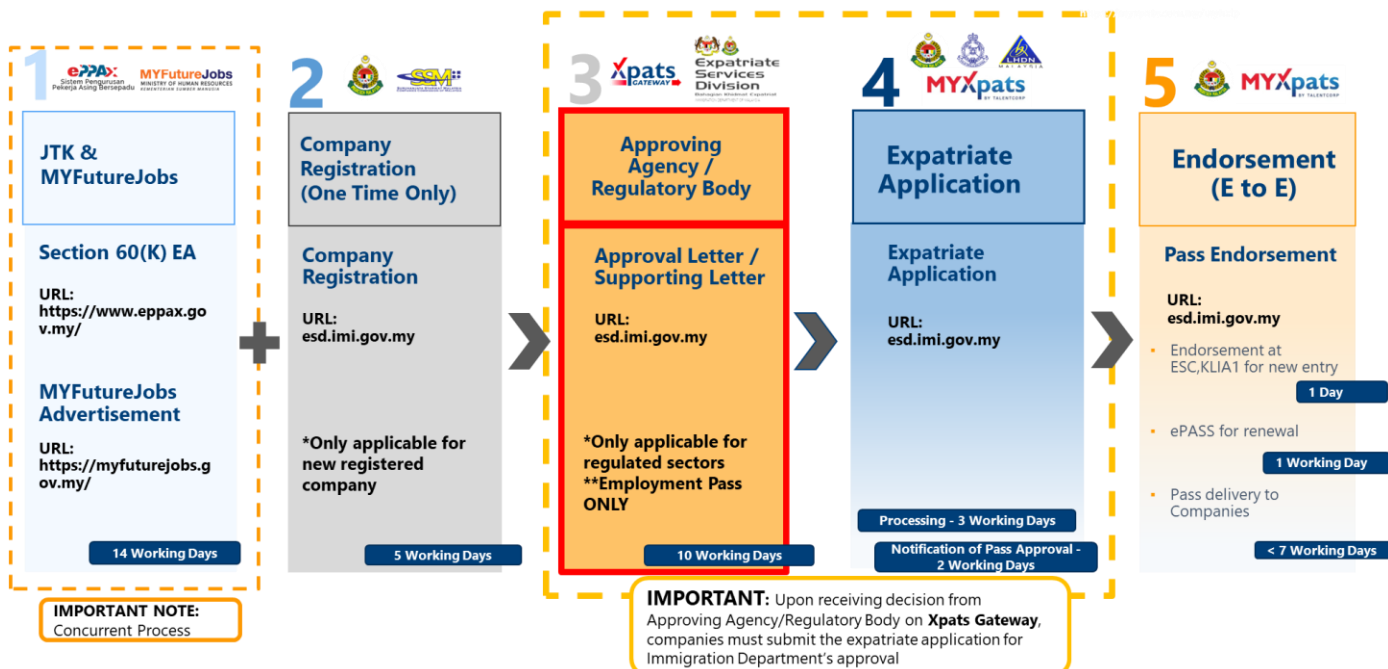
Go live **phase 3**

# END-TO-END PROCESS

## Category Fast Track: Tier 1, Tier 2 & Critical Sectors



## Category Normal Track: Tier 3 – Tier 5



# PROCESS FLOW



START

Log in to  
Xpats Gateway

via esd.imi.gov.my

Submit application  
for support letter

The application for Support Letter in Xpats Gateway is a **one-way process**:

- Decision from Agency
- No return for additional information
- Company may re-apply for Support Letter (no cooling period)

Application review by  
Approving Agency /  
Regulatory Body

RE-APPLY

Company receives  
application rejected  
notification

Not  
Supported

DECISION

Supported

Company receives  
Agency's support  
letter

Submit expatriate  
application (EP) via  
ESD online

Application review by the  
Expatriate Committee (EC)  
and final approval by  
Immigration Department  
of Malaysia (JIM)

Company receives pass  
approval by Immigration  
Department of Malaysia  
(JIM)

Endorsement of Pass

END



Category	
Fast track*	5 working days
Normal track	15 working days

\*Fast Track refers to Companies in Tier 1, Tier 2 and Critical Sectors. Refer to FAQ #12 and #13.



Company



Approving agency / regulatory body



Expatriate Committee (EC) & Immigration Department of Malaysia (JIM)



# APPROVING AGENCIES/ REGULATORY BODIES

Go live on **15 June 2023**



No	SECTORS	APPROVING AGENCIES/ REGULATORY BODIES
1	Manufacturing and Selected Services Sectors	Malaysian Investment Development Authority (MIDA)
2	Financial Services (Licensed Institutions, Payment Services Regulatees and Representative Offices)	Central Bank of Malaysia (BNM)
3	Securities and Derivatives Markets	Securities Commission Malaysia (SC)
4	Companies operating within East Coast	East Coast Economic Region Development Council (ECERDC)
5	Healthcare (Field: Traditional and Complementary Medicine)	Traditional and Complementary Medicine Division, Ministry of Health (MOH)
6	Tourism	Ministry of Tourism, Arts & Culture (MOTAC)
7	Biotechnology and Bio-based Sector	Malaysian Bioeconomy Development Corporation (Bioeconomy Corporation)
8	Aviation	Civil Aviation Authority of Malaysia (CAAM)
9	Construction	Construction Industry Development Board (CIDB)
10	Education	Ministry of Education (MOE)
11	Mining, Quarrying & Mineral Processing	Department of Mineral & Geoscience (JMG)



# APPROVING AGENCIES/ REGULATORY BODIES

Go live on **31 July 2023**



No	AGENCY
1	Ministry of Women, Family & Community Development (KPWKM)
2	National Sports Council (MSN)
3	Football Association Malaysia (FAM)
4	Department of Agriculture (DOA), Ministry of Agriculture & Food Security of Malaysia (MAFS)
5	Department of Veterinary Services (DVS), Ministry of Agriculture & Food Security of Malaysia (MAFS)
6	Department of Fisheries (DOF), Ministry of Agriculture & Food Security of Malaysia (MAFS)
7	Equestrian Association of Malaysia (EAM)
8	Nursing Board of Malaysia, Ministry of Health (MOH)
9	Malaysian Medical Council (MMC), Ministry of Health (MOH)
10	Allied Health Science Division, Ministry of Health (MOH)
11	National Film Development Corporation Malaysia (FINAS)
12	Board of Architect (LAM)
13	Radio Television Malaysia (RTM), Ministry of Communications & Digital (KKD)
14	Department of Social Welfare (JKM), Ministry of Women, Family & Community Development (KPWKM)

# APPROVING AGENCIES/ REGULATORY BODIES

Go live on **15 August 2023**



No	AGENCY
1	Malaysia Digital Economy Corporation (MDEC) Sdn Bhd
2	Ministry of Higher Education (MOHE)
3	Iskandar Regional Development Authority (IRDA)

# FREQUENTLY ASKED QUESTIONS (FAQ)



1	How to login to Xpats Gateway?	The Employer can access Xpats Gateway via ESD Online landing page ( <a href="https://esd.imi.gov.my">esd.imi.gov.my</a> ) and click on the icon <b>Xpats Gateway</b> . To log in to Xpats Gateway, use the same login ID and password that is registered on ESD Online.
2	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.
3	Can I request for a Support Letter physically from the respective Approving Agencies or Regulatory Bodies.?	All applications must be submitted online. The Employer must request a Support Letter from the respective Approving Agencies or Regulatory Bodies via Xpats Gateway effective 15 June 2023.
4	Do all expatriates require a Support Letter from the Approving Agencies or Regulatory Bodies?	Support Letters are required for employers that are under the purview of the respective Approving Agencies or Regulatory Bodies.
5	Will the expatriate application be automatically approved once the Employer received 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.
6	What are the documents required to apply for the Support Letter?	Employer can refer to the respective Approving Agencies or Regulatory Bodies for the documents required.
7	What is the Support Letter processing charter time?	Fast Track: within 3 working days. Normal Track: within 10 working days.
8	How to check the status of the Support Letter?	Employer can check the status of the Support Letter application via Xpats Gateway.
9	Who is the decision maker for the Support Letter?	The decision for the Support Letter is subject to the respective Approving Agency and Regulatory Body.
10	Is a Support Letter required for Professional Visit Pass (PVP) applications?	The PVP application does not require a Support Letter.

# FREQUENTLY ASKED QUESTIONS (FAQ)



11	<p>What is company tiering?</p> <p>What is the key indicator to determine a company tiering?</p>	<p>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).</p> <p>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).</p> <p>Based on the information extracted from SSM, companies are ranked and calculated by the system according to the 5 key indicators:</p> <ul style="list-style-type: none"> <li>• National Key Economic Areas (NKEA)</li> <li>• Company Lifecycle Stage</li> <li>• Revenues</li> <li>• Issued Capital</li> <li>• Track Record</li> </ul>
12	What type of company falls under Fast Track and Normal Track?	<p>Fast Track: Companies in Tier 1, Tier 2 and Critical Sectors</p> <p>Normal Track: Companies between Tier 3 to Tier 5</p>
13	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.
14	How can I view my company tiering?	The company tiering will be listed in the company profile in ESD Online effective 15 June 2023.
15	The Primary Sector or Approving Agency/ Regulatory Body which was selected is incorrect. Who should I contact if I want to change the information?	The employer can contact MYXpats Helpdesk at <a href="mailto:helpdesk@myxpats.com.my">helpdesk@myxpats.com.my</a> or +603-7839 7171
16	If I am unsure of my Primary Sector or Approving Agency/ Regulatory Body, who should I contact to obtain the information?	The employer can contact MYXpats Helpdesk at <a href="mailto:helpdesk@myxpats.com.my">helpdesk@myxpats.com.my</a> or +603-7839 7171

# FREQUENTLY ASKED QUESTIONS (FAQ)



17	I have received a Support Letter via Xpats Gateway. What is the next step?	Log in to ESD Online ( <a href="http://esd.imi.gov.my">esd.imi.gov.my</a> ). Click on the "List of Supporting Letter Application." tab. Complete your employment pass application for final approval by the Immigration Department of Malaysia.
18	What is the validity of the Support Letter?	The validity of a Support Letter is six (6) months upon issuance date.
19	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.
20	Is there any quota/ projection to apply for Support Letter per Employer?	There is no requirement to apply for quota or projection for a Support Letter.
21	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.
22	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 Approving Agencies or Regulatory Bodies.
23	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.
24	If my company is not under the purview of any Approving Agency or Regulatory Body, do I need to apply for a Support Letter?	<p>If the company is in an unregulated sector as per listing below,</p> <ol style="list-style-type: none"> <li>1) Business Services</li> <li>2) Wholesales &amp; Retails</li> <li>3) Oil, Gas &amp; Energy</li> <li>4) Logistics</li> <li>5) Electrical &amp; Electronics</li> <li>6) Automotive</li> </ol> <p>The employer can proceed to directly apply for Employment Pass application in ESD online. The Expatriate Committee and Immigration reserves the right to request for a Support Letter, if necessary.</p>

## FREQUENTLY ASKED QUESTIONS (FAQ)



25	If I still have a valid Support Letter granted before 15 June 2023, do I need to apply 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.
26	Do I need prior approval from the Department of Labour Peninsular Malaysia and MYFutureJobs PERKESO for Support Letter?	Yes, employers are required to obtain the prior approval from Department of Labour Peninsular Malaysia and MYFutureJobs PERKESO to apply for the Support Letter from respective Approving Agency / Regulatory Body.
27	If there is any issue, to whom do we contact for any assistance/ support/ inquiries?	For enquiries related to applications, please contact the respective Approving Agencies or Regulatory Bodies. The contact information is available on Xpats Gateway (Contact Us). For technical and other matters, please contact <a href="mailto:helpdesk@myxpats.com.my">helpdesk@myxpats.com.my</a> or +603-7839 7171



**For a comprehensive FAQ by the Department of Labour Peninsular Malaysia (JTKSM) and MYFutureJobs, please visit [esd.imi.gov.my](https://esd.imi.gov.my)**

# CONTACT US

## WALK IN: SURIAN TOWER

MYXpats Centre  
(Surian Tower)  
Level 4, Surian Tower,  
No 1, Jalan PJU 7/3,  
Mutiar Damansara,  
47810 Petaling Jaya,  
Selangor

## WALK IN: PENANG

MYXpats Centre  
(Penang Office)  
ONE Precint, Persiaran Bayan  
Baru, Bandar Bayan Baru,  
11900 Bayan Lepas,  
Penang

## HELPDESK

EMAIL: [helpdesk@myxpati.com.my](mailto:helpdesk@myxpati.com.my)  
CALL: +603 7839 7171  
(For technical issues ONLY)

- ➡ For updates and announcements, please refer to the ESD Website, User Manual, FAQ, and Video
- ➡ For matters related to the respective Agencies, please refer to the Agency in Xpats Gateway
- ➡ Join our outreach and engagements via the MYXpats Open Day with industries / International Business Chambers / Government Stakeholders (Physical & Virtual)



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