

FREQUENTLY ASKED QUESTIONS (FAQ)

ENGLISH

EXITING FROM MALAYSIA

1. **QUESTION:** Are pass holders who have overstayed in Malaysia allowed to leave the country?

ANSWER: Yes, pass holders who have overstayed from **1 January 2020** until the end of the Movement Control Order (MCO) period are allowed to leave Malaysia **within 14 days upon the end of the MCO WITHOUT** a Special Pass, provided that their passports are still valid at the time of departure.

OVERSTAYED

1. **QUESTION:** Are pass holders who have overstayed before 31 January 2020 required to refer to the Enforcement Unit of Immigration?

ANSWER: Yes, pass holders who have overstayed on and before 31 January 2020 **ARE REQUIRED** to apply for an online appointment at www.sto.imi.gov.my, where they have to obtain a memo from the relevant division at the Immigration Department before proceeding to the Enforcement Unit.

Companies who are registered on the Expatriate Services Division (ESD) **ARE REQUIRED** to apply through the MyHelp online appointment via esd.imi.gov.my on behalf of the pass holder. Thereafter, pass holders may apply for another online appointment through the *Sistem Temujanji Online (STO)* at www.sto.imi.gov.my before they can proceed to the Enforcement Unit of Immigration.

2. **QUESTION:** For pass holders who have overstayed from **1 February 2020 until 17 March 2020**, is it a requirement to apply for a Special Pass before submitting their pass renewal application?

ANSWER: Please proceed to submit/re-submit the Employment Pass/Professional Visit Pass/Dependant Pass/Long Term Social Visit Pass applications first, and the company will be advised if the Special Pass is required. If the application has already been approved, please proceed to submit your appointment for Endorsement through the MyHelp Online Appointment in the ESD online system together with your Special Pass documents under the 'OTHER SUPPORTING DOCUMENTS' section.

3. **QUESTION:** For pass holders who have overstayed from **18 March 2020** until the end of the Movement Control Order (MCO) period, is it a requirement to apply for a Special Pass before submitting their pass renewal applications?

ANSWER: Please proceed to submit/re-submit the Employment Pass/Professional Visit Pass/Dependant Pass/Long Term Social Visit Pass applications first, and the company will be advised if the Special Pass is required. If the application has already been approved, please proceed to submit your appointment for Endorsement through the MyHelp Online Appointment in the ESD online system.

PERMISSION TO ENTER MALAYSIA FOR EXPATRIATE/ DEPENDANT

1. **QUESTION:** Are expatriates or their dependants who are currently abroad allowed to enter Malaysia at this period of time?

ANSWER: Please refer to our announcement [‘Guidelines for The Entry Of Expatriate / Skilled Worker / Knowledge Worker for Key Posts and Technical Posts, and for Dependants / Foreign Maids’](#) on the ESD website.

MEDICAL HEALTH SCREENING AND QUARANTINE

1. **QUESTION:** Do expatriates and/or their dependants need to undergo a medical health screening upon arriving in Malaysia?

ANSWER: Please refer to our announcement [‘Guidelines for The Entry Of Expatriate / Skilled Worker / Knowledge Worker for Key Posts and Technical Posts, and for Dependants / Foreign Maids’](#) on the ESD website.

2. **QUESTION:** Do expatriates or their dependants intending to enter Malaysia need to undergo a medical health screening in their home country before being allowed to enter Malaysia?

ANSWER: Please refer to our announcement [‘Guidelines for The Entry Of Expatriate / Skilled Worker / Knowledge Worker for Key Posts and Technical Posts, and for Dependants / Foreign Maids’](#) on the ESD website.

3. **QUESTION:** Do expatriates or their dependants need to be quarantined despite being tested negative for Covid-19 before entering Malaysia?

ANSWER: Please refer to our announcement [‘Guidelines for The Entry Of Expatriate / Skilled Worker / Knowledge Worker for Key Posts and Technical Posts, and for Dependants / Foreign Maids’](#) on the ESD website.