

FREQUENTLY ASKED QUESTION (FAQ) FOR RP-T APPLICATION:

A. ENDORSEMENT AT THE ESD SATELLITE CENTRE (ESC), KUALA LUMPUR INTERNATIONAL AIRPORT 1 (KLIA1)

1. Where is the ESD Satellite Centre (ESC)?

Answer: It is located at the Baggage Carousel Area, MTB Level 3, Kuala Lumpur International Airport (KLIA1), opposite of the RHB Bank Bureau de Change.

2. What are the operating hours for ESC, KLIA1?

Answer: The ESC, KLIA1 operates 24 hours a day, 7 days a week.

3. What type of service is available in ESC?

Answer: The service offered at the ESC, KLIA1 will include Pass Printing for new approval of RP-T application for Main Principal, Dependent and Long-Term Social Visit Pass (LTSVP).

4. We have provided a copy of the flight ticket in the endorsement module. Is it necessary for the applicant to notify MYXpats if the applicant changes his or her flight schedule?

Answer: No, the applicant does not have to notify us. However, if there is a change of arrival location (e.g KLIA2), please request a new endorsement option for delivery of the Pass.

5. The applicants have arrived at KLIA2. Can the applicants make their way to ESC, KLIA1 for the Pass Printing?

Answer: No, only applicants arriving at KLIA1 may complete the Pass Printing at the ESC, KLIA1.

6. Is the applicant required to collect Visa with Reference (VDR) before entering Malaysia?

Answer: Yes, it will depend on the nationality's entry requirements. For further details, you may refer to this [link](#).

7. The applicant did not manage to collect the Visa with Reference (VDR) before entering Malaysia. Can he/ she get the passport endorsed at ESC, KLIA1?

Answer: No, the applicant will not be able to complete the Pass printing at the ESC, KLIA1 without the VDR. Please request a new endorsement option for delivery of the Pass.

8. The applicant did not visit ESC, KLIA1 and made his/ her way out from KLIA1, what should the applicant do?

Answer: Please request a new endorsement option for delivery of the Pass.

B. DELIVERY OF ENDORSED PASS

1. Which address will MYXpats deliver the Pass to?

Answer: The Pass will only be delivered to the applicant's delivery address as stated in the system, for security purposes.

2. What is the expected delivery time?

Answer: The pass will be delivered to the applicant via Pos Malaysia as follows:

- a) Klang Valley: Two (2) working days
- b) Other States: Three (3) working days

The delivery will be arranged during working days, between 8:30 am to 5:30 pm.

3. To whom will the consignment be addressed to?

Answer: The consignment will be addressed to the main applicant and legal spouse.

4. Is there a way for me to know the time when the consignment will be delivered?

Answer: A notification via email will be sent to the applicant to notify on the delivery date. You will also receive a call from Pos Malaysia officer on the day of delivery. Kindly refer to the [Pos Malaysia website](#) to track the delivery status.

5. Can we request for the delivery location (e.g our consultant office) to different address than our correspondence address for the Pass delivery?

Answer: No, the Pass will only be delivered to the applicant's residential address in Malaysia, as registered in the RP-T system for security purposes.

6. What are the documents that we need to prepare?

Answer: You will need to be prepared with the relevant passports, such as:

- Applicant's passport
- Recipient's passport (main principal or legal spouse)

7. Can I authorise a representative for the collection of the Pass during the delivery?

Answer: No. For collection of the Pass, only the main principal or legal spouse is allowed to receive the consignment.

8. What will happen if the main applicant or legal spouse are unavailable to receive the consignment via Pos Malaysia?

Answer: In the event of unsuccessful delivery, the applicant will receive a note by the Pos Malaysia officer to notify of the unsuccessful delivery attempt.

Step 1: Kindly check the tracking system through Pos Malaysia for more information. The applicant must then collect the package at the designated Pos Malaysia location.

Step 2: 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.

9. I did not collect the consignment after SEVEN (7) days, and it has been returned to MYXpats Centre. Can I walk in or secure an appointment with MYXpats for collection?

Answer: No, you are not allowed to physically collect the Pass. The consignment will be re-delivered to you.

10. How do I check the tracking of the package?

Answer: Kindly visit the [Pos Malaysia website](#) to track the delivery status.

11. Can I change my delivery address after the submission made through the system?

Answer: Please confirm on your delivery address before you submit the request.

Alternatively, please contact our RP-T Helpdesk at rptcare@myxpats.com.my for further assistance.

12. Can I request for the Pass to be delivered to my residential address outside of Malaysia?

Answer: No, the Pass will only be delivered to the delivery address in Malaysia.

13. What if I accidentally damage the Pass while trying to peel-off/paste into the passport?

Answer: If you accidentally damage the Pass, it will need to be re-printed. For this, please secure an appointment through MYHelp appointment and set the location to "MYXpats Centre".

14. Which courier service will MYXpats use for this Pass delivery?

Answer: The Pass will be delivered via Pos Malaysia

15. I am afraid that I will be late to receive the package in time. How long the Pos Malaysia officer will be waiting for me?

Answer: The Pos Malaysia officer will wait for the receiver for up to 15 minutes upon arrival.

16. I have received the consignment, what should I do next?

Answer: You may refer to the steps below:

Step 1: The Applicant will need to open the package immediately and ensure that the Pass and all the details are correct.

Step 2: 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 Malaysia Officer right after. You may refer to **Guidelines - Delivery of Endorsed Pass, Appendix A**.