

## **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@myxpati.com.my](mailto:rptcare@myxpati.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**.