

FREQUENTLY ASKED QUESTIONS (FAQ)**ePASS****RESIDENCE PASS-TALENT**

No	Question	Answer
1	What is an ePASS?	<ul style="list-style-type: none"> The ePASS is an electronic pass that will replace the current physical (sticker) Residence Pass-Talent (RP-T)
2	What is the purpose of the ePASS?	<ul style="list-style-type: none"> The purpose of the ePASS is to ease the issuance of printing of Residence Pass-Talent (RP-T) and to move forward with the digitalization transformation. This will be helpful to minimise the number of pages used in the passport page.
3	Is this ePASS also applicable to dependents?	<ul style="list-style-type: none"> Yes, this is also applicable to dependent pass and Long Term Social Pass (LT-SVP)
4	What happens if I receive a new passport after the approval of the endorsement given?	<ul style="list-style-type: none"> You are required to submit the request for a change of passport under update details, and we will advise the next steps for the issuance of the new ePASS.
5	How do I know if the ePASS is ready in the system?	<ul style="list-style-type: none"> You will receive an email notification to download the ePASS from the RP-T system.
6	What should I do if I didn't receive the email notification of the ePASS issuance?	<ul style="list-style-type: none"> You can reach out to us via RP-T Chat facility or email us at RPTCare@myxpati.com.my for our further checking.
7	If I or my dependent is currently outside Malaysia, will I be able to download the ePASS?	<ul style="list-style-type: none"> Yes, once the ePASS is ready to be downloaded from the system. However, the applicant must first enter Malaysia to submit the pass printing process.
8	Where can I find the ePASS?	<ul style="list-style-type: none"> You may download it by clicking the Generate ePASS button available under the Pas Status tab.
9	What steps should be taken if there is an error found in the ePASS, and how can it be corrected?	<ul style="list-style-type: none"> You can reach out to us via RP-T Chat facility or email us at RPTCare@myxpati.com.my for our further checking. The updated ePASS will be available within 3-5 working days.
10	How long the ePASS will be issued after the submission of pass issuance submitted in the RP-T system.	<ul style="list-style-type: none"> It will take 1-2 working days for the ePASS to be processed and reflected in the RP-T system after the submission made.
11	What should I do after I download the ePASS from the system?	<ul style="list-style-type: none"> The ePASS should be pasted into your passport copy. This will serve as a valid pass in your current passport.
12	Can I cancel the ePASS?	<ul style="list-style-type: none"> Yes, the ePASS can be cancelled. You can reach out to us via RP-T Chat facility or email us at RPTCare@myxpati.com.my for our further assistance.
13	What is the function of the barcode inside the ePASS?	<ul style="list-style-type: none"> The QR Code will be displaying the information of the ePASS holder, to verify that the information indicated in the ePASS is valid.

14	Does ePASS follow the validity of an approved application?	<ul style="list-style-type: none"> The ePASS (RP-T) issued for an initial period of five (5) years or balance of passport validity, whichever shorter. Thereafter, this approval provides for renewal up to the period of ten (10) years in total.
15	Can the ePASS be printed in case the applicants are unable to access it from their devices?	<ul style="list-style-type: none"> Yes, the ePASS may still be printed for verification purposes if the devices cannot be accessed.
16	Is the ePASS valid to show upon exit and entry at the airport?	<ul style="list-style-type: none"> Yes, this will serve a valid pass to show upon exit & entry at the airport.
17	Can the applicant hold an ePASS and sticker at same time?	<ul style="list-style-type: none"> Applicant can only hold either the ePASS or the sticker at any one time.
18	What if generate button for ePASS does not appear in the system?	<ul style="list-style-type: none"> Please email to to RP-T helpdesk directly at rptcare@myxpati.com.my for further assistance.
19	Is it possible for an applicant holding an ePASS to travel within Malaysia without a passport?	<ul style="list-style-type: none"> No, the ePASS must always be presented together with the applicant's passport.
20	Is it necessary to attach the ePASS to the passport? If so, what is the proper procedure for doing so?	<ul style="list-style-type: none"> The ePASS should be kept together with the passport. There is no requirement to affix it inside the passport; however, the applicant must ensure that the ePASS is readily available with the passport should any verification is required by the relevant authorities. ePASS holder is also recommended to keep a digital copy of their ePASS in their mobile devices.
21	Is the ePASS accepted as a valid document for opening a bank account in Malaysia?	<ul style="list-style-type: none"> Yes, the ePASS can be used to open a bank account. If the bank requires further verification, Talent may request the bank to verify the ePASS validation through the Immigration Official Website via the link: https://imigresen-online.imi.gov.my/eservices/epass?semakan <p>OR</p> <p>Please request the ePASS Validation Letter sample from the MYXpats RP-T Helpdesk at RPTCare@myxpati.com.my and attach the Cover Letter from the Bank.</p>
22	How do I get the ePASS validation which may be requested from the Embassy or Foreign Agency/Authorities?	<ul style="list-style-type: none"> The applicant may request the Embassy or Foreign Agency/Authorities to check the ePASS validation through the Immigration Official Website via the link: https://imigresen-online.imi.gov.my/eservices/epass?semakan <p>OR</p> <ul style="list-style-type: none"> The applicant may request the Embassy or Foreign Agency/Authorities to contact ESD Putrajaya via esdhelpdesk@imi.gov.my for direct validation. <p>The charter time will be 1 working day for the Immigration Department's validation process.</p>