

FREQUENTLY ASKED QUESTIONS (FAQ):

ENHANCED/ MOVEMENT CONTROL ORDER (EMCO/MCO) - RESIDENCE PASS - TALENT (RP-T)

1. Can I still submit my application while the Enhanced/ Movement Control Order (EMCO/ MCO) is in effect?

Answer: Yes, all application processes will operate as usual through the online systems. However, please expect some delays with the processing charter.

2. My pass is expiring soon. How can I proceed with my pass Endorsement/ Transfer of Endorsement/ Special Pass/ Shorten Pass?

Answer: Should the Immigration offices are closed during EMCO/MCO, for urgent transactions related to death, critical medical reasons or to leave the country, please email to Helpdesk at rptcare@myxpats.com.my

3. My passport validity is less than twelve (12) months. However, my Embassy is temporarily closed / there is a delay in passport renewal. Can I proceed on renewal with the current passport first?

Answer: No, passport validity must be more than twelve (12) months with a minimum of six (6) empty pages. Hence, please refer to the Embassy for passport renewal/extension of the validity on the same passport once they resume operation.

4. My RP-T application has been approved for pass endorsement. However, I am staying in another state and unable to travel to Putrajaya or Selangor due to EMCO/ MCO. Can I courier the passport?

Answer: The applicant/Spouse/ Company Representative must be physically present at the Immigration Office for submission of the passport. The Immigration Department of Malaysia does not accept passport(s) submission through courier.

5. My RP-T application has been approved while I am abroad. Can I complete the endorsement (pass printing) at the Malaysia Embassy abroad?

Answer: The pass printing process can only be completed at the Immigration Department of Malaysia, ESD Putrajaya.

6. My passport is now at MYXpats and the office is closed. What should I do if the police or Immigration officer stops me and request for my passport?

Answer: Please keep and carry a copy of your passport and any supporting documents (e.g. proof of submission of passport such as email notification) with you at all times, as proof to the respective authorities. Do contact your employer if you encounter any issues.

For urgent situations related to death, critical medical reasons or to leave the country, you may contact us at rptcare@myxpats.com.my for collection arrangements.

7. Do we need Special Pass to exit if the expatriate pass has already expired?

Answer: Yes, the expatriate must have a valid/active pass to exit the country. However, the Special Pass approval duration is subject to approval by the Immigration Department of Malaysia with a confirmed flight ticket.

8. My RP-T has been approved. For the endorsement stage, one of the requirements is to shorten the current pass (Employment/Dependent/Long Term Social Visit Pass) but Immigration offices are temporarily closed. Can I just proceed to submit the endorsement stage without shorten?

Answer: No, the current pass (Employment/Dependent/Long Term Social Visit Pass) must be shortened by the employer to proceed with the endorsement stage. You have a duration of six (6) months from the approval date to complete the endorsement stage.

9. Is it compulsory to shorten the talent's current pass if he / she is leaving for good?

Answer: Yes, the pass must be shortened. An appointment slot may be secured at the MYHelp appointment system.

10. What happens to our confirmed MYHelp appointment with MYXpats Centre during office closure?

Answer: All affected appointments during the closure of Immigration offices due to EMCO/MCO will be automatically rescheduled once the Government of Malaysia lifts the EMCO/MCO. You will receive system automated notification of the new appointment.

11. I have a confirmed MYHelp appointment but I wish to change it to another date/cancel. How do I do that?

Answer: Yes, you may reschedule or cancel your appointment. In the RP-T system, you will need to click the 'RESCHEDULE' or 'CANCEL'.

12. I have an appointment for pass endorsement but the date is after the expiry of my pass. Can I still proceed?

Answer: Yes, the endorsement is possible. Please bring along Special Pass (SP) documents during passport submission. However, the SP requirement/approval is at the Immigration Department of Malaysia's discretion.

13. How do we secure an appointment slot at the State Immigration Department of Malaysia (other location than MYXpats Centre and ESD, Putrajaya) for appointments?

Answer: You may set an appointment through [Sistem Temujanji Online \(STO\)](#).

14. How can I reach the Immigration Department of Malaysia for other Immigration related inquiries?

Answer: You may reach the Immigration Department of Malaysia at [Sistem Pertanyaan Online \(SPO\)](#). This is the channel where all inquiries will be responded by the Immigration Department of Malaysia.

15. How do I check MYEntry application status?

Answer: You can check the status of your application [here](#) > click 'CHECK MYENTRY STATUS'

16. I would like to know the requirements for permission to exit/enter Malaysia, for guaranteed MYEntry approval.

Answer: There are no requirements for exit/entry approval and it depends on the urgency reason. However, approvals are at the Immigration Department of Malaysia's discretion.

17. How long is the validity of MYEntry approval letter?

Answer: The approval letter is valid for the duration as below:

- Entry approval : 90 days
- Exit approval : 90 days
- Exit and return : 90 days

18. Is it possible to get MYEntry permission to exit the country and at the same time get permission to re-enter?

Answer: Yes, you may apply for permission to exit and return at the same time > choose MYEntry type as 'Exit and Return Application' through [MYEntry](#).

19. I have obtained permission to enter Malaysia through MYEntry. However, my return date to Malaysia has been rescheduled to more than 90 days after the approval, can I request an extension?

Answer: There is no extension of approval for entry/exit to Malaysia. If you are not able to travel within the stipulated time, you will have to re-apply.

20. I am no longer employed in Malaysia. I have decided to cancel my RP-T and return to my home country for good. Do I need to request MYEntry permission to exit?

Answer: No, you do not need to request exit approval if you are leaving for good.

21. My RP-T pass is still valid and I am on a working trip overseas. My flight back to Malaysia is during the EMCO/ MCO period. Am I allowed to enter Malaysia?

Answer: You will need to request MYEntry permission to enter Malaysia through [MYEntry](#). However, approvals are at the Immigration Department of Malaysia's discretion.

22. MYEntry permission (enter /exit) has been rejected, may I know the reason?

Answer: The Immigration Department of Malaysia will not reveal the reason for rejection. You may re-apply with stronger justification/other supporting documents.

23. I have submitted MYEntry permission to enter/exit and it is in the processing stage but I realised my details (number/name, etc.) is incorrect. How can I amend the details?

Answer: Any details are no longer permitted to be amended. You must cancel the existing submission and submit a new one.

24. I have obtained MYEntry permission to enter/exit, but I realized my details on the MYEntry Approval Letter (number/name, etc.) are incorrect. How can I request for amendment after approval?

Answer: Any details are no longer permitted to be amended. You will need to submit a new request for permission.

25. My family is abroad but they need to travel to Malaysia for RP-T endorsement. They do not have Malaysia Long Term Pass, can they enter Malaysia?

Answer: You may apply for permission to enter > choose MYEntry type as 'Approved and NEW application and abroad' through [MYEntry](#). However, approvals are at the Immigration Department of Malaysia's discretion.

26. I have obtained MYEntry permission to enter Malaysia, do I need to apply for the entry Visa?

Answer: Visa requirements are vary by country and depend on the nationality of the traveller. Please refer to Malaysia Embassy to get more clarification.

27. I have to travel to my home country for a new passport. For now, I have a temporary/emergency passport, can this be used for pass application/pass endorsement?

Answer: No, a temporary/emergency passport may only be used as a travel document for exit purposes.

28. What is the latest entry procedure to Malaysia and how long is the quarantine period?

Answer: You may refer to respective authorities e.g. Ministry of Health (MOH) or [National Disaster Management Agency \(NADMA\)](#). You may contact NADMA at 03 8870 4800 or Malaysia Government Call Centre (MyGCC) 03 8000 8000 for more information.

29. Are there certain countries that are restricted to enter Malaysia?

Answer: Yes, India, Sri Lanka, Bangladesh, Pakistan and Nepal. You may refer to the announcement on the website here:

<https://rpt.talentcorp.com.my/news/exit-and-entry-procedures-for-the-country-of-india-during-the-movement-control-order>

<https://rpt.talentcorp.com.my/news/exit-and-entry-procedures-for-the-country-of-sri-lanka-bangladesh-pakistan-and-nepal-during-the-movement-control-order>

30. When will the travel ban be lifted for several countries?

Answer: This is subject to the latest travel rules & regulations imposed by the Malaysian Government.

** Please check the latest news and announcement on the RP-T website. Should you have a question, you may reach out to us at rptcare@myxpats.com.my