

FREQUENTLY ASKED QUESTIONS (FAQ):
MOVEMENT CONTROL ORDER (MCO) - RESIDENCE PASS – TALENT (RP-T)

1. Is Immigration Putrajaya still operating?
Answer: All Immigration offices are closed during the Movement Control Order (MCO) period, until further notice by the Government of Malaysia. All Expatriates are to remain in the country until further notice.

2. What about passports that were not collected before the MCO came into effect?
Answer: You may contact us at RPTCare@myxpati.com.my for further advice. Passports may only be collected once the MCO has been lifted and when the MYXpati Centre is back in full operation.

3. Can I still submit my new/renewal RP-T application via online?
Answer: Yes, you may submit the application through the RP-T online website as per standard practice. However, there will be no decisions made on applications until further notice.

4. Can expatriates leave the country during the MCO?
Answer: All Immigration offices are closed during the MCO period. Expatriates are allowed to leave the country. Please contact your respective embassy, or proceed directly to the Airport for further advice.

5. Where do I submit my passport for sticker printing (Endorsement)?
Answer: Currently, all Immigration offices are closed during the MCO period. MYXpati Centre and the Immigration Department will resume full operations once we receive further instructions from the Government of Malaysia.

6. If we have made the payment for Transfer of Endorsement/Special Pass, can we go to Putrajaya for endorsement?
Answer: No, MYXpati Centre and all Immigration offices are closed during the MCO period.

7. What should I do if the police or Immigration officer stop me and request for my passport if I'm not able to collect the passport before the MCO is lifted?
Answer: Please keep and carry a copy of your passport and any supporting documents (e.g. the MYXpati acknowledgment receipt for submission of passport) with you at all times, as proof to the respective authorities. Do contact your employer if you encounter any issues.

8. What happens if I do not have any valid passes during the MCO?
Answer: You may continue to stay in the country and comply with the MCO as announced by the Government of Malaysia. Any latest updates will be announced on the ESD website.

9. I hold a RP-T and am on a working trip overseas. My flight back to Malaysia is during the MCO period. Am I allowed to enter Malaysia?
Answer: No, ****Subject to Government's ruling and decision****

10. How long will the endorsement process take during this current situation? I have already cancelled my Employment Pass and it will expire soon.

Answer: Once you have submitted your endorsement via online, the process will take 14 working days for approval upon complete submission, and five (5) working days for sticker printing. However, during the MCO period, the process and decision may take longer.

** Please check the latest news and announcement on the RP-T website. Should you have any other questions, you may send us an email at RPTcare@myxpati.com.my .