



Global Immigration alert

August 2024

Malaysia

Malaysia introduces several changes to simplify immigration processes

Executive summary

The Expatriate Services Division (ESD) recently announced several immigration changes, including increased fees and reduced processing timelines for various application types and the launch of a Pass collection facility at the Kuala Lumpur International Airport (KLIA) Terminal 2.

Key developments

The following changes were recently introduced:

- ▶ **Partial resumption of new online system for Sub-Product applications:** The ESD announced on 29 July 2024 that it has partially resumed operations on its new online system for the submission of [Sub-Product applications](#). The system is now available to employers that seek to submit Transfer of Endorsement, Take-up Balance, Amendment of an Approved Application and Shortening of Pass applications. The authorities will provide further updates once the system is available for submission of other Sub-Product applications (i.e., Cancellation of a Submitted Application, Permission to Study and Permission to Work at Second Location). The online system was temporarily suspended a few days after its launch in June 2024, and the ESD is gradually redeploying services on the platform in phases.
- ▶ **New Expatriate Satellite Centre (ESC) at KLIA 2:** An ESC began operations at KLIA 2 effective 23 July 2024, and eligible foreign nationals can now collect their Employment Pass (EP), Professional Visit Pass (PVP), Dependant Pass (DP) or Residence Pass-Talent from the ESC upon arrival at KLIA 2. Previously, an ESC was operational only at KLIA Terminal 1.
- ▶ **Change in application portal for supporting letters:** Effective 25 July 2024, companies operating within Iskandar Malaysia that require supporting letters from approving agencies or regulatory bodies to sponsor (new or renewed) EPs for their employees must submit their applications on the [Xpats Gateway](#) platform (instead of the ESD Online system). Companies must register on the [XPATNOVA system](#) before applying for supporting letters through Xpats Gateway. Once approved, their applications will be automatically routed to the XPATNOVA system, and they can proceed with the EP application process on XPATNOVA.
- ▶ **Reduced application processing timelines:**
 - ▶ EPs, PVPs and other related passes sponsored by Tier 1, Tier 2 and Critical Sector companies are now being processed in three working days (down from five)
 - ▶ [PLS@XPATS](#) applications are now being processed in one working day (down from three)
- ▶ **Application fees:** Effective 1 September 2024, the fees for new and renewal applications in the following categories will increase as follows:
 - ▶ MYR 2,000 (approx. USD 445) for EPs
 - ▶ MYR 500 (approx. USD 110) for DPs and Long-Term Social Visit Passes (LTVSPs)
 - ▶ MYR 1,200 (approx. USD 270) for PVPs
 - ▶ MYR 150 (approx. USD 35) for Transfer of Endorsement

If applications are rejected, the sponsoring company will be eligible for a refund of 75% of the application fees, subject to the discretion of the authorities. Those that appeal their rejection decisions will not be eligible for refunds.

Impact on employers

In general, these changes are expected to simplify the application process for employers and expedite the immigration process for eligible individuals.

Key steps

EY will continue to monitor these developments. Should you have any questions, we encourage you to contact one of our immigration professionals.

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