



Malaysia Digital Economy Corporation Sdn Bhd  
Registration Number: 199601016995 (389346-D)  
2360 Persiaran APEC, 63000 Cyberjaya  
Selangor Darul Ehsan, Malaysia

T +603 8315 3000 F +603 8315 3115

[www.mdec.my](http://www.mdec.my)

## **FAQs in light of the Malaysian Government’s announcement on the Restricted Movement Order to curb the spread of Covid-19**

### **Q1: Following to the Malaysian Government’s announcement on the Restricted Movement Order, what is the operational status of MDEC at the moment?**

A: MDEC’s HQ and all satellite offices will be physically closed from 18 – 31 March 2020. To ensure the well-being of our employees and visitors, we will continue to serve you remotely and our business operation hours are from 9 am to 6 pm, Monday to Friday. If you have any enquiries, you may reach us at the following contact details:

Toll Free: 1 800 88 8338 (within Malaysia) +6 03 8315 3000 (International)

For general enquiries, please email to [cllc@mdec.com.my](mailto:cllc@mdec.com.my)

For Foreign Knowledge Worker matters (Expatriate Services), please refer to Questions 8 onwards in this FAQ or email to [expatctr@mdec.com.my](mailto:expatctr@mdec.com.my)

For any enquiries on Covid-19, please contact Restricted Movement Order Hotline at 03-88882010.

As we are working remotely, please do anticipate some delays in our response. Thank you very much for your patience and cooperation.

### **Q2: Can we still submit applications for Foreign Knowledge Worker, Malaysia Tech Entrepreneur Programme (MTEP), Grant, MSC Malaysia Status and Technology Service Providers (TSPs) during this period?**

A: Yes, all the applications can be submitted online and the details of contacts are as follows:

<b>Application Type</b>	<b>Submission</b>
Foreign Knowledge Worker	<a href="http://www.expats.com.my">http://www.expats.com.my</a> Email: <a href="mailto:expatctr@mdec.com.my">expatctr@mdec.com.my</a>
Malaysia Tech Entrepreneur Programme (MTEP)	<a href="https://www.mtep.my/">https://www.mtep.my/</a>
Grant	Email: <a href="mailto:cllc@mdec.com.my">cllc@mdec.com.my</a>
MSC Malaysia Status (for Services)	
Technology Solution Providers (TSPs)	



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**Q3: How can I check my existing applications to MDEC?**

A: Please refer to the following for status update:

Application Type	Submission
Foreign Knowledge Worker	<a href="http://www.expats.com.my">http://www.expats.com.my</a> Email: <a href="mailto:expatctr@mdec.com.my">expatctr@mdec.com.my</a>
Malaysia Tech Entrepreneur Programme (MTEP)	<a href="https://www.mtep.my/">https://www.mtep.my/</a>
Grant	Email: <a href="mailto:clic@mdec.com.my">clic@mdec.com.my</a>
MSC Malaysia Status (for Services)	
Technology Solution Providers (TSPs)	

**Q4: I have scheduled appointments with MDEC staff. What will happen to the appointments?**

A: MDEC will continue to work remotely. Any planned meetings are now recommended to be held via tele or video conferences. Members of the public are strongly encouraged to use electronic and online services to interact with MDEC and facilitate social distancing to ensure effective containment of COVID-19.

**Q5: Are there any impact on MDEC's initiatives?**

A: At the moment, all MDEC's initiatives will continue to operate as per usual unless it is advised otherwise. You may refer to MDEC's website or other official communications platforms for any updates.

**For Prospective MSC Malaysia Clients**

**Q6: We have requested for MDEC to organise site visits for us as part of our location evaluation exercise. What will happen to the request?**

A: While the Nationwide Restricted Movement Order has been enforced by the Malaysian Government from 18<sup>th</sup> to 31<sup>st</sup> March 2020, we will temporarily postpone any facilitation of site visits until there is a further notice.



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**Q7: I need to set up my operations in Malaysia within these 2 months. Can I proceed with the incorporation process of my company?**

A: Please refer to the Companies Commission of Malaysia (SSM)'s guidelines [here](#).

### **Enquiries regarding Expatriate services**

**Q8: Can I still submit my Stage 1 application as usual while the Government's Restricted Movement Order is in effect?**

A: Yes, you may still submit the Stage 1 application online via eXpats System (<http://www.expats.com.my>) as usual. However, the decision will only be made for Renewal, Change of Employer and Change of Position. Kindly hold the submission of New Application if the proposed Foreign Knowledge Workers are based outside of Malaysia as they will not be allowed to enter Malaysia during this period.

**Q9: What happens to the Stage 1 applications that were submitted for processing?**

A: The Stage 1 applications for Renewal, Change of Employer and Change of Position will be processed accordingly but do expect some delay. However, the New Application for those Foreign Knowledge Workers who are currently residing outside of Malaysia will be put on hold until further notice as they will not be allowed to enter Malaysia during the Government's Restricted Movement Order.

**Q10: What should I do for those whose passes are expiring soon?**

A: You may proceed with the submission of the Special Pass application directly to the Immigration Department of Malaysia in Cyberjaya for the extension of the passes. However, please do check for any further updates that will be announced by the Immigration Department of Malaysia.



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**Q11: I have an emergency where I need to exit Malaysia as soon as possible while the passport is still with MDEC. How can I proceed to do so?**

A: You may call our emergency hotline number at **019-2688830** for further advise.

**Q12: How can I submit my passport for Endorsement/Transfer of Endorsement/Special Pass/Cancellation/Appeal/Permission to Study/document sighting applications to eXpats Service Centre via MDEC Counter?**

A: All submissions via MDEC Counter will be put on hold until further notice.

**Q13: Will the Immigration Department of Malaysia in Cyberjaya still operate as usual during the Government's Restricted Movement Order period?**

A: Yes, the Immigration Department of Malaysia in Cyberjaya will continue to operate as usual but with minimal support.

**Q14: Can I still submit my passport for Endorsement/Transfer of Endorsement/Special Pass/Cancellation/Permission to Study/Maid applications directly to the Immigration Department of Malaysia in Cyberjaya?**

A: Yes, you may proceed to the Immigration Department of Malaysia in Cyberjaya for the submissions of Transfer of Endorsement/Special Pass/Cancellation/Permission to Study and Maid applications. However, please look out for any further updates that will be announced by the Immigration Department of Malaysia in Cyberjaya.

However, as for the Stage 2 (endorsement) application, the passport can only be submitted to MDEC once the Government's Restricted Movement Order is lifted.

**Q15: What should I do if the police or the Immigration stop me and request for my passport and if I'm not able to collect the passport since the Restricted Movement Order has been in place?**

A: Please keep and carry your passport at all times (a copy of your passport and any supporting documents -e.g. proof of submission of passport such as email notification, acknowledgement letter) as a proof to the respective authorities.

You may also call our emergency hotline number at 019-2688830 for assistance.



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**Q16: The applicant's pass is expiring soon but we are not able to proceed with the submission of Stage 2 (endorsement) applications. Please advise.**

A: The company may proceed with the submission of the Special Pass application directly to the Immigration Department of Malaysia in Cyberjaya and proceed with submission of the Stage 2 application to MDEC as usual once the Government has lifted the Restricted Movement Order.

**Q17: What do I need to do if I have to contact you during the Restricted Movement Order and if I have any questions or issues?**

A: Should you have any questions; you may contact us at our hotline no at 019-2688830 or send us an email to:

i) Helpdesk @ [expatctr@mdec.com.my](mailto:expatctr@mdec.com.my)

ii) Client Managers;

- a. [hasniyati@mdec.com.my](mailto:hasniyati@mdec.com.my)
- b. [suraya@mdec.com.my](mailto:suraya@mdec.com.my)
- c. [norfaezah@mdec.com.my](mailto:norfaezah@mdec.com.my)
- d. [liza@mdec.com.my](mailto:liza@mdec.com.my)

iii) Livechat/Chatbot at <http://www.expats.com.my>

**Q18: What if the government extends the Restricted Movement Order period and the current pass is expiring within the period.**

A: The company may proceed with the submission of the Special Pass application directly to the Immigration Department of Malaysia in Cyberjaya and proceed with submission of the Stage 2 application to MDEC as per usual procedures once the Government has lifted the Restricted Movement Order.



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**Q19: I have a valid pass in Malaysia and I am currently outside of Malaysia. Can I enter Malaysia during the Restricted Movement Order?**

A: All pass holders such as Employment/Dependent/Long-Term Social Visit Pass, Visit Pass (Temporary Employment), Student Pass, Resident Pass, and Professional Visit Pass are not allowed to enter Malaysia if they are currently residing outside of Malaysia during the Government's Restricted Movement Order.