

FREQUENTLY ASKED QUESTIONS (FAQ)

XPATS GATEWAY		
No	Question	Answer
1	What is Xpats Gateway?	<ul style="list-style-type: none"> The Xpats Gateway is a seamless, end-to-end solution that enables communication and relevant agencies throughout the expatriate application process, ensuring a smooth, efficient, and hassle-free experience. At this stage, Xpats Gateway will be the centralised platform for employers to apply for Support Letter from the respective Approving Agencies or Regulatory Bodies, for the expatriate(s) they wish to employ.
2	How to login to Xpats Gateway?	<ul style="list-style-type: none"> The Employer can access Xpats Gateway via ESD Online landing page (esd.imi.gov.my) and click on the icon Xpats Gateway. To log in to Xpats Gateway, use the same login ID and password that is registered on ESD Online.
3	Can an Employer apply for the Support Letter via Xpats Gateway without an ESD account?	<ul style="list-style-type: none"> Employer is required to register for an account on ESD Online to access Xpats Gateway.
4	How to reset Xpats Gateway password?	<ul style="list-style-type: none"> Employer may click on the 'Forgot Password' button to reset login details. Password changes will be reflected in both ESD Online and Xpats Gateway.
5	Can I request for a Support Letter physically from the respective Approving Agencies or Regulatory Bodies.?	<ul style="list-style-type: none"> All applications must be submitted online. The Employer may request a Support Letter from the respective Approving Agencies or Regulatory Bodies via Xpats Gateway effective 15 June 2023.
6	Do all expatriates require a Support Letter from the Approving Agencies or Regulatory Bodies?	<ul style="list-style-type: none"> Support Letters are required for employers that are under the purview of the respective Approving Agencies or Regulatory Bodies.
7	Will the expatriate application be automatically approved once the Employer received the Support Letter?	<ul style="list-style-type: none"> Applications are required to be submitted and processed via ESD Online (esd.imi.gov.my), and all application approvals are subject to the decision of the Immigration Department of Malaysia.
8	What are the documents to apply for the Support Letter?	<ul style="list-style-type: none"> The document requirements are based on the respective Approving Agencies or Regulatory Bodies.

9	What is the processing charter time for the Support Letter?	<ul style="list-style-type: none"> All applications will be processed within five (5) working days upon complete submission.
10	How to check status of the Support Letter?	<ul style="list-style-type: none"> Employer may check the status of Support Letter application via Xpats Gateway.
11	If the Support Letter is provided, do we receive any notification?	<ul style="list-style-type: none"> Yes, employer will be notified by email, and the Employer can access Xpats Gateway to retrieve the Support Letter.
12	I have received a Support Letter via Xpats Gateway. What is the next step?	<ul style="list-style-type: none"> Log in to ESD Online (esd.imi.gov.my). Go and click to "List of Supporting Letter Application" tab. Complete your application for final approval by Immigration Department of Malaysia.
13	What is the validity for the Support Letter?	<ul style="list-style-type: none"> The validity of a Support Letter is six (6) months upon issuance date.
14	Can we change the applicant's details once Support Letter has been provided?	<ul style="list-style-type: none"> Employer will be required to re-apply for the Support Letter from the respective Approving Agencies or Regulatory Bodies.
15	Can we use the same provided Support Letter for the pass renewal?	<ul style="list-style-type: none"> Support Letter is valid for six (6) months and only for one-time use per application in ESD Online.
16	Does the dependant require a Support Letter?	<ul style="list-style-type: none"> Support Letter is only applicable for main principal i.e., Employment Pass.
17	Is there any quota/ projection to apply for Support Letter per Employer?	<ul style="list-style-type: none"> There is no requirement to apply for quota or projection for a Support Letter.
18	Is there any cooling period to re-apply if the application is Not Supported?	<ul style="list-style-type: none"> There is no cooling period to re-apply for a new Support Letter.
19	Is there any limitation to re-apply the Support Letter if the application has not been supported?	<ul style="list-style-type: none"> There is no limitation of the Support Letter application. Employer may proceed to re-apply for a Support Letter from the respective Approving Agencies or Regulatory Bodies.
20	If there is any issue, to whom we can contact for any assistance/ support/ inquiries?	<ul style="list-style-type: none"> For enquires related to applications, please contact the respective Approving Agencies or Regulatory Bodies. The contact information is available on Xpats Gateway (Contact Us). For technical and other matters, please contact helpdesk@myxpats.com.my or +603-7839 7171