

CIRCULAR NO.99/2020

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ADMINISTRATIVE DETAILS ON VISA HANDLING AND FREQUENTLY ASKED QUESTIONS RELATED TO IMMIGRATION SERVICE COUNTERS AND TRANSACTIONS DURING POST MOVEMENT CONTROL ORDER, IMMIGRATION DEPARTMENT OF MALAYSIA

We are pleased to attach the documents related to the above, please click on the respective links for details:

1. Directive on the administrative details related to [VISA AND VISITING PASS](#). This document describes the conditions and application procedures for foreigners who are unable to return to their home country due to the Movement Control Order (MCO), visa expired or flight cancelled.
2. Frequently Asked Questions (FAQ) related to [MYHELP ONLINE APPOINTMENT VIA EXPATRIATE SERVICE DIVISION \(ESD\) AND RESIDENT PASS TALENT \(RP-T\) SYSTEM](#). The document explains the process for MyHelp Online Appointment, types of services available for the Appointment, documents required during the Appointment, etc.
3. FAQs related to the [SERVICE COUNTER OPERATION, INVESTIGATION AND PROSECUTION DIVISION OF THE IMMIGRATION DEPARTMENT OF MALAYSIA](#). These FAQs explain the types of services provided and information/documents required when undertaking Online Appointment System (Sistem Temujanji Online, STO).
4. FAQs related to [IMMIGRATION SERVICE COUNTERS AND TRANSACTIONS POST MCO](#). These FAQs explain the status of Immigration Services Counters at the Immigration Headquarters in Putrajaya after the MCO, appointment for transactions of Visa and Pass and advice for foreigners which passes are expired.

Thank you.

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