



Global Immigration alert

July 2024

Malaysia

New online application system for Sub-Product applications temporarily suspended

Executive summary

The Expatriate Services Division (ESD) recently announced that its new online system for submitting Sub-Product applications has been temporarily suspended, and it expects the system to be available to employers again by 2 August 2024.

Background

Until 30 June 2024, employers under the purview of the ESD that sought to submit Sub-Product applications (i.e., Transfer of Endorsement, Take-up Balance, Amendment of an Approved Application, Shortening of Pass, Cancellation of a Submitted Application, Permission to Study, Permission to Work at Second Location) were required to do so over the counter at the ESD's offices. Effective 1 July 2024, the ESD began accepting these applications only via its [website](#).

Key developments

On 4 July 2024, the ESD announced a "temporary disruption to the ESD online system" and rolled back the electronic application processing facility for Sub-Product applications. The ESD expects that online processing of these applications will be restored by 2 August 2024 and will provide further updates in this regard. Until then, impacted employers must continue submitting these applications following the previous (physical) process.

To apply online, employers must have an online account with the ESD and submit the application with relevant documents. Under the new online submission system, applicants will no

longer be required to surrender their passports during the application process and can submit an electronic copy of their passport.

The ESD will process Sub-Product applications submitted online within three working days. Once their application is approved, employers will receive an e-mail notification from the ESD. For Shortening of Pass, Permission to Study and Permission to Work at Second Location applications, employers will be able to download an acknowledgement slip by logging in to their ESD account. For Transfer of Endorsement and Take-up Balance applications, the ESD will issue a physical Pass and deliver it to the employer at their registered address.

Impact on employers

The introduction of an online application submission facility for Sub-Product applications is expected to streamline and simplify the application process for impacted employers, while impacted employees will no longer need to temporarily surrender their original passports.

Key steps

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

EY | Building a better working world

EY exists to build a better working world, helping create long-term value for clients, people and society and build trust in the capital markets.

Enabled by data and technology, diverse EY teams in over 150 countries provide trust through assurance and help clients grow, transform and operate.

Working across assurance, consulting, law, strategy, tax and transactions, EY teams ask better questions to find new answers for the complex issues facing our world today.

EY refers to the global organization, and may refer to one or more, of the member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients. Information about how EY collects and uses personal data and a description of the rights individuals have under data protection legislation are available via ey.com/privacy. EY member firms do not practice law where prohibited by local laws. For more information about our organization, please visit ey.com.

Ernst & Young LLP is a client-serving member firm of Ernst & Young Global Limited operating in the US.

© 2024 Ernst & Young LLP.
All Rights Reserved.

EYG no. 006328-24Gbl

2101-3682263
ED None

ey.com

Irene Ang

Partner - People Advisory Services, Global Immigration
Tel: +603-7495-8306
Email: irene.ang@my.ey.com

Cynthia Wong

Associate Partner - People Advisory Services, Global Immigration
Tel: +603-7495-8129
Email: cynthia.wong@my.ey.com

Eunice Look

Director - People Advisory Services, Global Immigration
Tel: +603-7495-8225
Email: eunice.look@my.ey.com