

# Global Immigration alert

May 2025

## Malaysia

### Malaysia implements online appeals for rejected work permit applications

#### Executive summary

Effective 2 May 2025, applicants may appeal rejected work permit applications through the Expatriate Services Division (ESD) [online portal](#), instead of manually via email or at the MYXpats Centre.

#### Key developments

The online appeal facility is available for rejected Employment Pass (EP) and Professional Visit Pass (PVP) applications. Upon rejection, applications are directed to the "rejected bin," where an "appeal" button is displayed, allowing users to submit an online appeal within six months from the rejection date.

Once submitted, the appeal application is processed within 30 working days. Applicants are able to track the progress of their submissions through the ESD online portal, and automated notifications are sent to the company representatives listed in the portal. There are no fees associated with appeal applications; however, submitting an appeal forfeits the right to request a refund of the original application fees. For successful appeals, the ESD issues an approval letter through the ESD online portal. If the appeal is unsuccessful and the sponsoring company wishes to submit a second appeal, it must be submitted manually with the Ministry of Home Affairs, Immigration Affairs Division, rather than through the ESD.

As of 1 May 2025, appeals are no longer being accepted if submitted via email or at the MYXpats Centre.

#### Impact on employers

The transition to an online platform is expected to streamline the appeal process, enhance transparency with the Malaysian immigration authorities, 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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