

Global Immigration alert

August 2025

Malaysia

Digitization of several processes related to Employment Pass and Professional Visit Pass applications

Executive summary

The Expatriate Services Division (ESD) recently digitized the company interview and “document sighting” processes in an effort to simplify and modernize the Employment Pass (EP) and Professional Visit Pass (PVP) application processes.

Background

The ESD schedules interviews with representatives of companies that sponsor foreign nationals for EPs and PVPs when it requires additional information, documents or clarification from the company. The process of “document sighting” involves the ESD reviewing original versions of documents against the copies that were submitted as part of EP and PVP applications to verify their accuracy and authenticity. The ESD may request interviews and “document sighting” at their discretion. To maintain the integrity of their internal review process, the ESD does not disclose specific triggers for, or the frequency of, interview and “document sighting” requests.

Key developments

Historically, these processes have been completed in person at the ESD’s offices. They may now be conducted online via the [ESD online system](#). Where applicable, the designated company contact person is required to attend the appointment (for an interview or “document sighting” request). EP and PVP applicants themselves are not required to attend. Third-party representatives or agents, even if listed in the Letter of Undertaking (LOU) as authorized representatives, are not permitted to attend the appointments on behalf of the company but may participate as supporting parties.

Impact on employers

These changes are expected to increase efficiency associated with EP and PVP application processes.

Key steps

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



Shape the future
with confidence

EY is building a better working world by creating new value for clients, people, society and the planet, while building trust in capital markets.

Enabled by data, AI and advanced technology, EY teams help clients shape the future with confidence and develop answers for the most pressing issues of today and tomorrow.

EY teams work across a full spectrum of services in assurance, consulting, tax, strategy and transactions. Fueled by sector insights, a globally connected, multi-disciplinary network and diverse ecosystem partners, EY teams can provide services in more than 150 countries and territories.

All in to shape the future with confidence.

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.

© 2025 Ernst & Young LLP.
All Rights Reserved.

EYG no. 006848-25GbI

2101-3682263
ED None

This material has been prepared for general informational purposes only and is not intended to be relied upon as accounting, tax, legal or other professional advice. Please refer to your advisors for specific advice.

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

Jehan Iskandar
Senior Manager – People Advisory Services, Global Immigration
Tel: +603-7495-8286
Email: jehan.iskandar@my.ey.com