The FAQ listed herein cover four (4) primary sections. Please scroll down to the respective section(s):

[1] **General** Xpats Gateway FAQs
   a) About Xpats Gateway
   b) Department of Labour Peninsular Malaysia (JTKSM) approval under Section 60K Employment Act 1955 (Act 265)
   c) MYFutureJobs Advertisement Acknowledgement Letter under Social Security Organisation (SOCSO)
   d) Support Letter Application under Approving Agency / Regulatory Body

[2] Xpats Gateway FAQs related to **ESD Companies**
   a) Using Xpats Gateway
   b) MYFutureJobs Advertisement Acknowledgement
   c) Agency Support Letter

[3] Xpats Gateway FAQs related to **MDEC Companies**
   a) Using Xpats Gateway
   b) MYFutureJobs Advertisement Acknowledgement
   c) MDEC Applications via Xpats Gateway

[4] Xpats Gateway FAQs related to **IRDA (Iskandar Malaysia) Companies**
   a) Using Xpats Gateway
   b) MYFutureJobs Advertisement Acknowledgement
   c) Agency Support Letter
   d) IRDA Applications via Xpats Gateway

GENERAL

a) About Xpats Gateway

1. **What is Xpats Gateway?**
   Xpats Gateway is an end-to-end, seamless platform that facilitates interaction between employers and relevant government agencies throughout the Employment Pass application process. All decisions are issued electronically via the platform, enabling more efficient processing and timely approvals.

2. **What application services are available through Xpats Gateway?**
   Xpats Gateway currently supports the following services:
   i.   Approval from the Department of Labour Peninsular Malaysia (JTKSM) under Section 60K of the Employment Act 1955 (Act 265)
   ii.   MYFutureJobs Advertisement Acknowledgement Letter under the Social Security Organisation (SOCSO)
   iii. Support Letter application from the relevant approving agency or regulatory body
   iv.   Investor Pass application (please refer to the [Investor Pass FAQ](#) for details)

b) JTKSM Approval under Section 60K – Employment Act 1955 (Act 265)

1. **How does the Xpats Gateway integration affect the requirement for JTKSM approval under Act 265?**
   Effective 1 July 2025, employers that require JTKSM approval under Section 60K for new Employment Pass (EP) applications must submit their applications via Xpats Gateway. The platform allows registration, submission, and real-time status tracking.

2. **Is prior approval from JTKSM mandatory to all employers?**
   Yes. Following amendments to the Employment Act 1955 effective 1 January 2023, employers are required to obtain prior approval from JTKSM before hiring foreign workers. Failure to comply constitutes an offence punishable by a fine up to RM100,000, imprisonment up to five years, or both.

3. **Do all EP applications require JTKSM approval?**
   JTKSM approval is required for new EP applications, except in the following cases:
   - EP renewals

- Government positions
- Change of position or category within the same company (provided the applicant is already in Malaysia)

4. **Who can submit an application?**

Only a company director or an authorised employee of the company may submit the application.

5. **How do I apply for JTKSM approval via Xpats Gateway?**

Log in to [Xpats Gateway](#), click on 'ePPAx Application' in the left-hand menu, then select 'Apply for 60K Letter'. Complete the required information and upload the necessary documents before submitting.

6. **What are the documents required?**

Please refer to [JTKSM](#) directly for the most current list of required documents.

7. **If an employer has multiple vacancies for different positions, is a separate application needed for each?**

No. Employers are advised to submit one application per company.
- Approval is granted based on the company, not per position or candidate.
- The same prior approval may be used for multiple EP applications (as long as still valid).
- Employers may list various positions in the vacancy section.

8. **What does the salary information refer to?**

It refers to the starting salary offered for the specific position listed in the vacancy details.

9. **Who makes the final decision on JTKSM approval?**

The Department of Labour Peninsular Malaysia (JTKSM) is the sole decision-making authority.

10. **What is the processing time?**

JTKSM processes applications within ten (10) working days.

11. **How can I check the application status?**

Log in to [Xpats Gateway](#), go to 'ePPAx Application', then click 'List of Application' to view status updates.

12. How long is the approval valid?

JTKSM approvals are valid for twelve (12) months from the date of issuance.

13. Is there a cooling-off period if an application is rejected?

Currently, no cooling-off period is required to reapply.

14. Do public universities need to apply for JTKSM approval?

No. The Employment Act 1955 applies only to private-sector employers in Peninsular Malaysia and Labuan. Public institutions such as public universities are exempt.

15. What if an international company is setting up a Representative Office in Malaysia?

Yes, approval is still required. If the company is not yet established in Malaysia, the employer must fill in company registration no. (*no. rujukan SSM*) by using the MIDA Ref. No. (RERO/2023/00000).

16. What are the penalties for non-compliance?

An employer who fails to obtain JTKSM approval under Section 60K is liable to a fine of up to RM100,000, imprisonment of up to five years, or both.

17. Who can I contact for help?

For application-related enquiries:

Department of Labour Peninsular Malaysia (JTKSM)

E-mail   : eppax@mohr.gov.my

Tel   : 03-8000 8000

Address   : Aras 5, Setia Perkasa 3, Kompleks Setia Perkasa

Pusat Pentadbiran Kerajaan Persekutuan,

62530 Putrajaya

For Xpats Gateway technical support or other enquiries:

MYXpats Helpdesk

E-mail   : helpdesk@myxpats.com.my

Tel   : 03-7839 7171

c) MYFutureJobs Advertisement Acknowledgement Letter (SOCSO)

1. **How does the Xpats Gateway integration affect the requirement for the MYFutureJobs Advertisement Acknowledgement Letter?**

   Effective 1 July 2025, employers required to obtain a MYFutureJobs Advertisement Acknowledgement Letter before applying for a new Employment Pass (EP) must do so via the [Xpats Gateway](). The system allows users to check advertisement status and download the acknowledgement letter directly.

2. **Do all EP applications require a MYFutureJobs Advertisement Acknowledgement Letter?**

   The Acknowledgement Letter is required for all new EP applications, except for:
   - Positions listed under SOCSO's exemption list
   - EP renewals
   - Change of position or category within the same company (if the applicant is in Malaysia)

3. **What are the advertisement conditions to obtain the Acknowledgement Letter?**

   Employers must comply with SOCSO's MYFutureJobs advertising guidelines. Please refer directly to SOCSO for the latest requirements.

4. **Who makes the decision and issues the MYFutureJobs Acknowledgement Letter?**

   The decision and issuance of the Acknowledgement Letter are handled by SOCSO.

5. **Who can I contact for help?**

   For application-related enquiries:

   Social Security Organisation (SOCSO)

E-mail	: myfuturejobs@perkeso.gov.my
Tel	: 1300-22-8000
Address	: Menara PERKESO Putrajaya,
	No. 6, Persiaran Perdana,
	Presint 2, 62100 Putrajaya

   For Xpats Gateway technical support or other enquiries:

   MYXpats Helpdesk

E-mail	: helpdesk@myxpats.com.my
Tel	: 03-7839 7171

d) Support Letter Application under Approving Agency / Regulatory Body

1. **Can I request a Support Letter physically from the respective agencies?**
   No. Effective 15 June 2023, all Support Letter applications must be submitted online via [Xpats Gateway](#).

2. **Do all expatriate applications require a Support Letter?**
   A Support Letter is required for companies under the purview of a specific approving agency or regulatory body. Please refer to the [ESD Online Guidebook](#) (page 19-20) for the full list of agencies.

3. **If my company is not under the purview of any agency, do I still need a Support Letter?**
   If your company falls under the following sectors, you may proceed directly with the Employment Pass (EP) application in [ESD Online](#) without a Support Letter.
   - Business Services
   - Wholesale & Retail
   - Oil, Gas & Energy
   - Logistics
   - Electrical & Electronics
   - Automotive

   The Expatriate Committee and Immigration Department of Malaysia reserve the right to request for a Support Letter at a later stage, if necessary.

4. **What documents are required to apply for a Support Letter?**
   The required documents vary by agency. Employers should refer to their respective agencies for the latest list.

5. **How do I check the status of the Support Letter application?**
   Employers can log in to [Xpats Gateway](#) to track the status of the application.

6. **What is the validity of a Support Letter?**
   A Support Letter is valid for six (6) months from the date of issuance.

7. **Can I reuse a Support Letter for a renewal application?**
   No. A Support Letter is only valid for a single application and cannot be reused for renewals.

8. **Who makes the decision on Support Letter applications?**
   The decision lies with the respective agency listed in your application.

9. **If my Support Letter application is "Not Supported", is there a cooling-off period before I can reapply?**

   No. There is currently no cooling-off period. Employers may reapply at any time.

10. **Can I appeal if my Support Letter application is "Not Supported"?**

    Each agency sets its own criteria. Employers may submit a new application with updated or additional information for reconsideration.

11. **How do I cancel a Support Letter application in Xpats Gateway?**

    To cancel a Support Letter application, please contact MYXpats Helpdesk at helpdesk@myxpats.com.my.

12. **Is a Support Letter required for Professional Visit Pass (PVP) applications?**

    Support Letters are only required for PVP applications in the following two sectors:
    a. Aviation: Civil Aviation Authority of Malaysia (CAAM)
    b. Mining: Department of Mineral and Geoscience Malaysia (JMG)

    Employers must obtain the letter directly from the respective agency and upload it to ESD Online during PVP submission. PVP applications in other sectors do not require a Support Letter.

13. **Who can I contact for help?**

    For agency-specific enquiries, please contact the relevant approving agency (contact information is available on the Xpats Gateway "Contact Us" page).

    For Xpats Gateway technical support or other enquiries:
    MYXpats Helpdesk
    E-mail   : helpdesk@myxpats.com.my
    Tel   : 03-7839 7171

ESD COMPANIES

a) Using Xpats Gateway

1. **How do I login to Xpats Gateway?**
   Employers can access Xpats Gateway via [ESD Online](#) by clicking on the Xpats Gateway icon. Log in using the 'Company Login' option with the same ID and password registered on ESD Online.

2. **Can an employer access Xpats Gateway without an ESD account?**
   No. Employers must have an active ESD Online account to access Xpats Gateway.

3. **What if an employer has forgotten their ESD Online password?**
   Click 'Forgot Password' on the [ESD Online](#) login page. A reset link will be sent to the company's registered email address.

   If you have forgotten the user ID or need to update the registered email, please contact the Inspectorate Unit at the Immigration Department of Malaysia (Putrajaya) via e-mail: inspektorat.esd@imi.gov.my

b) MYFutureJobs Advertisement Acknowledgement

1. **How do I check the status of the MYFutureJobs Acknowledgement via Xpats Gateway?**
   In the 'Support Letter Application' section of Xpats Gateway, fill in all required details until the 'Employment Details' step. If the application type is 'NEW', the MYFutureJobs checklist will appear. Insert the vacancy link and click 'Check' to retrieve the status.

2. **Can I download the Acknowledgement Letter from Xpats Gateway?**
   Yes. If the MYFutureJobs status is listed as 'Completed–Approved' or 'Completed–Rejected', you can click 'Download Acknowledgement Letter'. It will also be auto-uploaded under the 'Proof of MYFutureJobs Advertisement' section in Supporting Documents.

3. **What if the Acknowledgement Letter is not available in Xpats Gateway?**
   You may download it directly from the MYFutureJobs system or your email and upload it manually to the 'Proof of MYFutureJobs Advertisement' field in the Supporting Documents section.

4. What if the position is exempted from MYFutureJobs advertisement?

You can select the applicable exemption reason from the list provided in Xpats Gateway.

c) Agency Support Letter

1. **Do I need to apply for a quota or projection before applying for a Support Letter?**

No. A quota or projection is not required before submitting a Support Letter application.

2. **Will the Employment Pass application be automatically approved once the Support Letter is issued?**

No. The Support Letter is one of the required documents. All EP applications must still be submitted via ESD Online and are subject to approval by the Immigration Department of Malaysia.

3. **What is company tiering, and how is it determined?**

Company tiering is an internal classification system used in ESD Online to rank companies from Tier 1 (highest) to Tier 5 (lowest). It is auto-generated based on data from Companies Commission of Malaysia (SSM), Inland Revenue Board of Malaysia (LHDN), and other integrated agencies. The five key indicators are:

   a. Alignment with the Twelfth Malaysia Plan (RMK-12)
   b. Company lifecycle stage
   c. Revenue
   d. Issued capital
   e. Track record

4. **What defines Fast Track and Normal Track companies?**

Fast Track   : Tier 1, Tier 2, and companies in critical sectors
Normal Track   : Tier 3 to Tier 5 companies

5. **What is the processing time for Support Letter applications?**

Fast Track   : Within 3 working days
Normal Track   : Within 10 working days

Note: The following agencies are excluded from the processing charter:
   a. Malaysia Nursing Board, Ministry of Health (MOH)
   b. Allied Health Science Division, Ministry of Health (MOH)

6. **What is a "critical sector"?**

   A critical sector is defined by the approving agency based on the company's project scope, investment value, niche technologies, or strategic importance to the current market.

7. **Where can I view my company's tiering status?**

   Your company's tiering is displayed in the company profile section on ESD Online (effective 15 June 2023).

8. **What if the selected Primary Sector or Agency is incorrect?**

   Contact MYXpats Helpdesk at helpdesk@myxpats.com.my or 03-7839 7171 for assistance in updating your company profile.

9. **What if I'm unsure of my Primary Sector or Agency?**

   You may contact MYXpats Helpdesk via e-mail or phone for clarification.

10. **What should I do after receiving a Support Letter via Xpats Gateway?**

    Log in to ESD Online and go to the "List of Supporting Letter Application" tab. Proceed to complete the EP application for final review and approval by the Immigration Department of Malaysia.

MDEC COMPANIES

a) Using Xpats Gateway

1. **How do I log in to Xpats Gateway?**
Log in via ESD Online by clicking the Xpats Gateway icon, and choosing 'eXpats' under Company Login. Use the same credentials as your MDEC eXpats account. Note that new employers must register an eXpats account with MDEC before accessing Xpats Gateway.

b) MYFutureJobs Advertisement Acknowledgement

1. **How do I check the status of the MYFutureJobs Acknowledgement via Xpats Gateway?**
In the 'Application' section, click on 'Apply for EP Application'. If the application type is 'NEW', the MYFutureJobs checklist will appear. Enter the vacancy link and click 'Check' to view the status.

2. **Can I download the Acknowledgement Letter from Xpats Gateway?**
Yes. If the MYFutureJobs status is listed as 'Completed–Approved' or 'Completed–Rejected', you may click 'Download Acknowledgement Letter' for reference.

3. **What if the Acknowledgement Letter is not available in Xpats Gateway?**
You can download it directly from the MYFutureJobs system or from your registered email and upload it manually to your MDEC eXpats application.

4. **What if the position is exempted from MYFutureJobs advertisement?**
You may select the relevant exemption reason from the dropdown list available in Xpats Gateway.

c) MDEC Applications via Xpats Gateway

1. **Must all applications under MDEC's purview be submitted through Xpats Gateway?**
Yes. Effective 24 April 2024, all new and renewal Employment Pass (EP) applications under MDEC must be submitted via Xpats Gateway at https://xpatsgateway.com.my

2. **Can I edit an application after it has been submitted to the MDEC eXpats System?**
No. Once the application has been forwarded to the MDEC eXpats System, it can no longer be edited in Xpats Gateway. To make changes, please contact MDEC directly.

IRDA COMPANIES

a) Using Xpats Gateway

1. **How do I login to Xpats Gateway?**
   Go to ESD Online, click the Xpats Gateway icon, and select 'Iskandar Regional Development Authority' under Company Login. Use the same login credentials as your IRDA XPATNOVA account.

2. **My company is already registered on ESD Online. Do I still need to register with IRDA's XPATNOVA system?**
   Yes. Companies must register and activate their accounts in XPATNOVA to apply for Employment Passes (EP). Your company address must be within the Iskandar Malaysia region — check eligible postcodes here.

3. **How do I register for XPATNOVA?**
   Visit the XPATNOVA system, create an account, fill in the required company information, and submit the form. IRDA will notify you once the registration is approved.

4. **Do I need to wait for registration approval before submitting an EP application?**
   Yes. Only approved companies can apply for passes in the XPATNOVA system.

5. **How long does company registration take?**
   If all required information is complete, IRDA typically processes registrations within 3–5 working days.

b) MYFutureJobs Advertisement Acknowledgement

1. **How do I check the status of the MYFutureJobs Acknowledgement?**
   In Xpats Gateway, go to 'Apply for EP Application'. If the application type is 'NEW', the MYFutureJobs checklist will appear. Insert the vacancy link and click 'Check'.

2. **Can I download the Acknowledgement Letter from Xpats Gateway?**
   Yes. If the status is 'Completed–Approved' or 'Completed–Rejected', you can download the letter for reference.

3. **What if the Acknowledgement Letter isn't available in Xpats Gateway?**

You may retrieve it from the MYFutureJobs system or your email, then upload it to the XPATNOVA system.

4. **What if the position is exempted from MYFutureJobs advertisement?**
   You may select the relevant exemption reason from the dropdown list available in Xpats Gateway.

c) Agency Support Letter

1. **How do I apply for a Support Letter?**
   Submit your Support Letter request through Xpats Gateway. If your agency is not listed, contact helpdesk@myxpats.com.my to request for it to be added.

2. **What happens after the Support Letter is approved?**
   You'll be notified via email. The application will be auto-routed to XPATNOVA along with the letter. Log in to XPATNOVA to proceed with your Employment Pass application.

d) IRDA Applications via Xpats Gateway

1. **How long does it take for an EP application to be approved in XPATNOVA?**
   Typically 3–5 working days, if all required details are complete and no additional information is requested.

2. **Can I use XPATNOVA for other pass applications?**
   Yes. For Professional Visit Pass (PVP), Dependant Pass (DP), and other services, go to: https://app.xpatnova.com.my

3. **Where can I get more information?**
   Visit the IRDA website or contact:
   E-mail　　: expat@irda.com.my
   Tel　　　　: 07-233 3019