

Mobility: Immigration alert

June 2023



Malaysia

New online “Xpats Gateway” portal for requesting support letters

Executive summary

Effective 15 June 2023, Malaysian companies in certain industry sectors that sponsor Employment Pass (EP) applicants will be required to apply for support letters using the new online, centralized “Xpats Gateway” portal, which will be accessible via the website of the Expatriate Services Division ([ESD Online](#)).

Background

Malaysian companies in specific industries must apply for support letters from relevant Malaysian approving agencies or regulatory bodies prior to sponsoring EP applications. Currently, these companies must obtain support letters by requesting the same from the relevant agency or body, and the process to request these letters varies by agency or body.

Key developments

Effective 15 June 2023, companies in [11 sectors](#) will be required to request support letters via Xpats Gateway, and they will no longer be able to obtain these letters from the offices of the relevant approving agency or regulatory body. The authorities are expected to process support letter requests submitted via Xpats Gateway within five days of submission (down from 80 days currently, in general). Employers must be registered on the ESD Online portal to be able to apply for

support letters in the new system. The new portal will be extended to companies in other sectors by 15 August 2023.

Impact on employers

The Xpats Gateway portal is expected to streamline the process for obtaining support letters (and EPs, more generally).

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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