

## **PROCEDURES AND GUIDELINES FOR THE ENTRY OF BUSINESS TRAVELLERS**

*“WELCOMING INVESTORS, KEEPING YOU SAFE”*

### **Application for Entry Permission**

The application for Business Travellers Entry Permission must be submitted at least 14 days in advance of planned travel.

#### **A. SHORT TERM STAY**

##### **Definition**

Business Travellers who enter and stay in the country for a period of **14 days or less**, from the date of arrival at Kuala Lumpur International Airport (KLIA) up to its departure date.

##### **Type of Business Travellers**

1. Potential investors for decision on investment and technology projects in Malaysia.
2. Business customers for product qualification and validation before commercial production.
3. Business owner / board member / executive/ associate of existing companies in Malaysia (without employment pass)
4. Technical experts for ad hoc emergency cases to serve multi-customers across Malaysia.
  - a) Urgent maintenance / repair machine
  - b) Aviation related services
  - c) Health related services
  - d) ICT experts / server breakdown
  - e) Natural disaster support services

## **Procedures and Guidelines**

### 1) Pre- Arrival

- a) Business Travellers are required to have official letter from sponsor in the forms of:
- Invitation letter from Ministry/ Government Agency/ company registered in Malaysia.
  - Approval Letter from the State Governments of Sabah/ Sarawak (for entry to Sabah and Sarawak)\*.
- \*Note: Foreign Business Travellers are subjected to mandatory quarantine for the entry to Sabah/Sarawak.*

b) Detailed itinerary\*:

- Date of arrival and departure (flight itinerary i.e. ETA and ETD)
- Accommodation confirmation
- The details of meetings and individuals to meet.

*\*Business Travellers are required to use transportation arranged by their sponsors during their stay in Malaysia. The usage of public transport is prohibited including e-hailing services and domestic flights (except for the States of Sabah and Sarawak).*

- c) The Business Travellers must possess passport with validity period of not less than 6 months.
- d) Application to be submitted via the MyEntry website at <https://myentry.myxpats.com.my/app/>:
- Potential Investor – Application to be submitted by the Business Travellers
  - Business Customers; Technical Experts; and Existing Investors (without Employment Pass) – Application to be submitted by sponsor\*.
- \*Sponsor is defined as a Ministry/ Government agency/ company registered in Malaysia and Headquarter of the respective foreign country.*
- e) Entry Permission decision will be made within three (3) working days upon complete information received by the OSC Committee.

- f) Once approved, business travellers will receive a formal digital notification of their Entry Permission Approval and may proceed with the rest of their travel arrangements:
- It is compulsory for Business Travellers to undertake the PCR COVID-19 Test at any accredited lab within three (3) days prior to departure from home country and obtain a certificate of having tested negative.
  - Business travellers will be required to show that they have been tested negative for a PCR COVID-19 Test before departing from their residing country by submitting the following:
    1. Health Declaration Form, Ministry of Health Malaysia (Download Form)
    2. Computer-generated laboratory COVID-19 test result (Download template of pre-departure travel memo)
  - These travellers will not undergo the mandatory quarantine period, but will be tested again upon arrival at the Business Travellers Centre. They will have to bear all related costs.
  - Business Travellers shall obtain a visa from the respective Malaysian Embassy / High Commission or Consulate General prior to entry to Malaysia, if applicable.
  - The Business Traveller / Sponsor is required to make payment for Business Travellers Centre (BTC) services charges at least three (3) working days prior to departure via the following link:  
<https://myentry.myxpats.com.my/app/>
    - Potential Investor – Service charges are to be made by themselves,
    - Business Customers; Technical Experts; and Existing Investors (without Employment Pass) – Service charges are to be made by sponsor
- Payment that has been made will not be refunded**
- Business travellers are also required to provide the following:
    1. Confirmed flight ticket (ETA and ETD)
    2. Health Declaration Form from Ministry of Health, Malaysia
    3. Approved detailed itinerary
    4. Complete the information in the Letter of Undertaking (LoU) and Indemnity for Short Term Business Travellers which will be signed upon arrival at the BTC
    5. Download and install *MySejahtera* apps for contact tracing
  - All related documents are to be printed copies in A4 size paper and are required to be in English.

## 2) Arrival

- a) Fast Track services will be extended once the Business Travellers disembark from the plane.
- b) Upon arrival, duty officers will accompany Business Travellers to Business Traveller Centre (BTC).
- c) In the event Business Travellers are found symptomatic at the health screening station at BTC, they will be stationed at the holding room before proceed to University Malaya Medical Centre (UMMC) for further treatment. The Duty Officer will inform the Ministry of Health (MOH) KLIA to escort the Business Traveller to the hospital.
- d) For non-symptomatic, Business Travellers are required to do a verification of the relevant documents according to the checklist and registration, including the signing of an **LoU and Indemnity for Short Term Business Travellers**.
- e) Once registered, Business Travellers will be ushered to undertake **compulsory** RT-PCR COVID-19 test at BTC. Results of the tests will be known within 3 hours.
- f) While waiting for the COVID-19 test result, Business Travellers can rest and enjoy the facilities available at the business lounge at BTC.
- g) If the test result is positive, the BTC will notify MOH KLIA and will make transportation arrangements to transfer the Business Traveller to a designated Hospital ie UMMC.
- h) If the test result is negative, the Duty Officer will accompany the Business Traveller to proceed to a special Immigration lane, luggage pick-up and customs clearance.
- i) The duty officer will then hand over the Business Traveller to the assigned Liaison Officer at the arrival hall.
- j) Private transportation will be arranged by the sponsor; and the liaison officer will accompany the Business Traveller to proceed with the rest of their approved itinerary until departure.
- k) Movement of Business Travellers is restricted to only what is stated in the approved itinerary and unaccompanied movement is not allowed. Any changes of approved itinerary will not be entertained.

- l) Business Travellers is prohibited from using public transportation (via air, road or sea) throughout the itinerary. Business Travellers have to use the transportation arranged by the sponsors during their stay in Malaysia
- m) While Business Travellers are in Malaysia, they must comply to the following Malaysia's Covid-19 SOPs:
- Download and use the MySejahtera apps for contact tracing purposes
  - Use surgical grade masks at all times
  - Ensure hand hygiene by using hand sanitizers
  - Conduct daily temperature checks
  - Practice safe distancing by adhering to all safety precautions and requirements
- n) If the Business Travellers develop symptoms during their stay in Malaysia, they are required to immediately seek treatment at the nearest District Health Office (PKD) for COVID-19 test. The Liaison Officer will notify BTC.

If the test result is positive, the Business Travellers will be referred to the designated hospitals ie: UMMC for treatment with reference from the relevant District Health Office (PKD). The Liaison Officer will notify BTC.

### 3) Departure

- a) The Business Traveller is required to undertake the PCR COVID-19 test at an accredited Hospital/clinic, three (3) days prior to departure and boarding is only allowed for those with a negative test result. This requirement is not necessary if the Business Traveller is staying in Malaysia for less than three (3) days.  
(List of accredited hospitals / clinics as in Appendix 1)
- b) If the test result is positive, the Business Travellers will be referred to the designated hospitals ie: UMMC for treatment with reference from the relevant District Health Office (PKD). The Liaison Officer will notify BTC.
- c) The cost of treatment and hospitalization will be borne by the Business Travellers.
- d) If the Business Traveller is hospitalised for COVID-19 at any point of their stay in Malaysia, the Sponsors are responsible to obtain a Special Pass from the Immigration Department to legalise their stay until their full recovery (if their stay exceeds 30/60/90 days).

## B. LONG TERM STAY.

### Definition

Foreign Business Travellers who enter and stay in the country for a period of more than 14 days are eligible to apply for a long-term business traveller status. Long Term Business Travellers are required to serve a mandatory quarantine at a dedicated quarantine station.

### Type of Business Travellers

1. Employment Pass (EP) and Resident Pass-Talent (RP-T);
  - a) New Business Travellers: Approved employment passes and stranded abroad
  - b) Existing Business Travellers: Holding active employment passes and stranded abroad

Dependent(s) will be considered for Business Travellers under category Employment Pass (EP) and Resident Pass – Talent (RP-T)
2. Professional Visit Pass (PVP) serving single and multiple customers:
  - a) New Business Travellers: Approved PVP and stranded abroad
  - b) Existing Business Travellers: Holding active PVP and stranded abroad
3. Exit and return of frequent Business Travellers for expatriates (including Regional Establishment (RE), Regional Office (RO) and Principal Hub (PH) representatives); and Malaysian.
4. Business Travellers under Social Visit Pass (15 – 30/60/90 days)
5. Business Travellers of Permanent Resident (PR) pass holders including dependant(s).
6. Business Travellers of MM2H Social Visit Pass holders including dependant(s).

## Procedures and Guidelines

1. Pre- Arrival
  - a) Business Travellers are required to have official letter in the forms of:
    - **EP, PVP, RP-T** approval (to apply via ESD Online System at [www.esd.imi.gov.my](http://www.esd.imi.gov.my) );
    - Permanent Resident (PR) Approval (only for Business Travellers);
    - MM2H Social Visit Pass (only for Business Travellers);
    - Invitation from sponsor at destination country for exit and return of both foreign and Malaysian; and Social Visit Pass (15 – 30/60/90 days).
  - b) The Business Travellers must possess passport with validity period of not less than 6 months
  - c) Business Travellers / sponsors are required to submit applications via:-
    - MyEntry website at <https://myentry.myxpaths.com.my>:
      - Employment Pass (EP) including Dependent(s)
      - Professional Visit Pass (PVP)
      - Resident Pass –Talent (RP-T) including Dependent(s)
      - Foreign Exit-return (EP, PVP and RP-T)
    - MyTravelPass website at <https://mtp.imi.gov.my>:
      - Social Visit Pass (15 – 30/60/90 days)
      - MM2H Social Visit Pass (only for Business Travellers) including Dependent(s)
      - Permanent Resident (PR) Approval (only for Business Travellers) including Dependent(s)
      - Malaysian Exit- Return
  - d) Entry Permission decision will be made within three (3) working days upon complete information received by the OSC Committee.
  - g) Once approved, business travellers will receive a formal digital notification of their Entry Permission Approval and may proceed with the rest of their travel arrangements:
    - It is encouraged for Business Travellers to undertake the PCR COVID-19 Test at any accredited lab within three (3) days prior to departure from home country and obtain a certificate of having tested negative.

- Business travellers that have been tested negative for a PCR COVID-19 Test before departing from their residing country will be required to submit a computer-generated laboratory test result (in English). The template of a pre-departure travel memo can be found in the OSC website.
- Business Travellers shall obtain a visa from the respective Malaysian Embassy / High Commission or Consulate General prior to entry to Malaysia, if applicable.
- Business travellers are also required to complete and sign the Letter of Undersaking (LoU) and Indemnity, as well as to download and install the *MySejahtera* apps for contact tracing purposes.
- All related documents are to be printed copies in A4 size paper and are required to be in English.

## 2. Arrival

- a) Upon arrival, any Business Traveller found symptomatic at the health screening station at arrival gate, will be referred to the designated Government hospital for further treatment.
- b) A COVID-19 negative result would allow the Business Travellers to proceed with the mandatory quarantine\* at the designated quarantine stations. If the test result is positive, the Business Travellers will be transferred to a dedicated hospital for treatment.

### \*Note:

- It is 7 days of quarantine for Business Travellers who have undertaken a RT-PCR COVID-19 test and tested negative within 72 hours before arrival to Malaysia. Business Travellers are required to produce a computer generated laboratory test result.
  - It is 10 days of quarantine for Business Travellers who have **NOT** undertaken a RT-PCR COVID-19 test before arrival to Malaysia.
- c) Non-symptomatic Business Travellers:
    - i) Required to undertake a compulsory PCR COVID-19 test at KLIA and to proceed to immigration counter to be escorted to a dedicated quarantine stations determined by Ministry of Health (MOH).
    - ii) If tested positive for COVID-19, Business Travellers at quarantine stations will be transferred to a nearby hospital for treatment by MOH. All their belongings at the quarantine stations will be taken



to the hospital and the cost of the quarantine shall be settled accordingly by the Business Travellers.

- d) During their stay in Malaysia, Business Travellers must comply with Malaysia's COVID-19 SOPs:
- Download and use the MySejahtera apps for contact tracing purposes
  - Use surgical grade masks at all times
  - Ensure hand hygiene by using hand sanitizers
  - Conduct daily temperature checks
  - Practice safe distancing by adhering to all safety precautions and requirements

### 3. Departure (Exit and Return)

- a) Foreign Business Travellers are required to submit for the Permission to Exit and Return to Malaysia via MYEntry at <https://myentry.myxpats.com.my>.
- b) Malaysian Business Travellers are required to submit for the Permission to Exit and Return to Malaysia via MYTravelPass at <https://mtp.imi.gov.my>.
- c) The Business Travellers are allowed to exit Malaysia and must return within sixty (60) days from the issuance date of the Permission to Exit and Return letter.
- d) Before exiting Malaysia, the Business Travellers is encouraged to undertake COVID-19 test at the accredited hospitals/clinics/laboratories, three (3) days prior to departure
- e) Prior to entering Malaysia, the Business Travellers who wish to return to Malaysia is encouraged to undergo a PCR COVID-19 Test abroad within three (3) days, and must be medically confirmed to be tested negative for COVID-19.
- f) The Business Travellers will be required to undergo another PCR COVID-19 Test by the MOH upon arrival. The cost of PCR COVID-19 Test shall be borne by the Business Travellers.

- g) It is compulsory to undergo a mandatory quarantine at a Quarantine Centre stipulated by the MOH. The cost of quarantine shall be borne by the Business Travellers.