

**FREQUENTLY ASKED QUESTIONS (FAQs)**  
**MIDA SUPPORT LETTER UNDER SINGLE WINDOW PLATFORM (SWP)**

	<b>Questions</b>	<b>Answers</b>
1.	What is <i>Single Window Platform (SWP)</i> ?	<i>SWP</i> is an all-in-one solution that allows Approving Agencies and Regulatory Bodies, including MIDA, to issue Support Letters for Employment Pass applications. It simplifies the process for companies to apply for Support Letters from the respective agencies when hiring expatriates.
2.	What is the difference between <i>Single Window Platform (SWP)</i> and <i>ESD Online System</i> ?	<i>SWP</i> , also known as the <i>Xpats Gateway System</i> , leverages the existing <i>ESD Online System</i> to facilitate the application process. It integrates and streamlines the system to support companies in obtaining both the Support Letter from MIDA and Employment Pass approval from Immigration Department Malaysia. <i>SWP</i> ensures enhanced coordination with all Approving Agencies and Regulatory Bodies involved; and Immigration Department Malaysia under one platform.
3.	When is the implementation date of <i>Single Window Platform (SWP)</i> ?	<i>SWP</i> will be officially launched on 15 June 2023.
4.	What type of pass is processed under <i>Single Window Platform (SWP)</i> ?	<i>SWP</i> only processes Employment Pass for expatriates.
5.	Does the company need to apply for MIDA Support Letter through the MIDA <i>InvestMalaysia</i> Portal once <i>Single Window Platform (SWP)</i> goes live?	Approved companies in the Manufacturing Sector, Selected Services Sector, and Representative Office/Regional Office (RE/RO) with Status under MIDA in Peninsular Malaysia can now use the <i>Xpats Gateway System</i> . This system, accessible through the <i>ESD Online System</i> at <a href="https://esd.imi.gov.my">https://esd.imi.gov.my</a> , enables them to apply for expatriate posts and Employment Passes efficiently.  For companies based in Sabah and Sarawak, as well as those applying for RE/RO Status approval, the application process for expatriate post support letters can be

	Questions	Answers
		continued through MIDA <i>InvestMalaysia</i> portal at <a href="https://investmalaysia.mida.gov.my/">https://investmalaysia.mida.gov.my/</a>
6.	What is the status of companies that have paid and obtained MIDA Digital Certificate (DigiCert) through <i>InvestMalaysia</i> ? Is it a waste to not use the <i>InvestMalaysia</i> portal to obtain MIDA support letter?	DigiCert must obtain other approvals via MIDA <i>InvestMalaysia</i> portal, such as Manufacturing license / Incentive / Status Approval / Grant / Exemption Letter from Manufacturing License. One of these documents is mandatory in the checklist on the <i>Single Window Platform</i> to obtain the MIDA Support Letter, serving as evidence that the company operates in a sector under MIDA's purview (item 15).
7.	How does the <i>Single Window Platform (SWP)</i> works?	<i>SWP</i> enables companies to obtain the Support Letter from MIDA, Employment Pass approval from the Immigration Department of Malaysia through the <i>ESD Online system</i> and Employment Pass endorsement, all in a single platform.
8.	What are the sectors under MIDA's purview?	<ul style="list-style-type: none"> <li>• Manufacturing sector: <ul style="list-style-type: none"> <li>○ All Sub-Sectors</li> </ul> </li> <li>• Selected services sectors: <ul style="list-style-type: none"> <li>○ Operational Headquarters (OHQ)</li> <li>○ Regional Distribution Centre (RDC)</li> <li>○ International Procurement Centre (IPC)</li> <li>○ Principle Hub (PH)</li> <li>○ Global Operation Hub</li> <li>○ Representative Office / Regional Office (RE/RO)</li> <li>○ R&amp;D company</li> <li>○ Hotel &amp; Tourism Projects</li> <li>○ Technical &amp; Vocational Training Institutions &amp; Other Services</li> <li>○ Medical Device Testing Laboratory</li> </ul> </li> <li>• Other services (with MIDA incentives): <ul style="list-style-type: none"> <li>○ Oil &amp; Gas Services</li> <li>○ Clean Technology &amp; Environment Management)</li> <li>○ Integrated Logistics Services (ILS)</li> </ul> </li> </ul>

	Questions	Answers
		<ul style="list-style-type: none"> <li>○ Integrated Market Support (IMS)</li> <li>○ Central Utility Facilities (CUF)</li> <li>○ Cold Chain Facilities (CCF)</li> <li>○ Premium Outlets</li> </ul>
9.	What is the processing time for the MIDA Support Letter?	MIDA Support Letter processing times: 3 working days for Fast Track and 10 working days for Normal Track.
10.	Will MIDA notify the company if additional informations/documents are required for incomplete applications?	Through <i>SWP</i> , incomplete applications will not be considered for MIDA Support Letter.
11.	What are the processes involved in <i>Single Window Platform (SWP)</i> ?	<p>Applications submitted to <i>SWP</i> are for expatriate positions, including the incumbents.</p> <p>MIDA will evaluate and approve for the expatriate post; and evaluate and recommend the incumbent for Employment Pass approval. However, MIDA does not validate the incumbent on security matters i.e. their status (blacklisted/suspect list), outstanding taxation matters, passport details etc.</p> <p>MIDA Support Letter will be digitally sent to company and the company will have a maximum duration of six (6) months to initiate for Employment Pass application via the <i>ESD Online System</i> at <a href="https://esd.imi.gov.my">https://esd.imi.gov.my</a></p>
12.	Is there a limit to the number of expatriate post(s) that can be applied for?	No, there are no restrictions on the number of expatriate posts that a company can apply based on the company's requirement.
13.	What is the validity of MIDA Support Letter?	The validity of a MIDA Support Letter is six (6) months upon issuance date.

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14.	What should the company do if the expatriate post is not filled after the expiry of MIDA Support Letter?	Companies are required to re-apply for MIDA Support Letter via <i>SWP</i> for a new letter.
15.	What are the documents that I need to upload in <i>Single Window Platform (SWP)</i> for MIDA to consider issuance of a Support Letter?	<p>Companies are required to upload the following documents:</p> <ul style="list-style-type: none"> <li>a) Approval of Manufacturing License(ML)/Incentive/Grant/Status/Letter of Exemption from ML</li> <li>b) Advertisement with MyFutureJobs. However, it is exempted if: <ul style="list-style-type: none"> <li>i. Important positions (C-Suite &amp; Key Posts) and expatriate(s) with monthly income of RM15,000 and above;</li> <li>ii. Representative Office/ Regional Office (RERO);</li> <li>iii. Investors/Shareholders/Owners;</li> <li>iv. Corporate Transfers/ Placements / Trade Agreements</li> </ul> </li> <li>c) JTK approval under Section 60K, Employment Act 1955</li> <li>d) The latest Organisation Chart that clearly indicates the existing expatriate(s) and the expatriate post/s being applied for.</li> <li>e) Copy of Passport: All Pages (Full Booklet with Front &amp; Back Pages)</li> <li>f) Resume of the Expatriate</li> <li>g) Certificates of Academic Qualifications (Certified True Copy)</li> <li>h) Training schedule to localised the term post</li> <li>i) Copy of Employment Contract that clearly indicates the expatriate's salary and terms</li> <li>j) Letter to justify the requirements of the position(s) with company letterhead.</li> <li>k) Copy of Previous MIDA Expatriate Approval Letter(s) (if any)</li> </ul>

	Questions	Answers
16.	We have received a MIDA Support Letter via the <i>Single Window Platform (SWP)</i> . What is the next step?	Companies can proceed to initiate the Employment Pass application with the following steps: <ul style="list-style-type: none"> <li>• Log in to the <i>ESD Online System</i> at esd.imi.gov.my</li> <li>• Click on the “List of Supporting Letter Application” tab.</li> <li>• Complete the application for final approval by the Immigration Department of Malaysia.</li> </ul>
17.	Can companies change the MIDA Support Letter’s details once it has been issued?	No. Companies will be required to re-apply for the new MIDA Support Letter.
18.	What steps should be taken, if a company wants to change or amend the details of MIDA expatriate post Approval and Employment Pass Support Letter that was approved before the implementation of the <i>Single Window Platform (SWP)</i> on June 15, 2023 (e.g., changing the factory address or company name)?	Companies can submit the application to <i>SWP</i> via <i>Xpats Gateway System</i> under new category.
19.	Can companies use the previous MIDA expatriate post Approval Letter, issued before the implementation of the <i>Single Window Platform (SWP)</i> , to obtain Employment Pass for the <i>Key Post</i> ?	The MIDA expatriate post Approval Letter approved before the implementation of the <i>SWP</i> remains valid for the <i>Key Post</i> . Companies can upload in <i>SWP</i> to obtain the Employment Pass.
20.	For companies seeking to apply for additional and/or extension of expatriate posts, which category should they choose?	Companies can choose <i>New</i> category for additional applications and <i>Renew</i> category for extension applications.

	Questions	Answers
21.	Will the company be notified if the Support Letter application is rejected by MIDA?	Yes, the rejected notification will be digitally sent to the company.
22.	Is there a cooling period for re-applying if the Support Letter application is rejected by MIDA?	There is no waiting period to reapply for a new Support Letter.
23.	If the application for the Employment Pass is rejected by the Immigration Department of Malaysia, can companies use the same MIDA Support Letter to reapply through the <i>ESD Online System</i> ?	Yes, companies can reuse the valid MIDA Support Letter to re-apply through the ESD Online System
24.	Whom can we contact at MIDA for assistance regarding any issues related to the MIDA Support Letter?	For any clarification, please do not hesitate to contact MIDA through; <ul style="list-style-type: none"> <li>• <i>InvestMalaysia</i> portal; or</li> <li>• The Industry Talent Management &amp; Expatriate Division, MIDA, via email at <a href="mailto:swp@mida.gov.my">swp@mida.gov.my</a> or at +603-2267 3633.</li> </ul>
25.	Whom can we contact for assistance or support regarding any issues or inquiries related to Employment Pass approval?	The contact information is available on <i>SWP</i> at <i>Xpats Gateway System</i> , accessible via the ESD Online System at <a href="https://esd.imi.gov.my">https://esd.imi.gov.my</a> (Contact Us); <ul style="list-style-type: none"> <li>• <a href="mailto:helpdesk@myxpats.com.my">helpdesk@myxpats.com.my</a> or +603-7839 7171</li> </ul>