



ANNOUNCEMENT:



MIDA Maintains Full Service Delivery Under Work From Home Arrangement Effective 15 April 2026

MIDA wishes to inform all investors, business partners and stakeholders that MIDA Headquarters and all MIDA State Offices will be implementing a Work From Home (WFH) arrangement for eligible staff effective this Wednesday, 15 April 2026. This arrangement is implemented in accordance with the Government's directive under the Public Service Department (JPA) Circular No. JPA.(S).800-1/1/12 Jld.2(7) dated 2 April 2026, as part of Malaysia's strategic national preparedness response to the ongoing conflict in West Asia.

Our Commitment to Investors

We assure all investors and business partners that the implementation of this arrangement will have no impact on the quality and continuity of services rendered. All investment promotion, facilitation, and approval-related services will continue to operate as normal. Staff will remain fully accessible during regular office hours via telephone, email and virtual meeting platforms, and all investor enquiries, project applications, and ongoing dealings will be attended to promptly and without disruption.

Office Operating Schedule

Our three-day WFH per week schedule is arranged to ensure that a full complement of staff is present in the office on designated business days each week.

MIDA Headquarters and most State Offices

- Office days: Mondays and Fridays
- WFH days: Tuesdays, Wednesdays and Thursdays

State Offices in Kelantan, Terengganu, Kedah and Perlis

- Office days: Thursdays and Sundays
- WFH days: Mondays, Tuesdays and Wednesdays

Our Business Information Centre (BIC) at MIDA HQ remains open as follows:

- Monday – Thursday: 9AM – 12.30PM & 1.30PM – 5PM
- Friday: 9AM – 12.15PM & 2.45PM – 5PM

Upon any new government directives, we will update our operating schedule and communicate our changes promptly.

Getting in Touch with MIDA

Should you require assistance or wish to schedule a meeting, please contact your dedicated MIDA investment officer directly. Alternatively, you may reach us through the following channels:

General Enquiries: Please contact us at **+603-2267 3633** or log in to the InvestMalaysia Portal at **investmalaysia.mida.gov.my**

MIDA Headquarters and State Offices: <https://www.mida.gov.my/contact-us/>

MIDA remains steadfast in its role as Malaysia's primary investment promotion agency and is committed to delivering seamless, efficient and responsive services to all investors at all times.