

## FREQUENTLY ASKED QUESTION

\*Implementation of this procedure is effective from 24 July 2020 until further notice is announced by the Government of Malaysia

### Application

1. What is the travel note?

**Travel Note is a document issued by the High Commission of Malaysia in Singapore following the submission of Letter of Undertaking and Indemnity (LOU) to confirm that the applicant has agreed to bear the cost of quarantine at the quarantine centre in Malaysia. Travel Note is NOT a visa to enter Malaysia. For entry to Malaysia, please refer to No. 8.**

**Travellers are required to present the hardcopy of the LOU and Travel Note to the airlines and Immigration Department of Malaysia (by all means of travelling – land, water and air).**

2. How should I apply for the Travel Note?

- i. **Download the LOU from the KLN website / High Commission of Malaysia Official Facebook or [http://www.nadma.gov.my/images/nadma/documents/garispanduan/LATEST\\_LOU.pdf](http://www.nadma.gov.my/images/nadma/documents/garispanduan/LATEST_LOU.pdf)**
- ii. **Fill up and send the LOU via <https://mypass.mhc.org.sg> at least three (3) days before the travel date**
- iii. **Travel Note will be issued and applicant needs to present the hardcopy of the LOU and the Travel Note to the airlines and Immigration Department at your entry point**

3. I will be travelling back to Johor Bahru via the causeway, do I need the LOU and Travel Note?

**Yes. Beginning 24 July 2020, all individuals entering Malaysia through any International Entry Point (Pintu Masuk Utama) are required to bear the quarantine costs, including the Johor-Singapore entry point.**

4. When do I have to submit the LOU?

**At least three (3) days before the travel date.**

5. Can I submit one LOU only if I travel together with my children and spouse/parents?

**If a child is 18 years of age and above, he/she must sign a separate LOU. Wife/husband and father/mother is required to sign a separate Letter of Undertaking.**

6. Do I need to do a swab test or fit to travel letter three (3) days before I travel?

**Travellers to Malaysia are not required to take the COVID-19 test before departure. However, travellers are advised to check with the Airlines on any requirements to take COVID-19 tests before boarding the aircraft.**

7. Are the LOU and Travel Note still required after the implementation of the Reciprocal Green Lane (RGL) and Periodic Commuting Arrangement (PCA) between Malaysia and Singapore?

**Implementation and Standard Operating Procedure (SOP) of both RGL and PCA will be announced later. As of now, all travellers are required to follow the existing requirement/procedure for the LOU and Travel Note.**

### Entry to Malaysia

8. I have exited Malaysia during the MCO. Am I allowed to enter Malaysia again if I have received the Travel Note?

**The Travel Note is NOT a guarantee letter to enter Malaysia. It is only an agreement to bear the cost of quarantine at the quarantine centre.**

**Malaysians and foreign nationals who exited Malaysia during the Movement Control Order (MCO) starting from 18 March 2020 are NOT allowed to enter Malaysia without the approval from the Director General of Immigration.**

**Entry to Malaysia is still subject to the immigration rules and regulations. Further inquiries can be referred to the Immigration Department website at [www.imi.gov.my](http://www.imi.gov.my) or +603-8888 2010.**

GUIDELINE FOR ENTRY OF MALAYSIA CITIZEN AND NON-CITIZEN

CATEGORY	ACTIVE PASS			PASS EXPIRED / NEW APPLICATION			REMARKS
	DC APPROVAL	SWAB TEST (BEFORE DEPARTURE)	QUARANTINE UPON ARRIVAL	DC APPROVAL	SWAB TEST (BEFORE DEPARTURE)	QUARANTINE UPON ARRIVAL	
Malaysia Citizen	X	X	√	NA	X	√	-
Permanent Resident	X	X	√	NA	X	√	-
Diplomat and Dependant on Foreign Mission in Malaysia	X	X	X *None Compulsory	√	X	X *Home Quarantine	Application through MOFA
Employment Pass (Category I) & Dependant Pass & Maid	X	X	√	√	X	√	Refer to ESD guidelines
Resident Pass-Talent & Dependant Pass & Maid	X	X	√	√	X	√	
MM2H Pass	NA	X	√	NA	X	√	Application & Approval Letter from MOTAC
Student Pass	√	X	√	√	X	√	Application through EMOS & Approval Letter from IJM
Medical Tourism (MHTC)	√	X	√	NA	X	√	Approval Letter from NHTC
Other Long Term Visit Pass (LTVP): • Employment Pass (Category II & III) & Dependant • Resident Pass • Temporary Employment Visit Pass (PEKS) • Professional Visit Pass (PVP / PLUS) • Dependant Pass to the LTVP Holders	√	X	√	√	X	√	-
Seafarers	X	X	√	NA	X	√	-
PILOT & Flight Attendants	X	X	X	NA	X	X	Operating Pilot & Flight attendence arriving as passengers but departing as operating crew must hold General Declaration (GD) for the operating flight

**\*Requirements:**

- Download MySipPasses online application on smartphones and complete all the necessary information
- Undergo a 14 days quarantine at Quarantine Station by following the quarantine procedure prescribed by the National Disaster Management Agency (NDMA) & Ministry of Health (Mori)
- Undergo the COVID-19 test at the Institute upon arrival
- Valid visa is required for countries that require visa to enter Malaysia
- Malaysians & Foreign Nationals who exit during Movement Control Order (MCO) on 18 March 2020 are not allowed to return during MCO without approval from Director General of Immigration

## Quarantine

9. Can I quarantine at home?

**No. Only foreign diplomat and their dependant is allowed to quarantine at home in Malaysia.**

10. I need to attend a funeral in Malaysia, can I go back, attend the funeral first and then undergo the quarantine at the quarantine centre?

**All incoming travellers are subject to the quarantine order. Any requests for exemption must be obtained from the Director-General of Health.**

11. I have received my Travel Note and will be entering Malaysia via land (through Johor Bahru). Can I quarantine at the quarantine centre in my hometown (not in Johor Bahru)?

**Travellers are not allowed to travel within the Peninsular Malaysia before they completed their quarantine process at the International Entry Point. For further inquiries on this, they may contact the Crisis Preparedness and Response Centre (CPRC), Ministry of Health Malaysia at [cprc@moh.gov.my](mailto:cprc@moh.gov.my) / hotline at +603-8881 0200 / 0600 / 0700 or Whatsapp at +6010969 9435 / +60139279454 / +60139360454.**

12. I'm travelling back from Singapore to Sarawak/Sabah. Do I need to undergo the quarantine at the quarantine centre? What about the swab test?

**All Malaysians travelling from Singapore to Malaysia are advised to fill up the LOU and present the Travel Note before and after travelling.**

**Further inquiries on the LOU and the COVID-19 swab test can be directed to the:**

- i. **National Disaster Management Agency (NADMA) at +603-8064 2400 / email [covid19operation@nadma.gov.my](mailto:covid19operation@nadma.gov.my)**
- ii. **National Security Council (MKN) at +603-8888 2010**
- iii. **Sarawak State Disaster Management Committee at +6082-443 248**
- iv. **National Security Council (MKN) (Sabah) at +6088-488 500**

13. I need more information on the quarantine process. Where can I get the information?

**More information on the quarantine process including the cost and quarantine process can be obtained from NADMA's website at <https://www.nadma.gov.my>.**