

FREQUENTLY ASKED QUESTION

VISA AND PASS GUIDELINES DURING THE MOVEMENT CONTROL ORDER (MCO)

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During the Movement Control Order (MCO), EMGS & The Immigration Department will not be accepting any applications or passport submission for (new, renewal, dependent, special pass) for student and staff (Expatriates) until 15th April 2020.

- a. **What should I do if I am a new student or my student pass expires between 18th March until 14th April 2020?**

EMGS will continue suspending of all application that are currently pending at EMGS until 14th April 2020. EMGS will facilitate the processing of the student application beginning 15th April 2020. Students are encouraged to submit their required Post eVAL document to USM Visa Office on 15th April 2020 for the initial processing of their applications.

- b. **What is my status if my Student Pass expired before 18th March 2020 OR within the MCO?**

You are considered overstay if your student pass has expired one (1) or two (2) days before the MCO. Fortunately, if your student pass expired during the period of MCO, **NO penalty or charges to those overstay from 18th March 2020 to 14th April 2020.**

- c. **Will I be able to apply Special Pass during the MCO?**

No. The Immigration Department of Malaysia (JIM) is also closed during this period. All services will only resume after 15th April 2020.

- d. **I would like to defer my study for the current semester and my Student Pass is valid until September 2020. Since EMGS and JIM are closed during the MCO period, do I need to shortened/cancel my Student Pass?**

If you have already received the Student Deferment Status and traveled to your home country during the MCO period, you will need to send a scanned copy of your passport with the stamp out page and the data page to our office as soon as possible for our office to cancel the Student Pass as soon as the MCO period is over. USM Visa Office will notify you when your Student Pass has been cancelled and you will need to apply a new VAL before returning to USM.

- e. **I have a new passport (because my old passport has expired/old passport lost). Can I apply for a sticker transfer to my new passport?**

You can apply for a sticker transfer after **15th April 2020** when Visa Office resume the operational as usual.

- f. **I already have obtained a SEV in my country for this February intake. Due to Covid19 I was not able to register for the February intake. What should I do to continue my study?**

You may obtain another SEV at the Malaysian Embassy in your country as long as you have not entered Malaysia. Regarding deferment of your academic program, please liaise with the USM Admission Unit for Undergraduate Student, Institute of Postgraduate Studies(IPS) for Postgraduate Student and International Mobility and Collaboration Centre (IMCC) for Mobility Student. If your eVAL expiry within the MCO period and unable to collect your SEV from our Malaysian Embassy at your home country, you can request to extend your eVAL through USM Visa Office (The duration of extension is subject to Immigration Approval)

- g. **What Can I do if my Student Pass, Dependent Pass, Special Pass, Employment Pass, Professional Visit Pass (PVP), Visit Pass etc. expiries during the MCO?**

Any foreigner with Student Pass, Dependent Pass, Special Pass, Employment Pass, Professional Visit Pass (PVP), Visit Pass, among others who want to return to their respective countries without renewing their passes are allowed to do so without obtaining or issuance of the Special Pass from Immigration Department. **HOWEVER, those who want to renew their passes can do so WITHIN 14 days after the MCO lifted.**

h. I am an international student and I want to return home. What should I do?

All international students should not travel back to home countries at the moment due to the situation. If the students travel out of the country during this period, they may not have the opportunity to come back within the period of MCO and until further notice.

In view of current situation, all foreigners in Malaysia who passes has expired **DURING THE MCO PERIOD ONLY**, may leave Malaysia without any special pass provided they process a VALID passport at Immigration Counter. Kindly be advise the Standard Operating Procedures (SOP) of Immigration Screening would still take place as usual during departures at the airports.

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I have already obtained the SEV in my country for this February intake. Due to Covid19 I was not able to register for the February intake. What should I do if I want to defer my study?

You need to apply for a deferment of your academic program from USM Academic Division (Admission Unit) or The Institute of Postgraduate Studies. You may have to apply for a new eVAL once your application for deferment has been approved by USM to register for the next Semester 1 Academic Session 2020/2021

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I am a new student for the February 2019/2020 intake. However, before I can complete my registration process and student pass sticker endorsement, I have to return to my country. What do I need to do to resume my academic program and my student pass processing for the next Semester in September 2020/2021?

You need to apply for a deferment of your academic program from USM Academic Division (Admission Unit) or The Institute of Postgraduate Studies. Before you leave Malaysia, you will need to apply for Clearance Process with the Immigration and USM will facilitate this for you. Once you are in your home country, please provide us with the exit stamp and your data page of your passport for us to update your record in the EMGS system. You will also need to apply a new eVAL in your country once your application for deferment has been approved by USM.

How can I renew/extend my student pass/ family pass & Expatriates pass?

During this period, we highly advise the students to do the submission of the documents for Renewal, Dependent Pass application & Documents for a New student pass endorsement via email to our Visa Staff. (Kindly refer to the Student Pass Guideline to get their contact details) from our IMCC website : <https://imcc.usm.my/v2/visa/>

Student Pass

New student Pass/ Renewal :Mr. Muhamad Sidek Karim
(midek@usm.my)

New Student Pass/ Mobility :Mr. Nadzrull Hi-Fi Syam Ahmad Jamil
(nadzrull@usm.my)

Family Pass/Dependent pass :Ms. Suriati Mukhtar
(msuriati@usm.my)

Expatriates Pass

Employment Pass & Dependent /PVP/Post Doc :Mr Muhamad Afif Aizat Shamsul Bahrin
(aizatafif@usm.my)

Can I submit my passport when my EMGS application has reached 90%?

Those with students pass that will expire after **14th April 2020** may proceed with the renewal after the visa office at IMCC resumed. If there is not enough time we will apply for a special pass. Only those with PASS EXPIRING BETWEEN 18th March – 14th April 2020 can submit the passport with **Mr. Shamim - WhatsApp Only: +60 11-3108 9852** (to set an appointment for passport collection, submission & payment only)

How can I collect my passport during the MCO?

Students who has completing their student pass sticker endorsement from Immigration Department and they want to collect the passport during the MCO period, please contact

USM Visa Staff Mr. Shamim via (WhatsApp Only: +60 11-3108 9852) to set an appointment for passport collection. (**Monday –Friday : 8.30pm -5.30pm**)

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Will it cause any problem, if my student pass will be expiring between this lockdown period (18th March – 14th April 2020)?

USM students with pass expiring between 18th March -14th April 2020 might be considered by the immigration department to be issued with a SPECIAL PASS after 15th April,2020 without penalty of overstaying.

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What should I do if I have an urgent inquiry about my visa?

Any URGENT inquiry pertaining to your visa matters: Please contact +60124628556 (WhatsApp Only) or Email : fadzilla@usm.my (Mrs Fadzilla Bosman) from 8.30am -5.30pm (Monday – Friday)