



Datuk Seri Abdul Wahid Omar (second from left) reviewing the process with Immigration officers at MYXpats Centre.

MOVING FORWARD

CUSTOMER CENTRIC APPROACH TO CONTINUE

WITH the launch of the MYXpats Centre, the Government made good its promise to ease the process of expatriate facilitation.

The MYXpats Centre's integrated, streamlined data platform has resulted in more efficient processing of expatriate applications within the stated five-day timeframe.

That is, however, not the end of the road. Companies can expect further improvements moving forward. Looking ahead, the collaborative roles of the Ministry of Home Affairs, the Immigration Department and

TalentCorp is set to grow in importance and relevance as we strive to meet the evolving foreign talent needs of employers in Malaysia.

To meet these new challenges, TalentCorp will be rolling out new services in order to achieve tighter integration of multiple government databases, such as the Companies Commission of Malaysia, Inland Revenue Board and those belonging to other approving agencies.

Through streamlined processing and the opening of additional centres in Johor and Penang, TalentCorp hopes to extend and expand the reach of MYXpats Centre's services in the months and years to come.

A TRIPARTITE COLLABORATION: DRIVING THE TRANSFORMATION

THE Government is committed to streamline and simplify expatriate services as an **enabler** to transform Malaysia into a preferred country for investment and top talent.

Towards this end, the Ministry of Home Affairs, the Immigration Department and TalentCorp have joined hands to form a joint working committee to oversee expat-related policies and implementation.

This tripartite collaboration resulted in moving the Immigration service delivery from a **Product Centric** to **Customer Centric** approach. As part of the change, MYXpats was established as a full fledged one-stop centre for all expatriate needs incorporating the following:

- » Integrated Data Sharing platform
- » Online services to submit expatriate applications
- » Reliable decision support system



“The opening of MYXpats Centre introduces a new level of enhanced immigration services. Through our oversight of the secure, government-run system, we will ensure that applications are processed in the most efficient manner, allowing us to deliver on the planned enhancement of immigration services started by the launch of the Expatriate Services Division (ESD) last year.”

Datuk Mustafa Ibrahim
Director-general of Immigration Department of Malaysia



“We are proud to collaborate with the Immigration Department to better facilitate leading investors and employers to access foreign skill sets needed through MYXpats Centre.”

Johan Mahmood Merican
TalentCorp chief executive officer

WORKING IN SYNERGY WITH OTHER APPROVING AGENCIES

MYXpats Centre complements other government approving agencies that process expatriate Employer Pass applications

MALAYSIA EXPATRIATE TALENT SERVICE CENTRE

APPROVING AGENCIES INTEGRATION
Enhancement delivered through the ESD system will be rolled out to all approving agencies beginning October 2015

To know more about the requirements for your sector, please refer to the ESD Online Guide Book at <https://esd.imi.gov.my/portal/pdf/esdguidebook.pdf>