



FAQ

What is eVISA?

eVISA is an online application platform that enable foreign nationals to apply for an electronic visa to enter Malaysia at the comfort of their convenience.

How long does it take to obtain an eVISA?

It takes 2 working days to process.

This 2 working days processing period applies only for working days and, does not include weekends, public holidays, Malaysian holidays and any other specific countries holidays.

The 2 working days processing time also does not include unforeseen or uncontrollable events including, but not limited to, system maintenance downtime, Internet Service Provider (ISP) equipment failure, host equipment failure, communications network failure, power failure, natural events or acts of war.

eVISA printing format

Your eVISA should be printed in an A4 format either in color or black and white.

Who can apply for an eVISA for Tourist?

Nationality

- China
- Sri Lanka
- Nepal
- Myanmar
- Bangladesh
- Pakistan
- Bhutan
- Serbia
- Montenegro
- Eritrea
- Ethiopia
- Guinea - Bissau
- Ivory Coast
- Liberia
- Mozambique
- Nigeria
- Rwanda
- India
- Afghanistan
- Angola
- Burkina Faso
- Burundi
- Cameroon
- Central African Republic
- Congo Democratic Republic
- Colombia
- Congo Republic
- Djibouti
- Equatorial Guinea
- Ghana
- Hong Kong (C.I/D.I)
- Kosovo
- Mali
- Niger



eVISA can be applied around the world
EXCEPT Malaysia, Israel and North Korea.

Effective from December 1, 2023 until **December 31, 2026**; **People's Republic of China** are **EXEMPTED** from Visa requirements for tourist purposes (Single Entry Visa) travelling to Malaysia. Similarly, **Indian National** exempted but only until **December 31, 2024**.

Who can apply for eVISA for Student / Expatriate / Medical / Foreign Worker?

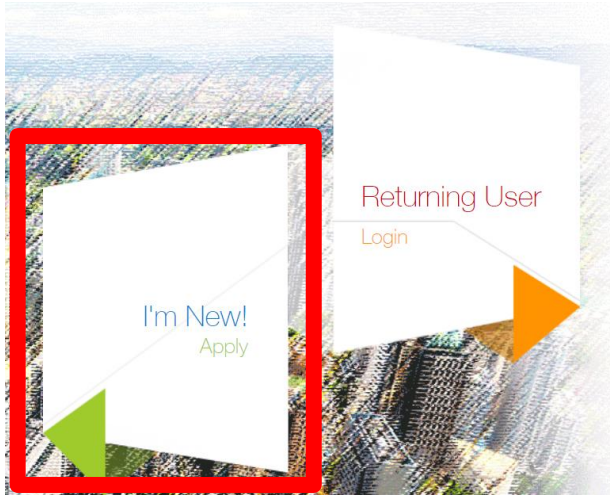
Foreign nationals who have received approval for their eVAL or VDR are eligible to apply for an eVISA.

What types of eVISA offered?

An eVISA offers a **Single Entry Visa (SEV)** for a single journey to Malaysia for nationalities that required visa subjected to eligibility of nationality for each visit and a **Multiple Entry Visa (MEV)** for multiple journeys for all nationalities **EXCEPT** for Israel and North Korea with 30 days stay allowed for each entry, provided that the applicant's passport remains valid.

What are the steps to sign up for an account?

- 1) Go to <https://malysiavisa.imi.gov.my>
- 2) Click on the "I'm New" icon.



- 3) Fill in your email address, nationality, passport number, surname / last name, given name and gender on the Registration page to complete the registration process.
- 4) Kindly ensure that the **CAPTCHAs** are filled correctly as the **CAPTCHAs** are **case sensitive**.
- 5) Click "**Register**" button to confirm your registration.

How do I complete the registration process and validate my email address?

To complete the registration process, you can confirm your email address by simply clicking on the link sent to your email.

What if I did not receive my email address confirmation?

If you have not received the email to confirm your email address, kindly check your spam or junk mail folder. If you have still not received the activation email, it is recommended that you try to register your visa account with either a *Gmail*, *QQ*, *Hotmail* or *Yahoo!* email domain address. If all else fails, you can contact us through live chat.

What are the steps to log into my account?

- 1) Go to <https://malysiavisa.imi.gov.my>
- 2) Click on the "Returning User - Login" icon.
- 3) Fill in your email address, password and Captcha Code.
- 4) Click "Submit" button to complete the process.

What if I forgot my password and can't log into my account?

- 1) Go to <https://malaysiavisa.imi.gov.my>
- 2) Click on the "Returning User - Login" icon.
- 3) Click on "Forget Password".
- 4) Type in your email address and Passport Number and follow the on-screen instructions.
- 5) You will receive an email from us with the email containing temporary password.
Note: We would like to advise you to change the password for security purposes.
- 6) If you did not receive the email, we advise you to check your spam or junk mail folder. Kindly also ensure that the email you have registered with us is valid.

How do I change my password?

- 1) Go to your account settings.
- 2) Click on "Password".
- 3) Type in your current, new password and re-confirm the new password.
- 4) Click on "Update" button.

What is the minimum password strength and how can I make my password strong?

When you create a new password, make sure that it's at least 8 characters long. Try to use a complex combination of numbers, letters and punctuation marks.

Are there any options that we can apply for the visa online in groups?

It is not recommended to get others to apply on the applicant's behalf. It is highly advisable for applicants to apply instead.

What is the minimum passport blank pages prior entry into Malaysia?

The minimum required blank passport page is three (3).

What do I have to provide for accommodation documents if I am staying at a friend or relative's place?

Addressing to the Immigration Officer, you may write a simple cover letter stating your details and the address you are going to stay in Malaysia. Kindly also provide your friend's or relative's details (i.e., Name, Identification card number, phone number) and merge these files together as one to be uploaded in the Accommodation section.

Why I cannot select / change Nationality while applying for eVISA?

The first application is based on the Nationality details that you have registered on the Profile details. Kindly register another account.

Can I apply eVISA using Travel Document?

No, you cannot apply eVISA using Travel Document. You may contact the nearest High Commission / Embassy / Consulate General of Malaysia near to you and check if you can apply for Normal Paper Visa.

How should I upload my flight tickets if I have more than one document?

If you have multiple documents (i.e., for hotel booking or air tickets), kindly merge all the documents into one file and then upload it into the respective field of your eVISA application.

How do I fill in the surname field if I do not have any surname or given name in my passport?

The given name must be entered, whereas the surname field is optional. Kindly fill in the information/details as in the current passport. (i.e., if the applicant does not have a surname in their passport, kindly leave the 'Surname' field blank.)

How do I write the cover letter for my eVISA application? What is the format of the cover letter?

There are no specific formats for these cover letters. It is advisable to write a simple letter addressed to the Immigration Officer and explaining your circumstances for them to review.

I have applied for my eVISA from another website. How do I check my visa status?

Kindly note that <https://malysiavisa.imi.gov.my> is the **ONLY** official government website. Kindly be aware that it will be at the applicant's risk if you have applied from a third-party website.

If another person / agent applied on my behalf, how do I check my visa status?

If you have applied from a third party or agent, you must contact that person / agent to get your login details. To check your application status, kindly log in to your eVISA account at the link stated above.

What should I fill in the "Address in Malaysia" if I am having short layover and not staying overnight in Malaysia?

Kindly fill in the address of the Malaysia's International Airport in the address of your application. You are also required to write a cover letter explaining that you are having short layover and not staying overnight in Malaysia and then upload the letter into your visa application.

I do not have my visa printout with me. Can I use my digital visa (mobile or laptop) to enter Malaysia?

No. eVISA printout (eVISA Note) is **compulsory**.

What are the requirements for eVISA?

You must ensure the following documents are valid prior to apply for an eVISA:

- 1) Passport sized studio photo;
- 2) Passport biodata page with validity of at least more than 6 months from travel date;
- 3) Confirmed return ticket if applicable;
- 4) Birth certificate for minor applicants;
- 5) Proof of paid accommodation; and
- 6) Other documents supporting documents.

How can I apply for an eVISA?

eVISA can only be applied through our website: <https://malaysiavisa.imi.gov.my>

How long will my eVISA be valid for?

eVISA will be valid for 6 months from the date issuance, with the exception of the foreign workers category, where it will be valid within 3 months from the date of issuance.

How do tourists check the validity period of their visas?

Please refer to the “issue date” and “expiration date” columns in the eVISA notes to check the validity period.

How many days can I stay in Malaysia with an eVISA?

Tourist with an eVISA can stay in Malaysia based on their nationality's eligibility for each entry under Single **Entry Visa (SEV)**. For the **Multiple Entry Visa (MEV)**, each entry allows a 30 days stay. Failure to adhere to the stipulated stay duration may result in fines imposed by Malaysian authorities and potential denial of entry for a specified period during subsequent visits to Malaysia.

How long before my travel date should I apply for an eVISA?

We advise you to apply for your eVISA at least **2 weeks** prior your departure to Malaysia.

How many applications can I submit to my account?

For one account, an applicant is permitted to apply for five (5) applications at a time, for a maximum of five (5) individuals only. The applicant is allowed to reapply once any of the five (5) applications submitted are fully processed.

Can I apply my eVISA in Malaysia?

No. eVISA does not allow applications to apply within Malaysia. eVISA must be obtained prior to your entry into Malaysia.

Am I required to submit any physical document when applying for my eVISA?

No, you are not required to submit any physical documents unless requested by the Malaysian High Commission / Embassy / Consulate.

What do I have to do if I do not have any invitation letter to provide in my eVISA application?

If you cannot provide the invitation letter, it is advisable that you write a cover letter in English (PDF format) and mention the reason why you cannot provide the documents requested by Malaysian High Commission / Embassy / Consulate.

Should I re-apply for a new eVISA if my departure date changes but the new date is within 6 months?

No. You do not have to re-apply for a new eVISA within 6 months from the approved visa issuance date by Malaysian High Commission / Embassy / Consulate to enter Malaysia.

Should I re-apply for a new eVISA if my departure date changes, and the new date is after 6 months?

Yes. You will need to re-apply a new eVISA since the approved visa issuance date by Malaysian High Commission / Embassy / Consulate is valid for 6 months only.

I have realized that some of the information that I provided in the eVISA application requires correction. What should I do?

You can amend and edit your information in the eVISA application page accordingly *before* payment.

Upon receiving my issued eVISA, I realized that some of the information that I provided was wrong and needs corrections. What should I do?

You must re-apply for a new eVISA with the correct information as per your travel documents.

The information on my approved eVISA does not fully match the information on my travel document. Can I enter Malaysia with this eVISA?

No. Your eVISA will be considered invalid.

Upon successful payment, I have realized that some of the information that I provided was wrong and needs corrections. What should I do?

The applicant assumes responsibility and must re-apply for a new eVISA with the correct information as per the travel documents if there are any mistakes made in his or her application.

If I already have an eVISA, which entry and exit checkpoint am I allowed entering Malaysia?

Your eVISA allows you to enter Malaysia via all gazette Malaysia Entry Exit Points.

Does my eVISA guarantees me to enter Malaysia?

No, eVISA does not guarantee your entry to Malaysia as it is subjected to the approval of the Immigration Department of Malaysia at the Malaysia Entry Exit Points.

Why was my eVISA application rejected?

As stated in the *Terms and Conditions* during each application, all eVISA applications are considered on individual merit and the High Commission / Embassy / Consulate has the right to seek additional information at any stage of processing. The fact that an application for a visa has been received by the eVISA system does not guarantee that the eVISA will be issued. High Commission / Embassy / Consulate reserves the right to refuse an eVISA application without providing any reason. It is

advisable that when you re-apply, kindly ensure that the application meets all requirements before submitting it to High Commission / Embassy / Consulate for approval.

What are the documents that may be checked upon my arrival at Malaysia’s Entry Checkpoint?

Below are the documents which are required to be presented upon arrival at Malaysia’s Entry Checkpoints:

- 1) Valid passport / travel document;
- 2) Valid eVISA printout (eVISA Note);
- 3) Boarding Pass, ticket or arrival passport (if applicable);
- 4) Confirmed returned flight ticket (if applicable);
- 5) Proof of accommodation; and
- 6) Other supporting documents.

How much is eVISA rate?

| No | Type of Payment | Payment Rate |
|----|---|--|
| 1. | Processing Charge | RM105.00 |
| 2. | Service Charge e-Commerce/Master Card Payment e-Wallet: Alipay and WeChat Pay | 0.8% of the total transaction value 1.7% of the total transaction value |

How to print out my eVISA after it has been approved by immigration?

- 1) Log in to your visa account.
- 2) Choose “Apply eVISA” at the left side of the page.
- 3) Click on the “Print” icon located under the ‘**Actions**’ column of the application.

Can I apply for eVISA if I am currently travelling in another country?

Yes, with a proof of reside or stay that you are in the country you are applying from.

eVISA for Student

Which type of Visa with Reference (VDR) is acceptable to apply for an eVISA for student?

Kindly note that only document with VDRs reference number below is allow for students:

- 1) BVP/STU/xxxxx/xxxxxxxx/xxxxxxxx.
- 2) Dependent also allow to apply.

Can I apply for an eVISA for Student if I’m only studying in a Private College?

Students from all categories including university-level, college university-level, and private language center-are eligible to apply eVISA for Student.

What is the requirement of eVISA for Student?

- 1) Passport Biodata Page with validity of at least more than 6 months from travel date – Scanned Version; and
- 2) A valid Visa Approval Letter (eVAL) obtained and issued by the respective government authority in Malaysia.

eVISA for Expatriate

Which type of Visa with Reference (VDR) is acceptable to apply eVISA for Expatriate?

For expatriate, it is only allowed for those VDRs starting with reference number ESD, BPP, BPR, RPT, RPM and Pass Type: Employment Pass, Professional Visit Pass (Talent), Resident Pass (Talent), Dependent Pass and Social Visit Pass (Temporary Employment) for Domestic Helper also allow to apply.

What is the requirement of eVISA for Expatriate?

- 1) Passport Biodata Page with validity of at least more than 6 months from travel date - Scanned Version; and
- 2) A valid Visa Approval Letter (eVAL) obtained and issued by the respective government authority in Malaysia.

eVISA for Foreign Workers

For foreign workers, applications are permitted only for the Informal Sector in Peninsular Malaysia, and for both the Formal and Informal Sectors in Sabah and Sarawak.

What is the requirement of eVISA for Foreign Workers?

- 1) Passport Biodata Page with validity of at least more than 6 months from travel date - Scanned Version; and
- 2) A valid Visa Approval Letter (VDR) obtained and issued by the respective government authority in Malaysia.

DATA ENTRY

How to enter Surname and Given name?

For China passport, the latest passport version does not separate between Surname and Given name. The difference between the old passport and the latest one is shown in the following table. If you possess the New China Passport,

ii. Key in Surname and Given Name accordingly.

| | |
|------------|-----------|
| Surname | : ZHAO |
| Given Name | : YUEPING |

How do I upload my passport photo for eVISA for social application? It keeps stating that my picture does not meet the specifications.

Kindly ensure that your passport photo:

- Is properly exposed (contrast too high / low is not accepted); sized 35mm wide by 50mm high;
- Eyes, facial and body are angled to the front of the camera without any frame/borders;
- Background must NOT be cropped out with photo editing tool; subject's head must be centered properly; is taken within the last 6 months;
- Is full face without any headgear (for spectacles, ensure there are no glares / shadows on the glasses);
- Facial image MUST be from shoulder level to the crown;
- Is a studio taken photo photocopied / photo shopped photos or Cams canner or similar apps used are **NOT ACCEPTABLE**; and
- Photo uploaded must be clear and the background is pure white (no shadows).

Here are some examples of the common mistakes:

| | | | | | |
|---|---|---|---|---|---|
| ✗ | ✗ | ✓ | ✗ | ✗ | ✓ |
| | | | | | |
| Photo must be without any frame/borders. | | | Background must be in pure white . | | |
| ✗ | ✗ | ✓ | ✗ | ✗ | ✓ |
| | | | | | |
| Photo must be in the rotation of 180 degrees ; eyes facial and body are angled to the front of the camera. | | | Subject's head must be in Centre of the portrait; sized 35mm wide by 50mm high; at least 5mm space between top of the head. | | |

I am unable to find my province or state in the drop-down list under “Current Local Address.”

Here are some suggestions to assist you with your issue:

- Kindly ensure that you are not applying eVISA with a mobile or a tab. Kindly use a laptop or a personal computer to apply your eVISA.
- If you are applying from the office, kindly use your mobile network data to apply your eVISA with your laptop or computer.
- Kindly use a public Wi-Fi connection. (i.e., coffee shop / cafe etc.)
- Kindly apply for your eVISA from home.
- Kindly ensure that you are not using any VPN.
- If all the steps above do not resolve your problem accessing your account, the only alternative left are contact Live Chat or apply your normal visa at the High Commission, Consulate or Embassy of Malaysia nearest to you.

PAYMENT

What is the available payment method?

| Payment Method |
|---|
| Credit Card and e-Wallet (i.e.: Alipay, WeChat Pay) |

Refund?

All fees are non-refundable.

My application was refused / rejected. Can I apply for a refund of the eVISA Application Charge?

The eVISA Application Charge is paid for the processing of the application and must be paid regardless of the application outcome. There are no provisions to refund the eVISA Application Charge solely on the basis that the visa application was withdrawn or refuse.

I have applied my eVISA early on before the free visa program starts 1st December 2023 can I apply for refund?

The eVISA that has been applied before the free visa program date is **NOT** refundable.

I am a PR China and India national applying for a visa in other categories than Tourist. Do I have to make a payment?

Yes, you need to pay for other categories of visas other than tourist (Single Entry Visa).

Can I make payment offline?

NO. eVISA Application **ONLY** can be paid via Online through the eVISA Application.

What should I do if I encounter a payment page error when making payment?

Here are some suggestions to assist you with your issue:

- Try using a different bank **Credit Card** to make your payment.
- Try to check with your local bank regarding the payment issue;
- Try to clear your internet browser's cache history;
- Try to use another internet browser (i.e., Firefox, Google Chrome);
- Try using a different computer / laptop. If you have not successfully made any payment yet, kindly delete the current application and re-apply a new application.

What should I do if I have noticed that multiple payments have been deducted in my online visa application?

It is advisable that you contact Live Chat Support, which is available 24 hours and request them to provide further assistance.

Why is the status of my application still showing “New Application” even though I have made payment?

It is advisable to not proceed to make further payments and contact Live Chat Support for immediate assistance.

Any technical issues during the payment?

It is advisable that you contact Live Chat Support which is available 24 hours and request them to provide further assistance.

OTHERS

What should I do if I am unable to register / log in to the eVISA website/different country or location apply from? Here are some suggestions to assist you with your issue:

- Ensure that you are not using a public computer;
- Try to clear your internet browser's cache history.
- Try to use another internet browser (i.e., Firefox, Google Chrome);
- Try to use another computer/laptop.
- Try to use your mobile network data.
- Ensure you are not using any VPN.

***NOTE:** Applicant will not able to register or log in if they are applying from these countries: **Malaysia, Israel and North Korea.**

Updated on 16th July 2024

