

GMS Flash Alert

Immigration

2025-137 | 25 July 2025

Malaysia – Updates from Expatriate Services Division, Effective 1 July 2025

In this *GMS Flash Alert* we discuss some recent immigration-related developments in Malaysia.

Companies with operations located in Peninsular Malaysia may now apply for pre-approval from the Department of Labour Peninsular Malaysia for hiring expatriate employees under the Employment Pass (“EP”) or bringing in temporary expertise under the Professional Visit Pass (“PVP”) directly via the Xpats Gateway portal.

Companies, if found to be in breach of compliance requirements related to immigration applications, would need to serve a cooling-off period for six months.

WHY THIS MATTERS

Pre-requisite approval from the Department of Labour Peninsular Malaysia and Social Security Organisation (“SOCSSO”) related to the hiring of expatriates can now be submitted via Xpats Gateway, which issues decisions electronically via the platform, enhancing efficiency given the single-point submission and timely processing related to those pre-approval requests.

The cooling-off period is in response to a concerning rise in non-compliant submissions. Imposed by the Expatriate Services Division (“ESD”), the cooling-off period gives non-compliant companies the opportunity to better understand where/what in the process went awry and whether the company can redress the situation following an assessment by the Authority.

More Details

1. Enhancement of Xpats Gateway to End-to-End Single-Window Platform¹

The Xpats Gateway applications portal, which is an end-to-end single-window platform, on-boarded the Department of Labour Peninsular Malaysia and SOCSSO on 1 July 2025.

The process for companies to apply for pre-approval from the Department of Labour Peninsular Malaysia for hiring expatriate employees under the Employment Pass (“EP”) or bringing in temporary expertise under the Professional Visit Pass (“PVP”) and applying the acknowledgement of MYFutureJobs advertisement details from SOCSO for expatriate positions requiring posting via the Xpats Gateway portal, is fairly new.

Prior to this, applications were submitted to the respective platform.

2. Cooling-Off Period²

The cooling-off period would apply to the following offences, but not limited to:

- Submission of false reports or statements;
- Falsification or misrepresentation of information;
- Use of forged or fraudulent documents;
- Any other form of misuse or abuse of the ESD system.

During the cooling-off period, the ESD will conduct a comprehensive review of the company’s compliance track record, governance practices, and overall integrity. At the end of the review, the company’s eligibility to resume application activities will be reassessed based on the outcome of the compliance review.

The ESD may take further action if serious or repeated breaches are identified.

KPMG INSIGHTS

By consolidating relevant applications (prior to applying for the expatriate’s work pass) onto a single-window platform, the process becomes faster and more efficient. Corporate information – which is commonly required in most applications – can now be auto-populated in all the applications instead of inputting the same data for each application. This further streamlines the user’s experience. Hence, it is mandatory to have all necessary approvals in place for a complete work pass application to be submitted to the Immigration Department for approval.

The implementation of a cooling-off period by the ESD gives companies the opportunity to exercise due diligence and practice high standards of accuracy, transparency, and honesty in their submissions. Companies may wish to review their existing application processes and internal controls to help ensure full compliance with ESD requirements. Companies’ cooperation and integrity are vital to maintaining the credibility and effectiveness of the ESD system and fostering the continued effectiveness of Malaysia’s expatriate services “eco-system.”

FOOTNOTES:

1 Expatriate Services Division, "[JTKSM APPROVAL LETTER APPLICATION & MYFUTUREJOBS ADVERTISEMENT ACKNOWLEDGEMENT VIA XPATS GATEWAY](#)" (1 July 2025).

2 Expatriate Services Division, "[IMPLEMENTATION OF "COOLING-OFF PERIOD" FOR NON COMPLIANCE IN ESD APPLICATIONS EFFECTIVE 1 JULY 2025](#)" (15 June 2025).

* * * *

Contact us

For additional information or assistance, please contact your local GMS or People Services professional* or one of the following professionals with the KPMG International member firm in Malaysia:



Long Yen Ping
Partner
Head of Global Mobility Services
KPMG in Malaysia
Tel. + 60 (3) 7721 7018
yenpinglong@kpmg.com.my



Michelle Foo
Associate Director
Global Mobility Services
KPMG in Malaysia
Tel. + 60 (3) 7721 7346
lyeyeefoo@kpmg.com.my



Nur Aliaatul Shahira
Manager
Global Mobility Services
KPMG in Malaysia
Tel. + 60 (3) 7721 7613
aliaatulnaguib@kpmg.com.my

** Please note the KPMG International member firm in the United States does not provide immigration or labour law services. However, KPMG Law LLP in Canada can assist clients with U.S. immigration matters.*

The information contained in this newsletter was submitted by the KPMG International member firm in Malaysia.

© 2025 KPMG Tax Services Sdn Bhd, a company incorporated under Malaysian law and a member firm of the KPMG global organisation of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

www.kpmg.com

Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.

Learn about us:



kpmg.com

© 2025 KPMG LLP, a Delaware limited liability partnership and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved. Printed in the U.S.A. USCS001250-2F

The KPMG name and logo are registered trademarks or trademarks of KPMG International. The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organization.

KPMG LLP is the U.S. firm of the KPMG global organization of independent professional services firms providing Audit, Tax and Advisory services. The KPMG global organization operates in 147 countries and territories and has more than 219,000 people working in member firms around the world.

Each KPMG firm is a legally distinct and separate entity and describes itself as such. KPMG International Limited is a private English company limited by guarantee. KPMG International Limited and its related entities do not provide services to clients.

GMS Flash Alert is a publication of the KPMG LLP Washington National Tax practice.

KPMG International Limited is a private English company limited by guarantee and does not provide services to clients. No member firm has any authority to obligate or bind KPMG International or any other member firm vis-à-vis third parties, nor does KPMG International have any such authority to obligate or bind any member firm. The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavor to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation.