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** for processing.

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
- India
- Sri Lanka
- Nepal
- Myanmar
- Bangladesh
- Pakistan
- Bhutan
- Serbia
- Montenegro
- Eritrea
- Ethiopia
- Guinea - Bissau
- Ivory Coast
- Liberia
- Mozambique
- Nigeria
- Afganistan
- 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
- Rwanda

Apply From

eVISA can be applied around the world **except Malaysia, Singapore, Israel** and **North Korea**.

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

Nationality

- Afghanistan
- Albania
- Angola
- Argentina
- Armenia
- Austria
- Azerbaijan
- Bahrain
- Bangladesh
- Belarus
- Belgium
- Benin
- Bhutan
- Bolivia
- Bosnia-Herzegovina
- Brazil
- Bulgaria
- Burkina Faso
- Burundi
- Cambodia
- Cameroon
- Cape Verde
- Central African Republic
- Chad
- Chile
- China
- Colombia
- Comoros
- Congo Democratic Republic
- Congo Republic
- Costa Rica
- Croatia
- Cuba
- Czech Republic
- Denmark
- Djibouti
- Egypt
- El Salvador
- Equate Guinea
- Eritrea
- Estonia
- Ethiopia
- Finland
- France
- Gabon
- Georgia
- Germany
- Ghana
- Greece
- Guatemala
- Guinea
- Haiti
- Honduras
- Hong Kong SAR/BNO
- Hong Kong (C.I/D.I)
- Hungary
- Iceland
- India
- Indonesia
- Iran
- Iraq
- Italy
- Ivory Coast
- Japan
- Jordan
- Kazakhstan
- Kyrgyzstan
- Kuwait
- Republic of Kyrgyz
- Laos
- Latvia
- Lebanon
- Liberia
- Libya
- Lithuania
- Luxembourg
- Macao SAR
- Macedonia
- Madagascar
- Moldova
- Mali
- Mauritania
- Mexico
- Monaco
- Mongolia
- Montenegro
- Morocco
- Mozambique
- Myanmar
- Nepal
- Nicaragua
- Niger
- Nigeria
- Norway
- Oman
- Pakistan
- Palestin
- Panama
- Paraguay
- Peru
- Philipine
- Poland
- Portugal
- Qatar
- Romania
- Russia
- Rwanda
- Sao Tome and Principe
- Saudi Arabia
- Serbia
- Sinegal
- Slovakia
- Slovenia
- Somalia
- South Korea
- Spain
- Sri Lanka
- Suriname
- Sweden
- Syria
- Tajikistan
- Taiwan
- Thailand
- Togo
- Tunisia
- Turki
- Turkmenistan
- Ukraine
- United Arab Emirates
- United State of America
- Uruguay
- Uzbekistan
- Vatican City
- Venezuela
- Vietnam
- Yemen

What types of eVISA offered?

eVISA offers Single Entry Visa **(SEV)** to all nationalities except for Israel and North Korea for a single journey to Malaysia subjected to eligibility of nationality for each visit with **NO extensions allowed.**

What are the steps to sign up for an account?

1. Go to ***https://malaysiavisa.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 in the Registration page to complete the registration process.
4. 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?

We will send the link to the email address provided by the applicants upon registration. Please kindly ensure that the email you are using is valid when registering at the official eVISA website. It is also advisable to wait after two (2) hours before checking your inbox folder. If you have not received the email to confirm your email address, please 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://malaysiavisa.imi.gov.my***
2. Click on the "***Apply Online***" icon.
3. Click on the "***Returning User***" icon.
4. Fill in your email address, password and Captcha Code.
5. 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 "***Apply Online***" icon.
3. Click on the "***Returning User***" icon.
4. Click on "***Forget Password***".
5. Type in your email address and Passport Number and follow the on-screen instructions.
6. You will receive an email from us with the email contain password.
   Note: We would like to advise you to change the password for security purpose.
7. 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 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 applicant's behalf. It is highly advisable for applicants to apply themselves 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.

How do I apply for visa for business purposes?

You can apply your visa for business purposes under category eVISA for Tourist.

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?

Surname and given names are not mandatory fields. Please fill in the information/details as exactly as per current passport. *(i.e. if applicant has no surname or given name in their passport, kindly leave the 'Surname' or 'Given Name' 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 addressing to the Immigration Officer and explaining your circumstances for them to review.

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

Kindly note that *malaysiavisa.imi.gov.my* is the **ONLY** official government website. Please 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 third party or agent, you have to 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 only transiting 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 only in transit 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 flight booking;
4. Birth certificate for minor applicants;
5. Proof of accommodation; and
6. Other 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 is valid for 3 months from the date of issuance.

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

You are allowed to stay in Malaysia subjected to eligibility of your nationality for each entry. You will be subjected to a fine by Malaysia local authorities and your next entry into Malaysia may be denied for a certain period of time if you failed to stay within the stipulated time.

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 in my account?

For one account, an applicant is permitted to apply up to five (5) individual eVISA applications per time. Applicant is allowed to apply for more, once any of submitted five (5) application is 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 3 months?

No. You do not have to re-apply for a new eVISA within 3 months from the approved visa issuance date by Malaysian High Commission / Embassy / Consulate to enter Malaysia.

Should I re-apply for new eVISA if my departure date changes and the new date is after 3 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 3 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 have 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 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;
4. Sufficient funds *(Cash / Traveller's Cheque / Debit or Credit Cards / e-Wallets that recognized by Malaysian Government)* to cover your expenses during your stay in Malaysia.
5. Confirmed returned flight ticket;
6. Proof of accommodation; and
7. Other supporting documents.

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

Only applicants who are holding a valid working visa or student visa are entitled to apply from countries other than their origin country. If you are travelling in another country on vacation and holding a tourist visa of that country, you cannot apply eVISA online. It is advisable to apply your eVISA in your country of origin if you are planning to return to your country of origin at the end of your travel. Otherwise, your other alternative is applying a normal visa at the High Commission, Consulate or Embassy of Malaysia nearest to you.

NOTE: Applicants will not be able to register or log in to their eVISA account if they are applying from these countries: Malaysia, Singapore, Israel or North Korea.

How can I ensure if my travel route(s) is eligible to apply eVISA?

Visa Type: Single Entry Visa (SEV)

The eligible travel routes / flights are as follows:

*Country of Origin -> Any Country -> Malaysia -> Any Country -> Country of Origin

Please refer to below examples:

Depart	Transit / Stay	Arrival	Transit / Stay	Final Destination	Remarks
Bangladesh	N/A	Malaysia	N/A	Bangladesh	✔️
China Mainland	Thailand	Malaysia	Singapore	China Mainland	✔️
Australia	Singapore	Malaysia	N/A	Australia	✔️
China Mainland	Malaysia	Indonesia	Malaysia	China Mainland	✖️

eVISA for Student

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

Please note that only document with VDRs reference number below are allow for students:
1. BVP/STU/xxxxx/xxxxxxxx/xxxxxxxx.
2. Dependent also allow to apply.

If your Visa With Reference *(VDR) letter is not in the above, it is advisable to apply your normal visa at the High Commission, Consulate or Embassy of Malaysia nearest to you.*

Can I apply eVISA for Student, if I'm only studying in a Private College?

Students from all categories including university-level, college university-level, international school, secondary or primary school 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.**

If your Visa with Reference (VDR) letter is not listed in the list above, it is advisable to apply your normal visa at the High Commission, Consulate or Embassy of Malaysia nearest to you.

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.

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**,

i.   Check for the **Surname** and **Given name**.

ii. Key in **Surname** and **Given Name** accordingly.

If you possess the **Old China Passport**,

i. The old passport separates **Surname** and **Given Name**.

ii. Key in **Surname** and **Given Name** accordingly.

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

Please 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 Camscanner 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:**

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:

- Please 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, please use your mobile network data to apply your eVISA with your laptop or computer.
- Try using a public Wi-Fi connection. (i.e. coffee shop / cafe etc.)
- Try applying your eVISA from home.
- If all the steps above do not resolve your problem accessing your account, the only alternative left is to apply your normal visa at the High Commission, Consulate or Embassy of Malaysia nearest to you.

PAYMENT

What is the available payment method?

Country	Payment Method
Pakistan	Payment over the country at any Habib Metro Bank, Pakistan
India	Credit Card (except Mastercard) and e-Wallet (i.e.: Alipay, WeChatPay.)
Other Countries	Credit Card and e-Wallet (i.e.: Alipay, WeChatPay)

Note: Visa fee is non-refundable.

Can I make payment offline?

No. Only payment over the counter at Habib Metro Bank, Pakistan is allowed for offline.

What should I do if I encountered 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 please 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.

OTHERS

What should I do if I am unable to register / log in to the eVISA website? 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;
• 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, Singapore, Israel or North Korea.

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