



FREQUENTLY ASKED QUESTION ABOUT **VISA RELATED MATTERS**

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HOW LONG THE PROCESSING TO OBTAIN THE VISA APPROVAL LETTER (VAL)?

It should take 4 – 6 weeks upon receipt of a complete application and payment to EMGS. Student have to apply VAL online via link <https://visa.educationmalaysia.gov.my/>

2

HOW LONG THE VALIDITY OF VISA APPROVAL LETTER (VAL)?

The Visa Approval Letter (VAL) is only valid for 6months from the date of issuance. Students must register to the university during this period of validity of VAL.



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HOW DO I PAY THE PROCESSING FEE FOR THE VISA APPROVAL LETTER (VAL)?

The payment method as below:

1. Payment by student using a Visa or MasterCard. The student may choose this payment method when applying an online application via EMGS website. (Recommended).
2. Telegraphic Transfer (USD only) payable to EMGS bank account. (if applicable)
3. Pay Through Institution: Pay direct to EMGS bank account via Malaysian local bank and send the receipt of payment via email to studentpass@uum.edu.my. (if applicable)



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WHAT IS THE BANK ACCOUNT ADDRESS FOR EMGS?

Payable to: EMGS Escrow Account 1

Account Information:

Account Number: 514057662341

Swift Code: MBBEMYKLXXX

Bank: MALAYAN BANKING BERHAD (MAYBANK)

**Bank Address: Ground & Mezzanine Floor, Bangunan
UTMSPACE, 195A, Jalan Tun Razak, 50450 Kuala
Lumpur**



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HOW DO I APPLY FOR RENEWAL APPLICATION?

The student have to submit the complete documents to the Visa Unit UUMKL Campus at whatsapp +013-84945617 (Office Hours) Or email uumklvisa@uum.edu.my

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WHEN SHOULD I APPLY FOR RENEWAL STUDENT PASS APPLICATION??

Student must apply **3 months before student pass expiry date.**



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WHAT DOCUMENT NEEDS TO BE PREPARED FOR RENEWAL APPLICATION?

The document required as follows:

1. Academic Result / Progress Report
2. Offer Letter
3. Old Insurance
4. New Insurance (purchase through EMGS Insurance Company)
5. All printed pages of Passport (Those renew the passport, please provide the supporting letter from the embassy if required) passport less more than 18 month due.

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WHERE SHOULD I CHECK MY APPLICATION PROGRESS?

You may check your application progress via EMGS website, Track My Application:

<https://visa.educationmalaysia.gov.my/emgs/application/searchForm/>

Please enter your Passport Number, Nationality and Application Type to track your visa application or student may download the **EMGS Mobile App**.

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WHAT SHOULD I DO ONCE MY EMGS APPLICATION STATUS IS 90% COMPLETED?

You have to submit your passport along with payment for the student pass sticker at UUMKL Campus counter to proceed with endorsement from Immigration Department Wilayah Persekutuan And EMGS Department.



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WHERE SHOULD I COLLECT MY PASSPORT?

You may collect the passport at the U-Assist Counter 24 once your passport is ready. Please collect your passport by yourself to prevent any unfortunate cases.

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HOW LONG IS THE PROCESS OF RENEWAL VISA APPLICATION?

The estimation process of renewal visa application is 45 days. However, it depends on the Institution, EMGS and Immigration to determine the duration of the visa process.



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MY FRIEND PASSPORT HAS BEEN COMPLETED. MAY I TAKE THE PASSPORT ON BEHALF OF MY FRIEND?

Yes, but your friend must send the authorization letter to UUM Officer together with the supporting document.

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MY STUDENT PASS WAS EXPIRED. WHAT SHOULD I DO?

If the students are in Malaysia, the student has been overstayed and will be subject to penalties imposed by the Immigration Department of Malaysia, which include detention and fine. If you are outside Malaysia, do not re-enter Malaysia as a tourist via a social pass. You may be required to apply for a VAL prior to entering Malaysia.



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WHAT SHOULD I DO FOR THE PROCESSING OF RENEWAL MY STUDENT VISA IF I'M STAYED IN MY COUNTRY?

Visa Unit only accepted the documents through the Counter, the student or representative may submit the complete documents through Counter at UUMKL Campus. The process can be monitor through EMGS Checking Application Status or EMGS Mobile App after 7 days working.



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I HAD RENEW MY PASSPORT AT HOME COUNTRY. THE STUDENT PASS STILL VALID IN MY OLD PASSPORT. MAY I ENTER TO MALAYSIA?

Upon arrival at Malaysia, please show to the Immigration Officer your student pass at old passport. The immigration will provide a Special Pass for 14 - 30 days. Please submit your passport for transfer sticker endorsement to the new passport at UUM Visa Unit before the expiry date of special pass.

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HOW I WANT TO CONTACT INSURANCE COMPANY IF I BOUGHT INSURANCE UNDER EDUCATION MALAYSIA GLOBAL SERVICES (EMGS)?

Student may view Insurance card using EMGS Mobile App. For further details, the student may checking the insurance link at

<https://visa.educationmalaysia.gov.my/guidelines/insurance-new.html>



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WHOM SHOULD I SEEK IF THERE IS ANY APPLICATION ISSUE FOR MY VISA APPLICATION?

You may contact our staff for further details:



Whatsapp No.: +013-8495617 (Office Hours)

OFFICE HOURS

**SUNDAY – WEDNESDAY
09.00am – 04.30pm**

**THURSDAY
09.00am – 03.00pm**

FRIDAY, SATURDAY AND PUBLIC HOLIDAY

CLOSED

Email : uumklvisa@uum.edu.my



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IF I HAVE ANY ENQUIRY REGARDING VISA WHICH EMAIL SHOULD I REFER?

Student may send enquiry via email to uumklvisa@uum.edu.my and whatsapp us at number +013-8495617 (office hours)

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IF I HAVE ANY ENQUIRY REGARDING EMGS WHICH EMAIL SHOULD I REFER?

Student may refer EMGS directly via contact number **03-2782 5888** or email to enquiry@emgs.com.my