

FREQUENTLY ASKED QUESTIONS (FAQ)

ePPAx System (JTKSM)		
No	Question	Answer
1	Is prior approval from JTKSM mandatory for all employers?	Amendments to the Employment Act 1955 which came into effect on 1st January 2023 stated that employers are required to obtain prior approval from JTKSM, before applying for foreign workers (refer to: Section 60K of Act 265). An employer who contravenes Section 60K and commits an offence shall, upon conviction, be liable to a fine not exceeding one hundred thousand ringgit or to imprisonment for a term not exceeding five years, or both.
2	Does employer need to get prior approval from JTKSM if they wish to employ an expatriate?	Yes. Referring to Section 2 of the Employment Act 1955, the definition of foreign workers is a non-citizen worker. Thus, approval from JTKSM is a must for all categories of foreign workers including expatriates.
3	If the current permit of the expatriate will soon expire, does the employer need to obtain prior approval from JTKSM?	No. Prior approval is only mandatory if employer wants to hire a new foreign worker/expatriate. It is not applicable to the renewal of work permits.
4	How to apply for JTKSM approval and which system I should use?	JTKSM approval for the expatriate category must be submitted through the ePPAx System via www.eppax.gov.my . For first-time users, the employer must create a user ID and fill out all the information requested in the system.
5	Who should make the application?	Application must be made by the company director or employer's representative (workers of the company).
6	What if I had forgotten my password on the ePPAx System?	Employers may click on the 'Forgot Password' button to reset their password. A temporary password will be sent to the registered email. If the problem persists, the employer can lodge a complaint through the system helpdesk (via Contact Us) or email to eppax@mohr.gov.my .
7	Which module of the ePPAx system is meant for applying for expatriate approval?	Employer must select menu Foreign Worker New Application (<i>Permohonan Baharu Pekerja Bukan Warganegara</i>) > Expatriate Application (<i>Permohonan Pegawai Dagang</i>).
8	If the employer has a few vacancies for different positions, does the employer need to make a different application?	No. Employers are advised to make one (1) application at a time. Approval will be given based on employers/companies, and not based on vacancy/candidate/position. If the approval is still valid, the Employer can use the same approval to process as many expatriates as they wish. The Employer can fill in any positions in the vacancy information screen on the ePPAx System.
9	Salary information in the ePPAx system referring to salary of which worker category?	Salary information in the system is referred to starting salary offered to the expatriate and local workers for the position as stated in the vacancy information.
10	If the employer skips any information or any screen in the ePPAx system, will it affect JTKSM's decision?	Employer must fill in all mandatory information to ensure they can proceed to the next screen and process. If the information is not mandatory to fill in, it doesn't bring any effect to the JTKSM decision.

11	How JTKSM will notify the employers regarding application status?	<p>Notification to the employers will be sent through ePPAx system to the company registered email.</p> <p>Employer must ensure only one (1) email address registered in the system and the details are correct to make sure the notification is sent successfully to the employer. Employer also can check the application progress and status on the system dashboard.</p>
12	What kind of document is issued for JTKSM approval?	Once the application is approved, an email notification will be sent to the employer (company registered email) through the ePPAx system. The email notification is the prior approval from JTKSM and is one of the required documents as stated in Approving Agencies/Regulatory Bodies checklists.
13	Is there any validity period of JTKSM approval?	The validity period of JTKSM approval is six (6) months starting from the issuance date (email date).
14	What is processing time for JTKSM to issue a decision?	The application will be processed within five (5) working days.
15	Is there any cooling period to re-apply a prior approval if the application is rejected?	For the time being, JTKSM does not set any cooling period for employers to re-apply for prior approval in the ePPAx system.
16	If a public university wants to employ an expatriate, does the employer need to obtain a prior approval from JTKSM?	The Employment Act 1955 is applicable to all private sectors located in Peninsular Malaysia and Labuan. Thus, public institutions such as public universities do not need to get approval from JTKSM.
17	If an international company wants to establish a Representative Office in Malaysia and hire an expatriate, does the employer need to obtain prior approval from JTKSM?	Yes. If the company has yet to be established in Malaysia, the employer must fill in the company registration no. (<i>no. rujukan SSM</i>) by using MIDA Ref. No. (RERO/2023/00000).
18	Do employer need to submit any information regarding the expatriate to JTKSM?	<p>Yes. The Employer must submit details and information regarding the expatriate within 14 days from the date of employment, to the nearest JTKSM through Borang PA 1/13 that can be downloaded from jtksm.mohr.gov.my.</p> <p>The Employer also needs to submit Borang PA 2/13 to JTKSM within 30 days from the date of termination of expatriate.</p>
19	Is there any penalty if the employer failed to obtain JTKSM's approval?	Yes. Employer who contravenes Section 60K and commits an offence shall, upon conviction, be liable to a fine not exceeding one hundred thousand ringgit or to imprisonment for a term not exceeding five years or, both.