

**PROCEDURES RELATED TO MALAYSIA MY SECOND HOME (MM2H) APPLICATIONS  
DUE TO THE CLOSURE OF MM2H COUNTERS UNTIL 30 APRIL 2020**

**1. ENDORSEMENT**

- (a) All **new** endorsement **will be suspended**.
- (b) All new application for Visa With Reference (VDR) **will be suspended**.

**2. NEW APPLICATION**

- (a) All documents for new application **MUST** be submitted by courier to the MM2H Centre via this address:

Malaysia My Second Home Centre  
Ministry of Tourism, Arts and Culture  
Level 1, No. 2 Tower 1  
Jalan P5/5, Precint 5  
Federal Government Administration  
62200 Putrajaya  
**(Ref: New Application)**

- (b) If the documents are **complete**, the MM2H Centre will acknowledge the application through the Check 'N Track System and the reference numbers (five digits) will be generated and send automatically to the e-mail that is registered in the Check 'N Track System.
- (c) For any inquiries regarding the **new application**, please call the MM2H Hotlines as follow:
  - (i) 03-8891 7424 (Nur Zahirah binti Mohd Rashid)
  - (ii) 03-8891 7439 (Azieaniera binti Nor Azhar)
  - (iii) 03-8891 7434 (Nur Amirah binti Ismail)
  - (iv) 03-8891 7448 (Asraf Al Rashiden bin Ishak)

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**3. WITHDRAWAL**

- (a) All documents for withdrawal may be submitted via e-mail at [Withdrawal.Terminate@motac.gov.my](mailto:Withdrawal.Terminate@motac.gov.my)
- (b) However, documents for withdrawal on **property purchase** **MUST** be courier to the MM2H Centre via this address:
- Malaysia My Second Home Centre  
Ministry of Tourism, Arts and Culture  
Level 1, No. 2 Tower 1  
Jalan P5/5, Precint 5  
Federal Government Administration  
62200 Putrajaya  
**(Ref: Withdrawal)**
- (c) If the documents are **complete**, the MM2H Centre will issue the supporting letter **via e-mail** within 3 working days.
- (d) For any inquiries regarding the **withdrawal**, please call the MM2H Hotlines as follow:
- (i) 03-8891 7421 (Mohd Syazwan bin Sukri)
  - (ii) 03-8891 7422 (Nur Hamizah binti Habil)

**4. TERMINATION**

- (a) All documents for termination must be submitted via e-mail at [Withdrawal.Terminate@motac.gov.my](mailto:Withdrawal.Terminate@motac.gov.my)
- (b) If the documents are **complete**, the MM2H Centre will issue the supporting letter **via e-mail** within 3 working days.
- (c) **For termination procedure which involves the cancelling of the MM2H Visa on the passport, the participants/MM2H agents MUST schedule an appointment with the Immigration Unit, Malaysia My Second Home Centre via e-mail at [iswanna@motac.gov.my](mailto:iswanna@motac.gov.my) or via phone 03-8891 7451.**
- (d) **During the appointment, the participants/MM2H agents MUST bring two (2) copies of the required documents and the supporting letter to the MM2H Centre.**

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(e) For any inquiries regarding the **termination**, please call the MM2H Hotlines as follow:

- (i) Immigration Unit : 03-8891 7451 (Azman Syafiq bin Abdullah)
- (ii) Operation Unit : 03-8891 7421 (Mohd Syazwan bin Sukri)

**5. TRANSFER OF ENDORSEMENT, EXTENSION AND RENEWAL**

(a) All applications for transfer of endorsement, extension and renewal **MUST** be schedule with the Malaysia My Second Home Centre via these officers:

- (i) Datin Sharifah Ikhlas Syed Ismail Aljaffree, [shikhlas@motac.gov.my](mailto:shikhlas@motac.gov.my)
- (ii) Iswanna binti Ishak, [iswanna@motac.gov.my](mailto:iswanna@motac.gov.my)

(b) The MM2H Centre will review the applications and **set the appointment by priority.**

(c) For any inquiries regarding the **transfer of endorsement, extension and renewal**, please call the MM2H Hotlines as follow:

- (i) 03-8891 7451 (Azman Syafiq bin Abdullah)
- (ii) 03-8891 7454 (Shaza Waheeda binti Mohd Dzarif)

**6. ADD-ON DEPENDENT**

(a) All **new** applications for add-on dependent **will be suspended.**

(b) For **renewal** of MM2H visa for dependents which involve **parents/parents-in-law**, the participants/MM2H agents **MUST** schedule an appointment with Malaysia My Second Home Centre via these officers:

- (i) Datin Sharifah Ikhlas Syed Ismail Aljaffree, [shikhlas@motac.gov.my](mailto:shikhlas@motac.gov.my)
- (ii) Iswanna binti Ishak, [iswanna@motac.gov.my](mailto:iswanna@motac.gov.my)

(c) The MM2H Centre will review the applications and **set the appointment by priority.**

(d) For any inquiries regarding the **add-on dependent**, please call the MM2H Hotlines as follow:

- (i) 03-8891 7451 (Azman Syafiq bin Abdullah)
- (ii) 03-8891 7454 (Shaza Waheeda binti Mohd Dzarif)

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**7. DOMESTIC HELPER**

- (a) All **new** applications for domestic helper **will be suspended**.
- (b) For **renewal** of MM2H visa for domestic helper, the participants/MM2H agents **MUST** schedule an appointment with Malaysia My Second Home Centre via these officers:
  - (i) Datin Sharifah Ikhlas Syed Ismail Aljaffree, [shikhlas@motac.gov.my](mailto:shikhlas@motac.gov.my)
  - (ii) Iswana binti Ishak, [iswana@motac.gov.my](mailto:iswana@motac.gov.my)
- (c) The MM2H Centre will review the applications and **set the appointment by priority**.
- (e) For any inquiries regarding the **domestic helper**, please call the MM2H Hotlines as follow:
  - (i) 03-8891 7451 (Azman Syafiq bin Abdullah)
  - (ii) 03-8891 7454 (Shaza Waheeda binti Mohd Dzarif)

**8. PERMISSION TO STUDY, PERMISSION TO WORK AND CHANGE OF PRINCIPAL**

- (a) All applications for permission to study, permission to work and change for principal **will be suspended**.
- (b) For any inquiries regarding these application, please call the MM2H Hotlines as follow:
  - (i) 03-8891 7451 (Azman Syafiq bin Abdullah)
  - (ii) 03-8891 7454 (Shaza Waheeda binti Mohd Dzarif)