

Malaysia Automated Clearance System (MACS)

1. WHAT IS MACS?

With the intention to support the economic development of Iskandar Malaysia, MACS is developed to help saving the passport pages of non-Malaysian investors, business persons and professionals. The scope of MACS service is expanded to frequent travellers among the Citizens and Permanent Residents of Singapore and for those who are holding any relevant long term immigration pass in Malaysia and frequently travel between Malaysia and Singapore for the purpose of working, studying and staying in Malaysia.

Hence, MACS holders can benefit from better immigration processing during entry and exit via MACS lanes at:

- I. **Bangunan Sultan Iskandar, Johor Bahru.**
- II. **Kompleks Sultan Abu Bakar, Tanjung Kupang, Johor.**

MACS holders are also exempted from filling up the immigration arrival card (IMM.26). Entry and exit records to and from Malaysia shall be kept online and the usage of passport pages for stamping will be minimized. Spouses and dependents (children) of MACS holders are also entitled to apply for this service, provided that they have obtained the relevant immigration pass.

Note: MACS is simply a form of facility and does not act as an immigration pass or visa. Visitors are still required to obtain visa (if applicable) and will be issued with relevant immigration pass.

2. PERIOD OF STAY

MACS holders are entitled to enter and remain in Malaysia according to the duration as stated in the relevant immigration pass issued.

3. MACS STICKER

Issued to Long Term Immigration Pass

Issued to non-Malaysian daily travellers (**involved with the development activities in Iskandar Malaysia**) who have obtained long term immigration pass (i.e.: Employment Pass, Professional Visit Pass, Student Pass, Temporary Working Visit Pass) to work or provide related services that shall benefit and contribute to the development of **Iskandar Malaysia**.

MACS is also issued to Citizens and Permanent Residents of Singapore who have obtained long term immigration pass (i.e.: Employment Pass, Temporary Working Visit Pass, Student Pass, Professional Visit Pass) which enable them to frequently travel to Malaysia for working, studying and staying.

4. VALIDITY AND FEE OF MACS

MACS shall be valid for **one (1) year** from the date of issuance. A RM30.00 fee is charged for every issuance. Payment must be made in the form of **E-payment ONLY**.

5. REQUIREMENTS

a) Long Term Immigration Pass Holder/Dependent/Student

- Completed Application Form (Fill Up Manually)
- Original Passport (**validity must exceed 13 month**)
- Employment/Dependent/Student Pass (**validity must exceed 6 month**)
- One Passport Size Photograph
- Official/Supporting Letter from Company/School/University

Photocopy:

- The Personal Identification (Passport and I/D)
- The Employment Pass/Dependent Pass/Student Pass

b) Malaysia My Second Home (MM2H) or Resident Pass

- Completed Application Form (Fill Up Manually)
- Original Passport (**validity must exceed 13 month**)
- Employment/Dependent/Student Pass (**validity must exceed 6 month**)
- Passport Sized Photograph (1)

Photocopy:

- The personal identification (Passport I/D)
- The Malaysia My Second Home or Resident Pass Sticker

c) Spouse Program (Husband, Wife or Children Of Malaysian Citizen)

- Completed Application Form (Fill Up Manually)
- Original Passport (validity at least **(validity must exceed 13 month)**)
- Relevant Long-Term Immigration Pass **(validity must exceed 6 month)**
- Original Marriage Certificate (For Spouse)
- Original Birth Certificate (For Children)
- One Passport Sized Photograph

Photocopy:

- Passport Front Page /Biodata Page
- Relevant Long-Term Immigration Pass
- Malaysian Sponsor's Identity Card
- Marriage Certificate
- Birth Certificate (For Children)

6. MACS APPLICATION COUNTER

Iskandar Regional Development Authority (IRDA)
#G-01, Block 8 Danga Bay, Jalan Skudai 80200 Johor
Bahru Johor, Malaysia
Tel No: +607-2333000
Fax No: +607-2333001

The opening hours:

Sunday to Wednesday

8.30 am - 4.00 pm Operation Hour

1.00 pm - 2.00 pm Lunch Hour

8.00 am - 5.00 pm Office Hour

Thursday

8.30 am - 1.00 pm Operation Hour

8.00 am - 3.30 pm Office Hour

Closed (Friday, Saturday & Public Holiday)

7. RENEWAL OF MACS

To renew MACS, applicants are required to: -

- Obtain the hard copy application form at the MACS counter at IRDA office or through online.
- Submit the completed application forms and relevant supporting documents at MACS counter at IRDA office.
- Furnish one Passport Sized Photograph (with light coloured background) at the MACS counter.
- Bring **original documents** for first time application and each renewal. This is Mandatory.
- For cases of lost and stolen passports, MACS holder shall follow as above (renewal) procedure.

8. CLIENT CHARTER

- Appointment is Required for MACS application.

Appointment Link Address : <http://sto.imi.gov.my/>

- Completed MACS application shall be processed on the same working day.

REMARKS:

Kindly be informed that **facial recognition** will be captured upon **registration and issuance**. Thus, applicants are **required to be present** in person during application process. Failure to be present or to complete the application form (including relevant supporting documents) may result in rejection of application.