FOREIGN TALENT MANAGEMENT SYSTEM - FREQUENTLY ASKED QUESTIONS (FAQ)

Transition from eXpats 2.0 to FTMS

1. Why is MDEC moving from eXpats 2.0 to FTMS?

MDEC is transitioning FKW applications and related transactions from eXpats 2.0 to FTMS to support more streamlined and efficient processing. FTMS will replace eXpats 2.0 for these services and is scheduled to go live on 30 November 2026.

2. What should my company do before the eXpats 2.0 cut-off?

Complete all outstanding actions available to your company in eXpats 2.0 by 5.00 p.m. on Friday, 20 November 2026. These include submitting amendments, uploading requested documents and making outstanding payments, where applicable. Keep your application reference numbers and relevant records for the transition. This deadline applies to actions your company must take; it does not mean MDEC must complete its assessment by that time.

3. Can I still access eXpats 2.0 or submit an application during the transition?

From 5.00 p.m. on 20 November 2026, eXpats 2.0 will enter a read-only period. While read-only access remains available, you may view existing application details and status, but you cannot submit company registrations, FKW projections, new or renewal applications, amend or resubmit applications, upload documents, or make payments. Read-only access ends at the close of 25 November 2026. From 12:01 a.m. on 26 November 2026, eXpats 2.0 will no longer be accessible. New submissions and related transactions will resume in FTMS once it goes live, scheduled for 30 November 2026.

4. What happens if my application is still under assessment at the cut-off?

Applications submitted through eXpats 2.0 before the cut-off that remain under assessment will be transferred to FTMS for continued processing; your company does not need to submit a new application.

Who can continue handling the application in FTMS? After go-live, the Company Administrator must assign the authorised user or reauthorise the agent responsible for the application. The assigned user or agent can then continue processing it and respond to outstanding requests. For agent access instructions, refer to FAQ 17, “How do I register or log in to FTMS as an agent?”.

5. My application was returned for amendments or additional information. How will I be notified, and where should I respond?

If your application is returned before the cut-off, log in to eXpats 2.0 to review the return remarks and the information or documents required. You may respond through eXpats 2.0 until 5.00 p.m. on 20 November 2026. If you have not responded by the cut-off, the returned application will migrate to FTMS, where the assigned company user or authorised agent can respond directly through the migrated application after go-live. Companies will receive notification by email and through the FTMS dashboard.

6. Will an application that I saved as a draft in eXpats 2.0 appear in FTMS?

No. Drafts that have not been submitted by the cut-off will not be migrated to FTMS.

Submit your application in eXpats 2.0 before 5.00 p.m. on 20 November 2026 if you can complete all required steps, including payment where applicable. Otherwise, retain the necessary information and documents and start a new submission in FTMS after go-live. This also applies to unsubmitted company registration and projection drafts.

7. Will I need to upload my supporting documents again in FTMS?

No. Previously submitted supporting documents will be migrated to FTMS with your application history, so you do not need to upload those documents again. Documents saved only in an unsubmitted draft will not be migrated. If MDEC requests additional or corrected documents, you will still need to provide them.

8. My application was rejected in eXpats 2.0. Where can I submit a new application?

If you wish to submit a new application following a rejection in eXpats 2.0, submit it through FTMS once the new system goes live, scheduled for 30 November 2026.

9. Can I still view my eXpats 2.0 applications after the submission cut-off?

After the submission cut-off at 5.00 p.m. on 20 November 2026, you may view your existing application details and status in eXpats 2.0 while read-only access remains available, but you cannot make changes or submit applications. Read-only access ends on 25 November 2026, and the system is inaccessible from 12:01 a.m. on 26 November 2026.

Once FTMS goes live, scheduled for 30 November 2026, completed and returned eXpats 2.0 applications will be visible in FTMS. A returned application is one sent back by MDEC for your company to correct details, clarify information or provide supporting documents.

10. Can I download a record of my applications before the transition/system decommissioning?

Before eXpats 2.0 is shut down, you may download your Yearly Report (Report > Yearly Report), approval letters, receipts and attachments. Retain application reference numbers and relevant records. Downloads should be completed before the system becomes inaccessible on 26 November 2026.

11. Where can I find a migrated application in FTMS, and can I still use my eXpats 2.0 reference number?

In FTMS, go to All Listings to view your migrated application history. Your legacy eXpats 2.0 application reference numbers will be retained and searchable, so you can use them to find your migrated records and quote them when contacting support.

12. How do I log in to FTMS for the first time as a Company Administrator?

Once FTMS goes live on 30 November 2026, Company Administrators will receive an email containing the FTMS access URL and password-reset instructions.

Your username will remain the same as in eXpats 2.0. For your first login, follow the instructions to reset your password. A One-Time Password (OTP) will be sent to your registered email address for verification.

Once logged in, the Company Administrator will have initial access and must assign access to the relevant company users and agents.

FTMS User Guide:

The User Guide will be available on the MDEC website at: https://www.mdec.my/expats/

Navigate to Expats Services → MD/Non-MD Companies → DOCUMENT LIBRARY.

Note: The same first-time login and OTP verification process applies to agents.

13. Can existing company users log in, or does the Company Administrator need to set up their access?

Can existing company users log in immediately?
No. Only the Company Administrator will have initial access to FTMS. Other users' existing access and assignments in eXpats 2.0 will not be migrated for security reasons.

How do company users and agents obtain access?
After logging in, the Company Administrator must assign the Authorised Person in Legal (APL) and the relevant agent(s) in FTMS. Once assigned, they can manage applications and respond to outstanding requests. Agents must also complete the agent sign-up process; see FAQ 17, "How do I register or log in to FTMS as an agent?".

14. What if our Company Administrator has left or we no longer have access to the registered email address?

If your Company Administrator changes before the cut-off, update the administrator details in eXpats 2.0 before 5.00 p.m. on 20 November 2026, where access is available. If the administrator has already left or your company cannot access the registered email address, contact **expatctr@mdec.com.my** for account-recovery assistance. Do not share passwords or one-time passwords (OTPs).

15. My company has already completed its registration/subscription in eXpats 2.0. Do we need to register again in FTMS?

No. Your approved company registration/subscription profile will be transferred to FTMS. Once FTMS goes live, the Company Administrator can log in to access the company profile; you do not need to register the approved company again.

16. My company registration/subscription in eXpats 2.0 was incomplete at the cut-off. What should we do?

The next step depends on the status of your company registration/subscription:

• Submitted and awaiting review or approval: MDEC will review the pending registration/subscription in eXpats 2.0 and either approve or return it. If returned, resubmit it through FTMS after go-live.

• Returned for corrections: The existing registration record will be migrated to FTMS. Update the migrated record and resubmit it in FTMS.

• Saved as a draft but not submitted: The draft will not be migrated. Start a new company registration/subscription in FTMS after go-live.

17. How do I register or log in to FTMS as an agent?

Once FTMS goes live:
1. Go to the official FTMS portal. https://ftms.mdec.com.my/home/login
2. Sign up as an agent.
3. Ask the Company Administrator of the company you represent to assign you as its Authorised Person in Legal (APL) in FTMS.

Once assigned, you can access the company's applications and migrated application history. Existing eXpats 2.0 agent authorisations will not carry over automatically.

18. Can our current agent continue to act for our company in FTMS?

Yes, but your company must authorise the agent again in FTMS. Existing agent authorisations and assignments from eXpats 2.0 will not be migrated. The Company Administrator must assign the agent as the Authorised Person in Legal (APL) in FTMS before the agent can manage applications on the company's behalf. Once assigned, the agent can view the company's migrated application history, including migrated cases previously handled for the company.

19. I have an unpaid eXpats 2.0 invoice at the cut-off. Can I pay it in FTMS?

No. Existing eXpats 2.0 invoices will not be migrated to FTMS. An application with payment still pending at the cut-off will be treated as a draft and will not be migrated. Complete the outstanding payment in eXpats 2.0 before 5.00 p.m. on 20 November 2026 so that the application is considered submitted and can be migrated.

20. I made a payment in eXpats 2.0, but the payment is not reflected or I cannot find my receipt. What should I do?

Keep your payment receipt or transaction reference and email expatctr@mdec.com.my for assistance. Include your company name, application reference and payment details so the team can investigate. MDEC IT will investigate and reconcile the relevant eGHL payment records.

21. My Employment Pass application was approved in eXpats 2.0 but has not been endorsed. What should I do?

Check your application status in eXpats 2.0 and complete any outstanding payment and endorsement submission there before 5.00 p.m. on 20 November 2026, where the relevant options are available. Applications with payment still pending at the cut-off will be treated as drafts and will not be migrated. The endorsement process should be completed through issuance of the ePASS by the Immigration Department of Malaysia (JIM).

During any available read-only access, you can view your application status but cannot make payments or submit endorsement documents in eXpats 2.0.

22. What should I do if an Employment Pass is due to expire during the transition?

Companies are responsible for monitoring Employment Pass expiry dates and submitting renewals on time. A renewal application may be submitted within the three months before the pass expires. If the renewal window is open and the pass is due to expire during the transition, submit the renewal through eXpats 2.0 before 5.00 p.m. on 20 November 2026. The transition does not extend the validity of an existing pass, and submission before the cut-off does not guarantee approval before expiry.

23. What happens if my 2026 FKW projection request is still pending at the cut-off?

MDEC must approve or reject pending 2026 FKW projection requests in eXpats 2.0 before the cut-off. Check the outcome of your request and any remarks. Approved projections, including their available balances, will be migrated to FTMS. After go-live, your company must resubmit its 2026 projection request in FTMS based on the remaining approved quota from eXpats 2.0; the request will be automatically approved in FTMS. This resubmission is required to use the remaining quota.

24. Can I still use my remaining approved 2026 FKW projection balance after FTMS goes live?

Yes. Your approved 2026 FKW projection and remaining balance will be migrated to FTMS. To use the remaining quota, resubmit your 2026 projection request in FTMS based on the available balance from eXpats 2.0.

The request will be automatically approved. You may use the remaining approved 2026 quota up to and including 31 December 2026.

25. When and where can I submit my 2027 FKW projection?

You may submit your 2027 FKW projection through FTMS once it goes live, scheduled for 30 November 2026. Complete your 2026 projection in FTMS first, then submit the 2027 projection request. Detailed submission instructions will be provided in the FTMS User Guide.

26. What should I do if an application, document, payment or projection balance is missing or incorrect in FTMS?

Email **expatctr@mdec.com.my** with your company name, eXpats 2.0 application or transaction reference, and a brief description of the missing or incorrect application, document, payment or projection balance so the team can investigate.

27. Where can I get help during the transition, and where can I find the FTMS User Guide?

For assistance during the transition, contact the **MDEC Expats Contact Centre at expatctr@mdec.com.my**. The FTMS User Guide will be published on the MDEC website. Company Administrators will receive the FTMS access URL and password-reset instructions by email.