



HIGH COMMISSION OF THE REPUBLIC OF SINGAPORE
KUALA LUMPUR

MALAYSIA'S NATIONAL RECOVERY PLAN (NRP)
FREQUENTLY ASKED QUESTIONS

S/N	Question	Answer
Leaving Malaysia		
1	Are airports and land checkpoints open? Are flights available?	<p>Airports and land checkpoints** remain open. There are daily flights to Singapore from KLIA and klia2, as well as other regional airports.^ While cross-border land/rail transport services remain suspended, there is a shuttle bus service between Bangunan Sultan Iskandar Checkpoint and Woodlands Checkpoint.</p> <p>**Operating hours at the Bangunan Sultan Iskandar Checkpoint in Johor Bahru is 7am to 1am daily and Kompleks Sultan Abu Bakar in Tanjung Kupang is 8am to 12am daily.</p> <p>^Please check with the airlines for the latest information.</p>
2	I am a Singapore passport holder in Malaysia. My visit pass has expired. Can I leave Malaysia?	<p>If your social visit pass has expired, before you can leave Malaysia, you must report to the Jabatan Immigration Malaysia (JIM) office to obtain a Special Pass.</p> <p>If your social visit pass has expired and you have valid reasons and need to continue to stay on in Malaysia, you should regularise your stay and apply for the relevant long term passes as soon as possible, or risk being subjected to penalties for immigration offences.</p> <p>Please make an appointment online with JIM at http://sto.imi.gov.my. Please note that we will not be able to book appointment slots for you.</p> <p>For Social Visit Pass holders, applicants must furnish documents to prove their address and financial means to live in Malaysia, together with other relevant supporting documents that would help their case when reporting to JIM office. If JIM requires a letter from the High Commission, please send an email with a copy of your passport biodata page to:</p> <p>Singapore High Commission in KL: singhc_kul@mfa.sg OR Singapore Consulate-General in JB: singcon_jhb@mfa.sg if you are in the state of Johor.</p> <p>Please note that the granting of visit pass extension or long-term pass is at the discretion of the Malaysian immigration authorities, and we will not be able to appeal on your behalf. If you are unable</p>



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		<p>to obtain an extension or a long-term pass, you should comply with the directives of the Immigration authorities and leave Malaysia in accordance with the visit pass granted to you.</p> <p>For queries related to Malaysian immigration matters, please contact the authorities at +60 3 8888 2010 or email to covid19.mkn@1govuc.gov.my. You may also visit JIM's portal at www.imi.gov.my or their Facebook or Twitter pages.</p>
Entering Singapore		
<p><i>Singapore has implemented Safe Travel Lanes to facilitate travel while safeguarding public health amidst the COVID-19 pandemic. Information found in this FAQ are extracted from ICA SafeTravel website. The full FAQs can be found here.</i></p>		
3	I want to enter Singapore. What travel lanes are available?	<p>Travellers are advised to make use of the online self-help tool to find out the relevant SafeTravel Lanes applicable to them.</p> <p>Singapore citizens and Singapore PRs should refer to <i>Returning SC/PR Lane</i> here.</p> <p>Long Term Pass holders and immediate relatives of Singapore Citizens/PRs should refer to the relevant SafeTravel lane here.</p> <p>Travellers eligible to travel under the Vaccinated Travel Lane (VTL), may refer to SafeTravel website for more information and submit an online application here.</p>
4	Will travellers entering Singapore from Malaysia be subjected to Stay-Home Notice (SHN), COVID-19 tests?	<p>The latest travel health control measures (pre-departure test, on-arrival test, SHN, subsequent swab tests, etc) and travel checklists are available here.</p>
5	I wish to visit my family member in Singapore for emergency reasons such as death or critical illness. What should I do?	<p>Under the Death and Critical Illness Emergency Visit (DCEV) Scheme, foreign travellers from Malaysia may appeal to visit a family member in Singapore for emergency reasons such as death or critical illness.</p> <p>Travellers who have family members who are Singapore citizens/Permanent Residents should submit an application for entry approval under the Familial Ties Lane.</p>



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		<p>Alternatively, please write in via SafeTravel Enquiry Form here under the category "Appeal for entry into Singapore under Compassionate Reasons" with relevant supporting documents such as:</p> <ul style="list-style-type: none">• Death certificate or any other documents as proof of death of the immediate family member (for death cases) or Doctor's letter to support critically ill cases (for critically ill cases);• Official documents to prove familial connection;• Passport biodata page of all travellers;• Any other supporting documents. <p>Approved travellers will be required to abide by the stipulated health measures for entry including Stay Home Notice and COVID-19 tests. The local authorities in Singapore will facilitate arrangements for the travellers to make short and safe visits to the medical facility and/or funeral, subject to prevailing health policies governing such visits.</p> <p>For more information, you may refer to SafeTravel website or enquire online here under the category, "Appeal for entry into Singapore under Compassionate Reasons". You may also call SafeTravel Enquiries Helpline at +65 6812 5555 for assistance.</p> <p>Alternatively, eligible travellers may consider travelling to Singapore under VTL. Please refer to the SafeTravel website for more information and submit an online application here.</p>
6	Can travellers who are vaccinated against or have recovered from COVID-19 be exempted from prevailing border health measures such as SHN, COVID-19 PCR tests, ARTs etc.?	<p>At present, there are no concessions for travellers who are vaccinated against COVID-19 or those who have recovered from it. The prevailing border health measures sated here apply to all travellers.</p> <p>Travellers eligible for the VTL may refer to SafeTravel website and submit an online application here.</p>



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Entering Malaysia		
7	Are foreigners, including Singaporeans, allowed to enter Malaysia?	<p>Singaporeans are currently not allowed to enter Malaysia for holiday or social visit purpose, except under Vaccinated Travel Lane (VTL).</p> <p>Travellers with long-term immigration passes and eligible travellers who wish to enter under VTL are to refer to JIM website for more information.</p>
8	I wish to visit my family member in Malaysia for emergency reasons such as death or critical illness. What should I do?	<p>Under the Death and Critical Illness Emergency Visit (DCEV) Scheme, Singapore Citizens, Singapore Permanent Residents, holders of Singapore's Long Term Pass who are immediate family members of the deceased/critically ill patient (i.e. parents, children, close siblings and legal guardian) may apply to enter Malaysia.</p> <p>Please note that DCEV is only applicable for travel via air (KLIA & klia2) and land border crossings between Malaysia and Singapore (BSI and KSAB), and limited to emergency visits in Peninsular Malaysia. Only a maximum of two visitors per case is allowed. The applicant must be between 21 to 60 years old and priority for entry will be given to spouse or child(ren) / parents to the deceased/critically ill patient.</p> <p>For more information, you may refer to Malaysian immigration's MyTravelPass website or enquire online here.</p> <p>Alternatively, eligible travellers may consider travelling to Singapore under VTL. Please refer to the SafeTravel website for more information and submit an online application here.</p>

**Updated as of 07 Jan 2000 Hrs*