



# TERMS & CONDITIONS

## DEFINITIONS

1. **“eVISA”** is an electronic visa that enables foreign nationals to enter Malaysia.
2. **“eVISA for Medical”** is a visa that is issued through an electronic/online eVISA platform to foreign healthcare travellers / patients to enable the individual to enter and stay in Malaysia for the purpose of seeking healthcare treatment, in Malaysia.
3. **“eVISA Platform”** is an online application platform that enables foreign nationals to apply for an electronic visa to enter Malaysia at their convenience.
4. **“Healthcare traveller”** refers to non-Malaysian seeking treatment in Malaysia.
5. **“Malaysia Healthcare Travel Council (MHTC)”** is an agency under the Ministry of Health Malaysia, to promote and facilitate the growth of the healthcare travel industry of Malaysia under the brand name, “Malaysia Healthcare”.
6. **“MHTC Member”** refers to private healthcare providers such as hospitals, ambulatory care services and dental services that are registered under MHTC membership programme.
7. **“Embassy/Consulate”** refers to the Embassy and/or Consulate General of Malaysia.
8. **“MYVISA”** refers to the entity appointed by the Malaysian Government to provide and maintain eVISA system, IT Infrastructure and support services relating to the eVISA for Medical application to Malaysia according to the working procedures set by the Embassy/Consulates.
9. **“Visa fee”** refers to the visa fees payable to the Government of Malaysia, which will be accepted and collected by the MYVISA at the rate prescribed by the Fees (Passport and Visas) Order 1967.
10. **“eVISA Processing fee”** refers to the processing fee charged for visa processing system to process. Extended Services fee are not included in the processing fee.
11. **“eVISA Convenience Fee”** refers to services other than the basic service that provide convenience to applicant.
12. **“Receipt”** refers to the document, which confirms that an eVISA online application has been made and payment of all fees has been accepted.

## GENERAL

1. Applicant can only apply eVISA for Medical if they seek treatment with any of MHTC members. Applicant is required to obtain an appointment letter from any one of the MHTC members and MHTC's support letter (facilitated by MHTC members).
2. An eVISA for Medical is only valid for a single journey to Malaysia within 3 months from the date of issuance, provided that the applicant's passport remains valid.
3. Any applicant, who breaches the Malaysian law, will be subject to criminal proceedings and administrative actions by the Government of Malaysia. Applicants are not allowed to accept any unauthorized employment, or attend school, or represent the foreign information media during their stay in Malaysia.
4. Applicants and the companions shall furnish the following proofs to the Immigration Officers at the Entry/Exit points:
  - 1) Valid passport for at least 6 months (biometric page).
  - 2) Copy of eVISA for Medical note.
  - 3) Hospital Appointment Letter by MHTC Member.
  - 4) MHTC letter
  - 5) Complete companion information entry. A maximum 2 adult companions are allowed:
    - Husband/ Wife
    - Father /Mother
    - Son / Daughter
    - Grandfather/ Grandmother
    - Sibling
    - Maid / Nurse
5. All eVISA for Medical applications are considered on individual merit, and the Embassy/Consulate has the right to seek additional information at any stage of processing. The fact that an application for a visa has been received by the eVISA system does not guarantee that the eVISA for Medical will be issued. Embassy/Consulate reserves the right to refuse an eVISA for Medical application without providing any reason whatsoever. Applicant shall ensure that they hold a valid Malaysia eVISA for Medical before they travel to Malaysia.
6. Applicants must ensure that all supporting documents and image uploaded for eVISA for Medical application such as passport photos, passport biometric pages, appointment letter by MHTC member hospital and other supporting documents are clear and viewable as per the specification provided. Any supporting documents image that is found to be not clear, blur, unreadable or does not meet the required specifications may result in an eVISA for Medical application rejection or denial of entry into Malaysia by the Immigration Officer at the entry/exit points.
7. An email notification regarding the eVISA for Medical application approval will be sent to applicant within **2 working days** from the time of eVISA progress update has been issued. This **2 working days** processing period applies only for working days and, does not include weekends, public holidays, Malaysian holidays and approving location event holidays. The approval of eVISA for Medical is under the **sole discretion** by the Immigration Attaché.
8. The **2 working days** processing from the time of eVISA progress update has been issued also does not include unforeseen or uncontrollable events including, but not limited to, system maintenance downtime, Internet Service Provider (ISP) equipment failure, host equipment failure, communications network failure, power failure, natural events or acts of war.
9. Once approval decision has been made, applicants will receive an email notification regarding the eVISA (Medical) approval result. Approval result may include the following status:

- 1) Approved: *The eVISA for Medical application has been approved.*
- 2) Rejected: *The eVISA for Medical application has been declined.*
- 3) Request for Document: *Applicants is required to upload/re-upload supporting documents specified by the Embassy/Consulate.*
- 4) Request for Interview: *Applicants is required to attend an interview session with Embassy/Consulate before any approval decision is been made.*

10. For request document result, applicants must ensure they upload/re-upload the specified supporting documents as per requested by the Embassy/Consulate immediately. The processing time will be reset back to **2 working days** once the applicants have successfully uploaded the specified supporting documents. The Embassy/Consulate can decide to request document for an eVISA for Medical application multiples time until the applicant uploads correctly the specified supporting documents.
11. For request interview results, applicants must ensure to attend the interview session as per the scheduled date and time set by the Embassy/Consulate to ensure the approval decision can be made accordingly.
12. Issuance or approval of an eVISA for Medical does not in any way guarantee the applicant the right to enter Malaysia. The entry is at the sole discretion of the Immigration Officer at the entry point. In case of denial of visa or entry into Malaysia by the Immigration Officer, MYVISA shall in no way be liable to the applicant in any manner whatsoever.
13. Applicant acknowledged and confirmed that the MYVISA, MHTC or MHTC members are not involved in the visa assessment and decision-making process. The Embassies and Consulates have the authority to decide whether an eVISA for Medical will be issued or not, as well as its validity, duration of stay and number of entries in accordance with Malaysia's relevant laws and regulations. Applicant is required to pay all the fees to the MYVISA regardless of the result of the application.
14. Applicant must make their eVISA for Medical applications in a timely manner before travelling to Malaysia. Under no circumstances will the MYVISA, MHTC or MHTC members will be responsible or liable for any delay of travel arrangement as a result of an applicant's untimely action in regard to the time of submitting the visa application or the visa assessment result of the Embassies and Consulates.
15. Inquiries to the MYVISA, MHTC or MHTC members is based on its unilateral understanding of applicant's inquiries and the limited information disclosed by the applicant to provide assistance for their visa applications. The assistance shall not be deemed as a promise or assurance that the visa application will be approved and neither MYVISA, MHTC or MHTC members shall be liable to the applicants.
16. Applicants hereby agree and acknowledge that any error in the information may result in the application to be rejected. Upon rejection applicant shall submit and for new application.
17. Applicants acknowledge and agree that under no circumstances will the MYVISA, MHTC or MHTC members will be liable to them or anyone claiming through them for any indirect, incidental, special and/or consequential losses or damages of whatever nature, or for loss or profits, loss of opportunity, loss of business or goodwill or interruption of business, whether arising out of or in connection with their application and/or any of the eVISA application services, and whether or not relating to any act, error, omission or negligence by any officer, agent, employee and representative of the MYVISA, MHTC or MHTC members.
18. Applicants below 12 years old have to apply together with their parent in one application. Additional upload of Birth Certificate or Household Book to prove of relationship is compulsory.

## **OTHER TERMS**

1. The Government of Malaysia, in its sole discretion, may change, amend, cancel, or withdraw any or all of the terms and conditions mentioned herein at any time without any prior notice. If an applicant is dissatisfied with the changes being made, the applicant's sole and exclusive remedy is to refuse the services provided.
2. Applicants hereby agrees to accept and confirm that the applicant, prior to submitting the visa application, has read, understood and agreed to be bound by, without limitation or qualification, all of the terms, conditions and details provided herein.

*Updated on 23<sup>rd</sup> September 2022*

