

FREQUENTLY ASKED QUESTIONS (FAQs)

1. What is an eVAL?

An eVAL (Electronic Visa Approval Letter) is an official electronic approval issued through the Education Malaysia Global Services (EMGS) system after approval from the Malaysian Immigration Department. It allows international students to proceed with their travel arrangements to Malaysia and, where applicable, apply for a eVISA or Single Entry Visa (SEV).

2. Who needs to apply for an eVAL?

All new international students (except those exempted under Malaysian Immigration regulations) are required to obtain an approved eVAL before travelling to Malaysia to commence their studies at Universiti Malaya.

3. Can I use my current pass to study at Universiti Malaya without applying for an eVAL?

It depends on the type of pass you currently hold. Only certain pass categories may be accepted for study purposes without requiring an eVAL application, subject to Malaysian Immigration regulations and approval.

Students are advised to consult the eVAL Team via email before accepting their offer to confirm whether their current pass status permits them to study at Universiti Malaya or whether an eVAL application is required.

Part 1 : Applying for an eVAL

4. How do I apply for an eVAL?

As Universiti Malaya provides eVAL Application Services, all international students are required to apply for their eVAL through the MAYA Portal by completing the following steps:

- Accepted the offer from Universiti Malaya.
- Completed the required international student processing fee payment.
- Uploaded all required supporting documents through the MAYA portal.

The eVAL Team will then review the documents before submitting the eVAL application to EMGS for processing.

5. Can I apply for an eVAL directly through EMGS?

No. International students who are enrolling at Universiti Malaya are required to apply for their eVAL through the Universiti Malaya eVAL Services via the MAYA Portal. Applying directly through EMGS may cause difficulties during the offer acceptance process in the MAYA Portal

6. What documents are required for an eVAL application?

Typical required documents include:

- Valid passport (minimum validity of 24 months)
- Universiti Malaya Offer Letter
- Passport-sized photograph
- Health Declaration Form
- Academic documents

Note: Document requirements may vary depending on nationality and programme.

7. How long does the eVAL process take?

The processing period generally takes 4–8 weeks. However, processing time depends on several factors, including:

- Completeness of submitted documents
- EMGS verification
- Malaysian Immigration approval
- Requests for additional documents

Students are strongly encouraged to submit their applications 2–3 months before their intended intake.

8. Can Universiti Malaya guarantee my eVAL approval?

No. Universiti Malaya facilitates the application process, but the approval of the eVAL is solely under the authority of the Malaysian Immigration Department.

Part 2 : During the eVAL Application

9. What happens if my MAYA Portal displays an error stating that the "visa fee setup for my country does not exist"?

This indicates that the country's administrative configuration requires a manual backend update. Please report the error to the eVAL Team via email and include a screenshot of the issue for further assistance.

10. My application is stuck at Step 6 ("Pending Approval by Visa Unit") on the MAYA Portal. What should I do?

No further action is required at this stage. The eVAL Team will commence the document approval process on the MAYA Portal approximately one month before the official programme commencement date as stated in the offer letter.

11. How can I check my eVAL application status?

Once the eVAL application has been created by the eVAL Team, students may monitor the application status through the EMGS tracker using passport number via the following link:

<https://visa.educationmalaysia.gov.my/emgs/application/searchForm/>

12. My EMGS application tracking status shows "Pending Additional Documents." What should I do?

The requested documents should be submitted to the eVAL Team via email as soon as possible. The eVAL Team will verify the documents before forwarding them to EMGS for further processing.

13. I renewed my passport after submitting my eVAL application in the MAYA Portal. What should I do?

Please inform the eVAL Team immediately via email. The new passport details and related supporting documents must be updated before the eVAL application process can proceed.

Part 3 : eVAL Approval

14. My eVAL has been approved. Can I travel immediately?

International students are allowed to enter Malaysia up to two (2) weeks before the programme commencement date stated in the offer letter.

Students are advised to plan their travel accordingly, as arriving too early or arriving after the stipulated registration period may affect the completion of the required post-arrival procedures, including medical screening and Student Pass endorsement.

15. What should I do after my eVAL has been approved?

After eVAL has been approved, students should:

- a) Verify the eVAL details and ensure that all information provided is accurate.
- b) Arrange travel plans accordingly to the permitted arrival period

Note: International students are allowed to enter Malaysia up to two (2) weeks before the programme commencement date stated in the Offer Letter.

- c) Proceed with the eVISA or SEV application, where applicable:
 - eVISA application: <https://malaysiavisa.imi.gov.my/evisa/register>, or
 - Single Entry Visa (SEV) application at the nearest Malaysian Embassy/High Commission in the home country.
- d) Prepare all required documents for entry into Malaysia, including:
 - Passport
 - eVAL and EMGS Approval letter
 - Offer Letter from Universiti Malaya
 - eVISA/SEV, where applicable
 - Malaysia Digital Arrival Card (MDAC) (to be completed within 3 days before your arrival)

16. Can I enter Malaysia using a Social Visit Pass and change it to a Student Pass later?

No. A Social Visit Pass cannot be converted into a Student Pass.

International students are required to enter Malaysia using the appropriate immigration approval issued for study purposes. Entering Malaysia with a Tourist Visa or Social Visit Pass may affect or delay the Student Pass application and could result in application being rejected by the Immigration Department of Malaysia.

17. What should I do if my eVAL approval is rejected?

Depending on the reason for rejection, students may be required to submit additional documents or submit a new eVAL application. The eVAL Team will advise on the next available options through email.

18. My eVAL has expired. What should I do?

Please contact eVAL Team through email immediately for further advice. Depending on the circumstances, a new application or additional procedures may be required.

19. Can I defer my intake after my eVAL has been approved?

An approved eVAL is valid for six (6) months from the date of approval and must be used to enter Malaysia within this validity period. If the intake is deferred beyond the eVAL validity period, the existing eVAL will become invalid and cannot be used for entry into Malaysia.

For any intake deferment after eVAL approval, students must contact both the Admission Team (application@um.edu.my) and the eVAL Team as soon as possible. The eVAL Team will advise on the appropriate visa-related procedures based on the deferment status.

Part 4 : Other Questions

20. Are the International Student Processing Fee refundable?

Refund eligibility is subject to the applicable refund policies of Universiti Malaya (UM) and Education Malaysia Global Services (EMGS). Certain fees may be refundable depending on the reason and applicable conditions.

21. What is my absolute responsibility regarding my student pass timeline while staying in Malaysia?

Maintaining a valid immigration pass throughout the entire period of stay in Malaysia is the student's responsibility. All Student Pass renewal applications must be submitted at least three (3) months before the expiry date of the current pass through the UM Visa Counter.

22. How can I contact the Universiti Malaya eVAL Team?

For enquiries regarding eVAL applications, please contact:

Email: **eval@um.edu.my**

When contacting the eVAL Team, kindly include:

- Full Name
- Passport Number
- Student/Application ID (if available)
- Programme & Intake
- A clear description of the enquiry