

Frequently Asked Questions

1) What is the benefits of the APEC Business Travel Card (ABTC)?

Cardholders enjoy the following benefits:

- ✓ Streamlined processing through designated lanes at the airports and entry points of participating economies.
- ✓ Without having to make a separate visa application, pre-cleared cardholders will be able to travel to and enter the participating economies for business purposes up to 60 or 90 days.

2) Which are the participating countries in the ABTC scheme?

Currently, 19 out of the 21 APEC economies participate in the ABTC scheme. The participating economies are Australia, Brunei Darussalam, Canada, Chile, China, Taiwan, Hong Kong, Indonesia, Japan, Republic of Korea, Mexico, Malaysia, New Zealand, Papua New Guinea, Peru, Russia, the Philippines, Singapore, United States, Thailand and Vietnam.

Besides being able to use designated APEC lanes at the 19 participating economies, cardholders are also entitled to use 'fast-track' immigration lanes (currently designated for air-crew) at all international airports in the United States and the Russian Federation, and the following designated airports in Canada:

- Vancouver International Airport
- Toronto Pearson Int'l Airport (Terminal 1 & 2)
- Ottawa Macdonald - Cartier International Airport
- Montreal -Pierre Elliott Trudeau International Airport
- Halifax Robert L Stansfield International Airport
- Calgary International Airport
- Winnipeg James Armstrong Richardson International Airport
- Edmonton International Airport

As the US and Canada are not participating in the ABTC scheme, ABTC holders travelling to the US or Canada will still be subjected to the existing immigration clearance process applicable to all travellers. The US and Canada will also not be listed on the card.

3) Who is eligible to apply for an ABTC?

The following groups of Malaysian are eligible to apply for the card:

- Bona fide business persons (i.e. those who represent an economically-active business entity)
- Members of professional bodies such as doctors, lawyers and other members of professional bodies
- Public officers from Ministries, Government departments, economic agencies and statutory boards who need to travel in their official capacity

All applicants must have a valid Malaysian passport.

4) How can I apply?

An application must be accompanied by a support letter issued by the appointed Government agencies and the 6 authorised Chambers / Associations. The authorised Associations/Chambers have been given the mandate by Immigration Malaysia to verify the application, issue the support letter and submit on behalf of the applicant the ABTC documents to the ABTC Unit, Immigration Department Putrajaya.

5) Who are the nominated parties authorised to issue the ABTC support letter?

The support letter can be issued by any of the following organisations:

1. Ministry of International Trade and Industry, its Agencies (MIDA, MATRADE and SME Corp Malaysia) and their regional offices.
2. Federation of Malaysian Manufacturers (FMM)
3. Malay Chamber of Commerce Malaysia (DPMM).
4. Associated Chinese Chambers of Commerce and Industry of Malaysia (ACCCIM).
5. Malaysian Associated Indian Chamber of Commerce and Industry (MAICCI).
6. Malaysian International Chamber of Commerce and Industry (MICCI).
7. Malaysian Service Providers Confederation (MSPC).

6) What are the charges involved in processing the ABTC application by the 6 authorised Association / Chambers?

A fee of RM35.00 (non-refundable) will be charged by each Nominated Chambers / Associations to process and issue a support Letter for each application received. The processing fee includes administrative fees as well as submission process to Immigration Department Putrajaya.

7) What is the fee imposed by Immigration Department Malaysia for ABTC issuance?

A fee of RM100.00 will be charged by Immigration Department when the ABTC card is issued. Payment and collection can be made by applicant directly with ABTC Unit, Immigration Department of Malaysia

8) What is Malaysian Immigration Department and Other APEC Economies Requirements?

Applicants must answer all of the questions on the ABTC application form truthfully and completely. The provision of false or misleading information may result in your application being refused, or your APEC Business Travel Card being cancelled. Incomplete applications may be returned to you by the Immigration Department and the processing of your application will be delayed until all information is provided.

The Immigration Department and nominated organisations to issue support letter will assesses your application to determine whether you are eligible for an APEC Business Travel Card under business and character criteria. If you are assessed as eligible, your application will then be distributed to all participating APEC economies.

These economies may vet your application against their immigration requirements to determine whether to clear you for entry and, in some cases, they may issue you a visa. The length of time taken by foreign economies to process your application can vary significantly and is not controlled by the Immigration Department of Malaysia.

Once all economies have vetted your application, your card will be issued with a list of those economies that have cleared you for entry.

9) Can I have the option for applying for an interim card pending the issuance of the ABTC cards?

Pending issuance of the final ABTC you have the option of applying for an interim card to be issued to you if you require entry to an economy urgently and cannot wait for other participating APEC economies to vet your application.

However at least 10 economies must have granted you pre-clearance before an interim card can be issued. A fee of RM100 will be charged by Immigration for the interim card.

If you would like to receive an interim card, please contact the APEC unit at the Immigration Department, abtc@imi.gov.my.

Note: If you are issued an interim card, the 3 years validity period of your final card will begin from the date your interim card was issued. The final card will have the pre-clearance of all 19 countries. A fee of RM100 will be charged for the final card.

10) I am a Malaysian residing overseas. Am I eligible to apply for the card?

As long as you are a Malaysian Citizen and meet the application criteria, you are eligible to submit an application for the card through the Malaysian Embassy / Consulate in the foreign country.

11) What are the reasons for refusing applications?

Applications are commonly refused for the following reasons which reflect the business-related criteria outlined below:

1. The position occupied is not sufficiently senior;

2. The applicant is primarily performing a supporting role rather than being directly engaged in the selling, sourcing, negotiation and formal agreement to trade and invest. Some examples of support activities are training, systems development, quality assurance, post-sale support/implementation;

3. The applicant's activities relate to the internal administration of a business entity (e.g. human resource directors, recruitment directors, financial directors, auditors, risk managers, technical managers);

4. The application contains insufficient information available for the immigration department to be satisfied in relation to all of the eligibility criteria. (The onus is on the applicant to provide sufficient information at the time of application); and

5. The business cannot demonstrate its business credentials or the applicant cannot demonstrate his/hers travel frequency

12) Is the passport still required to travel to APEC economies?

Please note that the ABTC is not meant to replace the passport as a travel document. You will still need a valid passport to travel. In addition, under the ABTC operating framework, it remains the right of each economy to determine who may travel to, enter and remain in that economy even after a person has been issued with the ABTC.

13) What happens if my ABTC card is lost or stolen?

In the event that the ABTC Card is lost or stolen, re-application needs to be submitted directly to the Immigration Department. The following documents are required for submission:

1. Submit a copy of the Malaysian Passport;

2. A copy of the police report said the loss;

3. Confirmation letter to verify the status of the applicant by the nominated organisations i.e. FMM authorised to issue a support letter. A fee of RM35 will be levied by FMM for the issuance of the confirmation letter;

4. The replacement fee for lost and damage cards is RM100;

Note: The new APEC Card validity remains the same as in the previous card approved in the event that an ABTC Card is lost or stolen.

14) Will I be able to obtain the card if a foreign participating economy rejects my application?

Yes, as long as there are economies that had approved your application. Please note that your card will not bear the economy code of the foreign economies that had rejected your application. As they had rejected your application, you would also not

be able to use the facilities provided by that economy for ABTC holders when you travel there. Your entry to that economy will be subject to their prevailing requirements, which may include having to apply for an entry visa.

15) How would I know which are the economies that I can use my card to travel to?

The economies that have pre-cleared you will be listed on your card according to the following economy codes:

- AUS - Australia
- BRN - Brunei
- CHL - Chile
- CHN - China
- HKG - Hong Kong (China)
- IDN - Indonesia
- JPN - Japan
- KOR - Korea
- MEX - Mexico
- MYS - Malaysia
- NZL - New Zealand
- PER - Peru
- PHL - The Philippines
- PNG - Papua New Guinea
- SGP - Singapore
- TWN - Chinese Taiwan
- THA - Thailand
- VNM – Vietnam
- RUS - Russia

Cardholders from all participating economies are now also entitled to use 'fast-track' immigration lanes (currently designated for air-crew) at all international airports in the

United States and designated airports in Canada. However, ABTC holders will still be subjected to the existing immigration clearance process applicable to travellers since ABTC holders are not granted pre-clearance by these economies i.e. the US and Canada will not be listed on the ABTC issued to applicants. This is because these economies are not participating economies of the ABTC Scheme.

16) How do I know whether my ABTC application has been successfully submitted?

Please go online and check the acknowledgement page as per the reference number if their application is successfully. Applicants are advised to print this page for reference.

17) How would I know the status of my application?

Once the application is approved, by checking the status of your application online at Enquiry webpage at www.businessmobility.org/key/CardStatus.asp?HomeEco=Malaysia

18) What is the expected processing time?

Each application takes at least two to three months to be processed as it has to be routed to all participating economies for approval. Some applications may even take up to a year or more. If the applicant has indicated his priority economies (up to 10 economies only) at the time of application, the economies selected by him will be informed to expedite the pre-clearance if there is an urgent requirement.

Please note that an interim card will be process for the applicant only after a minimum of 10 or all selected priority economies have pre- cleared the application. However, at the applicant's request, the interim card can be issued (only once before the final ABTC is ready) if more than 10 economies have granted pre-clearance. The interim card will only include economies which have granted pre-clearance to applicant. In other words, it will not include the priority economies selected by the applicant if they have not informed Immigration dept. of their pre-clearance decisions. The interim card is issued base on the RM100.00 payment

If the applicant did not select any priority economies in his application, an interim card will be issued to him when 10 (ten) economies have pre-cleared the application.

Immigration Dept will issue the final ABTC after all the remaining economies have processed the pre-clearance request. The issuance of the final card is contingent on the response of the remaining economies. Please note that some applications may take a longer time to be pre-cleared.

Applicants are encouraged to submit the application for ABTC at least 3 months before the expiry of their current card.

19) When can I collect my card?

Once all 19 countries have pre-cleared you for entry, contact Immigration to request for card collection.

20) Where can I collect my card?

The card can be collect from Immigration Department of Malaysia, APEC No Business Travel Card Unit 15, Level 4 (Podium), Jalan Perdana, Precint 2, Federal Government Administrative Centre, 62550 Putrajaya

21) Would I have to replace my ABTC if I replace my passport upon its expiry?

Yes. You would have to apply for a new card under the category of "replacement due to change of particulars (as reflected in your passport)" if there is a change in the Malaysian passport number.

22) Would I have to replace my ABTC if I change my personal particulars?

Yes. You would have to apply for a replacement card under the category of "replacement due to change of personal particulars (as reflected in your passport)". Please note that you will first have to replace your IC due to change of particulars and update your changed particulars in your passport, before your card can be replaced.

23) Would I have to replace my ABTC if I change a new passport with a new passport number?

Yes. You would have to apply for a new card under the category of "replacement due to change of particulars (as reflected in your passport)". You are reminded to submit your replacement ABTC only after you have collected your new biometric passport.

Contact Details:

For inquiries please contact:

FMM:

Membership & SMI Division
Federation of Malaysian Manufacturers (FMM)
GL: +603 6286 7200 Fax: +603 6274 1266/ 7288

APEC Unit Immigration Department of Malaysia
Telephone: 03-88801174/1380
Fax: 03-88801374
Address: Immigration Department of Malaysia,
APEC No Business Travel Card Unit.
15, Level 4 (Podium), Jalan Perdana, Precinct 2,
Federal Government Administrative Centre 62550 PUTRAJAYA.
(u/p: APEC Unit)

Or by Email:

- abtc@imi.gov.my;
- kasthuri@imi.gov.my;
- suzaini@imi.gov.my;