

**SAMPLE OF SYSTEM GENERATED EMAIL FROM APEC**

**From:** E9 - ABTC Core Application <[donotreply@apec.org](mailto:donotreply@apec.org)>

**Sent:** Tuesday, 7 May, 2024 12:37 PM

**To:** Email Address of Applicant

**Subject:** APEC Business Travel Card Approval Notification; Application Number: 12345

[SEC=OFFICIAL:Sensitive, ACCESS=Personal-Privacy]

**OFFICIAL: Sensitive**

**Personal Privacy**

07/05/2024

**NAME OF APPLICANT**

In reply, please quote:

Client Name: **NAME OF APPLICANT**

Passport Number: **A12345678**

Application Number: **12345**

Dear **NAME OF APPLICANT**

Your APEC Business Travel Card (ABTC) application has been approved.

Please note: the ABTC is now only issued digitally and is accessible through your mobile smart device. Physical cards are no longer produced.

To start using your virtual ABTC, download the mobile application or 'app' for your Apple or Android device (search for 'ABTC' on the Apple App Store or Google Play), and use the Application Number (provided above) and personal details to register, login and access your virtual ABTC.

Your details have been sent to other APEC economies for pre-clearance. It can take up to five months for all economies to process your application. Malaysia has no influence over processing times and your application may not receive pre-clearance from every economy.

Pre-clearances will progressively appear on your virtual ABTC as they are granted. When a pre-clearance appears on login or refresh of the app, you can travel on your virtual ABTC to those economies without needing to wait for other economies to assess your pre-clearance request. If you need to travel in advance of pre-clearance it is your responsibility to organise any required visas.

Please note that USA and Canada are transitional APEC members and will not appear on any virtual ABTC. Regular entry requirements apply for travel to these economies, however as a virtual ABTC holder you are still eligible to use the priority lanes at specific international airports in all APEC economies.

Further information about the virtual ABTC can be found on the APEC website (<https://www.apec.org/Groups/Committee-on-Trade-and-Investment/Business-Mobility-Group/Virtual-ABTC>) including FAQs and a Quick Reference User Guide.

Further information specific to Malaysian card holders can be found on the Immigration Portal website.

For further technical support relating to the virtual ABTC not covered in the Frequently Asked Questions, please contact [apec@imi.gov.my](mailto:apec@imi.gov.my)

Enquiries not involving technical support may be sent to as above.

Yours Sincerely

Malaysian APEC Team

Immigration Department

**Personal Privacy**

**OFFICIAL: Sensitive**

Important Notice: The content of this email is intended only for use by the individual or entity to whom it is addressed. If you have received this email by mistake, please advise the sender and delete the message and attachments immediately. This email, including attachments, may contain confidential, sensitive, legally privileged and/or copyright information.

Any review, retransmission, dissemination or other use of this information by persons or entities other than the intended recipient is prohibited. The Department of Home Affairs, the ABF and the National Emergency Management Agency respect your privacy and have obligations under the Privacy Act 1988.

Unsolicited commercial emails MUST NOT be sent to the originator of this email.