

EDUCATION MALAYSIA GLOBAL SERVICES (EMGS)
17th July 2023

NOTIFICATION ON THE PROCESS FOR REOPENING APPLICATIONS THAT ARE CURRENTLY NOT ACTIVE WITH EMGS

1. PURPOSE

1.1 This purpose of this bulletin is to provide clarification regarding the process for reopening applications that are currently not active with EMGS.

1.2 The categories of applications not active with EMGS and the corresponding statuses updated in STARS are as explained below:

No	Categories of Application	Status in STARS
1	90 days after the applications have reach the following stages: <ul style="list-style-type: none">• VAL Rejected• VAL Appeal Rejected• Medical Failed• Medical Appeal Failed• Application Not Supported• Appeal Rejected (NS)	Closed (Conditional)
2	180 days after an application is closed due to non-submission of additional documents or based on a request from Education Institutions for EMGS to close the application.	Closed
3	90 days after the expiry of the initial eVAL approval	VAL Expired
4	90 days after EMGS has changed the application status to 'Request institute to submit student/dependant passport to EMGS' or 'Request institute to provide additional details'	Complete (Conditional)

1.3 EMGS previously reopened applications under the above-mentioned categories as a gesture of goodwill.

1.4 The EMGS Refund policy states the specific time frames that Education Intuitions/ Students are allowed to seek for a refund once applications have reached the stages mentioned above.

2. IMPLEMENTATION

- 2.1. Effective from 17th July 2023, EMGS will proceed to reopen applications that are not active (based on the categories explained in the table above) since 1st January 2020 upon receiving a request from the Education Institution.

- 2.2. EMGS will then create a “Top Up” application which may include the following fees:
 - Medical Screening (Applicable for those that opted for Post Arrival Medical Screening through EMGS)
 - Insurance fee (Applicable for those that opted for Insurance through EMGS)
 - Ikad fee
 - Courier fee
 - JIM fees (Applicable for those that opted for EMGS endorsement)

- 2.3. Once the “Top Up” application has been created, Education Institutions will receive a notification which details the relevant payment required through the STARS system.

- 2.4. Education Institutions will be required to provide EMGS with the additional payment stated in the “Top Up” application to resume processing the application.

- 2.5. Kindly note that the payment for the “Top Up” application must be made within 30 days from the notification in STARS.

Education Malaysia Global Services

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