

**LETTER OF UNDERTAKING AND INDEMNITY  
PERSON UNDER SURVEILLANCE**

**(NON-MALAYSIAN CITIZEN / PERMANENT RESIDENT / SELF-PAYING MALAYSIAN CITIZEN)**

To:

Ministry of Tourism, Arts and Culture  
(Representing the Government of Malaysia)  
No. 2, Menara 1, Jalan P 5/6  
Presint 5,  
62200 Putrajaya

I,.....

**[Name of Person Under Surveillance]**

**\*NRIC Number :**.....

**\*Passport Number :**.....

**addressed at** .....

(hereinafter referred to as "Person Under Surveillance") verily undertake that I [and \*\*my child / person under my care (as stated in **Annexure A**)] shall comply with the Observation and Surveillance of Coronavirus Disease 2019 (COVID-19) Contacts Order made under Section 15(1) of the Prevention and Control of Infectious Diseases Act 1988 [Act 342] and other directives issued and enforced by the Government of Malaysia from time to time during my stay in the Hotel assigned by the Government for the period commencing from ..... 2020 to .....2020 (hereinafter referred to as the "Observation and Surveillance Period").

2. In this regard, I solemnly pledge and undertake that I shall pay:
  - (a) the accommodation charges at the rate as specified by the Operator / Owner / Hotel for Person Under Surveillance which shall include three (3) meals daily;
  - (b) any other expenses incurred by myself [and \*\*my child / person under my care]for the use of the Hotel's services such as additional meal ordered, laundry services, and other services provided by the Hotel or any third party; and
  - (c) any damage to the Hotel's accommodation or Hotel's property which has been used or caused by me [and \*\*my child / person under my care].
  
3. I undertake to make full payment of the expenses regarding–

- (a) paragraph 2(a) above, the total accommodation charges up to fourteen (14) days as invoiced to me, directly to the Operator / Owner / Hotel in the manner as required by the Hotel upon checking in the Hotel; and
  - (b) paragraphs 2(b) and (c), in the manner as required by the Hotel upon checking out of the Hotel upon obtaining the authorisation by the Government to leave the Hotel premises.
4. If I am unable to make the payments as stipulated in paragraph 3, my next of kin or representative, as named in paragraph 8 below, has agreed to make such payment on my behalf to the Hotel upon request by the Hotel.
5. I further acknowledge that:
- (a) the Hotel is entitled to collect deposit fees from me for my stay at the Hotel during the Observation and Surveillance Period upon checking in at the Hotel; and
  - (b) I am required to abide by the Government's instructions during the Observation and Surveillance Period.
6. I verily understand that the Hotel has the right to take legal action against me for my failure to make all accrued payments as stated in the above paragraphs and I shall be fully responsible for any claims and damages made by the Hotel against me.
7. I further undertake to indemnify and hold the Government of Malaysia, its employees and agents harmless from and against all actions, proceedings, losses, shortfalls, damages, compensation, costs (including legal costs), charges and expenses resulting from my [and \*\*my child / person under my care] actions, negligence or dishonesty to the Hotel during the Observation and Surveillance Period.
8. Should there be a need to contact my next of kin or representative during the Observation and Surveillance Period, my next of kin or representative details are as follow:

Name of next of kin/representative:..... \*NRIC Number. / Passport Number: .....

Address: ..... H/Phone no. : .....

Signed by.....

Name: .....

NRIC Number / Passport Number: .....

Address: .....

H/Phone no. : .....

Date:

Witnessed by:

**On behalf of the Government  
of Malaysia:**

\*\*\*\*Name of representative:.....

NRIC Number: .....

Designation: .....

Note:

\* insert NRIC number for Malaysian.

\*\* If a child is 18 years of age or older, he/she must sign a different Letter of Undertaking. Wife / husband and father / mother is required to sign a different Letter of Undertaking.

\*\*\* need to insert Hotel's name

\*\*\*\* insert name, NRIC number and witness's position

c.c.:

The Management  
(Name and Hotel Address)\*\*

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\*\* To be filled in after the PUS undergo health screening upon arrival at the airport.

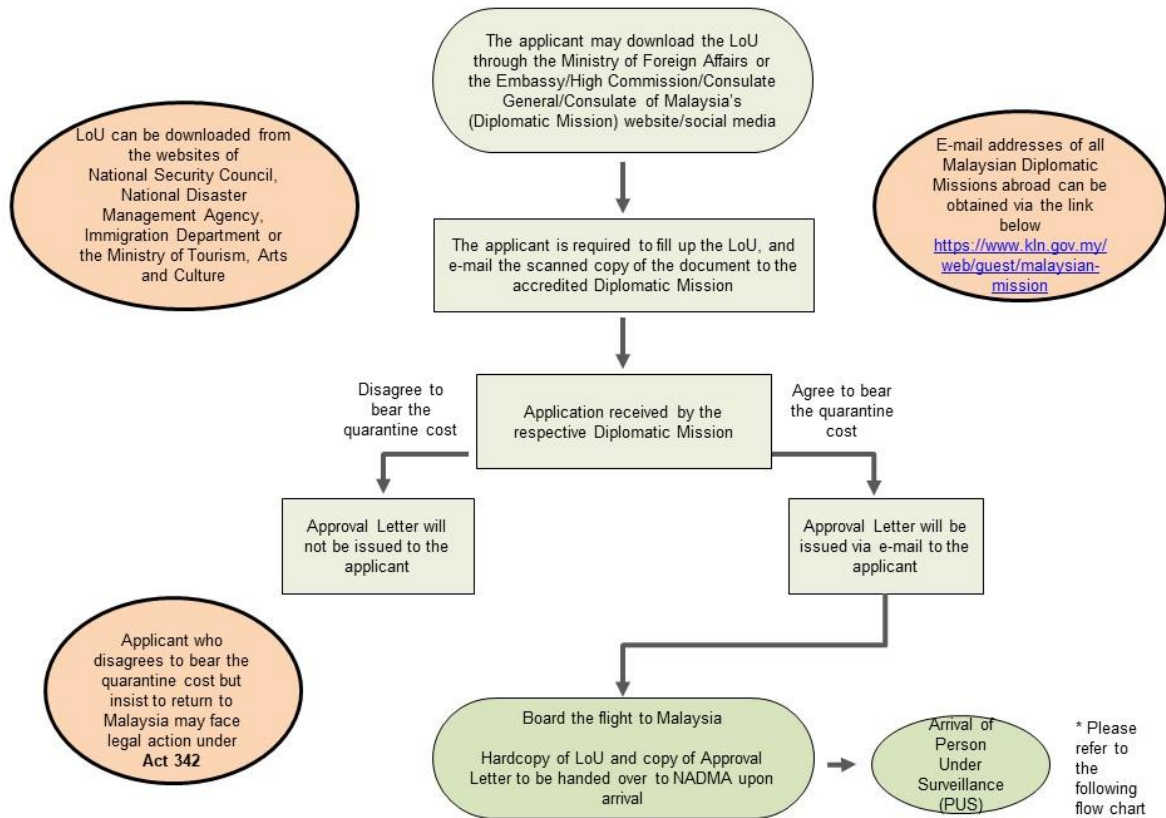
**ANNEXURE A**

**LIST OF CHILD/PERSON UNDER CARE OF THE PERSON UNDER SURVEILLANCE**

I,.....



**General Process for the Application of Approval Letter to return to Malaysia from Malaysian Diplomatic Missions Abroad**



**GUIDELINES (Preliminary)**  
**ENTRY AND QUARANTINE PROCESS**  
**PERSON UNDER SURVEILLANCE (PUS)**  
**ARRIVING FROM ABROAD**  
**STARTING JUNE 1, 2020**

**1. BACKGROUND**

In an effort to curb the spread of the Covid-19 outbreak, the Government of Malaysia, beginning 3<sup>rd</sup> April 2020, has decided that all individuals entering Malaysia from abroad will be subjected to compulsory quarantine orders at the Quarantine Stations set by the Government of Malaysia, subject to the provisions of Section 15 (1) Prevention and Control of Infectious Diseases Act 1988 (Act 342).

Starting 1<sup>st</sup> June 2020, the Government of Malaysia has imposed a new policy to all individuals entering Malaysia through the International Entry Point (PMA). **Every citizen must bear 50 percent of the cost of quarantine while full payment will be made by non-citizen individuals.**

Individuals who are subjected to quarantine orders will be referred to as Person Under Surveillance (PUS).

**2. QUARANTINE STATION**

The Quarantine Station, including hotels or any other premises, is a place of isolation and health observance that has been gazetted under the Prevention and Control of Infectious Diseases Act 1988 (Act 342).

**3. QUARANTINE PERIOD**

The Quarantine Period is 14 days or any period stipulated by the Ministry of Health Malaysia.

**4. QUARANTINE RATES**

The quarantine rates are as follows;

- a. **Citizens:** 50 per cent of the hotel's maximum rate of RM150 per person per day, for a period specified by the Ministry of Health Malaysia.
- b. **Citizens who choose to self-pay:** the full rate agreed upon between the Government and the Hotel Sama-Sama, KLIA (or any Government-designated hotel).

- c. **Non-Citizens (Dependent):** Maximum rate of RM150 per day per person, for a period specified by the Ministry of Health Malaysia.
- d. **Non-Citizens (Expatriates, Holders of MM2H, Permanent Resident (PR) status holders or any other non-citizens who have been approved by the Director-General of Immigration to enter Malaysia:** at the full rate agreed upon between the Government and the Hotel Sama-Sama, KLIA (or any hotel designated by the Government).
- e. **People with Disabilities (Disability) cardholders of the Social Welfare Department:** The cost of the Quarantine will be borne by the Government.

## 5. PAYMENT METHOD

- i. PUS will have to pay a deposit / full payment to the hotel management during the check-in process. Credit card usage is encouraged.
- ii. The balance payment or refund will be made upon checkout.

## 6. QUARANTINE PROCESS

### a. Before Arrival

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All individuals entering Malaysia starting 1 st June 2020 must; -

#### i. Sign of Letter of Undertaking and Indemnity (LoU)

All individuals traveling to Malaysia must download and complete the Loan and Indemnity Letter (LoU) through the following link:

- Ministry of Foreign Affairs Malaysia : [www.kln.gov.my](http://www.kln.gov.my)
- National Disaster Management Agency Malaysia : [www.nadma.gov.my](http://www.nadma.gov.my)
- Immigration Department of Malaysia: [www.imi.gov.my](http://www.imi.gov.my)
- Ministry of Health Malaysia: [www.moh.gov.my](http://www.moh.gov.my)
- Ministry of Transport Malaysia : [www.mot.gov.my](http://www.mot.gov.my)
- Ministry of Tourism, Arts and Culture Malaysia: [www.motac.gov.my](http://www.motac.gov.my)

#### ii. Obtain a Letter of Approval from an accredited Malaysian Missions

Compliance with the conditions of entry set by the Immigration Department of Malaysia or Malaysian Government Agencies. Each applicant must submit the relevant documents along with the completed LoU via email to Malaysian Missions, which is accredited **at least three days before the date of departure**. The email address of the Malaysian Missions can be found at <https://www.kln.gov.my/web/guest/malaysian-mission>.

Subject to approval, the Malaysian Missions will issue a Letter of Entry Permit to Malaysia (by email).

**Presenting Approval Letter from Malaysian Missions to Airlines, Other Public Transport Companies and Immigration Department of Malaysia**

A letter of approval from the Malaysian Missions must be submitted during the flight / public transport check-in process. Failure to submit this letter may result in the person being denied permission to board the aircraft, or other public transportation. For entry by road, failure to submit the document will complicate the process of entry into Malaysia.

**b. Arrival at the International Gate**

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The PUS will go through the following process:-

- i. Health Inspection and Screening at International Gate by Ministry of Health Malaysia (MOH)**
  - Health screening will be conducted and if any PUS showing COVID-19 symptoms will be referred to the hospital for further treatment;
  - Sampling process for the COVID-19 test will be conducted at the arrival hall, or at the Quarantine Stations;
  - Health Assessment Tool (HAT) will be provided for PUS self-monitoring purposes throughout the quarantine period.
  
- ii. Counter of Registration - Management Committee at the Entrance**
  - Management Committees at the Entrance, which are coordinated by the National Disaster Management Agency (NADMA) and the Malaysian Defense Forces, will coordinate the arrival of PUS and logistical arrangements at KLIA1, KLIA2 or any other entrances via air, sea and land throughout Malaysia;
  - The LoU must be presented to the officer on duty;
  - The Committee also will manage the logistics of PUS to the designated Quarantine Station;
  - PUS is **not allowed** to select the Quarantine Station.



### iii. Immigration, Customs and logistics reception to the Hotel

- The PUS will undergo a regular check-in process through Immigration and Customs Officers;
- For non-citizens PUS who fail to submit LoU upon arrival, Immigration reserves the right to impose a Not-To-Land (NTL) order on the PUS;
- The government will arrange transportation to the designated Quarantine Station.

## c. PUS Management at Quarantine Station

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The PUS will go through the following steps: -

### i. Registration/ Check In

- PUS check-in at the Quarantine Station will go through the normal registration process implemented by the Hotel management with the supervision of Quarantine Station staff;
- The PUS must submit the original LoU copy to the Quarantine Station staff;
- Deposit and / or full payment will be made to the hotel management before PUS is allowed to check in to the hotel room;
- PUS who fail to pay the quarantine costs will be brought under Section 22, the Prevention and Control of Infectious Diseases 1988 (Act 342) and **Regulation 14, Director General's Directive - Infectious Disease Prevention and Control (Steps in the Area Areas) Infection No. 6** by the **Royal Malaysian Police (PDRM)**.

### ii. During Quarantine

- The PUS will have a 14-day quarantine period (or any period specified by the Ministry of Health Malaysia);
- Officials from Government agencies are stationed at all Quarantine Stations to assist in the management of Quarantine Stations, welfare, safety and health inspections throughout the quarantine period;
- **One (1) room will be occupied by only one (1) PUS;**
- Applications to place more than one PUS in one room should be referred to the Health Officer of Ministry of Health Malaysia;
- Food and drinks will be provided by the Quarantine Station, three times a day;
- Personal laundry services should be done/borne by PUS himself;

- PUS is responsible for his/her own luggage;
- The PUS should conduct daily self-health assessments and report to the Quarantine Station staff if they start experiencing any of the COVID-19 symptoms set by the Ministry of Health Malaysia;
- The PUS will be notified on the mode of communication with Government Officers and Quarantine Station personnel via telephone / sms / whatsapp / telegram.
- PUS must also comply with all SOPs and advice from the Quarantine Station Staff. Some of the restrictions at Quarantine Station are as follows:
  - Not allowed to leave the room;
  - No smoking;
  - Not allowed to gather;
  - Food delivery services such as Grabfood, Food Panda and others are not allowed;
  - Visitors are not allowed.
- For PUS who are tested positive for COVID-19, the individual (subsequently known as Patient Under Investigation -PUI) will be transferred to a nearby hospital for COVID-19 treatment. All PUI-owned items at the hotel need to be taken to the hospital and the cost of the quarantine should be settled accordingly by PUI. Refunds will be made by the hotel management.

### **iii. Check Out Process**

- The PUS checkout process from the Quarantine Station is in accordance with the health care regulations and security measures as directed by Ministry of Health Malaysia;
- PUS will be issued a release order upon the completion of the quarantine period by the Ministry of Health Malaysia;
- PUS must settle the outstanding payment. Failure of PUS to make payment may result in legal action taken against the PUS by the Quarantine Station staff.
- Movement permits will be issued by quarantine station personnel for the purpose of cross-border movement;
- The PUS movement from hotel to home:
  - Beneficiaries / representatives allowed to take PUS at the Quarantine Station; or
  - PUS is allowed to arrange his/her own public transport (taxi, e-hailing) to return home.

## **7. IMPLEMENTATION**

The implementation of this procedure is effective from 1<sup>st</sup> June 2020 until further notice by the Government of Malaysia.