



**FREQUENTLY ASKED QUESTIONS (FAQ)**  
**RELATING TO CONSULAR COUNTER SERVICE OPERATIONS THROUGHOUT**  
**THE MOVEMENT CONTROL ORDER (MCO)**

**MINISTRY OF FOREIGN AFFAIRS**

1. **Will Consular Counter Services operate for document verification throughout the Movement Control Order (MCO)?**

Yes, Consular Counter Services will operate as follows:

Monday – Thursday	9.00 a.m. – 3.00 p.m.  <i>(No appointment is necessary, max. 60 persons only are allowed in the Ministry's premises)</i>
Friday, Saturday, Sunday and Public Holidays	Closed

2. **If I have any queries concerning document verification, to whom may I address these queries?**

Any inquiries can be submitted via e-mail to the Document Verification Unit as follows: [sah\\_admin@kln.gov.my](mailto:sah_admin@kln.gov.my)

3. **I received an e-mail that my Certificate of Good Conduct (CGC) application has been approved and the certificate is ready for collection. May I collect the certificate at the Ministry during the MCO period?**

Yes, collection of the CGC is allowed throughout the MCO during the operation hours of the Consular Counter Services as stated in the response for Question No.1.

The fee for one CGC document amounts to **RM 20.00**, which can be paid in cash.

**4. If I have any queries related to the CGC, to whom may I address these queries?**

Any inquiries can be submitted via e-mail to CGC Unit as follows:  
[skb\\_admin@kln.gov.my](mailto:skb_admin@kln.gov.my)

**5. How long is the overall process to obtain the CGC?**

The processing of a CGC application takes about 1 - 2 months, in which it involves security vetting process undertaken by the Royal Malaysia Police (RMP).

The decision either to **PASS** or **FAIL** a CGC application, is under the sole authority of the RMP.

**6. How do I apply for the CGC?**

To apply for the CGC, please visit the Ministry's website: [www.kln.gov.my](http://www.kln.gov.my) and click on the e-consular text link to obtain more information on the CGC application.

**7. I received an e-mail informing that my CGC has been approved and is ready for collection. May I collect my CGC at the Sabah Regional Office / Sarawak Regional Office during the MCO?**

(i) For Sabah, applicants need to send an e-mail to the Sabah Regional Office at [pwsabah@kln.gov.my](mailto:pwsabah@kln.gov.my) for further information regarding CGC collection.

(ii) For Sarawak, applicants need to send an e-mail to the Sarawak Regional Office at [pwsarawak@kln.gov.my](mailto:pwsarawak@kln.gov.my) for further information regarding CGC collection.

**8. May I transfer money to Malaysians abroad through the Ministry during the MCO?**

During the MCO, cash transfer to Malaysians abroad through the Ministry is not allowed. All money transfers should be made via online banking.

Please e-mail any inquiries to Assistance to Malaysians Abroad Unit at [bkrm\\_admin@kln.gov.my](mailto:bkrm_admin@kln.gov.my) for further information/ assistance.

**9. Can a Next of Kin collect the Death Attestation Letter issued by our High Commission/ Embassy during the the MCO?**

Collection of Death Attestation Letter during the MCO is strictly **by appointment only**. Please e-mail to the Assistance to Malaysians Abroad Unit at [bkrm\\_admin@kln.gov.my](mailto:bkrm_admin@kln.gov.my) regarding this matter.

Consular Division will send an e-mail to alert the Next of Kin for the purpose of collection.

**10. How do I lodge a report/ receive status regarding missing/ death/ detention of Malaysians abroad during the MCO?**

Please e-mail to the Assistance to Malaysians Abroad Unit at [bkrm\\_admin@kln.gov.my](mailto:bkrm_admin@kln.gov.my) for further information/ assistance.

Counter services regarding these matters are not available during MCO except **by appointment only**. Please ensure to attach relevant information in your e-mail for Consular Division's reference.

**MINISTRY OF FOREIGN AFFAIRS  
3 FEBRUARY 2021**