



FREQUENTLY ASKED QUESTIONS (FAQ)

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)?**

Starting from 1 July 2021, Consular Counter Services will resume its operation and will only accept customers by appointment basis. For appointment, kindly write to sah_admin@kln.gov.my.

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

Any inquiries can be submitted via e-mail to the Attestation Document Unit as follows: 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?**

Starting from 1 July 2021, Consular Counter Services will resume its operation and will only accept customers by appointment basis. For appointment, kindly write to skb_admin@kln.gov.my

- 4. May I collect the approved Certificate Good Conduct (CGC) via postal service?**

Yes. Applicants who wishes to receive the certificate via postal service may refer the guidelines at

[https://ekonsular.kln.gov.my/templates/manual/PENGGUNA/GUIDELINE S. pdf](https://ekonsular.kln.gov.my/templates/manual/PENGGUNA/GUIDELINE%20S.pdf)

5. 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 at skb_admin@kln.gov.my

6. How long is the overall process to obtain the CGC?

The processing of a CGC application takes about 14 – 60 days, 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 subject to the vetting process undertaken by the RMP.

7. How do I apply for the CGC?

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

8. 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 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 for further information regarding CGC collection.

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

During the MCO, cash transfer to Malaysians abroad should be made via online banking only. Please e-mail any inquiries to Consular Assistance to Malaysians Abroad Unit at bkrm@kln.gov.my for further information / assistance.

10. Can a Next of Kin collect the Death Confirmation Letter issued by our Malaysian Diplomatic Missions during the MCO?

Starting from 1 July 2021, Consular Counter Services will resume its operation and will only accept customers by appointment basis. For appointment, kindly

write to bkrm@kln.gov.my.

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

Please write an e-mail to the Consular Assistance to Malaysians Abroad Unit at bkrm@kln.gov.my for further information/ assistance.

**MINISTRY OF FOREIGN AFFAIRS
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