



FREQUENTLY ASKED QUESTIONS (FAQs) BACK FOR GOOD PROGRAMME

1. What is Back for Good Programme?

An initiative by the Government of Malaysia giving opportunities to illegal immigrants that overstayed in Malaysia or those who stay in Malaysia without valid pass or permit to return home voluntarily with minimum penalty.

2. Who is eligible to participate in this programme?

- 2.1 Foreigners who have valid Travel Documents (Passport / Emergency Certificate);
- 2.2 Foreigners who do not have valid Travel Documents (Passport / Emergency Certificate) to stay in Malaysia need to apply it from their respective Embassy or High Commission;
- 2.3 Overstayed foreigners;
- 2.4 Do not have any valid pass or permit in Malaysia;
- 2.5 Produce valid return ticket to own country with validity of seven (7) days upon registration of this programme; and
- 2.6 For those who have a transit ticket must submit the last ticket back to country of origin

3. What is the cost to be paid for this programme?

- 3.1 A penalty of RM700.00 (*Ringgit Malaysia: Seven Hundred only*) need to be paid (official receipt will be produce upon approval);
- 3.2 No other charges imposed; and
- 3.3 Mode of payment either in cash or credit card or debit card.

4. Duration of the programme?

The programme started from 01st August 2019 until 31st December 2019.

5. Any third party appointed by the government to carry out this programme?

This programme solely managed by Immigration Department of Malaysia and monitored by Ministry of Home Affairs (MOHA).

6. UNHCR cardholders allowed to participate in this programme?

Foreigners holding the UNHCR card or registered with UNHCR (*apart having valid travel documents*) are allowed to participate in this program.

7. Foreigner who have valid pas or permit eligible to participate in the programme?

Any passes or permit holder foreigner are not eligible to participate in this programme.

8. Will there be any arrest for illegal Immigrant that surrender at the Immigration Office involved in this program?

All parties have been informed including the Royal Malaysian Police (RMC) and no arrest action will be taken upon illegal Immigrant who came to surrender at any Immigration Office involved in this program.

However, any illegal Immigrants arrested or detained during an enforcement operation by immigration or any enforcement agency is not subject to the above conditions.

9. What form of action will be taken upon the illegal Immigrants who are refused on taking this opportunity returns to country of origin?

Any illegal Immigrant who is refused on participating in this programme will be arrested and the following stern action will be taken;

9.1 Imprisonment;

9.2 whipping; and

9.3 fines.

10. How to join this programme?

Foreigners who are eligible present themselves at following Immigration Offices:

NO.	LOCATION
1.	Pejabat Imigresen Negeri Johor, Tingkat 1, Blok B, Wisma Persekutuan, Jalan Ayer Molek, 80100 Johor Bahru, Johor. Tel No: 07-2338400
2.	Pejabat Imigresen Negeri Selangor Tingkat 2, Kompleks PKNS, 40550 Shah Alam, Selangor. Tel No: 03-55190653
3.	Pejabat Imigresen Wilayah Persekutuan Kuala Lumpur, Aras LG, Kompleks Kementerian Dalam Negeri (KDN), No 69, Jalan Sri Hartamas 1, Off Jalan Duta, 50550 Wilayah Persekutuan Kuala Lumpur Tel No: 03-62057400
4.	Pejabat Imigresen Negeri Kedah Tingkat 2, Bangunan Kementerian Dalam Negeri (KDN), Pusat Pentadbiran Kerajaan Persekutuan, Bandar Mu'adzam Shah, 06550 Alor Setar, Kedah Tel No: 04-7333302 / 04-7317854 / 04-7305602
5.	Pejabat Imigresen Negeri Perak Aras 2-4, Kompleks KDN, Persiaran Meru Utama, Bandar Meru Raya, 30020 Ipoh, Perak Tel No: 05-5017100

NO.	LOCATION
6.	Pejabat Imigresen Negeri Kelantan Aras 6, Wisma Yakin, Jalan Gajah Mati, 15000 Kota Bharu, Kelantan Tel No: 09-7441833
7.	Pejabat Imigresen Negeri Melaka Aras 1-3, Blok Pentadbiran, Kompleks Kementerian Dalam Negeri, Jalan Seri Negeri, Hang Tuah Jaya, 75450, Ayer Keroh, Melaka Tel No: 06-2322662
8.	Pejabat Imigresen Negeri Sembilan Tingkat 2, Wisma Persekutuan, Jalan Dato' Abdul Kadir, 70000, Seremban Negeri Sembilan Tel No: 06-7620000
9.	Pejabat Imigresen Negeri Pahang Kompleks Kementerian Dalam Negeri (KDN), Bandar Indera Mahkota, 25200 Kuantan, Pahang Tel No: 09-5717999
10.	Pejabat Imigresen Negeri Pulau Pinang Jalan Kelasah, 13700, Bandar Seberang Jaya, Pulau Pinang Tel No: 04-3973011
11.	Pejabat Imigresen Negeri Terengganu Tingkat 4 & 5, Wisma Maidam, Jalan Banggol, 20100 Kuala Terengganu Terengganu Tel No.: 09-6227344

NO.	LOCATION
12.	Pejabat Imigresen Negeri Perlis Kompleks Kementerian Dalam Negeri (KDN) Aras 1-2, Kompleks Kementerian Dalam Negeri (KDN) Perlis, Mukim Seriab, Persiaran Wawasan, 01000 Kangar, Perlis Tel No: 04-9762636
13.	Ibu Pejabat Imigresen No. 15, Tingkat 2, Persiaran Perdana, Presint 2, 62550 Wilayah Persekutuan Putrajaya Tel No.: 03-88801555

11. Are the programme held nationwide?

The programme will be held in Peninsular Malaysia **ONLY** (*excluded Sabah, Sarawak and Labuan*).

For more information about this programme, please contact **03 – 8880 1555** (*Hotline*) or visit our official website: www.imi.gov.my

**DIRECTOR GENERAL
IMMIGRATION DEPARTMENT OF MALAYSIA
JULY 2019**