



[www.myeg.com.my](http://www.myeg.com.my)

**MYEG**

**RENEWAL OF MAID WORKING  
PERMIT AND PAYMENT GUIDE**

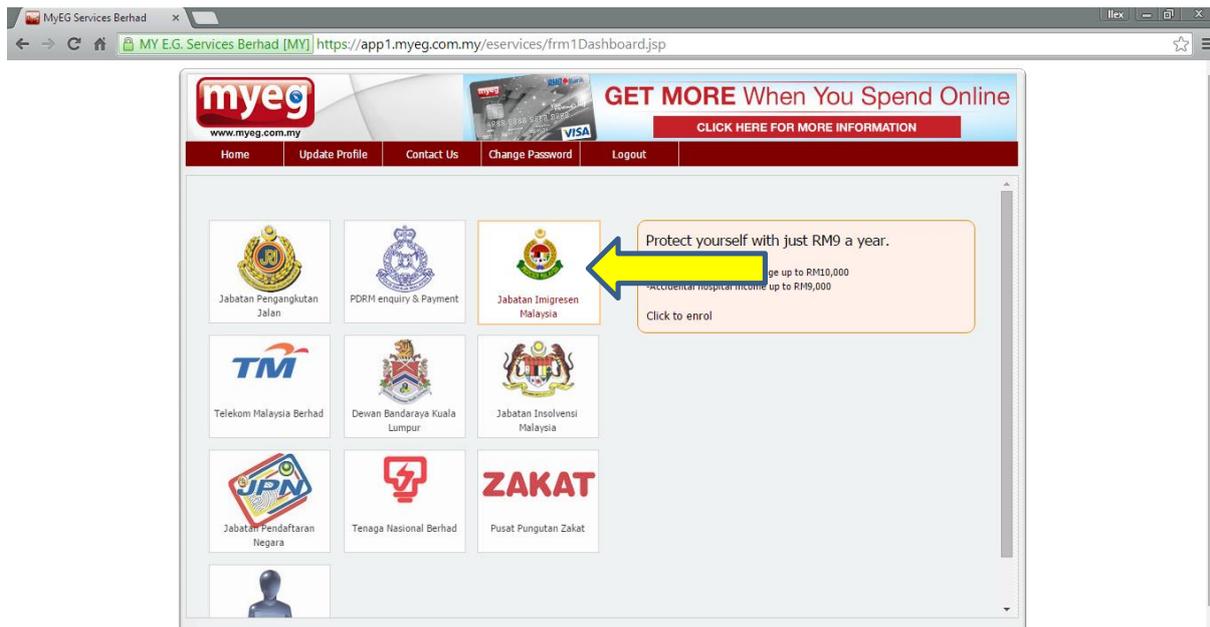
## STEP 1 – Click “LOGIN”

The screenshot shows the homepage of MyEG Services Berhad. At the top, there is a navigation bar with links for Home, About us, Investors, FAQ, Latest Promotions, Careers, Privacy Statement, and Contact us. Below this, there is a section for "Best Deals, Best Service Delivery to your doorstep" with promotional banners for road tax and insurance. On the right side, there is a login form with fields for Username and Password, a "Log In" button, and links for "Forgot your password?" and "Don't have an account? Register...". A yellow arrow points to the "Log In" button. Below the login form, there is a "What's New" section with two items: "FOREIGN WORKER PERMIT RENEWAL" and "SISTEM TUKAR MILIK SUKARELA (PERMANENT OWNERSHIP)".

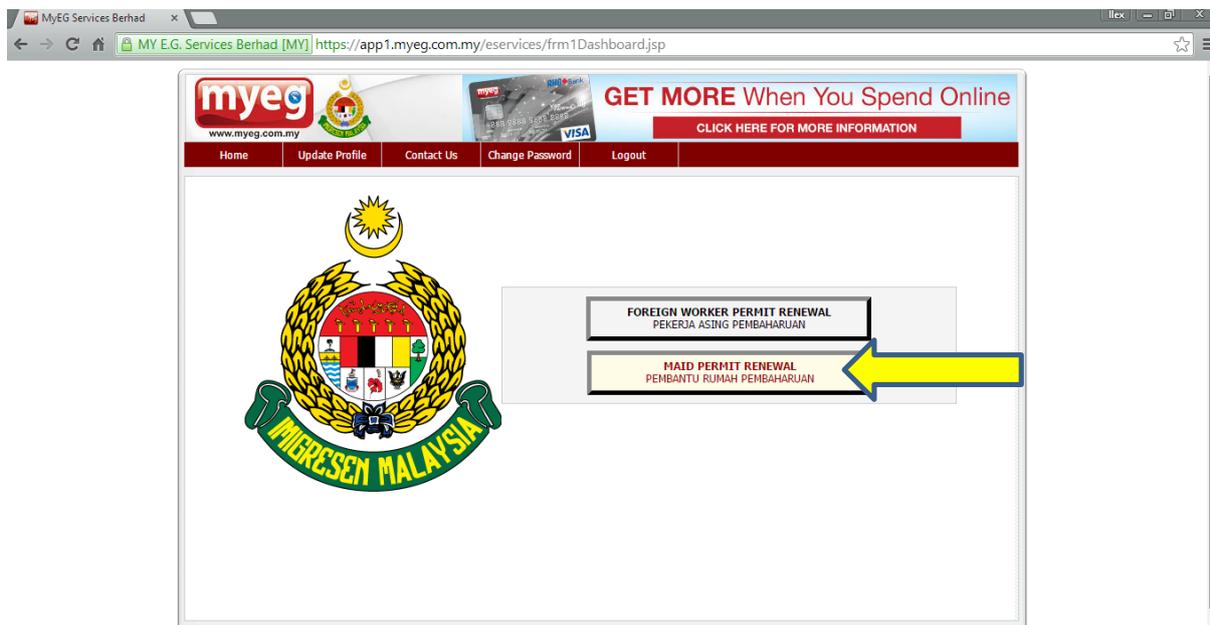
## STEP 2 - Proceed to key in the username and password created and click “LOGIN”

The screenshot shows the login page of MyEG Services Berhad. At the top, there is a navigation bar with links for Home, Login, Register, and Contact Us. Below this, there is a section for "LOGIN" with a "MYEG > LOGIN FORM" breadcrumb. The login form has fields for Username and Password, a "Go To" dropdown menu, and a "Forgot Password" link. A yellow arrow points to the "Go To" dropdown menu. Below the login form, there is a "Login" button. At the bottom, there is a footer with the text "All logos and trademarks in this site are the property of their respective owners. © 2000-2009 by MyEG Services Berhad. All Rights Reserved."

### STEP 3 - Click "JABATAN IMIGRESEN MALAYSIA"



### STEP 4 - Click "MAID PERMIT RENEWAL"



## STEP 5 - Key in employer information and maid information, and click "PROCEED"

MYEG - Immigration

Immigration Back Office S...

Google Accounts

MYEG Services Berhad (M) | https://app10.myeg.com.my/Immigration/Secure/ImmEnquiry.do

Home My Account eServices Contact Us Logout

### IMMIGRATION (E-SERVICES)

MYEG > IMM > MAID WORKING PERMIT RENEWAL

Employer/Maid Worker Information

[Click Here](#) to view your transaction status and receipt printing. **Foreign Worker Permit Renewal**

Bahasa Malaysia English

Renewal Type : Maid Permit only

Employer Name : SENG KEONG

Employer NRIC No. : 780927-10-5454

Maid Name : SUSANTI

Maid Passport No. : AR769670-B

Maid Date of Birth : 02 FEBRUARY 1988

Maid Nationality : INDONESIA

Email : test@myeg.com.my

Contact No. : 032552525

Reset Proceed

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10:07 AM  
21-Jan-15

## STEP 6 – Confirm your details and click "PROCEED"

MYEG - Immigration

Immigration Back Office S...

Google Accounts

MYEG Services Berhad (M) | https://app10.myeg.com.my/Immigration/Secure/EnquiryStatus.do

Home My Account eServices Contact Us Logout

### IMMIGRATION (E-SERVICES)

MYEG > IMM > MAID WORKING PERMIT RENEWAL > DATA CHECKING

Employer/Maid Worker Information

Employer Name : SENG KEONG

Employer NRIC No. : 780927-10-5454

Maid Name : SUSANTI

Maid Passport No. : AR769670-B

Maid Date of Birth : 02/02/1988

Maid Nationality : INDONESIA

Please confirm current maid address :

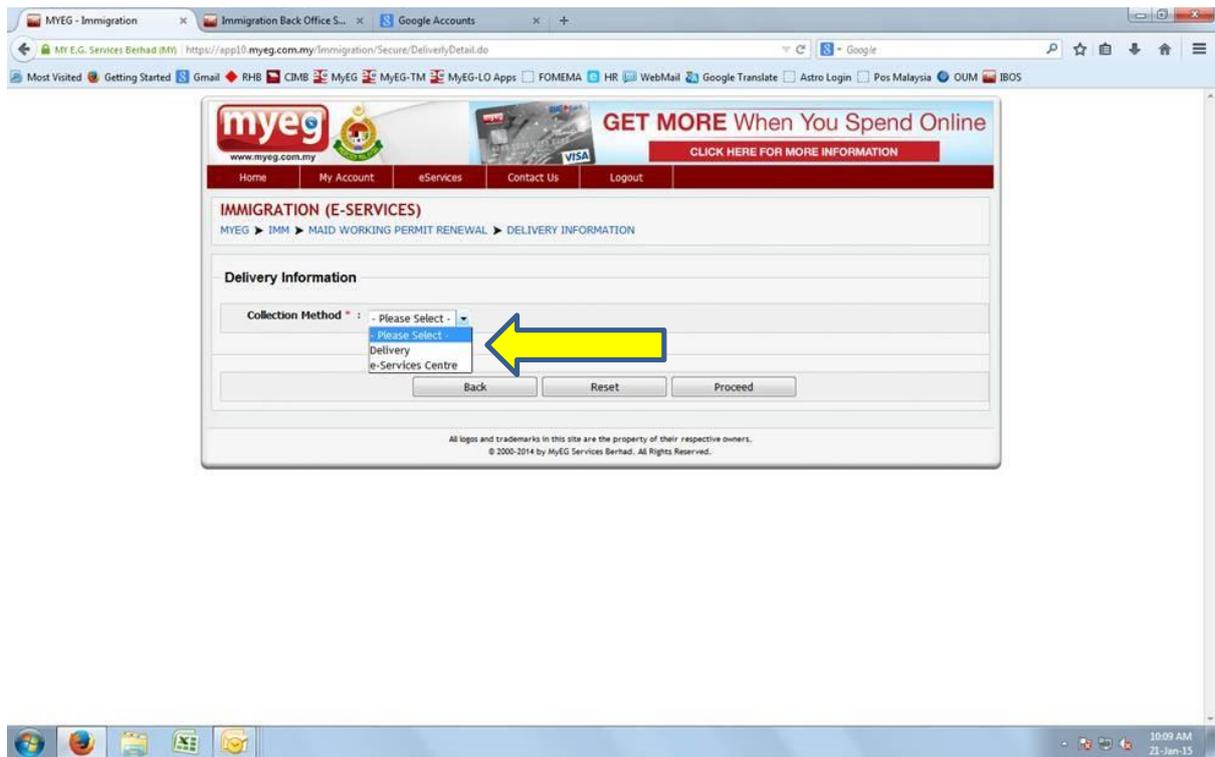
NO. 15-A, BLOK C, SEKSYEN 4,  
WANGSA MAJU, KUALA LUMPUR., 53300, WP KUALA LUMPUR

! If above address is not the maid current address, please proceed to Immigration counter for further address amendment or please click proceed if the address is correct.

Back Proceed

10:08 AM  
21-Jan-15

## STEP 7 – Choose your collection method and click “PROCEED”



The screenshot shows a web browser window displaying the MYEG Immigration portal. The page title is "IMMIGRATION (E-SERVICES)" and the breadcrumb trail is "MYEG > IMM > MAID WORKING PERMIT RENEWAL > DELIVERY INFORMATION". The "Delivery Information" section contains a "Collection Method" dropdown menu with the following options: "Please Select", "Delivery", and "e-Services Centre". A yellow arrow points to the "Delivery" option. Below the dropdown are "Back", "Reset", and "Proceed" buttons. The footer of the page includes the text: "All logos and trademarks in this site are the property of their respective owners. © 2000-2014 by MyEG Services Berhad. All Rights Reserved." The browser's address bar shows the URL "http://app10.myeg.com.my/Immigration/Secure/DeliveryDetail.do". The Windows taskbar at the bottom shows the time as 10:09 AM on 21-Jan-15.

## STEP 7.1(DELIVERY) - Fill up your delivery information and click “PROCEED”

The screenshot shows the MYEG Immigration website interface. The breadcrumb trail is: MYEG > IMM > MAID WORKING PERMIT RENEWAL > DELIVERY INFORMATION. The 'Delivery Information' section contains the following fields:

- Collection Method: Delivery
- Address: (Three input fields)
- Postcode: (Input field)
- City: (Input field)
- State: - Select State - (Dropdown menu)
- Contact No.: (Mobile), (Home), (Office) (Three input fields)

At the bottom of the form, there are three buttons: Back, Reset, and Proceed. A yellow arrow points to the Proceed button. The footer of the page reads: "All logos and trademarks in this site are the property of their respective owners. © 2000-2014 by MyEG Services Berhad. All Rights Reserved."

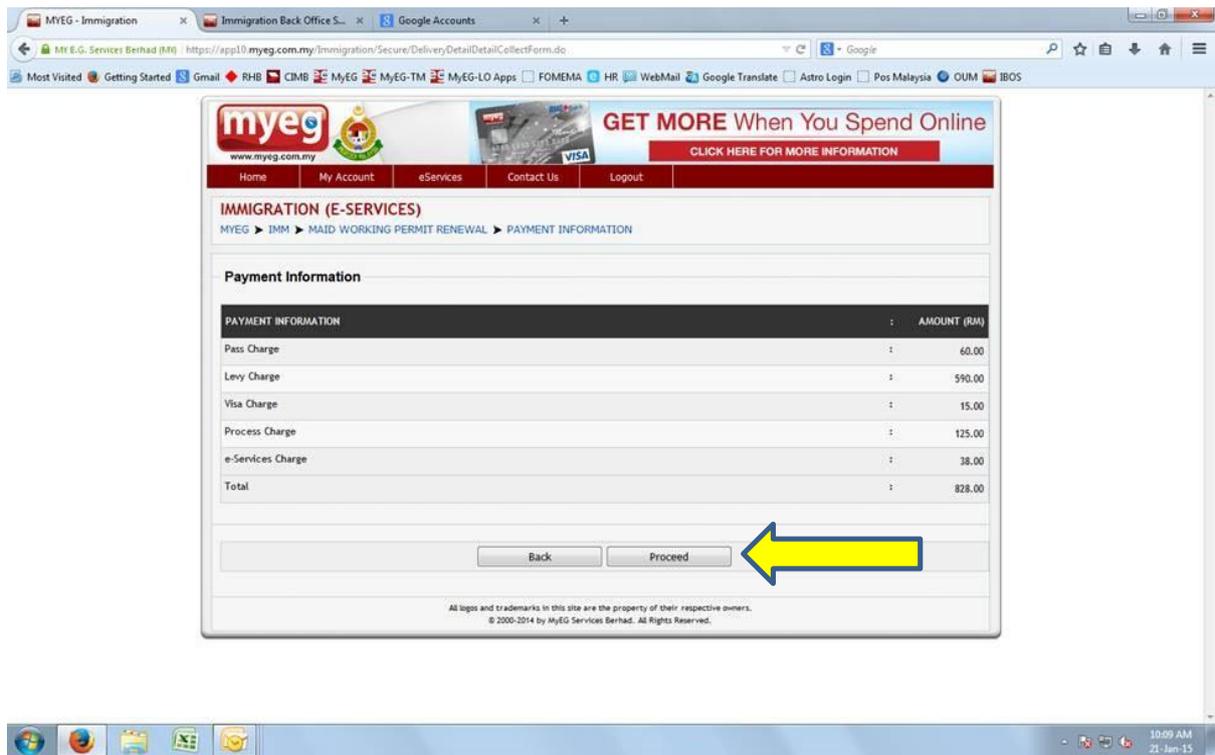
## STEP 7.2(E-SERVICES CENTRE) – Select “MyEG HQ(Bandar Utama)” and click “PROCEED”

The screenshot shows the MYEG Immigration website interface. The breadcrumb trail is: MYEG > IMM > MAID WORKING PERMIT RENEWAL > DELIVERY INFORMATION. The 'Delivery Information' section contains the following fields:

- Collection Method: e-Services Centre
- e-Service Centers: - Please Select - (Dropdown menu with 'MyEG HQ(Bandar Utama)' selected)

At the bottom of the form, there are three buttons: Back, Reset, and Proceed. A yellow arrow points to the Proceed button. The footer of the page reads: "All logos and trademarks in this site are the property of their respective owners. © 2000-2014 by MyEG Services Berhad. All Rights Reserved."

## STEP 8 – Confirm your payment information and click “PROCEED”

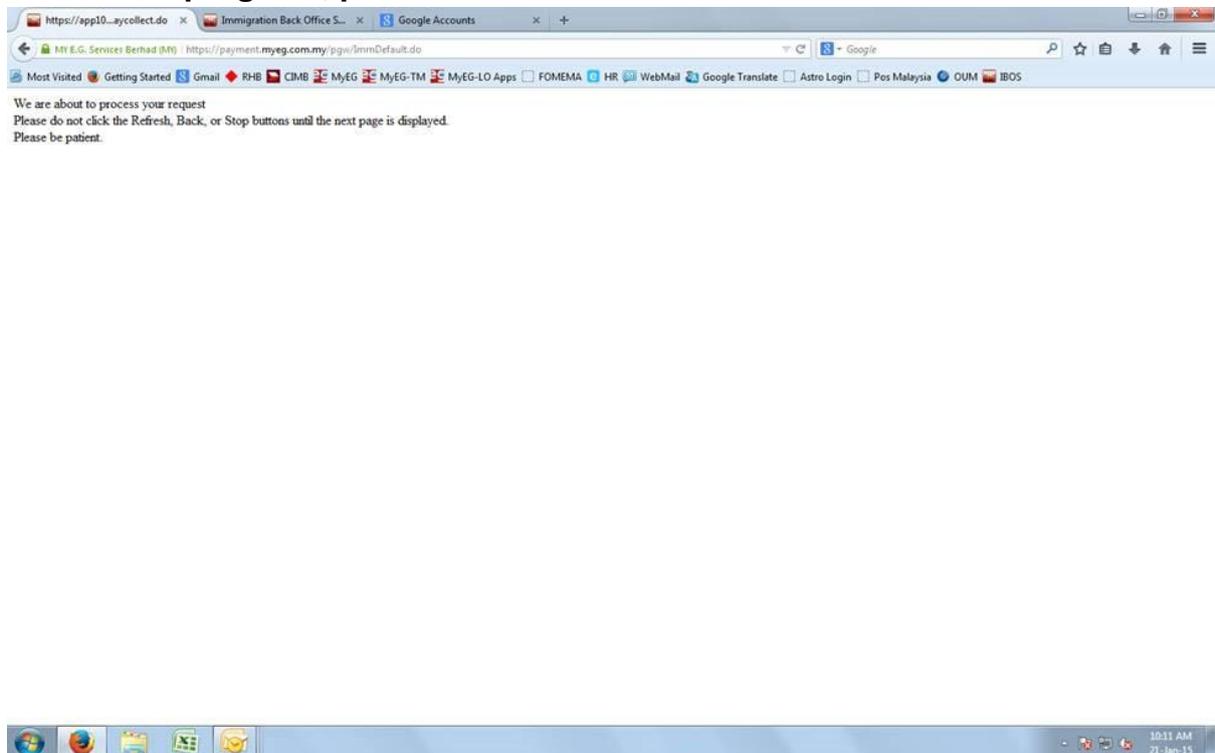


The screenshot shows the MYEG Immigration website interface. The page title is "IMMIGRATION (E-SERVICES)" and the breadcrumb trail is "MYEG > IMM > MAID WORKING PERMIT RENEWAL > PAYMENT INFORMATION". The "Payment Information" section contains a table with the following data:

PAYMENT INFORMATION	AMOUNT (RM)
Pass Charge	60.00
Levy Charge	590.00
Visa Charge	15.00
Process Charge	125.00
e-Services Charge	38.00
<b>Total</b>	<b>828.00</b>

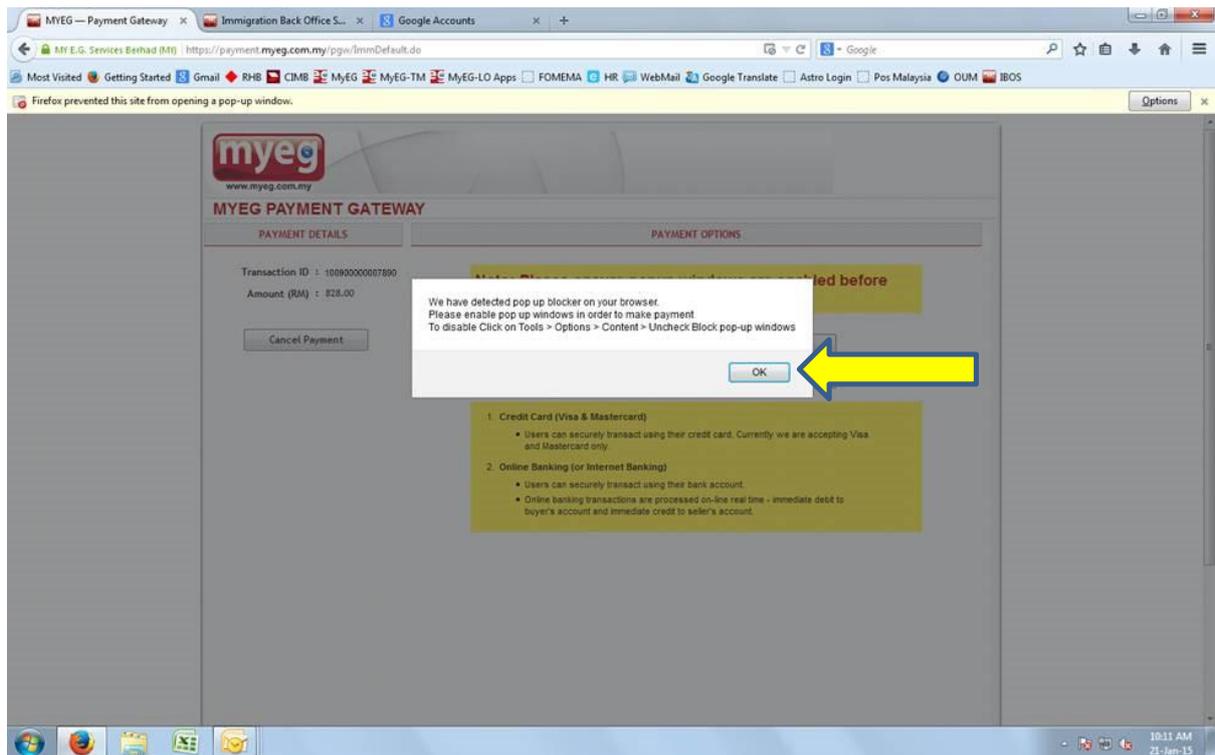
Below the table are two buttons: "Back" and "Proceed". A yellow arrow points to the "Proceed" button. At the bottom of the page, there is a small copyright notice: "All logos and trademarks in this site are the property of their respective owners. © 2000-2014 by MyEG Services Berhad. All Rights Reserved."

## STEP 9 - In progress, please wait

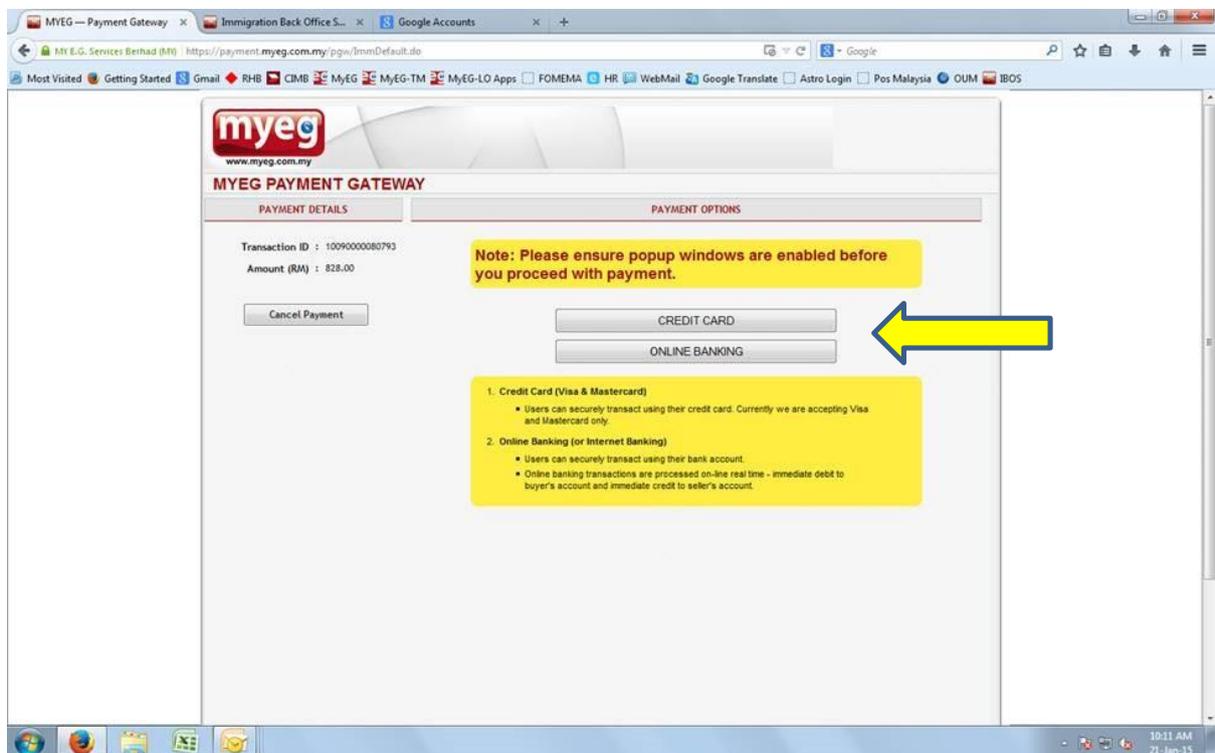


The screenshot shows the MYEG Immigration website displaying a message: "We are about to process your request. Please do not click the Refresh, Back, or Stop buttons until the next page is displayed. Please be patient." The browser's address bar shows the URL "https://payment.myeg.com.my/pgw/immDefault.do". The system tray at the bottom right indicates the time is 10:11 AM on 21-Jan-15.

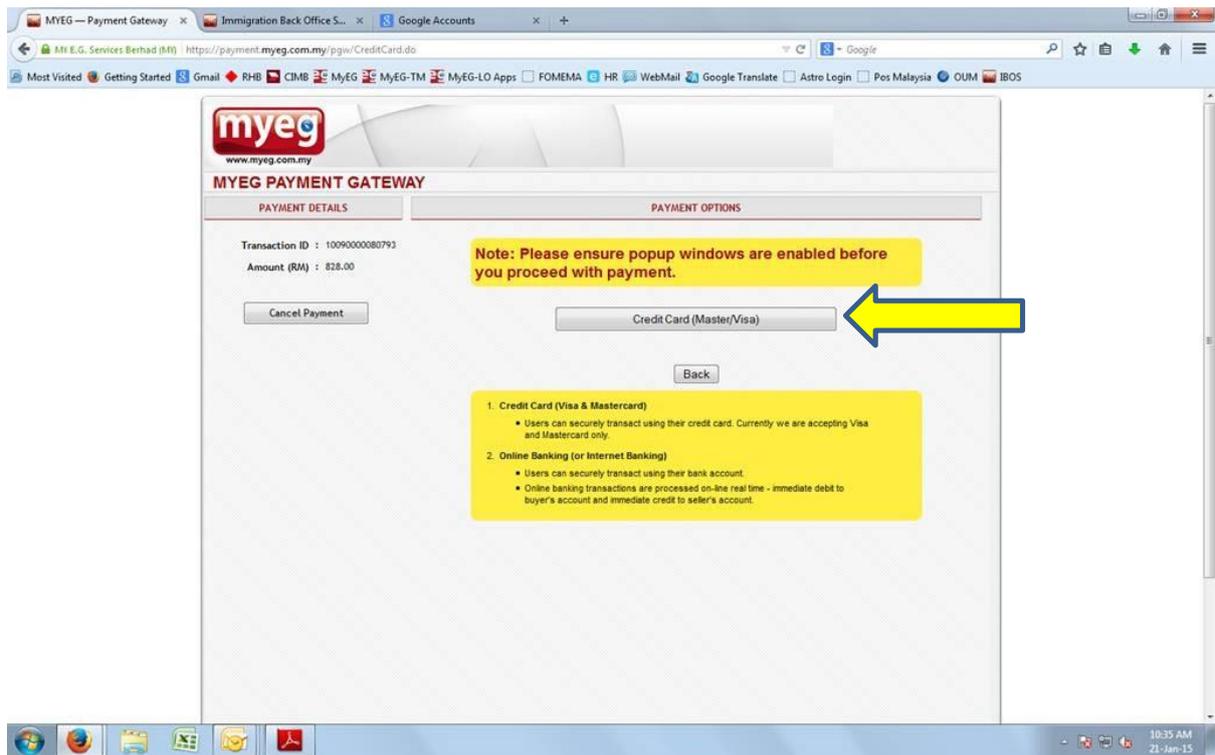
## STEP 10 – Allow pop-up blocker



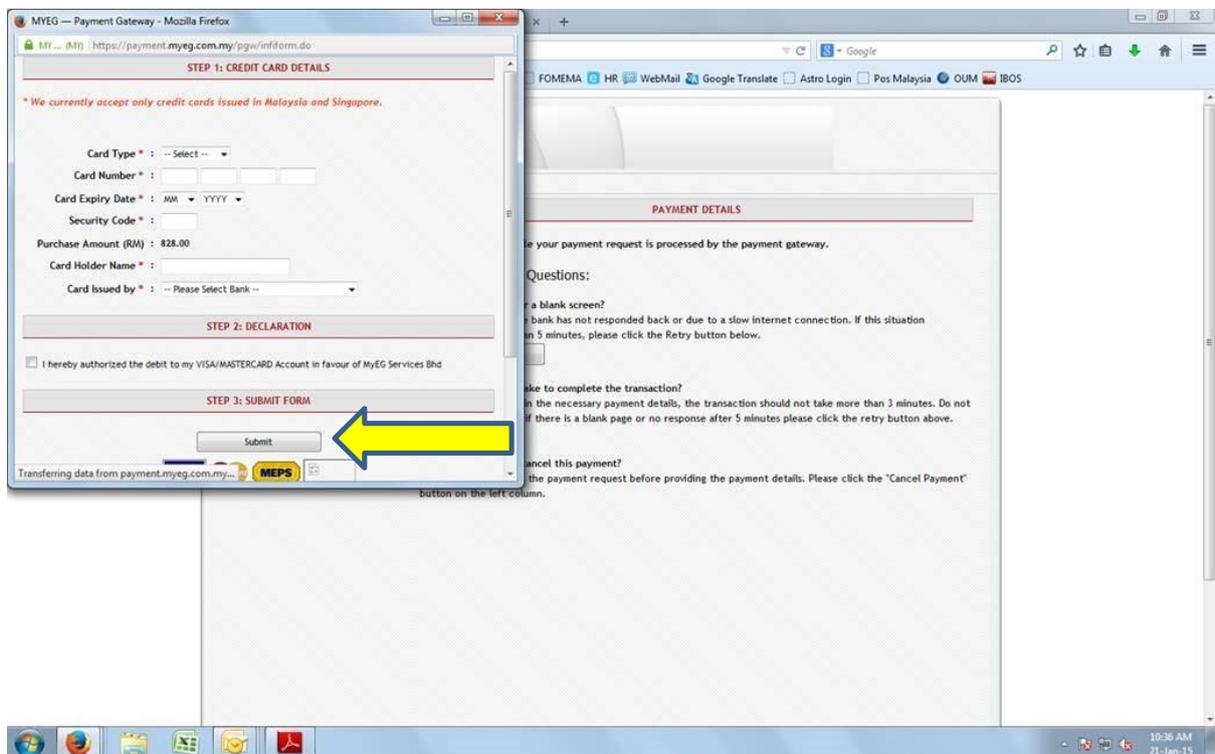
## STEP 11 – Choose payment mode either credit card or online banking



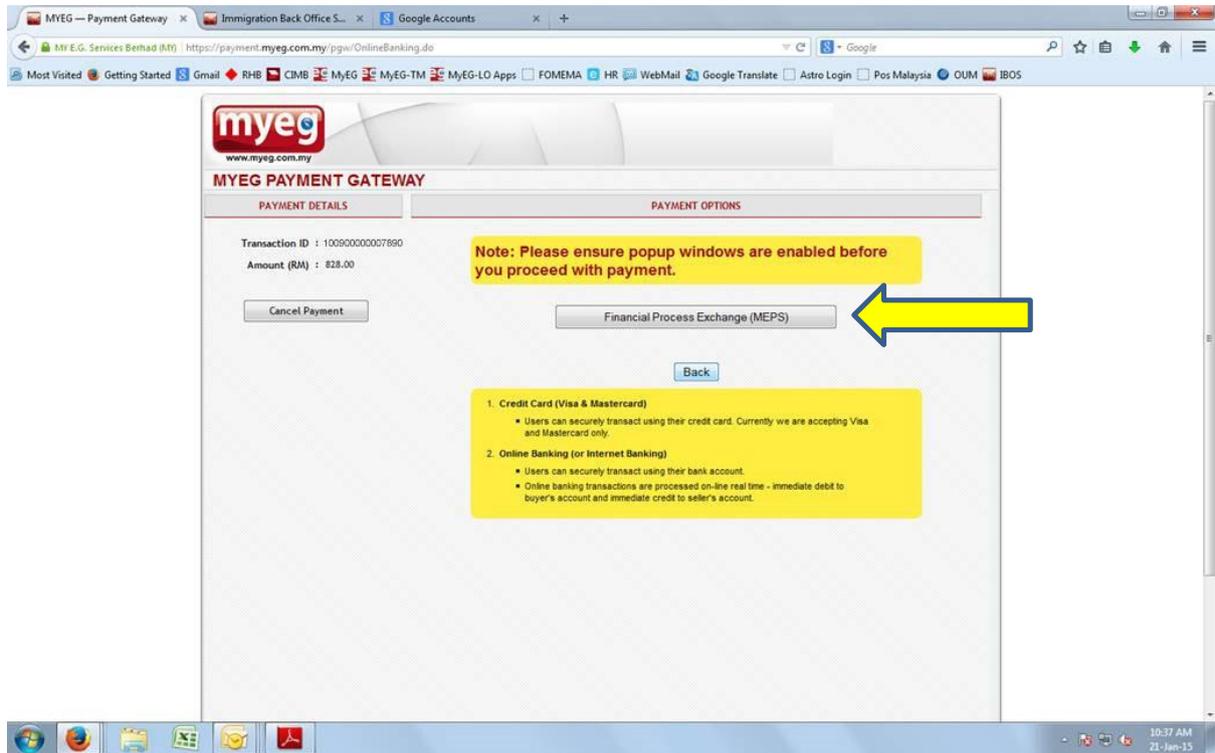
## STEP 11.1.1(CREDIT CARD) – Click “CREDIT CARD (MASTER/VISA)”



## STEP 11.1.2(CREDIT CARD) – Fill up your credit card details, and click “SUBMIT”



## STEP 11.2.1(ONLINE BANKING) – Click “FINANCIAL PROCESS EXCHANGE(MEPS)”



## STEP 11.2.2(ONLINE BANKING) - Choose your bank, fill up your details, and click “SUBMIT”

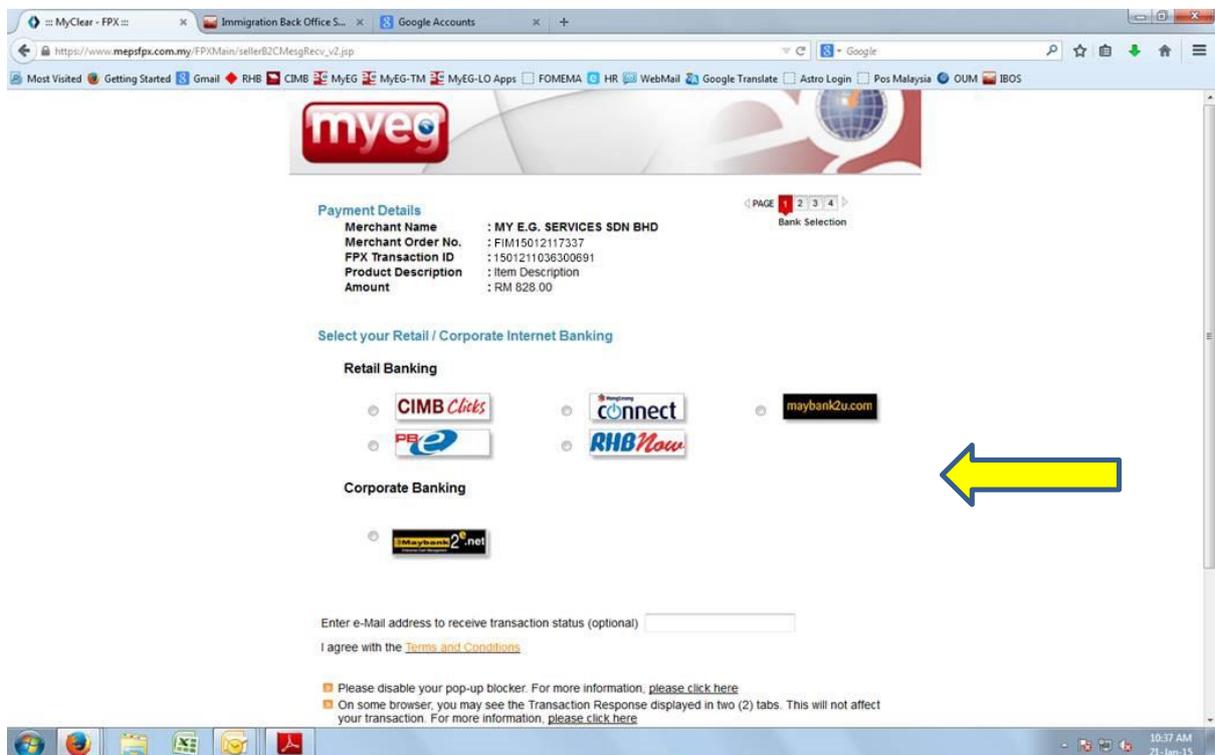


Image 1

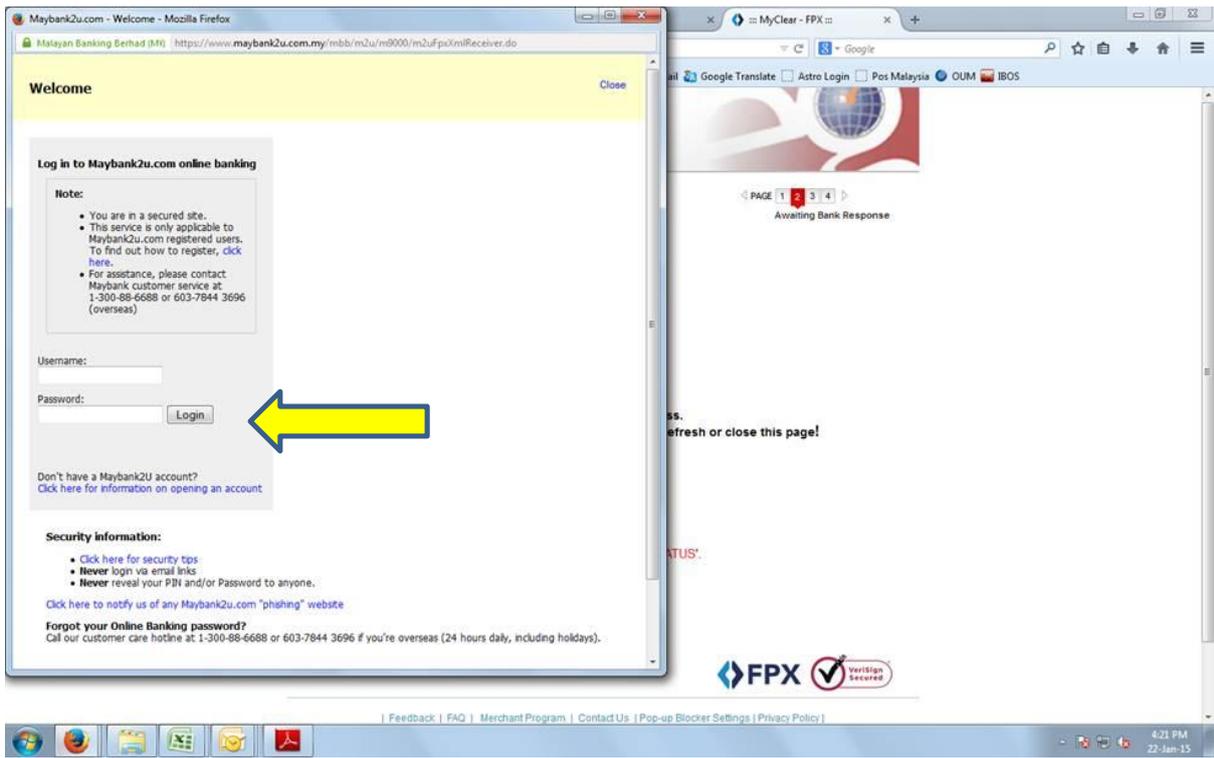


Image 2

# COMMON ERRORS

**Status Message**

 Please proceed to the Immigration Department of Malaysia.  
Thank you for using MyEG services. If you have any other queries, please email to [tm@myeg.com.my](mailto:tm@myeg.com.my).

**Customer blacklisted**

**Fomema record not found**

**Status Message**

 Fomema Medical Record does not exist.  
The maid is not tied to the employer.  
Please proceed to the Immigration Department of Malaysia.  
Thank you for using MyEG services. If you have any other queries, please email to [help@myeg.com.my](mailto:help@myeg.com.my).

**Status Message**

 Thank you for using MyEG services. If you have any other queries, please email to [help@myeg.com.my](mailto:help@myeg.com.my).

**Data entered does not match**

**Status Message**

 Passport number not valid.  
Thank you for using MyEG services. If you have any other queries, please email to [help@myeg.com.my](mailto:help@myeg.com.my).

**Invalid passport**

**-END-**