STEP 1 – Click “LOGIN”

STEP 2 - Proceed to key in the username and password created and click “LOGIN”
STEP 3 - Click “JABATAN IMIGRESEN MALAYSIA”

STEP 4 – Click “MAID PERMIT RENEWAL”
STEP 5 - Key in employer information and maid information, and click “PROCEED”

STEP 6 – Confirm your details and click “PROCEED”
STEP 7 – Choose your collection method and click “PROCEED”
STEP 7.1 (DELIVERY) - Fill up your delivery information and click “PROCEED”

STEP 7.2 (E-SERVICES CENTRE) – Select “MyEG HQ (Bandar Utama)” and click “PROCEED”
STEP 8 – Confirm your payment information and click “PROCEED”

STEP 9 - In progress, please wait
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”
COMMON ERRORS

- Customer blacklisted
- Fomema record not found
- Fomema Medical Record does not exist. The said is not tied to the employee. 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.
- Data entered does not match
- Passport number not valid. Thank you for using MyEG services. If you have any other queries, please email to help@myeg.com.my.

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