

Lost or Damaged Passports – Malaysia

Click [here](#) if you have already obtained a PDF Document of Identity via email from ICA.

Step 1: Report the lost, stolen or misplaced passport to the Police

If your passport was misplaced or lost due to theft, robbery or other circumstances, you must make a report at the nearest local police station as soon as possible and obtain a copy of the police report indicating your name, passport and/or NRIC number and the loss of your passport. [Note: If your passport is damaged, but still in your possession, please follow Step 2 onwards.]

Step 2: Report the damaged or lost passport to ICA

Report the loss/damage to ICA via the following [eService](#) with your SingPass (click [here](#) if you do not have access to SingPass). Please select "**Malaysia**" for the "**Country of Loss**" field. [Note: Passports reported lost cannot be used, even if recovered.]

Step 3: Apply online for a Document of Identity (DOI)

- Apply for a Document of Identity (DOI) via the following [eService](#) with your SingPass (click [here](#) if you do not have access to SingPass or are unable to apply for the DOI).
- You will need to pay SGD 15 for the DOI which is only valid for a one-way travel back to Singapore.
- The DOI will be sent to your email in PDF format by ICA.

[Note: Click [here](#) if you wish to apply for a replacement passport instead.]

Step 4: Apply for the Special Pass from the Malaysian Immigration Department

- **Print a coloured copy of the DOI** and proceed to the Malaysian Immigration Department (refer to the locations listed [here](#)) with your police report to obtain a **Special Pass**.
- The Special Pass is required to depart Malaysia.

Annex A - Applying for a Document of Identity (DOI) In Person

- If you **do not** have access to your SingPass or are unable to apply for the DOI online, you should bring the police report and two passport-sized photographs to the Singapore High Commission in Kuala Lumpur or Consulate-General in Johor Bahru to apply, pay, and obtain the DOI. The address, contact details and operating hours are provided below.
- Thereafter, you are required to proceed to the Malaysian Immigration Department (refer to the locations [here](#)) to obtain a **Special Pass**. The **Special Pass** is required before you can depart Malaysia.

<u>Office</u>	<u>Location</u>
Consulate-General of the Republic of Singapore in Johor Bahru	Level 29, Mid Valley Southkey South Tower Persiaran Southkey 1, Kota Southkey 80150 Johor Bahru, Johor Email: singcon_jhb@mfa.sg Main line: +60 7-335-0130 Consular Counter Operating Hours: Monday – Friday: Sat, Sun & Public Holidays : Closed
High Commission of the Republic of Singapore in Kuala Lumpur	209, Jalan Tun Razak 50400 Kuala Lumpur Malaysia Email: singhc_kul@mfa.sg Main line: +60 3 2161 6277 Consular Counter Operating Hours: Monday – Friday: Sat, Sun & Public Holidays : Closed

Annex B – Applying for a Replacement Passport

- If you are residing in Malaysia and wish to apply for a replacement passport, you may do so via the following [eService](#) which requires SingPass. Your new passport may take 6 to 8 weeks to arrive in Kuala Lumpur or Johor Bahru. The High Commission or the Consulate-General will contact you on the mobile number provided in your online application for collection of passport.
- If you do not have access to your SingPass, you may book an appointment with the Singapore High Commission in Kuala Lumpur ([here](#)) or Consulate-General in Johor Bahru ([here](#)) to submit a hardcopy application.

Note: Singapore Permanent Residents (PRs) and Employment Pass Holders who have lost their passports should contact their respective Embassies/Consulates for advice.

Locations of Immigration Department of Malaysia's offices to obtain the Special Pass

<u>S/N</u>	<u>State</u>	<u>Location</u>
1	Johor	Jabatan Imigresen Negeri Johor, Tingkat 1-3 dan 8-14, Blok 1 , Kompleks Kementerian Dalam Negeri (KDN), Taman Setia Tropika, 81200, Johor Bahru, Johor
2	Kuala Lumpur	Jabatan Imigresen Kuala Lumpur, Aras LG, 1,2 & 5, Kompleks Kementerian Dalam Negeri (KDN), No 69, Jalan Sri Hartamas 1, Off Jalan Duta, 50550 Kuala Lumpur
3	Kedah	Jabatan Imigresen Negeri Kedah, Tingkat 1&2, Bangunan Kementerian Dalam Negeri (KDN), Pusat Pentadbiran Kerajaan Persekutuan, Bandar Mu'adzam Shah , 06550 Alor Setar, Kedah Darul Aman
4	Kelantan	Jabatan Imigresen Negeri Kelantan, Jabatan Imigresen Malaysia Negeri Kelantan, Kompleks Imigresen Negeri Kelantan, Jalan Hospital, 15000, Kota Bharu, Kelantan.
5	Labuan	Jabatan Imigresen Wilayah Persekutuan Labuan, Unit E002, Tingkat 1, Aras Podium, Kompleks Ujana Kewangan, Jalan Merdeka, Peti Surat 174, 87008, W.P. Labuan

6	Melaka	Jabatan Imigresen Negeri Melaka, Aras 1-3, Blok Pentadbiran, Kompleks Kementerian Dalam Negeri, Jalan Seri Negeri, Hang Tuah Jaya, 75450 Ayer Keroh, Melaka
7	Negeri Sembilan	Jabatan Imigresen Negeri Sembilan, Tingkat 2, 4, 6 & 7, Wisma Persekutuan, Jalan Dato' Abdul Kadir, 70000, Seremban
8	Pahang	Jabatan Imigresen Negeri Pahang, Kompleks Kementerian Dalam Negeri (KDN), Bandar Indera Mahkota, 25200, Kuantan
9	Perak	Jabatan Imigresen Negeri Perak, Aras 2-4, Kompleks KDN, Persiaran Meru Utama, Bandar Meru Raya, 30020, Ipoh Perak
10	Perlis	Jabatan Imigresen Malaysia Negeri Perlis Perlis,, Aras 1-2, Kompleks Kementerian Dalam Negeri (KDN) Perlis, Mukim Seriab, Persiaran Wawasan, 01000 Kangar, Perlis
11	Pulau Pinang	Jabatan Imigresen Negeri Pulau Pinang, Jalan Kelasah, 13700 Bandar Seberang Jaya
12	Sabah	Jabatan Imigresen Negeri Sabah, Aras 1 – 4, Blok B, Jalan UMS, Kompleks Pentadbiran Kerajaan Persekutuan, 88300, Kota Kinabalu, Sabah
13	Sarawak	Jabatan Imigresen Negeri Sarawak, Tingkat 1 & 2, Bangunan Sultan Iskandar, Jalan Simpang Tiga, 93550 Kuching, Sarawak
14	Selangor	Jabatan Imigresen Negeri Selangor, Tingkat 2, Kompleks PKNS, 40550 Shah Alam, Selangor
15	Terengganu	Jabatan Imigresen Negeri Terengganu, Tingkat 1, Wisma Persekutuan, Jalan Sultan Ismail, 20200 Kuala Terengganu