

## MYSAFETRAVEL FREQUENTLY ASKED QUESTION

NO	QUESTION	ANSWER
1	Who should be quarantined?	To curb the spread of COVID-19, the Government of Malaysia has imposed compulsory quarantine orders at the gazette quarantine stations to all incoming travellers, subject to the provisions of Section 15 (1) Prevention and Control of Infectious Diseases Act 1988 (Act 342).
2	What is the payment for?	The payment is for COVID -19 Screening and Quarantine costs.
3	Which link should I go to for payment?	The payment link is at:  <a href="http://safetravel.myeg.com.my">safetravel.myeg.com.my</a> <a href="http://www.myeg.com.my">www.myeg.com.my</a> <a href="http://www.kkm.gov.my">www.kkm.gov.my</a> <a href="http://www.nadma.gov.my">www.nadma.gov.my</a> <a href="http://www.imi.gov.my">www.imi.gov.my</a> <a href="http://www.mkn.gov.my">www.mkn.gov.my</a>
4	Can I use my overseas card to make payment?	You may use any of the below payment methods:  Credit Card (AMEX, Visa & Mastercard)  Online Banking (or Internet Banking)
5	When should I make payment?	You are required to make payment before arrival in Malaysia.
6	I have made payment, however, there is no confirmation slip received. What should I do?	Upon successful payment, a receipt will be issued immediately and also emailed to you.
7	Can I make the transaction in bulk because there are 4 of us travelling together?	Yes.
8	How many of us can stay in a room?	Maximum capacity per room are 2 adults and 1 child (6 years old and below)
9	Do you have a list of accommodations available for quarantine? Can I choose?	Travellers can choose either basic or premium accommodation type.  The <b>basic package</b> will be under the arrangement of NADMA and based on their current list of quarantine hotels.  For the <b>premium and luxury package</b> , travellers may choose from the available hotel list.
10	Is there any premium package offered?	Yes.

11	How do you determine where to put us for the quarantine?	Inbound travellers via KLIA and KLIA 2 airports will be assigned to hotels in Selangor and Kuala Lumpur, subject to availability.
12	Can I pay for the test using my home country's currency? I do not have an online account or Malaysian Ringgit with me.	You may use any of the below payment methods:  Credit Card (AMEX, Visa & Mastercard)  Online Banking (or Internet Banking)
13	Is there any number I can call to get more information?	You may reach us here:  Phone: +603 7664 8838 Email: <a href="mailto:safetravel@myeg.com.my">safetravel@myeg.com.my</a>
14	What should I show to the officer in KL International Airport (KLIA) as proof of payment?	Kindly show the payment receipt to our duty officer. We will scan the QR code on the receipt to verify your payment.
15	I have chosen quarantine hotel A, however I was sent to quarantine hotel B. Why is that so?	Should the traveller choose the basic package, the hotel arrangement will depend on room availability. Traveller room and hotel are guaranteed for the premium package.
16	I am Malaysian but my husband is non-Malaysian. Can we pay together?	Yes.
17	Why are the charges higher for non-Malaysians?	All charges stipulated are determined by the Government of Malaysia.
18	Is there any officer I can meet when I reach KLIA?	Our staff will be on duty at the Ministry of Health (MOH) counters to facilitate all travellers.
19	Is it possible for someone in Malaysia to make the payment on behalf of the inbound traveller?	Yes. The receipt must be forwarded to the traveller for payment verification by authorities during arrival in Malaysia.

**SCREEN TEST AND QUARANTINE CHARGES**

<b>SCREEN TEST TYPE AND CHARGES</b>			
<b>TRAVELLER CATEGORY</b>	<b>RT-PCR</b>	<b>RTK (ANTIGENT)</b>	<b>RTK (ANTIBODY)</b>
MALAYSIAN	RM150	RM60	RM30
NON-MALAYSIAN	RM250	RM120	RM60

**Note: Screen test charges will be collected for the purpose of screening performed on the arrival day at the entry point and at quarantine centre on day 5 or 8 of quarantine.**

<b>QUARANTINE COST – BASIC ACCOMMODATION</b>		
<b>TRAVELLER CATEGORY</b>	<b>WITH RT-PCR COVID-19 LAB REPORT FROM COUNTRY OF ORIGIN 3 DAYS BEFORE DEPARTURE</b>	<b>WITHOUT RT-PCR COVID-19 LAB REPORT</b>
	<b>7 DAYS QUARANTINE</b>	<b>10 DAYS QUARANTINE</b>
MALAYSIAN	<p>RM 1,050 (First Person)</p> <p>RM 350 (Second person sharing room)</p> <p>Free (Third person sharing room charge is free for child 6 years old &amp; below)</p>	<p>RM 1,500 (First Person)</p> <p>RM 500 (Second person sharing room)</p> <p>Free (Third person sharing room charge is free for child 6 years old &amp; below)</p>
NON - MALAYSIAN	<p>RM 1,050 + RM 2,600 (First Person + Operation Cost)</p> <p>RM 350 + RM 2,600 (Second person sharing room + Operation Cost)</p> <p>RM 2,600 (Operation Cost) (Third person sharing room charge is free for child 6 years old &amp; below)</p>	<p>RM 1,500 + RM 2,600 (First Person + Operation Cost)</p> <p>RM 500 + RM 2,600 (Second person sharing room + Operation Cost)</p> <p>RM 2,600 (Operation Cost) (Third person sharing room charge is free for child 6 years old &amp; below)</p>

**Note: The quarantine certainty stipulated is determined by the Government of Malaysia.**

# USER GUIDELINES

## PAYMENT OF COVID-19 SCREENING TEST AND QUARANTINE CHARGES



