

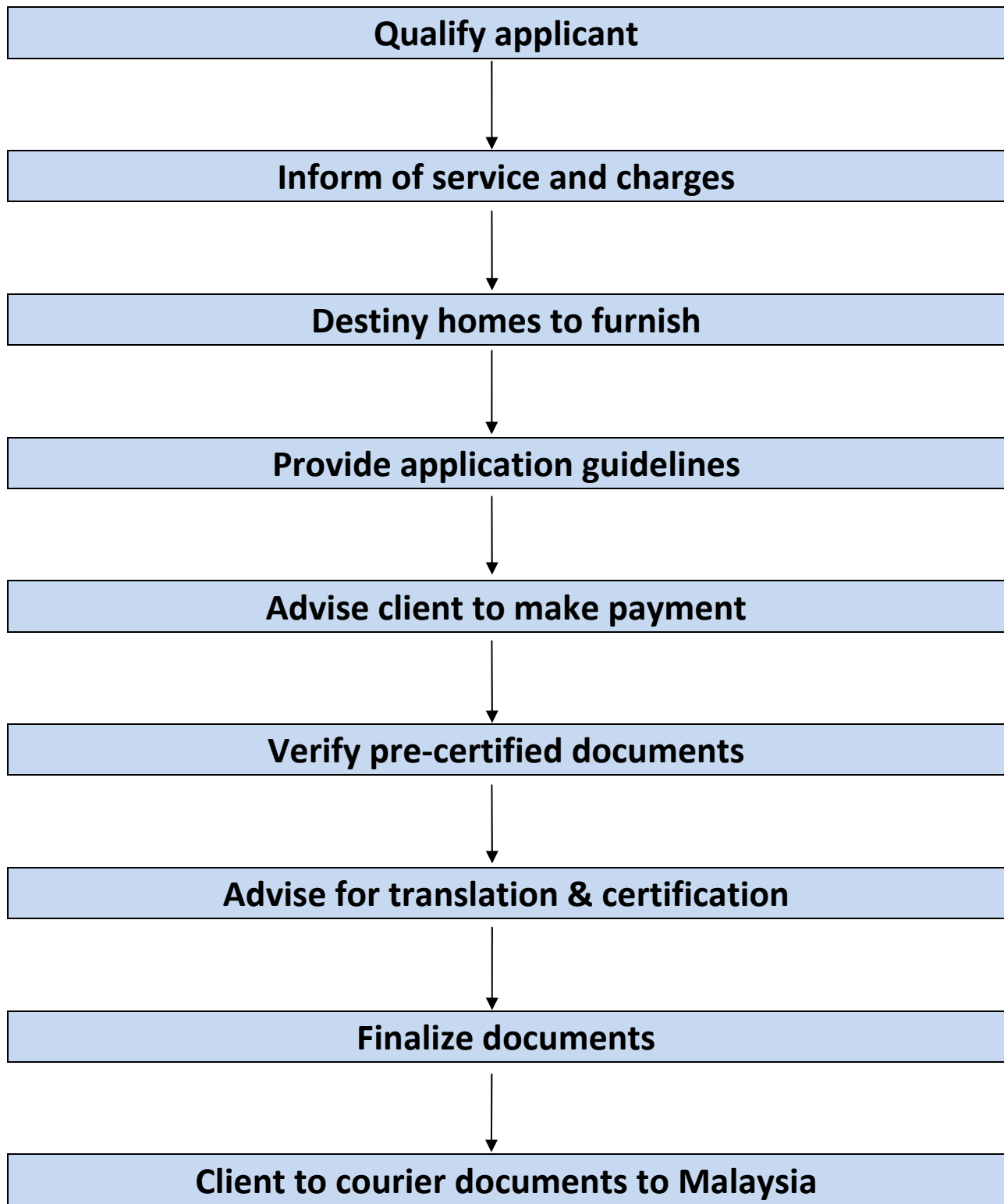
MALAYSIA MY SECOND HOME

Customer Service Manual



PROCESSING APPLICATION





The MM2H Programme

Malaysia my second home (MM2H) programme is promoted by the government of Malaysia to allow people from all over the world who fulfill certain criteria, to stay in Malaysia as long as possible on a social visit pass with a multiple entry visa. The social visit pass is initially for a period of ten (10) years (depending on the validity of the applicant' passport) and is renewable.

Step 1

Qualifying customers

Nationality

The programme is open to all foreign citizens except those married to Malaysians and citizens of Israel, Serbia and Yugoslavia. Applicants are allowed to bring along their spouse and children as dependants (below 18 years old who is not married).

Financial evaluation criteria

In evaluating an application, the MM2H authority needs to see proof that applicant could support his family's stay in Malaysia without the need to seek employment here. Our screening criterion is as follow:

For applicants below 50 years old

- Income of > RM 10,000 per month
- liquid assets* of > RM 500,000

For application 50 years old and above

- Income > RM 10,000 per month
- liquid assets* of > RM 350,000

OR

- liquid assets* of > RM 500,000
-

1) Does applicant have family income of more than RM 10,000 (or USD 3,000) per month?

*applied to bank balance, stocks and bond outside of Malaysia.

For more complicated cases, please advise inquirer to contact destiny homes directly.

Step 2

Inform of services and charges

Destiny Homes Services & Standard Fees

MM2H Application

- Guidance for MM2H application
- Assistance in preparing cover letter
- Assistance in translation & certification (additional incidental charges apply)
- Execution of personal bond and sponsorship
- Submission of application as authorized agent
- Inform of outcome, appeal at no extra cost if necessary
- Arrangement for medical checkup
- Advice on MM2H incentives

RM 7,000

Post-approval Services

- Follow-up procedures until issuance of social visit pass
- Airport pickup
- Welcome package
- Arrangement for temporary accommodation
- Assistance in opening fixed deposit account
- Advisory service for medical insurance
- Transportation and escort to immigration department to collect MM2H visa (social visit pass)

RM 3,000

One-day property & lifestyle tour

To be furnished to clients upon request

Relocation services

- Property/home search
- Arrangement for importing personal belongings into Malaysia
- Assistance in applying for electricity, water and telecommunication line
- Application for tax exemption on first car
- Application to bring in foreign maid

To be furnished to clients upon request

Personal bond deposit (for family above 5 persons)

(Rate for Pakistani/Indian passport holder, set by Malaysian government, refundable)

- RM 750 per additional adult

Fees payable to other parties

Social visit pass fee – RM 90 per person per year

(Payable to the immigration department of Malaysia after approval)

Multiple entry visa fee- RM 13 per person per year

(Payable to the immigration department of Malaysia after approval)

Medical expenses

Please also inform clients that they will need to perform a medical checkup and buy medical insurance for his family and himself within 6 months after approval. Medical check up cost at average RM 60 per person while medical insurance could cost around RM 2,000 per family of 4 per year depending on applicant's health and the insurance package he chooses.

Step 3

Destiny homes to furnish quotation & service contract

Step 4

Provide application guidelines

1. Letter of application (cover letter)
 - ® Personal background and indicate your intention to join MM2H
 - ® With whom you wish to come (single or with family)
 - ® Briefly explain how you will support your stay in Malaysia (financial capacities)
2. One (1) copy of im.12 form (social visit pass) – prepared by destiny homes
3. One (1) copy of MM2H application form - filled by every family member
4. Four (4) colored passport size photographs
5. Personal bond – prepared by destiny homes
6. One certified copy of passport/travel documents (relevant)
7. In certified copy of marriage certificate

8. One certified copy (S) of Birth Certificate – for every child aged under 18
9. Certified copy of bank statements of the latest months
10. Certified copies of pay slip/pension slip/ income statement of the latest 3 months
11. Certified proof of other liquid assets, if any
12. Letter of good conduct. From the lice. Ministry of justice. Etc.
13. Declaration of applicant’s & dependents health
14. Letter of consent to allow the Malaysian government to verify financial statement with relevant information.
15. Certified proof of property deeds. If any
16. Other supporting document, if any

Step 5

Advise clients to make payment

Payment can be made by local cheque to “Destiny Home (MM2H) Sdn. Bhd.” by telegraphic bank transfer to:

| | |
|---------------------------------|--|
| Beneficiary’s Bank | RHB Bank Berhad |
| Banker’s Address | G129, Ground Floor, Bangsar Shopping Centre, No. 285 Jalan Ma’arof, Bangsar, 59100 Kuala Lumpur, Malaysia. |
| Swift Code | RHBBMYKL |
| Beneficiary Bank Account Number | 21427700042840 |
| Beneficiary | Destiny Homes (MM2H) Sdn. Bhd. |
| Beneficiary Address | Unit 50-06-08, Level 6, Wisma UOA Damansara, 50 Jalan Dungun, Bukit Damansara, 50490 Kuala Lumpur, Malaysia. |
| Beneficiary Telephone Number | + 6016-6210309, + 603-20942939 |
| Beneficiary Fax Number | + 603-20940286 |

Step 6

Verify pre-certified documents submitted by clients

1. Photographs
 - Four copies, colored and passport-sized
 -
2. Passport
 - Valid for at least 9 months
 -

3. Marriage certificate
 - Properly translated by approved translator
 -
4. Birth certificates are
 - Properly translated by approved translator
5. Pay slips
 - Issued by applicant's employer
 - Of the latest 3 month

If not possible, please show income tax statement of previous year.
6. Offshore bank statements

If applicant is under 50 years old and employed (including self-employment)

- o Bank statement of the latest 3 months
- o Bank balance of at least RM 500,000
- o Show regular income

If applicant is aged 50 or above

- o Bank statement of the latest 3 months.
- o Bank balance of at least RM 350,000 (unless having government pension fund > RM 10,000 per month)

7. Proof of liquid assets
 - Off shore bank statement (as above)
 - Malaysian bank statement
 - Bond certificate
 - Share certificates
 - Share account statement
 - Investment fund account statement
8. Other supporting documents
 - Company profile of self-employed applicant
 - Company share certificates
 - Company accounts for last year i.e. balance sheet, profit & loss statement
 - Property deeds

9. Cover letter

Include:

- Personal background and indicate applicant's intention to join Malaysia my second home
- With whom applicant wish to come (single or with family)
- Briefly explain how applicant will support your stay in Malaysia (financial capabilities)

Address letter to:

*Pusat Malaysia Rumah Kedua Ku
Kementerian Pelancongan Malaysia
Tingkat 23, Menara Dato'Onn, PWTC
45 Jalan Tun Ismail,
50695 Kuala Lumpur,
Malaysia*

Step 7

Advise clients on translation & certification

Certification can be done by the notary public, embassy. Ministry of foreign affairs or commissioner for oaths in Malaysia.

Some embassies require documents to be translated only by its appointed translators.

Step 8

Finalizing documents

Refer to check list

Step 9

Client To Courier Documents To Destiny Homes

Destiny Homes (MM2H) Sdn. Bhd.
50-6-8, Level 6, Wisma UOA,
Jalan Dungun, Bukit Damansara,
50490 Kuala Lumpur,
Malaysia

Mobile: +60-16 6210309

Tel: +60-3-2094 2939

Fax: +60-3-2094 0286

Email: info@destinyhomes.com.my

Web: www.destinyhomes.com.y

Step 10

Inform client of approval

Successful applicants are given 6 month to:

- Perform a journey to Malaysia
- Open the required fixed deposit account in any bank in Malaysia for one- year period on an auto renewal basis
- Submit medical report from any private hospital or registered clinic in Malaysia
- Purchase medical insurance in any insurance company in Malaysia

MALAYSIA MY SECOND HOME APPLICATION CHECK LIST

| | APPLICATION | SPOUSE | CHILDREN UNDER 18 | CERTIFICATION |
|--|-------------|--------|-------------------|---------------|
| 1. Letter of application (cover letter) - Personal background and indicate your intention to join Malaysia My Second Home - With Whom you wish to come (single or with family) - Briefly explain how you will support your stay in Malaysia (financial capabilities) - include CV if you like | X | | | |
| 2. One (1) copy of IM.12 form (Social Visit Pass) | X | X | X | |
| 3. One (1) copy of MM2H Application Form | X | X | X | |
| 4. Four (4) coloured passport size photographs | X | X | X | |
| 5. Personal bond (signed by Malaysian sponsor) | | | | |
| 6. Certified copy of passport/travel documents (relevant) valid for at least 1 year | X | X | X | X |
| 7. Certified copy of Marriage Certificate (if accompanied by spouse) | X | X | | X |
| 8. Certified copy (s) of Birth Certificate (if accompanied by children) | | | X | X |
| 9. Certified copy (s) of latest 3 month' bank statement/other related financial document (s) to indicate the financial capability to support stay in Malaysia | X | | | X |
| 10. At least 3 months certified copies of pay slip/pension slip/income statement etc. (average monthly income of at least USD 3,000. If retired without pension fund, please show proof of having liquid assets totalling more than USD 250,000 | X | | | X |

Certification can be done by Notary Public / Commissioner for Oaths / Malaysian Embassy / Ministry of Foreign Affairs / Government Officials