



Frequently asked questions – AFTER INTERVIEW

1. When I have agreed & signed the employment letter, must I resign immediately?

DO NOT RESIGN as yet even though you have signed the **initial Offer Letter by the Company**. You **only resign once your WORK VISA is stamped on your Passport**. The employment letter is not an assurance of employment with the Prospective Client. The employment offer is conditional upon the availability of visa and the followings:

- Passing medical examination in accordance with the standard Embassy, Prospective Client and their National Government Hospital
- Receipt and authentication of candidate's qualification certificate
- Execution of employment agreement
- Obtaining visa to reside and work in Prospective Client country
- Other requirement imposed by the Prospective Client

Candidates are advised to resign from current employment when the visa has been approved and confirm by ThinkPlus. Candidate will receive a notification and a copy of the approved WORK VISA by email. ThinkPlus is **NOT LIABLE** for any effect to the candidate if he or she had resigned before the approval of the visa.

2. If I am selected for the position, what is the next step?

Candidate will be contacted ThinkPlus for the next step of the process. Candidate is required to submit the following items for the application of visa with the Embassy or Prospective Client

- Original Passport with the validity of more than 3 years
- Original Certificates for the attestation by the Embassy
- Medical check up report
- Passport size photo with white background 3 sets
- Certificate of Good Conduct endorse Ministry of Foreign Affairs

3. How long does it take to have the visa approved?

It usually takes 4 weeks for the whole process of documentations including medical examination to process. For the Visa application with the Embassy it depends on which country the visa is applied.

Example below

- SAUDI – within one week
- UAE – visa application is done by the Prospective Client.
- Kuwait – within one week

Candidates who are working in KSA or previously worked in KSA with less than 5 year cooling period are advised to get NOC from his employer for the new application of visa with the Saudi Embassy.

4. When the visa has been approved, do I have to pay my own flight ticket?

Candidates do not have to pay for their flight ticket. After the approval of visa, candidates have 90/60 days to depart from Malaysia. When candidates have received the confirmation of visa from ThinkPlus, candidates are required to resign immediately from current employment and inform ThinkPlus when the availability date to join the Prospective Client is.



5. Can I bring my family with me?

Yes, you can bring your family with you after the execution of employment agreement with your employer and initial application of family visa with the related government body.

Depending on the agreement between candidates and the employer, candidates will either get “**Family Status**” or **Single Status**”

- Family Status – Employer will reimburse the total cost of its employee where he or she had incurred when applying the family visa and flight tickets (Maximum of 4 children only)
- Single Status – Candidates could still bring their family to the country of his/her employer but without the financial support of his/her employer.

ThinkPlus will do the necessary arrangement for candidates who are with **Family Status** employment. If candidates with Single Status employment decide to bring their family, ThinkPlus could do the arrangement for their family and all cost will be charged to the candidates.

6. What are the items I can claim for my family visa application and my work visa application?

All claims must be submitted with original receipt. Candidates can claim for the cost incurred which includes petrol, toll and & parking. Other payment that candidate may have to pay is for translation and attestation of documents, medical check up, certificate of good conduct and etc.

Not all cost incurred is claimable as all companies have different policies on hiring and items that are allowable to claims. Think Plus will advise candidates from time to time on the items that are claimable and the procedure of the reimbursement. Please check with Think Plus at all the time on this matter to avoid confusion.

7. What are the necessary items to bring for travelling?

Please take note on the items to bring for travelling

a. Travel bag must not exceed the weight limit as advised;

- Free baggage allowance : Check in luggage – Not exceeding 23KG (Economy class)
- Carry-on luggage – 1 bag not exceeding 7KG with dimension of 115cm (60x35x20)
- Excess KG will be charge at RM88.80 per KG (Claimable upon original receipt)

b. Documents to bring: original education/training certificate, birth certificate of all family member which have been translated and attested by the embassy, Driving license translated and attested by the Embassy, and medical report which had been done for the visa application including x-ray film (if any).

c. Candidates are also advise to bring extra cash money (RM2, 000) when it is their first time travelling to any country.

ThinkPlus is not responsible for any misconduct for any incident happen in the time when candidates are leaving from Malaysia.

ThinkPlus is also not responsible or associated with candidates who have been taken legal action by the country’s law or the Prospective Client.

Candidates are to adapt with the country of the Prospective Client LAW, RELIGIOUS CULTURE & NATIVE ENVIRONMENT in which it will help candidates to work together with international organization.