

YOUR GUIDE TO IMPORT PETS INTO MALAYSIA



Prepared by:
Department of Malaysian Quarantine and Inspection Services
(MAQIS)

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MAKE SURE YOU KNOW THE GENERAL REQUIREMENTS OF IMPORTING CATS OR DOGS BEFORE YOU START TO IMPORT, AS FOLLOW:

1. Cats or dogs must not be less than 3 months old at the time of importation.
2. Importation shall be accompanied by a valid import permit issued by the Department of Malaysian Quarantine and Inspection Services (MAQIS).
3. Importation shall be accompanied by Veterinary Health Certificate (VHC) issued by the Veterinary Authority of the exporting countries. Exportation must be made within 7 days from the date of issuance of the VHC.
4. Cat or dog shall be fitted with an identification microchip that complies with the ISO standard (Std 11784 & 11785) .
5. For the importation of restricted breed dog, please get the approval of Director General of MAQIS before can be allowed to apply for an import permit.
6. Vaccination record book or pets passport shall contain the status of vaccination history, treatment given dan the latest health condition of the cat or dog.
7. The quarantine period varies according to the exporting countries and the cat or dog that required to undergo quarantine shall be quarantined at the Animal Quarantine Station upon arrival in Malaysia.
8. The consignment of animals shall be carried by aircraft or other mean of transportation direct to the prescribed landing place Malaysia.

(Please refer to the Import Protocol of Cats and Dogs issued by the Department of Veterinary Services Malaysia for full information regarding the protocol terms at the website www.dvs.gov.my)

CONDITION FOR THE APPROVAL OF IMPORTATION OF RESTRICTED BREED OF DOGS:

An approval to import restricted breeds of dogs shall be obtained in writing from the Director General of Malaysian Quarantine and Inspection Services Department (MAQIS) subject to the following conditions, prior to application of an import permit ;

1. Dogs shall not be less than 3 months of age at the time of import.
2. Dogs shall have a pedigree certificate issued by an approved organization in the country of export (name and address of the organization shall be specified).
3. Dogs shall be identified using an ISO (Std 11784 & 11785) compliant microchip and the identification codes clearly recorded in the pedigree certificate.
4. Name and address of the importer who shall be responsible for the care and handling of the dog shall be clearly stated in the application for approval.
5. The premise or residence of the dog shall be inspected by the Director General of MAQIS to verify the facilities regarding kennel, the size of the compound, safety and control of the dog.

**CONDITION FOR THE APPROVAL OF
IMPORTATION OF RESTRICTED BREED OF DOGS:**

6. The importer shall provide a written declaration that the dog ;
- i. is a personal pet and not intended for sale (Importation of restricted breeds of dogs is allowed as a personal pet of the importer or for security purpose only)
 - ii. shall be kept secured within the compound at all times
 - iii. shall be kept on a leash and muzzled at all times in public area
 - iv. shall be under the control of a trained and skilled handler at all times (for Security Dogs)

**LIST OF BANNED / RESTRICTED
BREED OF DOGS**

1. Restricted Breed of Dogs
 - a. Bull Mastiff
 - b. Bull Terrier
 - c. Doberman
 - d. German Shepard/Alsatian including Belgian Shepard and East European Shepard
 - e. Perro de Presa Canario (also known as Canary Dog)
 - f. Rottweiler

2. Banned Breed of Dogs
 - a. Akita
 - b. American Bulldog
 - c. Dogo Argentino
 - d. Fila Brasileiro
 - e. Japanese Tosa
 - f. Neapolitan Mastiff
 - g. Pit Bull Terrier / Pit Bull (also known as American Pit Bull, American Pit Bull Terrier, American Staffordshire Terrier and Staffordshire Bull Terrier)

PLEASE FOLLOW THESE STEPS TO APPLY FOR YOUR PETS IMPORT PERMIT

STEP 1 : IDENTIFY IF YOUR PETS REQUIRED TO BE QUARANTINE OR NOT

- i. Identify whether your pet is from countries that exempted from quarantine requirement or not.*¹
- ii. If the country is exempt from quarantine requirement, please proceed to step 4 but if the country is not exempted from quarantine, please follow the next step.

*¹ Please refer page 10 for list of exempted and non-exempted countries

STEP 2: BOOK THE QUARANTINE SPACE AT THE ANIMAL QUARANTINE STATION.

- i. Choose your import date.
- ii. Booking for quarantine space must be made 14 days before the date of importations of your pets.*²
- iii. Call or email the Animal Quarantine Station (AQS) to inquiry on the availability of quarantine space for your cats or dogs on your chosen date.*³

*² Regulations 20 (2) Malaysian Quarantine and Inspection Services (Quarantine and Inspection) Regulations 2013

*³ AQS will response back within 3 days via phone or email

STEP 3: FILLED THE QUARANTINE SPACE BOOKING FORM (MK1 FORM) AND PAY THE DEPOSIT.

- i. Once you have received the confirmation of availability of quarantine space for the chosen date from the AQS, you are required to go to the AQS Office to fill the Quarantine Space Booking Form (MK1 Form) and pay the deposit*¹.
- ii. The deposit is a non-refundable deposit. If the deposit payment is not received after 48 hours, the quarantine space will be open again for others to make booking. Any changes to the booking must be notified to the AQS within 3 days after it has been confirmed. *²
- iii. The validity of the reservation is up to 5 working days after the date of importation specified by you and any quarantine space that is not being used after that period will be reopened to be booked by someone else.
- iv. You will be given a Quarantine Space Booking Number which a requirement for approval of your cats or dogs import permit.

*¹ Deposit : Total of the Quarantine Confinement Fees for the minimum period of quarantine

*² Regulation 20 (4) Malaysian Quarantine and Inspection Services (Quarantine and Inspection) Regulations 2013

STEP 4: APPLY FOR YOUR CATS OR DOGS IMPORT PERMIT THROUGH THE PERMIT ONLINE APPLICATION SYSTEMS (E-PERMIT) AND INPUT THE QUARANTINE SPACE BOOKING NUMBER

- i. Appoint an import agent to apply the import permit for your cat or dog on your behalf.*¹
- ii. You are required to insert the Quarantine Space Booking Number into your import permit application via the e-Permit application systems.*²
- iii. If you are importing cat or dog from quarantine exempted countries, you are not required to do the no.2, above.
- iv. MAQIS officer through the e-Permit system will verify the application information including the booking number (if applicable) and will approve or reject the import permit application.
- v. For rejected application, your appointed agent needs to re-submit the application.*⁵

*¹ You can get the list of import agents registered with MAQIS at the AQS Office and selected entry point office or via MAQIS website.

*² The e-Permit online application is only available through the service of your appointed importing agent, so please provide the booking number to your agent.

*⁵ MAQIS Officer will provide reason why the application rejected.

STEP 5: PRINT THE IMPORT PERMIT

- i. Once your application has been approved and payment have been made, your agent can immediately print the import permit.
- ii. Please make sure you had received the original copy of the Import Permit from your agent.
- iii. Prepare the updated Vaccination records together with the original Import Permit and Veterinary Health Certificate for inspection by MAQIS Officer upon arrival at the Point of Entry.

GUIDE FOR PETS OWNERS (OWNER/IMPORTER/AGENTS) FOR PETS UNDERGO QUARANTINE AT ANIMALS QUARANTINE STATION (AQS)

A. Surrender of pets upon arrival at the point of entry (example entry from KLIA)

1. Please surrender your pets together with the import documents to the MAQIS Officer at the point of entry for inspection. *

*** Import Documents:**

- i. Import Permit (Original Copy)
- ii. Animal Health Certificate (Original Copy) that have been issued by the Veterinary Authority of the exporting Country
- iii. Vaccination Book/Certificate of Vaccination/Pet Passport
- iv. Laboratory report as specified in the import permit requirement (For Australia only) (Original Copy)
- v. Approved Quarantine Space Reservation Form (MK1) (Carbon Copy)
- vi. Approval letter for importation of restricted breed (Copy)

B. Admission of your pets to the AQS and registration as the animal's owner

1. You are required to send your pets and the import documents to the AQS using your own vehicle or vehicle own by your agent. *1
2. You are responsible for ensuring that your pets were brought to the AQS to undergo quarantine procedure as required.
3. You are required to sign the agreement form (MK2 Form) when you surrendered your pets at the AQS Office.
4. You are required to register as the owner of your pets by filling out the MK5 Form at the AQS Office. Definition of the animal or pets owner is any individual / company / organization bearing his name and the information on import documents (Permits, Veterinary health Certificate, Vaccination Book, K1 Form or Import Approval)
5. Please make sure all the necessary equipment and your pet food and water have been prepared and brought along together to the already booked quarantine confinement.
6. For air conditioned room, please set the temperature of the air conditioner according to your needs.

*1 If your pet arrived via passenger terminal at KLIA/ KLIA2 after 1900 hours , the transfer process must be done by agent.

Reminder : Vehicle only allowed to be brought into the quarantine on the day the animal admission into the quarantine and the day the animal released from quarantine.

GUIDE FOR PETS OWNERS (OWNERS/IMPORTER AND AGENTS)

FOR PETS UNDERGO QUARANTINE AT ANIMALS QUARANTINE STATION (AQS)

C. Procedure of visiting your pets in AQS

1. Only registered pets owner is allowed to visit.
2. Please make sure you know and comply with the stipulated visiting hours.
3. Please fill in the Visitor Registration Book and make sure you have been provided with the Visitor Pass every time you visit your pets.
4. Please make sure that you have returned the Visitor Pass and signing out the Visitor Registration Book every time after your visit.

D. Sampling by MAQIS Officer

1. You are required to be present during the sampling process only when needed and contacted by the AQS.

ANIMAL CARE WHILE IN AQS

E. Feedings

1. Please make sure you had prepared enough food and water every day for your pets.
2. It is your responsibility as the pet owner (owner/ importer / agent) to make sure your pets has been given sufficient food and water each day while undergoing quarantine.

F. Cleaning the quarantine confinement/cages

1. You are required to clean your pets quarantine confinement/cages for every day that your pets undergo quarantine.

G. Signs of abnormality

1. If you find any signs of abnormality on your pet, please immediately contact the management of AQS.

H. Release from the quarantine

1. You are required to produce the signed copy of the Quarantine Agreement Form (MK2 Form) when claiming your pets which have completed the quarantine period.
2. Please confirm the acknowledgment of receiving your animals from the AQS and making sure all charges are paid. Please keep the payment receipts for reference.
3. Please ensure Quarantine Certificate (MK10) has been issued for your pets.
4. Please ensure that you did not leave any of your equipment and making sure that all leftover and rubbish has been removed.

QUARANTINE PERIOD AT THE AQS

LIST OF COUNTRIES EXEMPTED FROM QUARANTINE REQUIREMENT

Dogs and cats from the United Kingdom, Eire, Northern Ireland, Sweden, New Zealand, Japan, Brunei and Singapore are not subject to quarantine as long as the animal health conditions is good and all documents are complete.

LIST OF COUNTRIES NOT EXEMPTED FROM QUARANTINE REQUIREMENT

Dogs and cats from other countries than the United Kingdom, Eire, Northern Ireland, Sweden, New Zealand, Japan, Brunei and Singapore are subject to quarantine at least 7 days.

AUSTRALIA

Dogs and cats from Australia are required in isolation for 10 days for the detection of Hendra virus.

FEES AND CHARGES

Please refer The Malaysian Quarantine and Inspection Services
(Fees and Charges) Regulations 2013

AQS VISITING HOURS

| Monday to Thursday | Friday | Saturday, Sunday and Public Holiday |
|---------------------|---------------------|-------------------------------------|
| 10.30 am - 12.30 pm | 10.30 am - 11.45 am | 10.00 am - 12.30 pm |
| 2.00 am - 4.00 pm | 3.00 pm - 4.00 pm | 2.00 pm - 4.00 pm |

ANIMAL QUARANTINE STATIONS ADDRESS AND CONTACT NUMBER

KLIA AQS Address:

Stesen Kuarantin Haiwan KLIA

Jalan Pekeliling 4, Zon Selatan, 64100 KLIA, Sepang, Selangor

KLIA AQS Telephone Number :

+603 87872377, +603 87872379 and +603 87871090

KLIA AQS Fax Number :

+603 87872378

KLIA AQS Email :

skhklia@dvs.gov.my

Pulau Pinang AQS Address:

Stesen Kuarantin Haiwan Pulau Pinang

9583, Jalan Ban, 11960 Bayan Lepas,

Pulau Pinang

Pulau Pinang AQS Telephone Number:

+604 6451292 and +604 6451296

Pulau Pinang AQS Fax Number :

+604 6451302

Pulau Pinang AQS Email :

maqisbatumaung@gmail.com

Padang Besar AQS Address:

Stesen Kuarantin Haiwan Padang Besar

02100 Padang Besar, Perlis

Padang Besar AQS Telephone Number:

+604 949 0230

Padang Besar AQS Fax Number :

+604 9491163



TO MAKE ANY COMMENT OR SUGGESTION PLEASE CONTACT MAQIS HEADQUARTERS:

DIRECTOR GENERAL

THE DEPARTMENT OF MALAYSIAN QUARANTINE AND INSPECTION SERVICES (MAQIS)

LEVEL 4, TOWER 4G1, WISMA TANI,

NO.28 PERSIARAN PERDANA, PRESINT 4

PUSAT PENTADBIRAN KERAJAAN PERSEKUTUAN

62624 PUTRAJAYA

TELEPHONE NUMBER: +603 8000 8000

FAX NUMBER: +603 88886904 / +603 88884855

EMAIL: feedback.maqis@moa.gov.my

FOR INQUIRY REGARDING QUARANTINE BOOKING, PLEASE CONTACT DIRECTLY THE ANIMAL QUARANTINE STATION OFFICE.