



## GENERAL GUIDE FOR PARTICIPANTS

Click to browse



[Entry to Malaysia](#)

[Transportation](#)

[General Information  
About Malaysia](#)



**BANK NEGARA MALAYSIA**  
CENTRAL BANK OF MALAYSIA



**IAIS**

INTERNATIONAL ASSOCIATION OF  
INSURANCE SUPERVISORS

## ENTRY TO MALAYSIA

### Passport and Visa/Entry Permit

All visitors to Malaysia are required to possess a passport that is valid for at least 6 months from the date of entry into Malaysia.

All participants are required to obtain the necessary visa/entry permit, if required, before travelling to Malaysia. Please visit the website of the Immigration Department of Malaysia at <http://www.imi.gov.my/index.php/en/> on the visa/entry permit requirements.

Please contact the Central Bank of Malaysia (Bank Negara Malaysia, BNM)'s secretariat Ms. Zainisma Ismail or Ms. Laftah Noni Latif at [iais2017@bnm.gov.my](mailto:iais2017@bnm.gov.my) should you require an invitation letter for the purpose of the visa/entry permit application.

## ARRIVAL AND DEPARTURE

### Airports

- The Kuala Lumpur International Airport (KLIA) is Malaysia's main International airport. It is about 50km from Malaysia's capital, Kuala Lumpur.
- Participants planning on personal travel prior to or after the annual conference may also use the following airports to connect to their selected travel destinations
  - Kuala Lumpur International Airport 2 (KLIA2), Malaysia's newest airport to cater for the low-cost and full service and capable of servicing 45 million passengers a year. KLIA2 is located less than 2km away from KLIA.
  - SkyPark Subang Terminal (also known as Sultan Abdul Aziz Shah Airport), an alternative airport for domestic connections. The SkyPark Terminal is less than 30 minutes' drive away from KL city.

### KL transportation hub

- Kuala Lumpur Sentral (KL Sentral) is Malaysia's largest transit hub and Kuala Lumpur's integrated rail transportation centre with a direct link to KLIA, Putrajaya (the Federal Government Administrative Centre), Cyberjaya and key areas within the Multimedia Super Corridor.

## TRANSPORTATION

### Airport Transfers

#### By train: KLIA Ekspres

- *KLIA Ekspres* is a non-stop, airport rail link service between KL Sentral and the KLIA. The non-stop journey between KLIA and KL Sentral is 28 minutes and departs every 15 minutes. Cost of a single journey is RM55 (for adult). *KLIA Ekspres* operates from 04:00 am to 01:00 am (the following day). Please follow the link at <http://www.kliaekspres.com/> for more information.
- To get to the hotels, participants arriving at KL Sentral via the *KLIA Ekspres* may -
  - Walk to the recommended hotels which are located adjacent to KL Sentral; or
  - Take a taxi to Lanai Kijang from KL Sentral. The journey should take approximately 10 minutes and the estimated taxi fare is RM15.
- For a hassle free door-to-door airport transfer, participants may opt for the *KLIA Ekspres VIP Service*. The VIP service provides participants with a -
  - Personalised meet and greet service upon approval at Baggage Collection Hall, KLIA and KLIA2;
  - A dedicated porter to accompany participants from KLIA/KLIA2 and on board the train from KLIA to KL Sentral;
  - One-way ride on *KLIA Ekspres* train to KL Sentral; and
  - Ride in an executive limousine to the hotel or conference venue, from KL Sentral.

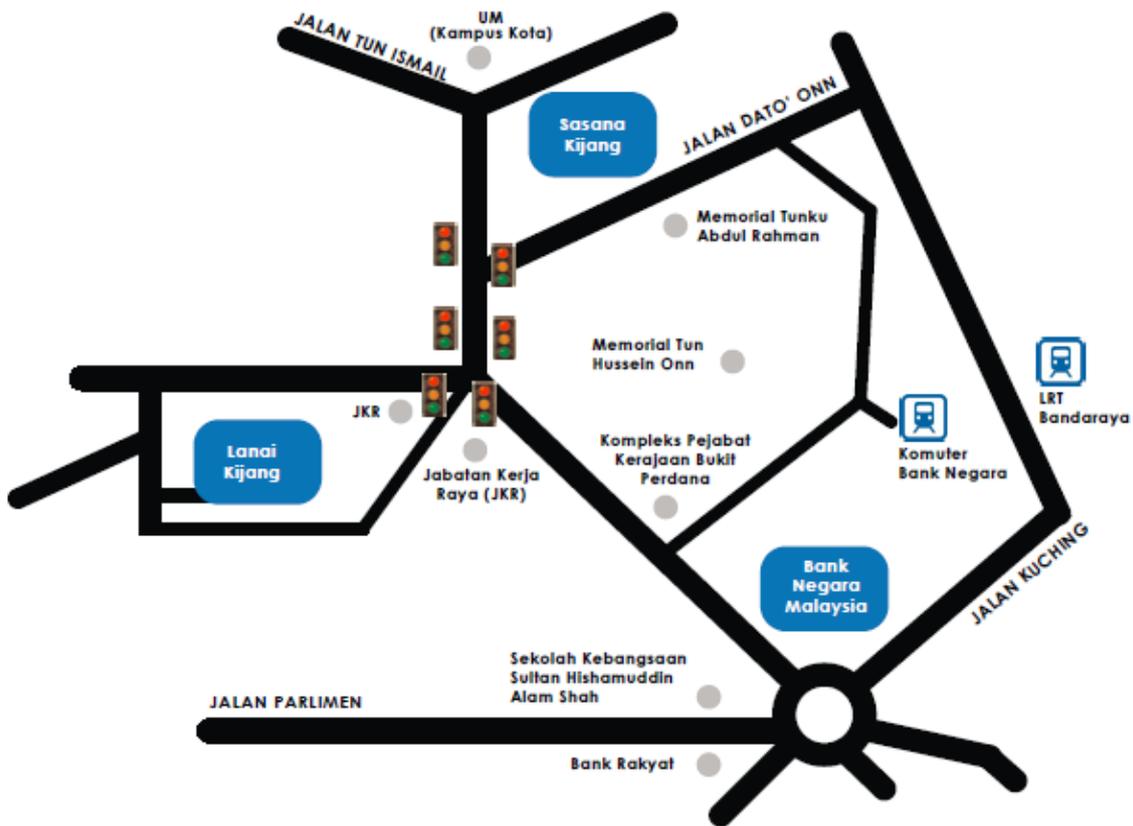
The VIP Service is also available from the hotel to the airport. The fare for the VIP Service is RM155 for one person. Accompanying guests (up to two people) needs only to pay for the train ticket at the cost of RM55 per person.

#### By road: Taxi

- Participants can get to a specified location by taxi from the airport. Coupons for taxis and limousines can be obtained at the Airport Limo counters at the International Arrival Hall (just after the Customs check point and baggage reclaim area, before you exit to the public arrival area). The fare varies with destination and types of taxi chosen.
- Participants staying near KL Sentral may also take a taxi to KL Sentral from KLIA. The estimated taxi fare from KLIA to KL Sentral is RM100 (one way). The journey should take approximately 60 minutes.

### Directions to *Sasana Kijang*

- Shuttle service to and from *Sasana Kijang* will be provided daily to all participants staying at the recommended hotels and *Lanai Kijang*. The travel times are as follows (subject to traffic and weather conditions):
  - Approximately 10 minutes from the recommended hotels; and
  - Approximately 5 minutes from *Lanai Kijang*. Alternatively, participants may enjoy a short walk to *Sasana Kijang* which could take approximately 15 minutes.
- Participants staying at hotels other than the recommended hotels or *Lanai Kijang* can get to *Sasana Kijang* by taxi or train.
  - The nearest train stations are *KTM Bank Negara Station* and *LRT Bandaraya Station*.
  - The walking distances from the stations are 15 and 20 minutes respectively.
  - Please refer to <https://www.myrapid.com.my> for more information on *KTM* and *LRT*, including the integrated transit map. A simplified map below shows the relative distance between the two stations to *Sasana Kijang*.



## GENERAL INFORMATION ABOUT MALAYSIA

### Climate

Malaysia's climate is tropical, where it is usually warm and humid, especially in major cities with temperatures ranging between 25 °C and 36 °C.

### Language

*Bahasa Malaysia* or Malay, is the official language of Malaysia. However, English is widely used in the retail, professional and business sectors.

### People and general etiquette

- Malaysians are very warm and friendly. The colourful mix of races that make up the Malaysian population, which are predominantly Malays, Indians, and Chinese together with various ethnic groups, contributes to the diversity of cultures, festivals, traditions and customs.
- Handshakes are commonly used as part of introductions in Malaysia in both social and business settings. However, some Muslim ladies may only exchange handshakes with ladies. As a general tip for foreign men; only shake hands with a Muslim lady when offered. Otherwise, it is suffice to acknowledge introductions by merely nodding and smiling.
- When entering places of worship and homes of Malaysians, shoes must be removed. Some mosques provide robes and scarves for female visitors. Taking photographs at places of worship is usually permitted but always ask permission beforehand.
- Tipping is generally not the practice in Malaysia. A service charge is usually included in the price.
- Drug laws in Malaysia are significantly strict. There is a mandatory death penalty for trafficking, manufacturing, importing or exporting drugs. Possession of drugs is enough to get anyone convicted.

## OTHER USEFUL INFORMATION

### Time Zone

Malaysian standard time is 8 hours ahead of Greenwich Mean Time (GMT + 8 hours).

### Currency and payments

The legal tender in Malaysia is the Malaysian Ringgit, MYR (or more commonly known as ringgit/RM by the locals) and the exchange rate is approximately RM4.45 for 1 US Dollar. Foreign currency exchange outlets are available at both the arrival and departure halls of KLIA, in major hotels, banks and money changers around the country. Malaysia promotes e-payments and all major credit cards are widely accepted in Malaysia.

### **Electricity/Voltage**

The standard power supply voltage in Malaysia is 220-240 volts, 50 Hz. You may need a transformer/converter for your electronic equipment that is not 'multi-voltage' compatible. The electrical sockets commonly accept the standard 3-pin plugs. A travel adapter is required for other types of plugs.

### **Retail, banks and government office opening hours**

All commercial banks open from 9.00 am to 4.30 pm / 5.00 pm from Mondays to Fridays while the Government offices working hours are from 8.00 am to 5.00 pm from Mondays to Fridays.

Major shopping complexes and departmental stores are open from 9.00 am to 10.00 pm from Mondays to Sundays, including public holidays.

### **Insurance and Medical Cover**

All participants are advised to obtain the necessary and adequate insurance coverage to meet, including but not limited, the participants' personal, medical and travel insurance needs, prior to leaving their respective countries to the IAIS Annual Conference in Kuala Lumpur. IAIS and BNM are not responsible for the medical, travel or life insurance coverage of the participants.

### **USEFUL PHRASES**

<b><i>Bahasa Malaysia</i></b>	<b>English</b>
<i>Selamat datang</i>	Welcome
<i>Selamat pagi</i>	Good morning
<i>Selamat tengahari</i>	Good afternoon
<i>Selamat petang</i>	Good evening
<i>Selamat malam</i>	Good night
<i>Terima kasih</i>	Thank you
<i>Sama-sama</i>	You are welcome
<i>Apa khabar?</i>	How are you?
<i>Siapa nama kamu?</i>	What is your name?
<i>Maaf</i>	Sorry