

EXPATS' Handbook

2018

Table of contents

1. Relocation

Accommodation	5
Utilities	8
Communication	10
Banks	12

2. Daily life

Eateries	15
Shopping	18
Leisure activities	20
Education	29

3. Getting around

Transportation	31
Airports/Airlines	34

4. Culture

Religious diversity	36
Cultural norms	37

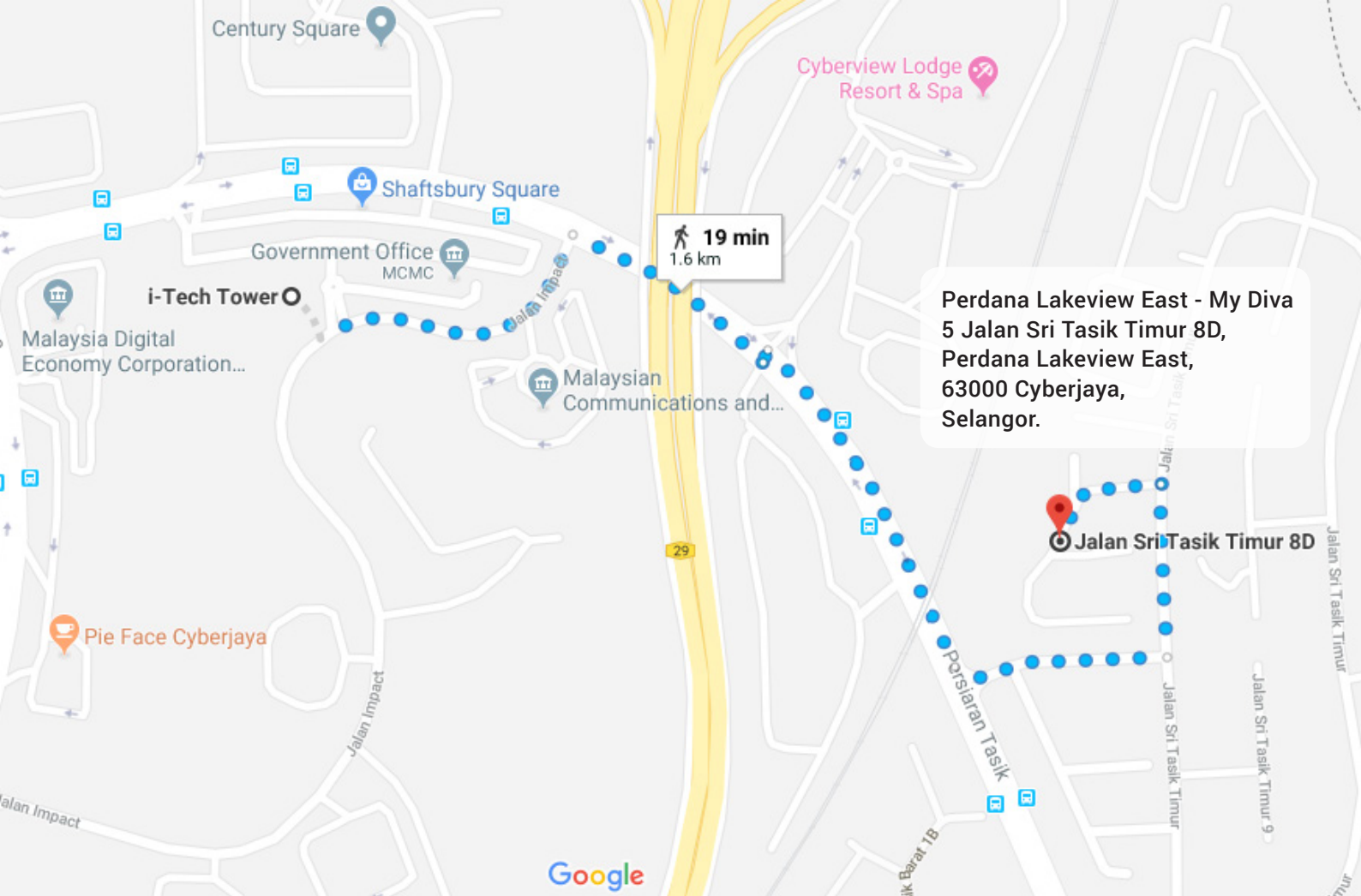
5. Frequently asked questions

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If you're about to move to Malaysia, or if you've freshly arrived, there are probably some general things that you'll want to know. This booklet will help you get a better understanding of your new surroundings.

1. Relocation



Accommodation

Company house

The company house is located at Perdana Lakeview East at the address above, and bicycles are provided to travel to work.



Cleaning and housekeeping:

Please keep in mind that a cleaner is hired to clean the house once a week at weekends. Tenants are mainly responsible for maintaining the house in a clean, orderly state.



Wifi:

The Wifi password can be found on the router. You can connect to the Wifi on all floors.



Other accommodation options

Some accommodation options in Cyberjaya include:

- Shaftsbury Serviced Suites
- Garden Plaza
- Mirage by the lake
- Cyberview Resort & Spa
- Perdana Lakeview East
- Cyber Heights Villas
- Setia Eco Glades
- D'Melor Condominium
- Citadines DPulze Cyberjaya

Although accommodation is more expensive in Cyberjaya than in Kuala Lumpur, it has the advantage that you can get to the office at no time and without spending much on travel expenses.

More information about accommodation can be obtained from the following websites:



Cost of accommodation

Accommodation in Cyberjaya

	Fully furnished	Partially furnished	Unfurnished
Studio	RM 1,600 to RM 1,800	RM 1,400 to RM 1,500	RM 1,100 to RM 1,300
1 Bedroom	RM 1,700 to RM 1,900	RM 1,500 to RM 1,600	RM 1,300 to RM 1,400
2 Bedrooms	RM 2,000 to RM 2,300	RM 1,700 to RM 1,900	RM 1,500 to RM 1,600

* The above are estimate costs only.

Utilities



Power

Malaysia's electricity provider is Tenaga Nasional Berhad (TNB), which issues monthly electricity bills, payable at any post office, at a Kedai Tenaga Customer Service Center, or by bank transfer. For more information on payment and the current electricity tariffs, please visit [**TNB**](#).



Water

Cyberjaya water is supplied by the Syarikat Bekalan Air Selangor Sdn Bhd (SYABAS). Water bills are prorated according to the metered usage within a billing period of 31 days. SYABAS may send your water bills directly to you or you may receive the bills from the management of your residential building depending on where you are living. To learn more about Selangor water distribution and billing, please visit [**SYABAS**](#).



Gas

[**Petronas**](#) is one of the main gas suppliers in Malaysia, and the gas is mostly delivered in the form of gas cylinders. The most convenient way to order a replacement cylinder when the one at home runs out of gas is to download and use the app called "Gas2U".

Another major gas supplying company is [**Gas Malaysia Sdn Bhd**](#) with an app named "MyGas". However, while it is possible to order a full gas cylinder via this app, replacing an empty cylinder is not a service it offers.

There are also gas delivery agents that operate by phone. The easiest way to find one that covers your area is to ask the management office of your residence.



Cost of utilities

Utilities	Per month
Internet	RM 150 to RM 180
Electricity	RM 100
Water	RM 50
Mobile	RM 100
Cable	RM 100 to RM150

* The above are estimate costs only.



Communication

Mobile phone and Internet broadband service providers

The four main mobile phone service providers in Malaysia are Celcom, Maxis, U Mobile, and DiGi. They also provide high-speed cellular data and mobile broadband services.

High-speed Internet broadband for homes are mainly provided in Malaysia by **Telekom Malaysia's Unifi** and **TIME**.

Learn more about the packages offered by each mobile telco and broadband provider by visiting **this page**.

Messaging

WhatsApp is perhaps the most popular messaging service in Malaysia, and it seems that many people prefer to use this free app rather than send and receive regular text messages. WhatsApp is a cost-effective method to liaise with anyone who might be meeting you when you arrive in Malaysia or to communicate with others you might want to reach, so we recommend that you install the app before you arrive.



Emergency contacts

Police/Ambulance/Fire and Rescue Department:

999 (Landline and mobile phone)

112 (Mobile phone only. The call is redirected to 999.)

Tourist Police hotline:

03 2149 6590

Gas emergency:

995 (Landline and mobile phone)

Power failure:

15454 (Landline and mobile phone)



Banks

Opening a bank account

Some commonly used banks in Malaysia include CIMB, Maybank, Public Bank, and Ambank. We highly recommend those who have newly arrived in Malaysia to open an account with CIMB due to its convenience and user-friendly features. Below are the main documents required when opening a bank account:

- Passport (valid for at least 12 months)
- Passport photocopy (all pages)
- Employment verification letter
- Verified bank statement for the past three months from your previous bank (sometimes requested)

**Kindly note that different banks may request different documents.*

Here are the links to major Malaysian banks and directions to the branches closest to the office:



[Find out more about Maybank](#)



[Find out more about CIMB Bank](#)



ATM Locator

Click the link below to aid your ATM search in Cyberjaya.

Directories: [ATMs in Cyberjaya](#)

2. Daily life



Eateries

Places to eat around Cyberjaya

Shaftsbury Square is located next to our company and has a wide variety of restaurants. Do visit the [directory](#) for a full listing.

Here are a few recommendations:



Monjo Coffee



Kung Fu, Chinese cuisine



Chubbies



Subway



Starbucks



Tae Yang Island, Korean cuisine



Secret Recipe

*On average, a meal in Cyberjaya would cost around RM15 (inclusive of drink).



Fast food

Fast food restaurants in Malaysia are popular franchises. Below is a list of some fast food chains available in Malaysia:



McDonalds



Nando's



KFC (Kentucky Fried Chicken)



Kenny Rogers



Domino's Pizza



Wendy's



Pizza Hut



foodpanda

Food delivery apps

One of the apps commonly used for ordering in food is Foodpanda. Apart from searching for the app in Play Store or App Store, you can also find out more about the service by visiting [Foodpanda](#). Foodpanda delivers from the restaurant of your choice, as long as it is on their list of eateries in your area.

Another food delivery service to be considered is [Dahmakan](#), which unlike Foodpanda has its own chefs. You can search for the app directly on Google Play Store or iOS App Store, or you can visit their website. Dahmakan boasts of delivering healthy food with no delivery fee and no minimum order.

Cost of food

Food	Per month
Homemade	RM 500
Eat out	RM 1000

* The above are estimate costs only.



Shopping

Supermarkets and hypermarkets

There are many supermarkets and hypermarkets in Malaysia, and the ones listed below sell globally familiar items. Some of them like Tesco and Isetan go beyond groceries and you can purchase household goods and appliances, clothing, stationery, and even furniture at the same place where you do your weekly grocery shopping.



Redtick (Shaftsbury Square)



Tesco



Cold Storage



Jusco



Happy Fresh



Ben's Independent Grocer



Jaya Grocer



Village Grocer



Isetan



MyDin



Giant

Online shopping

Online shopping is also another convenient and hassle-free way of purchasing the items you need, and it has become very popular in Malaysia as well. Here are a few of the many online shopping websites available in Malaysia:



Lazada, many types of goods through various retailers



Guardian, health and beauty products



Watson, health and beauty products



Zalora, fashion and accessories



Tesco, supermarket items



Redtick, supermarket items



Jaya Grocer, supermarket items



Leisure activities

Company weekly activities

A varieties of leisure activities are organised on a weekly basis on the following days and venues:

Activities	Day & time	Venue	Person in charge
Badminton	Tuesday, 7.00pm	KSL Sports, Puchong	Nara
Rock climbing	Wednesdays, 6.30pm	Putrajaya Challenge Park	Bruce
Pilates class	Wednesdays, 7.00pm	Kelab Komuniti Centre, Cyberjaya	Candace
Tennis	Thursdays, 6.00pm	Shaftsbury Residences/ Cyberview Resort	Rakshit
Futsal	Tuesday/Thursday	KSL Sports, Puchong	Nara

Please contact the person in charge if you are interested. They will send you regular updates and required information regarding the activity in question.



Recreational activities

Putrajaya Wetlands Park

If you are a nature enthusiast, it is almost a given that you will love a visit to Putrajaya Wetlands Park with its lush greenery. You can walk through the park or pedal a rented bike. There is also a watch tower in the park from where you can see all of Putrajaya.

Address: Putrajaya Wetlands Park, 62000 Putrajaya

Opening Hours: The park is open 24/7, but the facilities, like the bicycle rental counter, are only open Tuesday to Sunday: 9am to 5pm.



Putrajaya Challenge Park

Putrajaya Challenge Park, located in Putrajaya's Precinct 5, covers about 30 hectares and includes superb park facilities, among the best of its kind in Asia. The three main sections of this park are called: the Indoor Rock Wall Climbing Complex, Mountain Bike Trails, and, last but not least, Skate Park and Thrill Park. Renting required equipment is possible in all sections, and coaches are available, too. The facilities, managed by Putrajaya Municipality, have a range of pricing options and are suitable for visitors of all ages and skill levels.

Address: Jalan P5, Presint 5, Putrajaya, 62200, Putrajaya, Wilayah Persekutuan Putrajaya, 62200

Opening Hours: Monday, Tuesday, Thursday, Sunday: 10am to 8pm
| Wednesday, Saturday: 10am to 10pm | Friday: 10am to 12:30pm and
3pm to 10pm



District 21

District 21 is a new indoor theme park inside IOI City Mall in Putrajaya. District 21 has ten adventure attractions, many of which are novelties in Asia, and it offers all visitors exciting activities that include climbing, jumping, riding, sliding, and flying.

Address: AT 6, IOI City Mall, IOI Resort City, 62502 Putrajaya, Wilayah Persekutuan Putrajaya

Opening Hours: Monday to Friday: 12pm to 8pm | Saturday and Sunday: 10am to 8pm



Ice skating at Icescape

Malaysia's biggest ice skating rink is Icescape, located in IOI City Mall, Putrajaya, and easily within reach.

Address: IOI City Mall, 62502 Putrajaya, Wilayah Persekutuan Putrajaya

Opening Hours: Monday to Sunday: 10am to 10pm



Cyberjaya Lake Gardens

A peaceful, scenic space, suitable for walking, jogging, cycling, or a relaxing family outing.

Address: Persiaran Semarak Api, Cyber 4, 63000 Cyberjaya, Selangor

Opening hours: Monday to Sunday (24 hours)



Karting in Raycer Powerhouse

Raycer Powerhouse is a go-kart track, offering the thrill of speed at a reasonable price.

Address: Kelab Komuniti Taman Tasik Cyberjaya, Cyberjaya, 63000 Cyberjaya, Selangor

Opening Hours: Monday to Sunday: 11am to 11pm



Sunway Lagoon

Covering 88 acres, Sunway Lagoon is a supreme theme park, always adding to its attractions, and has now more than 90 sources of pure family fun in six different zones: Water Park, Amusement Park, Wildlife Park, Extreme Park, Scream Park, and Nickelodeon Lost Lagoon, which is the first and only Nickelodeon theme park in Asia.

Address: 3 Jalan PJS 11/11, Bandar Sunway, 47500 Petaling Jaya, Selangor

Opening Hours: Monday to Sunday: 10am to 6pm.

For other fun activities in Putrajaya and Cyberjaya, please click [here](#).



Vacation getaways

Malaysia is rather diverse geographically. It has 13 states and 3 federal territories altogether. Peninsular Malaysia, also known as West Malaysia, comprises 11 states and 2 federal territories (Kuala Lumpur and Putrajaya), whereas East Malaysia, which is separated from West Malaysia by the South China Sea, has 2 states (Sabah and Sarawak on the island of Borneo) and a federal territory, i.e. Labuan Island. Traveling to East Malaysia requires a separate visa, issued at the airport upon arrival for most nationalities.

To learn about travel packages and tourism directories or to find travel agents, please visit [here](#).

This webpage may also assist you in deciding upon your next travel destination.



Education

There are many international schools to be chosen from, offering preschool to high school programmes, following the educational system of different countries, and offering various certificates accordingly.

International schools located nearby include **Nexus International School** in Putrajaya, **elc International School**, and **Taylor's International School**. All three follow the British curriculum.

For more information on other international schools, please visit **this page**.

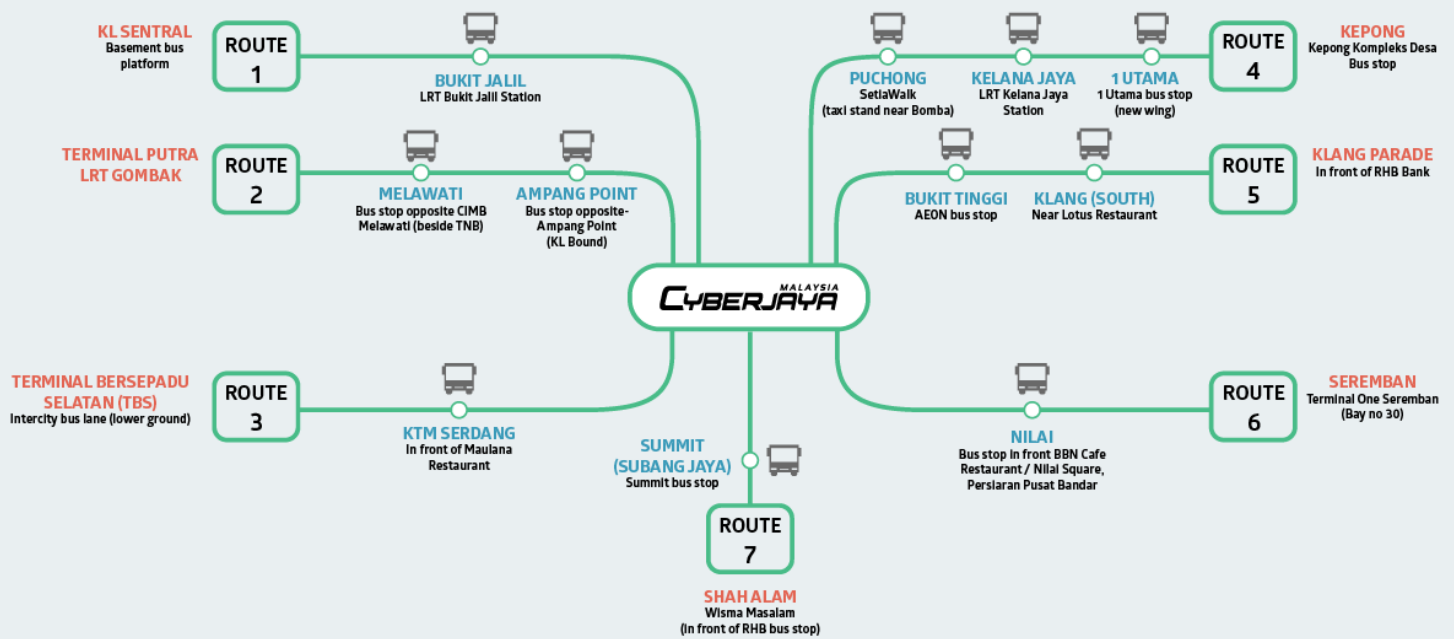
3. Getting around



Transportation

Many types of public transportation are available in Malaysia, including buses, taxis, and a variety of **intra-city trains**. Ride-hailing services, such as Grab, are also very popular. You can download **Grab** app from Google/App store directly.

Another way to go about in Cyberjaya is renting the bikes provided by the **oBike** bicycle-sharing service, easily accessible via the oBike app. Operating on a station-less system, oBike allows you to locate a nearby bike or even book it in advance, ride to your destination, and simply leave the bicycle at a designated spot or at any public bicycle parking lot. Due to its convenience, it is widely used to travel around the city, and it provides a means of transportation to our workplace as well. For more info, please visit oBike website.



Downloading the **Moovit** app from Google Play or App Store can also help you with moving around in Cyberjaya and KL, whether you are walking, riding a bike, or using public transportation. You can also plan your trip ahead, at the convenience of your desk.

In Cyberjaya, the most affordable form of public transportation is the bus. Rapid KL buses arrive every 20 to 30 mins. To learn more about bus routes and operation hours, please take a look at this **presentation**.

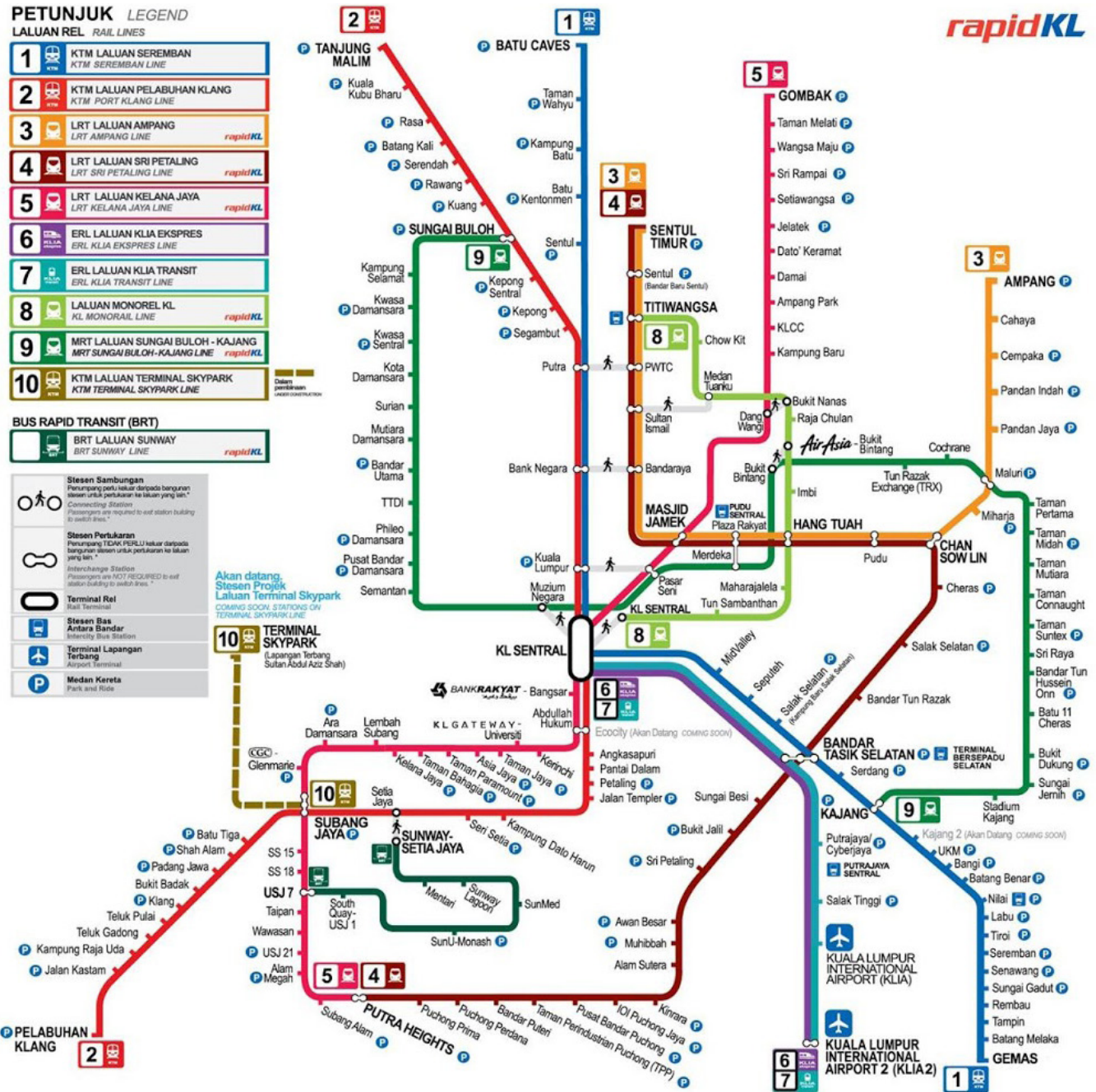
The large, integrated public transport network in Kuala Lumpur and Selangor makes it easy to commute in these areas. With different rail lines such as Mass Rapid Transit (MRT), Light Rail Transit (LRT), Monorail, and Malayan Railways (KTM), passengers now have several options in planning their trips. **Rapid KL** offers an efficient way to choose the best routes, whether you want your trip to take the shortest possible time or require the least number of transfers.

PETUNJUK LEGEND

- LALUAN REL RAIL LINES**
- 1 KTM LALUAN SEREMBAN
KTM SEREMBAN LINE
 - 2 KTM LALUAN PELABUHAN KLANG
KTM PORT KLANG LINE
 - 3 LRT LALUAN AMPANG
LRT AMPANG LINE
 - 4 LRT LALUAN SRI PETALING
LRT SRI PETALING LINE
 - 5 LRT LALUAN KELANA JAYA
LRT KELANA JAYA LINE
 - 6 ERL LALUAN KLIA EKSPRES
ERL KLIA EKSPRES LINE
 - 7 ERL LALUAN KLIA TRANSIT
ERL KLIA TRANSIT LINE
 - 8 LALUAN MONOREL KL
KL MONORAIL LINE
 - 9 MRT LALUAN SUNGAI BULOH - KAJANG
MRT SUNGAI BULOH - KAJANG LINE
 - 10 KTM LALUAN TERMINAL SKYPARK
KTM TERMINAL SKYPARK LINE
- BUS RAPID TRANSIT (BRT)**
- BRT LALUAN SUNWAY
BRT SUNWAY LINE

- Stesen Sambungan
Penumpang perlu keluar daripada bangunan stesen untuk berpindah ke laluan yang lain.
Connecting Station
Passengers are required to exit station building to switch lines.
- Stesen Pertukaran
Penumpang TIDAK PERLU keluar daripada bangunan stesen untuk bertukaran ke laluan yang lain.
Interchange Station
Passengers are NOT REQUIRED to exit station building to switch lines.
- Terminal Rel
Rail Terminal
- Stesen Bas Antara Bandar
Inter-city Bus Station
- Terminal Lapangan Terbang
Airport Terminal
- Medan Kereta
Park and Ride

Akan datang
Stesen Projek Laluan Terminal Skypark
COMING SOON STATIONS ON TERMINAL SKYPARK LINE
(Lapangan Terbang Sultan Abdul Aziz Shah)



The nearest train/bus station to Binary Group Services Sdn Bhd is Putrajaya Sentral, which is about six kilometers away.

Cost of transportation

Transportation

Per month

Transportation

RM 0 to RM150

* The above are estimate costs only.



Airports/Airlines

The two main airports in Malaysia are KLIA and KLIA2.

Kuala Lumpur International Airport, known as KLIA, is Malaysia's main international airport and the largest, busiest one in Malaysia.

Kuala Lumpur International Airport 2 (KLIA2) is a relatively new airport, providing a hub that connects low-cost and full-service flights.

To find out more about these and other Malaysian international and domestic airports, please click [here](#).

A convenient way to reach KLIA and KLIA2 is using the train service known as **KLIA Express**.

4. Culture



Religious diversity

Multiple religions are practiced in Malaysia, including Islam, Buddhism, Hinduism, Christianity, and Sikhism.

Although the official religion of Malaysia is Islam, the Federal Constitution guarantees religious freedom for the followers of all faiths.

Respect for all religions is reflected in Malaysian calendar as well, as all main religious festivals celebrated by Muslims, Buddhists, Hindus, and Christians are public holidays in Malaysia. For more information on these festivals, read this article in [**The Star**](#).

Often you see different places of worship, such as mosques, temples, and churches in the same town or city, and even in the same neighbourhood.

Cultural observations

Malaysia might seem an easygoing and informal nation in day-to-day encounters, but there are some norms that are expected to be observed, including the following practices and etiquettes:

- Most people of both genders find handshakes acceptable, but some Muslim ladies may prefer just to smile and nod when greeting a gentleman. It is best to wait for ladies to initiate a handshake.
- Before visiting somebody at their home, it is better to telephone them.
- Before entering a Malaysian home or a mosque or temple, shoes must be removed.
- Malaysian hosts often offer drinks to their guests and it is nice to accept this offer.
- Eating with hand and giving or receiving things are always done with the right hand.

- The finger used for pointing is not the right forefinger but the thumb of the right hand, while the other fingers are folded into a fist.
- Sometimes females visiting mosques are asked to wear provided robes and scarves before they are admitted. Most places of worship allow visitors to take photographs, but make sure to first ask if this is permitted.
- Most Malaysians do not exhibit inordinate romantic gestures in public. You may also encounter signs forbidding kissing and hugging in some public places and on buses, trains, and taxis.
- Women should take local regulations into consideration when choosing their swimsuit. Beaches and shared swimming pools do not permit topless sunbathing, and some also prohibit wearing bikinis. In fact, it is not uncommon to see Muslim women swimming in their clothes.
- The majority of the people in Malaysia are Muslims; hence, they don't drink alcohol. As a result, toasting is not a practice commonly encountered in this country.

5. Frequently asked questions

Will the power plugs of my devices (laptop, phone, etc.) work with Malaysian outlets?

Type G electrical plug is widely used in Malaysia; however, it would be best to bring your own adapters just in case the power outlets do not fit the plugs of your electrical devices.

I've heard that it is humid in Malaysia.

You'd better believe it!

Is the tap water safe to drink?

We recommend that you purchase bottled water for drinking. Tap water is fine for washing and brushing your teeth.

Am I expected to tip? For what services? How much?

Tipping is not expected in Malaysia.

Is the office open at the weekend?

Yes. Do let us know if you need access outside working hours (week-days after 11pm or at the weekend). We will provide a bunch of keys and reset the access cards.

I would like to make coffee in my room. What are my options?

If your suite does not have a coffee maker, you have the option of buying one (at your own expense). In Cyberjaya, the nearest place to purchase a coffee maker is Starbucks. The cheapest model, a small French Press, costs about RM90.00. While you're there, you'll probably want to buy a bag of beans, and if you ask, the employees will grind those beans for you. An alternative is to order a coffee maker online. See the section entitled Online shopping for more information.

Where is the closest money changer?

The closest one is located at DPulze Shopping Centre, only about 2 kilometers away from Shaftsbury.