

## FAQ MATRIX (FREQUENTLY ASKED QUESTIONS – FAQ)

BIL	QUESTION	ANSWER
1	What is the High Security Driving License Production Implementation Initiative?	The High Security Driving License Production Implementation is a government initiative to produce high security driving license cards to replace the existing plastic coated driving license that has been used since 1989 without any upgrades. It is a credit card-sized driving license equipped with the latest security features.
2	What is the rationale for implementing the High Security Driving License initiative?	<p>The rationale for this initiative are:</p> <ul style="list-style-type: none"> <li>i. To enhance the security feature on driving license cards.</li> <li>ii. To improve enforcement effectiveness.</li> <li>iii. For current work processes transformation where images are stored and downloaded for driving license renewal purposes.</li> <li>iv. To be recognized internationally with the use of dual language compared to the current current driving license.</li> <li>v. To improve the Government's image through the use of technology comparable to developed countries such as the United States, Germany, Australia and New Zealand.</li> </ul>
3	What driving license involved in this initiative?	The implementation of this initiative only involves the provisional driving license category (PDL) and competent driving license category (CDL).
4	When will this initiative come into force?	This initiative will come to effect starting 16 <sup>th</sup> July 2013 at all JPJ Offices.
5	Where can one have access to the high security driving license issuance service?	<p>The issuance service are provided at the JPJ State Office / JPJ Branch Office counters and can be obtained through:</p> <ul style="list-style-type: none"> <li>i. New driving license application</li> <li>ii. Driving license class addition application</li> </ul>

		<ul style="list-style-type: none"> <li>iii. Driving license renewal application</li> <li>iv. Driving license copy / replacement application</li> <li>v. Driving license amendment application</li> <li>vi. License pick-up for transactions done through the JPJ Public Portal.</li> </ul>
6	Can the license owner do it at the post office or through the Government eservices Online System?	From 16 <sup>th</sup> July 2013, license owners can do it at all JPJ Offices only. This initiative will be expanded to Post Offices and the online Government eservices starting November 2013. However, the confirmed date will be notified when the system is up and ready. Until then, those who renew their license at the Post Office are allowed to renew for duration of one (1) year only.
7	Which is the license holders involved?	The implementation of this initiative will involve all provisional driving license (PDL) and competent driving license (CDL) holders only. Learners driving license and vocational license holder will still continue using the current paper driving license.
8	Will there be structure changes or application of new rate for this initiative implementation to the license holders?	The implementation of this initiative does not involve structure changes to the driving license fee. The high security driving license fee remained at RM20.00 (motorcycle) and RM 30.00 (car/lorry) a year. There will be no additional fee charged for the production of high security driving license.
9	Will license holders allowed to go to JPJ counters solely to convert to the high security driving license?	License holders are not allowed solely to convert to the high security driving license without combining with other transactions.
10	Does the Government set up a specific period for license holder to convert to the high security driving license?	The Government has not set up any specific period for the license holder to convert their current driving license to the high security driving license.

11	What is the allowed duration for high security driving license renewal?	Duration for license renewal is preserved i.e. for duration of 1, 2, 3, 4 and 5 years. However, holders are encouraged to renew their license at least for duration of 2 years and above.
12	Are license holders still require to bring along their current picture?	Photo booth counters will be set up under the implementation of this initiative. No fees applicable to license holders for this procedure. However, license holder is permitted to use own picture taken from Mykad or any pictures brought along for scanning. Image scanners will be provided at the JPJ without any charge.
13	What are the main features of the high security driving license?	<p>Among the main security features of the license are as follows:</p> <ul style="list-style-type: none"> <li>i. Plastic cards pre-printed with high security and sophisticated design in form of fine imagery lines.</li> <li>ii. Printed license holder information and picture will be secured by a layer of <i>High Secure Hologram</i>.</li> </ul>