

EMPLOYERS FAQs

Q. What is SwipeWorkers?

SwipeWorkers is a hiring platform that matches employers to workers with the help of a concierge. Access to this platform is via a mobile app called “**The Swipe App**”.

The Swipe App enables employers to access thousands of biodata and hiring can be done in 3 Simple Steps:

1. Find the Best Match - Filter, Search, Shortlist & Conduct In-app Interview
2. Offer Employment
3. Make Payment - The concierge will do the rest

The Concierge will assist you throughout the entire process.

Q. What are the benefits of The Swipe App?

1. Affordable: Costs are kept low so that employers can have access to extra help
2. Convenient: One-stop solution for foreign worker hiring needs
3. Fast: Employers can get their domestic helpers as fast as 2 weeks. For foreign workers, it's from 1.5 months.
4. Transparent Pricing: Employers know what they are paying for.
5. Hassle-free: The concierge will assist and handle most of the paperwork and bring the worker to you.

Q. Is The Swipe App free?

Yes, the app is free to download and use.

Q. How do I find The Swipe App?

- Click here bit.ly/SwipeAppDL; or
- Search “The Swipe App” in the Apple App Store or Google Play Store

Q. Can I use multiple phone numbers to sign up?

Each person should only have one account.

Q. What should I do if I forget my username/password?

You can reset your password via the App login screen.

Q. Can I hire multiple workers / maids at the same time?

Yes, you can hire multiple at the same time.

Q. Is my own user profile visible to the public?

Your profile will not be visible to the public as we value our user's privacy. However, non-sensitive information such as Name, will be viewed by the workers that you have engaged.

Q. How long is the employer profile kept in the app?

All user's personal data will be kept in the app according to the country's privacy law.

Q. Can I hire a maid / worker through the SwipeWorkers website?

The hiring can only be done through The Swipe App.

Q. How does SwipeWorkers protect my privacy and keep my information secure?

Please refer to our app “Privacy Policy” under “Settings” in The Swipe App.

Q. How can I track the status of the hiring progress?

We will send you regular updates via email to keep you informed of the hiring progress.

Q. How do I go about hiring a maid / worker using The Swipe App?

- Step 1: Download “The Swipe App”
- Step 2: Filter your preferences, Shortlist, Interview (optional) & Make offer
- Step 3: Make payment after the offer has been accepted by the worker / agent. The concierge will do the rest.
- Step 4: Wait for the worker to arrive at your home / company

Q. How long will the maid / worker arrive in Malaysia?

The expected time frame for the maid to arrive in Malaysia is approximately up to 2 weeks and foreign worker from 1.5 months, from the completion of the documentation submission.

Q. Who is eligible to apply for a maid in Malaysia?

- You must be a citizen or permanent resident of Malaysia.
- You must be married and must have either:
 - Child or children under 15 years old
 - Child or children who are disabled
 - Parent(s) who are of advanced age
 - Spouse who needs care
 - Family member who needs care (limited to siblings and grandparents)
- Your income must be at least RM 3,000 to hire an Indonesian maid.
- You must not be a declared bankrupt, on the Department of Labour's blacklist or have issues pending with the Immigration Department
- Muslim employers can only hire Muslim maids.

Q. What is the minimum age requirement to hire a maid / worker through the SwipeWorkers platform?

In accordance to the law in Malaysia, an employer must be at least the legal age of 18 years old and fulfilled other related requirement such as household and income criteria.

Q. What is the salary requirement for an employer to hire a maid from overseas?

The minimum salary for an employer to hire an Indonesian maid is RM 3,000.

Q. If I don't have a company, can I still hire a maid / worker?

You can hire a maid as an individual, if you have a minimum salary of RM 3,000 and above. But for workers, you are required to hire under a company.

Q. What are the documents required for hiring maid?

1. myKAD
2. EA statement
3. Pay slip
4. Marriage/Death certificate
5. Childbirth certificate
6. Employment contract
7. Spouse myKAD
8. Any other documents (if applicable)

Q. What are the documents required to hire general workers?

For General Worker hiring, there are different requirements for each sector. Thus, kindly contact our customer service for further information.

- Call and Whatsapp: +6012 566 7251 (Mondays to Fridays, 9am to 6pm)
- Email: support.my@swipeworkers.com

Q. Can I hire a worker using my company details without using my personal ID / passport?

Personal ID / passport is used for registering to The Swipe App. For hiring of workers, we would also require your company's details and contact information.

Q. Can I personally screen and interview the maid / worker?

Yes. You can view the maid or workers' biodata via The Swipe App, and schedule a suitable date and time to conduct an in-app video interview with the maid / worker at your convenience.

Q. Will my selection of the maid / worker guarantee availability?

The maid / worker that you select is guaranteed only after he / she has accepted your offer. After acceptance, no other employers can hire this maid / worker.

Q. How long does it take to recruit a maid or worker?

Typically, it takes up to 2 weeks for maid and up to 1.5 months for general worker depending on the approval speed from relevant authorities.

Q. If the maid / worker has undergone the medical screening in the source country, do they still have to undergo medical screening at the FOMEMA clinics after arriving in Malaysia?

Yes, as this FOMEMA screening is mandatory for every foreign worker who wishes to work in Malaysia.

Q. Can I switch the maid / worker to work in different states / region?

The Malaysia immigration must be notified on the change prior to any re-location.

Q. If the maid runs away, what should I do?

- Step 1: Lodge a police report at the police station.
- Step 2: Inform the SwipeWorkers immediately for further assistance. You will have to provide these documents (letter of application to cancel PLKS, copy of employer's IC, copy of worker's passport, Foreign Worker Abscondment Report Form, certified copy of the police report and pay fine as stated in Personal Bond agreement)
- Step 3: The relevant party will submit application to FWCMS portal to update the employee's status and will proceed to the nearest Immigration Department's office to get the checkout memo and make the SITA payment.
- Step 4: If you qualify for a replacement maid / worker, one will be provided to you.

Q. Do I get refund if my maid runs away?

Yes. Please refer to our [refund policy](#)

Q. How long is the refund procedure?

Yes. Please refer to our [refund policy](#)

Q. Where do I get my refund?

We will transfer the refund directly to the bank account number that you provide to us.

Q. Who do I approach if there's a discrepancy in the refund amount?

Please email us at support.my@swipeworkers.com with the details and we will investigate the issue.

Q. Do I get a replacement maid/worker if the existing one runs away?

It depends on the terms and condition set by the source country's agency that was responsible for the maid / worker. Please refer to our [refund policy](#)

Q. Can I replace the maid / worker if he / she is not suitable?

Yes. if you have purchased a replacement package.

Q. What is the cost of hiring a maid / worker using The Swipe App?

- Indonesian Maid: From RM 7,000
- Indonesian Worker: From RM 8,000

Q. Are there any additional or hidden charges?

We are transparent in our fee structure. All charges are displayed in the App before you make payment.

Q. What is the payment method?

We accept payment via credit/debit card or bank transfer.

Q. Do you provide instalment payment plan?

We will be enabling this option soon. In the meantime, we only accept full payment via credit/debit card or bank transfer.

Q. After I have made the payment to confirm the hiring, can I cancel subsequently?

Yes, you can cancel but the fixed costs associated with the hiring will be forfeited. You will receive the refund of all variable costs that has not yet been incurred. Please refer to our [cancellation and refund policy](#)

Q. Do I need to purchase insurance for my worker?

Yes. it is compulsory to purchase insurance for all foreign workers.

Q. Who do I approach if I want to make a claim?

Please approach the insurance company directly for any claims matter.

- Company name: MPI Generali Insurans Berhad
- Customer service number: +603 2034 9888
- Operating hours: Monday to Friday (9am till 5pm)

Alternatively, you may contact the customer service to assist you with the claims.

Q. How long is the claims process?

The whole process is approximately 7 -14 working days, subject to full document submission.

Q. Who will be handling the maid / worker's passport and visa application?

A concierge will assist you in handling the passport and visa application.

Q. Where will the maids / workers be sent for medical check-up?

They will be sent to any of the approved list of FOMEMA clinics. The maid / workers will be sent to the nearest approved clinic for check-up.

Q. Do I receive maids / workers medical report from the concierge or FOMEMA?

The medical result can be viewed from the FOMEMA portal. Alternatively, you may contact SwipeWorkers for assistance.

Q. How can I check the hiring process status?

We will provide timely updates on the progress via email. Do look out for them.

Q. Can I contact the concierge directly for any issues?

Yes, and alternatively, you may contact SwipeWorkers and we will assist you.

- Call: +603 5033 2458 (Mondays to Fridays, 9am to 6pm)
- Whatsapp: +6012 566 7251 (Mondays to Fridays, 9am to 6pm)
- Email: support.my@swipeworkers.com

Q. Does SwipeWorkers provide work permit renewal service?

Yes, you can renew and make payment for the worker's work permit via the App.

Q. Do I receive notification status for each hiring progress?

Yes. We will provide you with timely updates via email.

Q. Can I log in to the same account using a different mobile phone?

Yes, accounts are not tagged to physical mobile phones. However, you may not be able to use some services that requires an OTP if you do not use the mobile phone with the register phone number.

Q. Can I skip the interview session with the maid / worker during the process?

Yes. The interview session is optional. Employers who wish to have a one-to-one interview with the maid / worker can utilise the video interview feature in the App.

Q. Is it necessary to purchase return air tickets?

Yes, this is to ensure that the maid / worker is returned to their home in the event of contract completion or termination.

Q. Which country's agencies are on the SwipeWorkers platform?

The agency partners that we have are from Indonesia at this moment. We will be adding partners from other source countries in the upcoming months.

Q. Can I pay the maid / worker's salary through the app?

We will be introducing the payroll solution within the app soon. Do look out for it.

Q. Can we schedule all workers' interview in one session?

We encourage you to spread out the interview so that both you and the potential workers have sufficient time to interact.

Q. If I have rejected the applicant, will he / she still appear on the workers list?

No, rejected applicants will not be recycled back into the list of candidates.

Q. Can I shortlist multiple applicants at the same time?

Yes, you can.

Q. After sending the offer letter to the worker, can I cancel and select another applicant?

That is not possible. Hence, please give thorough consideration before offering employment to the candidate.

Q. If the worker's flight schedule has changed, who will update the employer?

We will provide timely updates to the employer via email.

Q. What should I do if I have more questions?

We are happy to answer all your questions. Please feel free to contact our customer service.

- Call and Whatsapp: +6012 566 7251 (Mondays to Fridays, 9am to 6pm)
- Email: support.my@swipeworkers.com

Q. Is The Swipe App safe to use?

The Swipe system incorporates the latest internet and mobile telephone security features. Anti-fraud mechanisms are also built into the system to safeguard your account. We also abide by the Data Privacy Act and have a legal obligation to safeguard your information.

Q. How do I update The Swipe App?

You can go to the Apple App Store or Google Play, Search "The Swipe App" and click Update.

Q. Can I save or edit my details in The Swipe App?

Yes, you can save and edit your personal details except for age and date of birth.

Q. Why does the app log me out after a period of inactivity?

This is for security purposes. It prevents unauthorized users from accessing your account in the event you are no longer in possession of your phone.

Q. Why I can't connect to The Swipe App?

Do check your phone data connectivity. Swipe App requires internet connection to work.

Q. How do I filter for workers to match my preferences?

Please tap on the funnel icon on the top right corner of the Worker List



Q. How to remove shortlist applicants from my list?

Please tap on the star icon again in your confirmed list to remove the shortlisted applicant.



Q. Can I amend the wordings in the offer letter before I send it to the applicant?

No. You can't amend the wordings. For any changes, please contact SwipeWorkers for further assistance.

Q. Does the App save all my preferences from the filter for my future log in?

Yes. The preferences will be saved automatically.

Q. What is the mode of interview?

We provide a feature in the app for you to interview the candidate via video.

Q. How can I hire general workers in bulk using the app?

Simply shortlist all the workers you require. All the workers under the same job category will be grouped together and you can proceed with the bulk hiring by sending them the offer letters.

Q. How do I reject the worker after the interview session?

After completing the interview session, you will be redirected to your shortlisted workers and from there, you can de-list them.

Q. I have found 2 maids from the workers list, and I like them. Can I hire both maids at the same time?

The Malaysia Immigration Department has set rules for the number of maids that can be hired for every household and it also depends on the combined household income. To check your eligibility kindly refer to the link <https://www.imi.gov.my/index.php/en/>

Q. After I have made the payment, the maid / worker is shown as hired on my list, but the individual still has not arrived? What's the next course of action?

Progressive updates on the hiring progress will be sent to you via email provided. If you need further clarification on the maid / worker status, please contact our customer service.

Q. Why are there no agency fees for some workers?

From time to time, we may run promotions with our partnered agencies, and hence the zero fees.

Q. I have been waiting more than a month for my worker, what should I do?

To complete the hiring process, it takes approximately up to 2 weeks for maid and for foreign workers from 1.5 months. However, this depends on the completeness of the documents submitted by you. The government agencies / departments may also require additional information from you. This may lengthen the hiring duration. In all situations, we will update the hiring status via email.

Q. Where can I download the payment receipt?

You can download a copy of the receipt via the App.

Q. I sent the offer letter to the wrong applicant, what should I do?

Please send an official email to our customer support at support.my@swipeworkers.com detailing the wrongly sent offer as soon as possible.

**Please take note that emails will be attended to from 9am to 6pm on business days only. Thereafter, you may follow up by contacting our customer service at +6012 5667251 which is also available from 9 am to 6pm on business days only.

JOB SEEKERS FAQs

Q. Is The Swipe App safe to use?

The Swipe system incorporates the latest internet and mobile telephone security features. Anti-fraud mechanisms are also built into the system to safeguard your account. We also abide by the Data Privacy Act and have a legal obligation to safeguard your information.

Q. How do I update The Swipe App?

You can go to the Apple App Store or Google Play, Search “The Swipe App” and click Update.

Q. Can I save or edit my details in The Swipe App?

Yes, you can save and edit your personal details except for age and date of birth.

Q. Why does the app log me out after a period of inactivity?

This is for security purposes. It prevents unauthorized users from accessing your account in the event you are no longer in possession of your phone.

Q. Why I can't connect to The Swipe App?

Do check your phone data connectivity. Swipe App requires internet connection to work.

Q. Is it compulsory for job seekers to upload a video introduction?

No, but an introduction video is a good avenue for employers to know the job seekers better.

Q. Can I skip the interview session from my employer?

No, it is compulsory for applicants to accept the interview session from employer, the reason is to allow both sides to know each other further before they get employed.

Q. What is the mode of interview?

We only allow in-app interviews.

Q. Can I get in touch directly with employer once Job offer is accepted?

That would be unnecessary as we will assign a team of concierge with the hiring.

Q. Who should I contact if I need assistance in the Destination Country after deployment.

You may directly contact our customer service for further assistance.

- Call and Whatsapp: +6012 566 7251 (Mondays to Fridays, 9am to 6pm)
- Email: support.my@swipeworkers.com

Q. For any emergency cases, what should I do?

There is a “Help” button from the within the App for which list down some of the emergency number which you can call. Or you may contact our customer service for further assistance.

- Call and WhatsApp: +6012 566 7251 (Mondays to Fridays, 9am to 6pm)
- Email: support.my@swipeworkers.com

AGENCIES & VENDORS FAQs

Q. How do I register my company to be a participating agency?

You may call or WhatsApp us at +6012 566 7261 (Mondays to Fridays, 9am to 6pm) to get more information on the registration process.

Q. How much is the registration fee to be on your platform?

No registration fee is required.

Q. What are the benefits of becoming a SwipeWorkers Vendor?

SwipeWorkers has a huge database of workers from source countries which will help you in expanding your revenue stream.

Q. Who should I contact if I want to know more about SwipeWorkers' vendor requirements?

You may call or WhatsApp us at +6012 566 7261 (Mondays to Fridays, 9am to 6pm) for further assistance.

Q. Can I walk-in to your office for any inquiries?

Yes, you may walk-in to our office (Mondays to Fridays, 9am to 6pm) for any inquiries and discussion on partnership opportunities.