

FREQUENTLY ASKED QUESTIONS (FAQs) E-ARRIVAL CARD

GENERAL INFORMATION

1. What is an E-Arrival Card?

E-Arrival Card is an online portal for the registration of foreign nationals arriving and departing to/from Brunei Darussalam **electronically** to replace the previous registration of arrival/departure using physical paper which is commonly known as Form 19.

2. Is the E-Arrival Card implemented following the legal requirements of the law?

E-Arrival Card is implemented in accordance with Regulation 29 (2)(b), Immigration Act, Chapter 17.

INDIVIDUALS WHO NEED TO REGISTER, FEES AND DOCUMENTS REQUIRED

3. Who is required to register an E-Arrival Card?

All foreign nationals arriving and departing to/from Brunei Darussalam through sea, air, and land immigration control posts are required to register on the E-Arrival Card portal before arriving and entering Brunei Darussalam.

4. Are foreign nationals traveling to Brunei Darussalam on a transit basis required to register for an E-Arrival Card?

Foreign nationals who travel to Brunei Darussalam for the purpose of stopover (transit) only WITHOUT going through the immigration control post (LTAB) are NOT required to register for an E-Arrival Card.

5. What are the documents needed to be prepared when registering for an E-Arrival Card?

To ensure a smooth registration process, the following documents must be prepared:

- a) Passport/Valid Individual Travel Document
- b) Information on residence in Brunei Darussalam
- c) Flight or Vehicle information used

6. How much is the Registration Fee charges for the E-Arrival Card?

There are no fee or charges for the E-Arrival Card Registration.

ACCESS TO E-ARRIVAL REGISTRATION FORM

7. How can the E-Arrival Card registration be done?

E-Arrival Card registration can be done via website <https://www.imm.gov.bn>. To ensure a smooth registration process, the public is advised to register while having access to the internet at a good and stable level.

8. I forgot to register for the E-Arrival Card, is it possible to register at the Immigration Control Post?

Yes, the individual can register for an E-Arrival Card at the Immigration Control Post using the individual's mobile phone, but it is recommended to register before arriving or departing to/from Brunei Darussalam.

OTHER INFORMATION RELEVANT TO E-ARRIVAL CARD

9. Can another person assist with registering the E-Arrival Card?

The immigration and Registration Department would like to clarify that this Department does not make any appointment or confirmation of any individual or company to run the E-Arrival Card service with a fee.

However, if the E-Arrival Card registration is made by someone else, please ensure that the individual information is correct.

10. I will travel to Brunei Darussalam with my family members / friends. Do I need to complete and submit E-Travel Card registration for each one of them?

Each individual intended to enter Brunei Darussalam must complete and submit E-Travel Card registration.

TECHNICAL ISSUES ON E-ARRIVAL CARD REGISTRATION

11. I forgot the password for the E-Arrival Card login, how do I retrieve a new password?

Individuals can get a new password by clicking on the 'Forgot Password', then a verification code will be received via email and individuals can create a new password.

12. I did not receive a reference number after completing the registration process of the E-Arrival Card, how can I get the reference number?

Individuals will be given a reference number in the E-Arrival Card portal after they have completed the registration process. To ensure a smooth registration process, the public is advised to register with a good and stable internet.

For any further questions or issues, please contact JIPK via email info@immigration.gov.bn or WhatsApp hotline +673 7299550.

13. Can I still change, amend or update on a previously registered E-Arrival Card?

Yes, individuals can still change, amend or update information on E-Arrival Card. For technical procedure on the change or amendment or update information on E-Arrival Card, please refer to the guidelines here: www.immigration.gov.bn

14. I will not continue my travel plan to Brunei Darussalam, can I cancel the E-Arrival Card registration that I have submitted?

Yes, you may cancel the E-Arrival Card that has been submitted. For technical procedure on cancellation on E-Arrival Card, please refer to the guidelines here: www.immigration.gov.bn

In addition, the cancellation process on a registered E-Arrival Card is not a mandatory process and there is no offense if cancellations are not being made.