

Malaysia Emergency & Public Help Numbers

Quick Reference — organised by urgency · English-friendly

v1.8 · Issued 22 May 2026 · Compiled with AI assistance from public agency sources; all numbers verified against agency websites at issue. Hotlines change — verify if accuracy is critical. **Tap any number, URL, or email** to call, SMS, browse, or compose. Cost tags below each number show whether it's free or paid — see legend.

QUICK CARD — the ten you'd want when something's happening right now

<p>999</p> <p>● FREE All emergencies police, fire, ambulance</p>	<p>112</p> <p>● FREE From any mobile (locked/no-SIM OK)</p>	<p>997</p> <p>● FREE Scam transfer 24/7 — call in minutes</p>	<p>15999</p> <p>● FREE Welfare line abuse, DV, child</p>	<p>15555</p> <p>● FREE HEAL mental health crisis</p>
<p>03-7627 2929</p> <p>● FREE Befrienders KL 24/7 emotional support</p>	<p>1-300-88-5111</p> <p>■ local-call IJN ambulance cardiac emergency</p>	<p>1-800-888-099</p> <p>● FREE Poison Centre toll-free advice</p>	<p>1-800-88-9119</p> <p>● FREE Gas Malaysia gas leak / pipeline</p>	<p>15454</p> <p>■ normal rate TNB CareLine power outage</p>

Call cost legend: ● **FREE** · ■ **local-call rate** · ■ **normal rate** · ☒ **SMS-rate** Tagged below each clickable number. 1-800 is always free; 1-300/1-700 charge a local-call rate from anywhere in Malaysia. Standard mobile/landline numbers cost whatever your telco normally charges.

Before you rely on this: This is a community-compiled reference, not an official publication of any agency. Numbers were correct on each agency's own website at the date of issue, but agencies change details without warning. **If a number doesn't connect in a real emergency, call 999** — the operators will route you to the right service. For numbers you actually rely on (your bank, your doctor, your local council), save them directly to your phone from the agency's own website rather than depending on this PDF.

TIER 1 — LIFE-THREATENING · CALL IN SECONDS

Cardiac arrest · stroke · severe bleeding · drowning · choking · house fire · violent crime in progress · active fraud transfer happening now

First call — always

If this is happening	Call / contact	Before you dial — what to know
Any immediate threat to life or property	999 ● FREE	Single nationwide emergency line for police, ambulance, fire and rescue (Bomba), Civil Defence (APM), and Coast Guard (MMEA). Operators speak English and Malay. Have ready: your location (landmark or GPS), what's happening, callbacks. Don't hang up — they may keep you on the line.
Same, from a mobile (incl. locked phone or no SIM)	112 ● FREE	International emergency code. Works on any GSM phone even without credit, SIM, or screen unlock. Routes to the same 999 centre. Use this if 999 won't connect.
Deaf or hearing-impaired emergency	SMS 15888 ☒ SMS-rate	Text the emergency to 15888. State location, what's happening, and that you cannot hear. Same operators as 999. (15888 is the government SMS gateway; messages are charged at your telco's standard SMS rate.)

Cardiac emergency — chest pain, suspected heart attack

If this is happening	Call / contact	Before you dial — what to know
Chest pain · suspected heart attack · cardiac arrest (KL / Klang Valley)	1-300-88-5111 ■ local-call	Direct line to the National Heart Institute (IJN), 24/7. Faster cardiac response than general 999 if you're in KL. Say "chest pain, suspected heart attack" — they'll route the closest ambulance with cardiac equipment. They aim for door-to-balloon under 90 minutes for major heart attacks.
Same, anywhere else in Malaysia	999 ● FREE	Government ambulance dispatch. Lead with the symptom ("chest pain, suspected heart attack") — that prioritises the call and they'll send a paramedic-staffed unit if available.

While waiting: chew 300mg aspirin if not allergic, sit or lie down, unlock the front door, and send someone outside to flag the ambulance. Note the time symptoms started — the ER will ask.

Hospital A&E direct lines — KL · Penang · Johor Bahru

If this is happening	Call / contact	Before you dial — what to know
Hospital Kuala Lumpur (HKL) — A&E direct	03-2615 5320 / 5333 ■ normal rate	Largest government Emergency & Trauma Department in Malaysia. Direct dispatch line for KL ambulance referrals. Accepts referrals from anywhere in the country. Free for citizens, low fee for foreigners.
Penang General Hospital (Hospital Pulau Pinang)	04-222 5333 ■ normal rate	Penang's main government tertiary referral hospital. This is the main switchboard; ask for the Emergency Department (Jabatan Kecemasan).
Hospital Sultanah Aminah, Johor Bahru	07-225 7000 ■ normal rate	Largest government hospital in southern Malaysia. Main switchboard — ask for the Emergency Department. Located on Jalan Persiaran Abu Bakar Sultan.
Private A&E examples (Klang Valley)	Pantai 03-2296 0999 · Gleneagles 03-4141 3131 ■ normal rate	Private hospitals are typically faster to reach you in KL traffic, but expensive (RM500–2000+ for an ER visit; pay upfront, claim back from insurance). Save the one nearest your home.

Tip: programme your nearest two A&E numbers (one government, one private) into your phone now. In a crowded urban area a private ambulance often reaches you faster than government dispatch.

Active fraud — money just moved

If this is happening	Call / contact	Before you dial — what to know
Bank app shows transfer you didn't authorise	Your bank's 24h fraud line — see below	Call FIRST — your bank can freeze the receiving account. Major MY banks' 24h fraud hotlines (all normal-rate from your telco): Maybank 03-5891 4744 · CIMB 03-6204 7788 · Public Bank 03-2177 3555 · RHB 03-9206 8118 · Hong Leong 03-7626 8899 · Bank Islam 03-2690 0900 · AmBank 03-2178 8888 · BSN 03-2613 1900. Have ready: card details, last 3 transactions, time, your IC.
Then — National Scam Response Centre (NSRC)	997 ● FREE	24/7 since March 2026 (was 8am–8pm; now around the clock at MCMC Tower 2, Cyberjaya). Joint operation by police, central bank (BNM), telecoms regulator (MCMC), and all banks. Attempts cross-bank fund recall. They cannot help if you didn't transfer money (call MCMC 1-800-188-030 for scam SMS/calls instead).
Then — police report (mandatory)	Nearest police station, OR ereporting.rmp.gov.my	Required for insurance claims and bank-side investigation. Bring your bank's reference number, screenshots of the transfer, the scammer's account number, and any phone numbers/social media used. Use the online portal if you can't physically attend.

Recovery odds drop sharply after 30–60 minutes. Bank → 997 → police, in that order, without pause to think. Don't waste time arguing with the scammer or trying to "trace" them yourself.

TIER 2 — URGENT · CALL WITHIN MINUTES

Poison · snakebite · gas leak · mental health crisis · domestic violence in progress · child missing · stranded on highway · water/electrical hazard

Poison · snakebite · overdose

If this is happening	Call / contact	Before you dial — what to know
Suspected poisoning or overdose (someone swallowed something)	1-800-888-099 ● FREE	National Poison Centre at Universiti Sains Malaysia (USM), Penang. Toll-free. Pharmacists answer 24/7 (limited after-hours staffing). Have ready: what was taken, how much, when, age and weight of the person. If conscious, call before driving to the ER.
Same — after-hours direct mobile	012-430 9499 ■ normal rate	Direct line to on-call pharmacist, 5:10 PM – 10 PM only. Same advice service; useful if the toll-free line is busy.
Snakebite	999 → ER ● FREE	There's no public snake-specific hotline. Go straight to the nearest government hospital ER. They'll consult the Toxinology Unit at Penang General Hospital for antivenom guidance.

Snakebite: immobilise the limb, do NOT cut, suck, ice, or tourniquet. Photograph the snake from a safe distance if you can — identification helps the ER choose the right antivenom.

Gas leak · electrical hazard · water main burst

If this is happening	Call / contact	Before you dial — what to know
Smell of gas, suspected leak, damaged gas pipeline	1-800-88-9119 ● FREE	Gas Malaysia 24h Operations Control Centre. Have ready: address, what you smell, whether you can hear hissing. They dispatch their own technicians, not Bomba — unless there's fire, then dial 999 first.
Live wires down, sparking, prolonged power outage	15454 ■ normal rate	TNB (national grid) CareLine, 24h. Have ready: your account number (on your bill) or address. For live wires touching the ground: stay back at least 10 metres and call 999 as well.
Burst water main, sewage overflow, contaminated tap water	15300 ■ normal rate	Air Selangor 24h — covers KL, Selangor, Putrajaya. Other states use different operators: SAJ (Johor) 1-800-88-7474, PBA (Penang) 04-255 8255, etc. Check your water bill for the right number.

Gas leak: open doors and windows, leave the building, call from outside. Do NOT switch lights on or off — the spark can ignite gas.

Mental health crisis · suicide risk

If this is happening	Call / contact	Before you dial — what to know
Active suicide risk — someone is unsafe right now	999 ● FREE	Police and ambulance dispatch. State "mental health emergency" or "person at risk of self-harm." If safe, stay with the person and stay on the line.
Mental health crisis (you or someone with you)	15555 ■ normal rate	HEAL — national mental health crisis line by Ministry of Health. English and Malay. Newer service (launched 2023). For immediate emotional support and triage to in-person services.
Emotional support, suicidal thoughts, anonymous listening	03-7627 2929 ● FREE	Befrienders KL — 24/7, trained volunteers (not professionals). Befrienders operates free of charge; major MY telcos historically waived call costs under a 2019 MCMC arrangement, current status not independently verified. Confidential. English, Malay, Mandarin. They listen — they don't dispatch services. For a crisis where you also need physical response, call 999 too.
After-the-crisis support, finding a therapist	03-2780 6803 ■ normal rate	Malaysian Mental Health Association (MMHA). 9 AM – 9 PM. Counselling referrals (paid), psychoeducation. Not a crisis line — for ongoing support after the immediate danger has passed.

If you're with someone in crisis: stay, listen without judgement, remove access to means, call 999 if you need physical help.

Abuse · domestic violence · child or vulnerable person

If this is happening	Call / contact	Before you dial — what to know
Immediate danger — violence happening now	999 ● FREE	Police response. State "domestic violence in progress" or "child being hurt." This is the right call even if the victim doesn't want to press charges later — getting the immediate danger stopped is what matters.
Abuse, domestic violence, child neglect, mistreatment of elderly or disabled	15999 ● FREE	Talian Kasih ("Love Line") — Ministry of Women, Family & Community Development. 24/7. English and Malay. WhatsApp 019-261 5999 . Will coordinate Social Welfare Dept (JKM) intervention; can refer to shelters.
Sexual assault — within the last 72 hours	999 → nearest gov't hospital ER ● FREE	Ask for the One Stop Crisis Centre (OSCC) — every government hospital ER has one. Medical care, forensic evidence collection, police statement, and social worker, all in one location. You decide later whether to pursue criminal charges.
Child wanting to talk about worries or abuse (under 18)	1-800-18-2327 ● FREE	Buddy Bear Childline. Daily 12 PM – 12 AM. Free, trained adult listeners. The child can call themselves — they don't need a parent's permission. English and Malay.
Women's crisis hotline	03-3000 8858 ■ normal rate	Women's Aid Organisation (WAO). Office hours for full services. TINA WhatsApp (think-it-now-act, 24h text bot): 018-988 8058 . Counselling, legal advice, shelter referral.

OSCC is at every government hospital ER. Do not shower or change clothes if you can avoid it — preserves forensic evidence. You can decide later whether to pursue police action.

Missing child · missing person

If this is happening	Call / contact	Before you dial — what to know
Child under 12 missing (suspected abduction)	999 + 15999 ● FREE	Call both. 999 dispatches police; Talian Kasih (15999) triggers the NUR Alert system — broadcasts the child's details to media, Grab drivers, and Facebook. Have ready: recent photo, clothes they were wearing, last-seen location and time.
Adult missing, or vulnerable adult (elderly, disabled) missing	Nearest police station + 999 if urgent ● FREE	Lodge a report at the nearest police station (Balai Polis). Malaysia has NO 24-hour waiting rule — you can report immediately. Find your nearest station: rmp.gov.my . Bring IC of the missing person, recent photo, and known medical conditions.
Check NUR Alerts / report a sighting	knk2hilang.rmp.gov.my	Royal Malaysia Police's official missing children portal. Searchable database of active alerts. Report a sighting via the form or call 999.

Stranded on highway · accident · breakdown

If this is happening	Call / contact	Before you dial — what to know
Accident or breakdown on PLUS network (North-South, ELITE, Penang Bridge, etc.)	1-800-88-0000 ● FREE	PLUSLine 24h. Covers all PLUS-operated highways. Free roadside assistance for breakdowns (jump-start, flat tyre, towing to nearest exit). For accidents, they dispatch ambulance and tow truck. Give them the kilometre marker — visible on small blue signs every 100m.
East Coast Expressway Phase 1 / Karak Highway	1-700-818-700 ■ local-call	ANIH Berhad — covers KL–Karak–Kuantan stretch. Same services as PLUSLine but on a different operator's road.
East Coast Expressway Phase 2 (Jabor to Kuala Terengganu)	1-800-88-0220 ● FREE	LPT2 — covers the northern continuation through Pahang into Terengganu.
Any tolled highway — complaints, claims, general queries	1-800-88-7752 ● FREE	Malaysian Highway Authority (LLM). Regulator, not first responder. Use this for: damage claims, complaints about road condition, missing signage. For an actual incident, call the operator above.

On a highway after an accident: park on the hard shoulder, hazards on, exit on the LEFT side of the vehicle, stand behind the barrier, THEN call. Note the kilometre marker before you forget.

Cyber / digital incident

If this is happening	Call / contact	Before you dial — what to know
Account hacked, phishing victim, data breach, your site under attack	+60 19-266 5850 ■ normal rate	Cyber999 24/7 emergency mobile line (CyberSecurity Malaysia / MyCERT). For active incidents only. They can help with: containment advice, forensic guidance, coordinating with the platform. They do NOT recover lost money — that's 997.
Same, office hours general line	1-300-88-2999 ■ local-call	Cyber999 office-hours line. Also has an app and email cyber999@cybersecurity.my . Use this for less-urgent advice or reporting incidents that already happened.
Scam SMS, scam call, impersonator on phone	1-800-188-030 ● FREE	Malaysian Communications and Multimedia Commission (MCMC). For reporting the scam itself (so MCMC can block the number). Use portal aduan.mcmc.gov.my to upload screenshots. They are NOT a crisis line.

If you lost money: call 997 first (Tier 1). Cyber999 is for the technical incident; MCMC is for reporting the scammer's phone/SMS. They're three different jobs.

Disaster · flood · severe weather

If this is happening	Call / contact	Before you dial — what to know
Life threat from disaster (trapped by flood, tree on house, landslide)	999 ● FREE	Fire and rescue (Bomba) handles search-and-rescue. Civil Defence (APM) coordinates evacuation. Both reachable via 999.
Disaster reporting, coordinating evacuation, non-life-threatening damage	03-8064 2400 ■ normal rate	National Disaster Management Agency (NADMA) Command Centre, 24h. Use for: reporting flooded roads, requesting evacuation centre info, coordinating community response.
Live disaster updates, evacuation centre status	portalbencana.nadma.gov.my	NADMA's live portal — shows active disasters, open evacuation centres (PPS), road closures. Check this before driving in monsoon season.
Severe weather warnings	1-300-22-1638 ■ local-call	MetMalaysia (Meteorological Department). Also myCuaca app for storm/rain alerts on your phone. Useful before travel in monsoon (Nov–Feb east coast, Apr–Oct west).

TIER 3 — IMPORTANT · CALL DURING OFFICE HOURS

Banking · consumer disputes · workplace · drug treatment · blood donation

Banking · finance · debt

If this is happening	Call / contact	Before you dial — what to know
Bank or insurer dispute (after they've failed to resolve it)	1-300-88-5465 ■ local-call	Bank Negara Malaysia (central bank) BNMTELELINK. 9 AM – 5 PM Mon–Fri. From overseas: +603-2174 1717. SMS "BNM TANYA" to 15888. First, complain to your bank in writing and give them 14 days; then escalate here with that paper trail.
Debt is unmanageable — free credit counselling	1-800-88-2575 ● FREE	Credit Counselling and Debt Management Agency (AKPK) — set up by the central bank. Free service. They negotiate a Debt Management Programme with your banks. Have ready: list of your loans, monthly income, monthly expenses.
Dispute beyond what the central bank can resolve	+603-2272 2811 ■ normal rate	Ombudsman for Financial Services. Independent — binding on banks up to RM250,000 per claim. Free for the consumer. Use only after the bank's internal complaint process is exhausted.

Consumer · price · trader complaint

If this is happening	Call / contact	Before you dial — what to know
Online purchase dispute, overcharging, refusal to refund, fake goods	1-800-886-800 ● FREE	Ministry of Domestic Trade and Cost of Living (KPDN) call centre. Office hours. WhatsApp 019-848 8000 . They handle Consumer Protection Act cases — keep receipts, screenshots, and the seller's contact info.
Price gouging, controlled-goods shortage, weights and measures fraud	03-8882 6088 ■ normal rate	KPDN Enforcement Operations Room. For active issues you can see (e.g. a shop selling sugar above the ceiling price). They send enforcement officers.

Work · provident fund · safety

If this is happening	Call / contact	Before you dial — what to know
Work injury, permanent disability, employment insurance claim	1-300-22-8000 ■ local-call	Social Security Organisation (SOCSCO / PERKESO). Covers employees in the private sector. Have ready: your SOCSCO number, employer's name, date and details of the injury, medical reports.
EPF (retirement savings) enquiries	03-8922 6000 ■ normal rate	Employees Provident Fund (KWSP). 8 AM – 5 PM Mon–Fri. For balance enquiries use the KWSP i-Akaun app — faster than calling. The phone line is for disputes, withdrawal issues, account problems.
Wage dispute, unpaid salary, illegal termination (Peninsular Malaysia)	03-8886 5192 / 5937 ■ normal rate	Department of Labour Peninsular Malaysia (JTKSM) customer service. Office hours. Sabah/Sarawak have their own Labour Departments. They can summon your employer to a Labour Court hearing. Bring: employment contract, payslips, written termination notice if any.

For workplace safety (OSH) — no dedicated public hotline. Email projkkp@mohr.gov.my (Department of Occupational Safety and Health) or use SISPA (see Tier 4). For immigration matters — no public hotline either; use imi.gov.my for office locations.

Drug treatment · blood donation

If this is happening	Call / contact	Before you dial — what to know
Drug addiction help — for yourself or a family member	1-800-22-2235 ● FREE	National Anti-Drugs Agency (AADK). 24h. WhatsApp 019-626 2233 . Confidential. They run treatment centres (Cure & Care) and outpatient programmes. Voluntary registration does NOT lead to criminal charges.
Blood donation, urgent rare blood request	03-2613 2688 ■ normal rate	National Blood Centre (Pusat Darah Negara), Jalan Tun Razak KL. Hospitals usually source blood directly; this line is for donor enquiries, rare-blood matching, and corporate blood drives.

TIER 4 — PUBLIC SERVICES & COMPLAINTS · OFFICE HOURS

Reporting government agencies, regulators, and public misconduct. Not for emergencies.

Traffic, vehicles, driving

If this is happening	Call / contact	Before you dial — what to know
Reckless driving, dangerous lorry, bus driver complaint	MyJPJ app + email	Road Transport Department (JPJ) has NO public phone hotline. Use the MyJPJ app ("e-Aduan@JPJ" feature) or email aduantrafik@jpk.gov.my . You need: video or photo with visible plate number, location, date, time. Register a public ID on jpk.gov.my first.
Driving licence, road tax, vehicle registration — services	mysikap.jpk.gov.my	MySIKAP — JPJ's online services portal. Renew road tax and licence, check summons, change of address. Faster than walking in. For face-to-face issues, find your nearest office on jpk.gov.my — no phone line bypasses the queue.

Corruption · public officer misconduct

If this is happening	Call / contact	Before you dial — what to know
Bribery, abuse of power, anyone asking for "coffee money"	1-800-88-6000 ● FREE	Malaysian Anti-Corruption Commission (MACC / SPRM). Anonymous reports accepted. Identity protected under the Whistleblower Protection Act 2010. Online portal: portaladuan.sprm.gov.my . Have ready: who, where, when, how much, what was demanded.
Scam call claiming to be from MACC	(do not engage)	MACC never asks for IC, bank, or personal details by phone, SMS, or email. Any such call is a scam — hang up and call 997 if you've already shared anything.

MACC handles public-sector corruption. Private-sector fraud goes to the police; financial fraud also to NSRC (997) — see Tier 1.

Education · teachers · schools

If this is happening	Call / contact	Before you dial — what to know
Teacher misconduct, school complaint, education staff	03-8884 6000 ■ normal rate	Ministry of Education Integrity Unit (Unit Integriti KPM). Office hours. Email integriti@moe.gov.my . Anonymous reports accepted. For something at a specific school, also escalate to the District Education Office (PPD) first — usually faster.
Universal alternative for any KPM complaint	sispaa.moe.gov.my	Public Complaints Management System for the Ministry of Education. Trackable case number. Use this if you want a paper trail.

If a child is being physically abused or sexually abused by a teacher: this is a Tier 1 / Tier 2 issue — call **999** and *Talian Kasih* (**15999**) first; KPM is for the disciplinary side after the child is safe.

Tax

If this is happening	Call / contact	Before you dial — what to know
Income tax queries, refund delays, e-Filing problems	03-8911 1000 ■ normal rate	Inland Revenue Board (LHDN / HASiL) Care Line. 9 AM – 4:30 PM Mon–Fri. Overseas: same number (+603 prefix). Have ready: tax reference number, IC, the year you're asking about. Email feedback form on hasil.gov.my for written queries.
Government cash-aid / Sumbangan Tunai Rakyat hotline	1800-88-2747 ● FREE	LHDN-administered government aid hotline (STR / e-Tunai etc.). Office hours. For application status and eligibility queries.

Environment · pollution · open burning

If this is happening	Call / contact	Before you dial — what to know
Air pollution, water pollution, factory emissions, open burning	1-800-88-2727 ● FREE	Department of Environment (JAS / DOE) hotline, 24h. Also email aduan_k@doe.gov.my or use eaduan.doe.gov.my . Have ready: location (GPS pin best), what you're seeing/smelling, photos or video, time of day it happens.
Pollution complaint office line	03-8889 1972 ■ normal rate	Same agency, dedicated complaints line during office hours. Use this for follow-ups on cases you've already lodged.

Animal welfare · pets · cruelty

If this is happening	Call / contact	Before you dial — what to know
Animal cruelty, abandoned pets, livestock abuse	03-8870 2000 ■ normal rate	Department of Veterinary Services (DVS / Jabatan Perkhidmatan Veterinar) HQ. WhatsApp 019-224 2233 (faster). Email animalwelfare@dvs.gov.my . They are the only agency that can act under the Animal Welfare Act 2015. They will NOT act without photo/video evidence — get it before reporting.
Dead or injured stray on the road (KL area)	1-800-88-3255 ● FREE	Kuala Lumpur City Hall (DBKL) 24h hotline. Also adukl.dbkl.gov.my . Other areas: search "[your area] majlis bandaraya aduan" for your local council. They handle stray collection; DVS handles cruelty cases.

Wildlife (monkeys, snakes in your house, protected species): Department of Wildlife (PERHILITAN), Peninsular **1-800-88-5151** (24h, free). Sabah: **088-254767**. Sarawak: contact Sarawak Forestry.

Human rights · discrimination · custodial abuse

If this is happening	Call / contact	Before you dial — what to know
Human rights violation, discrimination, abuse in police/immigration custody	03-2612 5600 ■ normal rate	Human Rights Commission of Malaysia (SUHAKAM). Office hours. Email humanrights@suhakam.org.my . Independent of government but can only investigate — they don't have enforcement power. They CAN intervene at police stations and detention centres.

Universal complaint channel (if you don't know where to go)

If this is happening	Call / contact	Before you dial — what to know
Any complaint about any federal ministry or agency	sispaa.gov.my	Public Complaints Management System — every federal ministry uses it. You get a case number you can track. Choose the right agency from the drop-down. Use this when you're not sure which agency handles your issue, or when you want a paper trail.
Speak to a human about any government service	03-8000 8000 ■ normal rate	Malaysian Government Call Centre (MyGCC). 7:30 AM – 9 PM, 7 days. They transfer you to the right agency — they are NOT decision-makers themselves. Useful when you don't know which department handles your issue. Not an emergency line.

FOR VISITORS & FOREIGN NATIONALS

Same emergencies as everyone else (999, 112) plus these visitor-specific channels

Visitor / foreigner specific

If this is happening	Call / contact	Before you dial — what to know
Theft, scam, distress (in Kuala Lumpur tourist areas)	03-2149 6590 ■ normal rate	Tourist Police Hotline — focused on Bukit Bintang, KLCC, Chinatown, Pavilion area (Dang Wangi district). English-speaking officers. Outside KL: go to the nearest police station (Balai Polis) and call 999 if urgent. Bring your passport when reporting.
Lost passport	kln.gov.my	Find your embassy / consulate in Malaysia from Wisma Putra's official directory. Save the number BEFORE you arrive. They issue an emergency travel document (1–5 days). Then visit the nearest Immigration Department (JIM) office to get a special pass to exit Malaysia. JIM has no English emergency hotline.
Sexual assault — at any government hospital ER	999 → OSCC ● FREE	One Stop Crisis Centre. Free for everyone including foreigners. Medical care, forensic evidence collection, police statement, social worker, interpreter — all in one place. You decide later whether to press charges.
Mental health support in English	03-7627 2929 ● FREE	Befrienders KL — 24/7. Befrienders is a free service; major MY telcos historically waived call costs (2019 MCMC arrangement; current status unverified). Anonymous. Volunteers speak English, Malay, and Mandarin. They listen; they don't dispatch services. Call 999 if there's immediate physical danger.

Your embassy can't get you out of legal trouble but can help with passport replacement, hospital liaison, English-speaking lawyer referrals, and contact with family back home. Save the number on arrival.

About this reference. Community-compiled, not an official publication of any agency. Not affiliated with the Government of Malaysia or any listed organisation. Compiled with AI assistance from public agency sources; numbers verified against each agency's own website at the date of issue. No guarantee of accuracy or fitness for purpose — verify against the agency's own site before relying on any specific detail. Free to share unmodified.

Sources verified: Civil Defence Force (APM), Royal Malaysia Police (PDRM), Bank Negara Malaysia (BNM), National Disaster Management Agency (NADMA), CyberSecurity Malaysia / MyCERT, Ministry of Women Family & Community Development (KPWK) / Social Welfare (JKM) for Talian Kasih, National Anti-Drugs Agency (AADK), Ministry of Health (Hospital Kuala Lumpur, Penang, Sultanah Aminah), National Heart Institute (IJN), Universiti Sains Malaysia (National Poison Centre), Gas Malaysia, Air Selangor, PLUS Malaysia, ANIH, LPT2, Highway Authority (LLM), Communications and Multimedia Commission (MCMC), Mental Health Association (MMHA), Befrienders KL, Women's Aid Organisation (WAO), HumanKind / Buddy Bear, National Blood Centre (PDN), MetMalaysia, Labour Department (JTKSM), Social Security (PERKESO), EPF (KWSP), Road Transport Department (JPJ), Anti-Corruption Commission (SPRM), Ministry of Education Integrity Unit (KPM), Inland Revenue (LHDN), Department of Environment (JAS), Veterinary Services (DVS), Human Rights Commission (SUHAKAM). Bank fraud hotlines verified individually against each bank's own website (Maybank, CIMB, Public Bank, RHB, Hong Leong, Bank Islam, AmBank, BSN). Note: 03-8000 8000 is the Malaysian Government Call Centre (MyGCC) — a switchboard, not an emergency line. Listed in Tier 4 only as a wayfinder to the right agency.