

About KWAP

STAKEHOLDER OUTREACH

TOOLS AND STAKEHOLDER MANAGEMENT AS AT DECEMBER 2019



DRIVE OPERATION EXCELLENCE

Business Intelligence (BI) Tool, Electronic Document Management System (EDMS), Extract, Transform & Load (ETL) tool, Continuous process and system enhancement, KWAP Productivity Excellence (KPEx) and PG2 Data Enhancement



ENHANCE CUSTOMER EXPERIENCE

Customer Relationship Management (CRM) tool, MyPesara Mobile Apps, Engagement with HR Ministries on pension services matters, and establishment of call center and counter services in Cyberjaya.

PENSION DEMOGRAPHICS AS AT 31 DECEMBER 2019

709,794

Pension Recipients

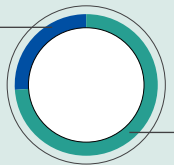


51%
Male



49%
Female

26%
Derivative
Recipients



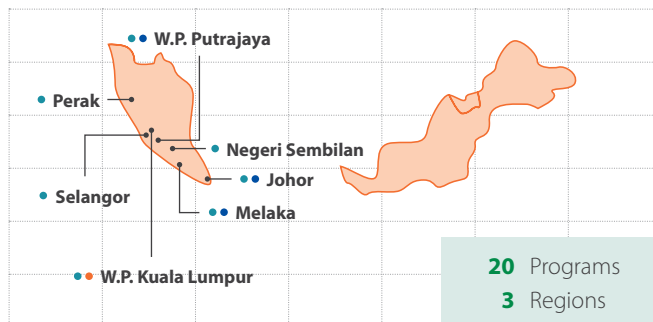
74%
Pensioners

Johor
67,070

Perak
75,479

Selangor
115,890

CUSTOMER ENGAGEMENT PROGRAMMES



TYPES OF PROGRAMMES IN 2019

• Document Management • Outreach Programmes • Pre & Post Retirement

MYPESARA MOBILE APPLICATION PHASE 2

1



Personalised accounts for both retirees and general users with ease of updating information

Separate login pages for retirees and non-retirees.

2



Upgraded and interactive additional features

Provides a more holistic user experience

Opportunities for online learning on financial, health and retirement planning.

3



New S.O.S Feature

Introduction of additional S.O.S toggle to be used during emergency situations for retirees and their caretakers.

4



Enjoy benefits programme by special partners

A variety of exclusive details and promotions offered by select merchant and content partners.

All MyPesara users can enjoy the benefits offered.

140,000

Downloads as at
31 December 2019

Or scan the QR code
to download:

