

**FREQUENTLY ASKED QUESTIONS DURING CONDITIONAL MOVEMENT CONTROL ORDER**

**KUMPULAN WANG PERSARAAN (DIPERBADANKAN) [KWAP]**

**A. Pension Services Department, KWAP**

NO	QUESTION	ANSWER
1.	Are KWAP's services still in operation during the Conditional Movement Control Order (CMCO)?	<p>All KWAP's services are still operating as usual, however staff strength is at a minimum.</p> <p>The majority of our operations will continue with employees working from home. Due to this, there may be delays in the management and processing of documents.</p>
2.	Are KWAP's Customer Service Counters in Cyberjaya and Call Centres open during the CMCO?	<p>KWAP Call Centres have resumed operations as at 19 May 2020 at half employees' capacity.</p> <p>KWAP Customer Service Counters have also resumed operations as at 2 June 2020 at half employees' capacity.</p> <p>Please note that pensioners aged 60 years old and above, as well as those in the high-risk group are advised to appoint a representative should they have a need to access KWAP service counters.</p> <p>For matters that do not require physical interaction, the public are encouraged to email us at <a href="mailto:mypesara@kwap.gov.my">mypesara@kwap.gov.my</a></p>
3.	How do I get the forms on matters related to retirement?	<p>The list of forms including the application form for retirement related matters can be found and downloaded at <a href="http://www.jpapencen.gov.my">www.jpapencen.gov.my</a></p>
4.	Will monthly pensions be disrupted because of CMCO?	<p>Monthly pensions will continue to be paid accordingly by the stipulated due date.</p>
5.	What if I need to make the process of updating my personal information (address / phone number / email)?	<p>Please download the MyPesara mobile application to update your personal information (address / phone number / email).</p>
6.	How do I get my pension statement?	<p>Please visit the following link for your pension statement: <a href="http://apps.jpapencen.gov.my/penyatabayaran">http://apps.jpapencen.gov.my/penyatabayaran</a></p> <p>It is also available from the MyPesara mobile application.</p>
7.	How do I check on my retirement application status?	<p>Please visit the following link for a review of your retirement application status: <a href="http://apps.jpapencen.gov.my/semakanstatuspermohonan">http://apps.jpapencen.gov.my/semakanstatuspermohonan</a></p>

NO	QUESTION	ANSWER
8.	What is the procedure for submitting retirement documents?	Any optional retirement application less than three (3) months from the date of retirement must obtain the late exemption approval from the Director of the Post Services Division, Public Service Department, before it can be submitted to KWAP.
9.	What about the pension dialysis treatment funding application?	<p>Dialysis treatment funding applications for eligible Federal Public Sector retirees and eligible derivatives must be made by a registered dialysis panel through the e-Hemodialysis System platform [Guarantee Letter (GL) request menu]. Funding approval letter can be downloaded by registered dialysis panels through the e-Hemodialysis System.</p> <p>All physical documents of the application are required to be submitted to KWAP for record purposes. Any further queries regarding this matter can be directed to <a href="mailto:medical.pesd@kwap.gov.my">medical.pesd@kwap.gov.my</a></p>
10.	When does this directive go into effect?	This directive is effective immediately, until further notice.

## B. Contribution Department, KWAP

NO	QUESTION	ANSWER
1.	Will KWAP's contribution payments still follow the original schedule during the duration of the CMCO?	<p>To date, there are no changes on the employers' payment of contributions to KWAP.</p> <p>Therefore, the employers' contributions remain as follows:</p> <ol style="list-style-type: none"> <li>a. Employers' contributions in accordance with Section 8 of the Statutory and Local Authorities Pensions Act 1980 (Act 239)</li> <li>b. Contribution for secondment officers in accordance with Service Circular No. 12, 2008 (Policy and Procedure of Appointment of Secondment, Temporary and Permanent Transfer)</li> <li>c. Receipt of government shares in accordance with the respective Agencies Act</li> </ol>
2.	Will KWAP continue to process employers' contributions as per usual throughout the duration of the CMCO?	<p>KWAP's employer contribution process is still ongoing.</p> <p>However, as KWAP employees are currently working from home during the duration of the CMCO, there is limited access to certain documents and systems used. This may cause some delay in the process.</p>

NO	QUESTION	ANSWER
3.	How do employers make contribution payment to KWAP during CMCO?	<p>Employers can remit contribution payments to KWAP through the existing payment methods as follows:</p> <ol style="list-style-type: none"> <li>a. Online payment (EFT/TT/RENTAS)</li> <li>b. Cheque</li> </ol> <p>The contribution forms (CN3 / CN4 and / or CN6) must be emailed to <a href="mailto:eft.contribution@kwap.gov.my">eft.contribution@kwap.gov.my</a> to enable the issuance of payment receipt</p> <p>However, throughout the duration of CMCO, there will be some delay in processing contribution forms sent via postal mail.</p>
4.	Can the contribution payment cheque be mailed via postal services?	<p>Yes, the employer can send their contribution payment cheques by mail. However, the cheques will only be processed once every two (2) weeks and payment receipts will be issued after receipting completed.</p> <p>Therefore, we highly recommend that employers deposit their cheques directly to KWAP account at RHB bank counters or RHB cheque deposit machines to avoid delays.</p> <p>If the employer wishes to deposit the cheque directly into KWAP account, please email to <a href="mailto:eft.contribution@kwap.gov.my">eft.contribution@kwap.gov.my</a> to obtain details of KWAP account.</p> <p>Once the cheque has been deposited into KWAP account, please email the contribution forms (CN3 / CN4 and / or CN6) to <a href="mailto:eft.contribution@kwap.gov.my">eft.contribution@kwap.gov.my</a>.</p>
5.	Will a payment receipt be issued?	<p>Yes, payment receipts will be issued via email (e-notification) as per usual practice.</p> <p>However, as KWAP employees are currently working from home during the duration of the CMCO, there is limited access to certain documents and systems used. This may cause some delay in the process.</p>
6.	What are the services suspended by KWAP during the duration of the CMCO?	<p>Services that are temporarily suspended during the duration of the CMCO are as follows:</p> <ol style="list-style-type: none"> <li>1. Member registration sent by postal mail</li> <li>2. Employer Refund</li> <li>3. EPF Government Share Refund (Individual)</li> </ol> <p>All pending services will resume operations as soon as the CMCO ends.</p> <p><b>Note:</b> The following services are still running as usual:</p>

NO	QUESTION	ANSWER
		<ol style="list-style-type: none"> <li>1. Issuance of payment receipt for payments via EFT / TT / RENTAS and Cheque Deposit Machine (CDM)</li> <li>2. Member registration submitted through ICMS Portal <a href="https://www.icms.kwap.my">https://www.icms.kwap.my</a></li> </ol> <p>Meanwhile, there will be some delay for the following process during the CMCO period as our staff will be processing them once every two (2) weeks:</p> <ol style="list-style-type: none"> <li>1. Issuance of payment receipt for contribution payment via cheque sent through postal mail</li> </ol>
7.	How can an employer change from using cheque to EFT / TT to RENTAS?	Employers can notify KWAP via email to <a href="mailto:eft.contribution@kwap.gov.my">eft.contribution@kwap.gov.my</a> to change from using cheque to EFT / TT or RENTAS and to obtain details of KWAP account.
8.	How can an employer use the Contribution Portal?	<p>The Contribution Portal Registration Form can be downloaded from the official KWAP website at <a href="http://www.kwap.gov.my">www.kwap.gov.my</a>.</p> <p>Please complete the form and email it to <a href="mailto:enquiry.contribution@kwap.gov.my">enquiry.contribution@kwap.gov.my</a> for our further action.</p> <p>Once an employer user ID is activated, the employer can start using the Contribution Portal to:</p> <ol style="list-style-type: none"> <li>1. Submit Member Registration</li> <li>2. Submit contribution data</li> </ol>

*Note: Status updated as at 2 June 2020*

---

**Menjamin Persaraan Anda** *Assuring Your Pension*

Kumpulan Wang Persaraan (Diperbadankan), Aras 36, Menara Integra, The Intermark, 348, Jalan Tun Razak, 50400 Kuala Lumpur, MALAYSIA

T: 03-2174 8000 F: 03-2174 8510