

## 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

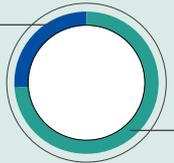


**51%**  
Male



**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:

