



A New Journey With Your Retirement Companion

Version 2.0





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KWAP – Your Retirement Companion

In 2015, KWAP was officially appointed as an agent of the Federal Government for the purpose of pension payment, gratuity, and other benefits granted under any written law from the Consolidated Fund as agreed between the Federal Government and KWAP.

KWAP's main role today is to achieve optimum return on investments for the Fund so as to assist the Federal Government Administration in financing its pension liability.

Specifically, our functions include:

- Management and payment of retirement benefits.
- Management of contributions from the Federal Administration, Statutory Bodies, Local Authorities, and other agencies.
- Administration, management, and investment of the Fund in equity, fixed income securities, money market instruments and other forms of investment as permitted under the Retirement Fund Act 2007 (Act 662).

Services we offer to pensioners

Services	Information
Retirement Application Status & Printing of Approval Letter	KWAP manages all retirement application and approval letter for pensioners.
Printing of Pensioner's Card & Guarantee Letter (GL)	Issuance of Pensioner's Card and GL for pensioners and their dependents at KWAP Service Counter or via forms.
Payment Statement Printout	KWAP will provide statement payments for pension recipients.
Change of Bank Account	Change of bank account for pension payment purposes can be done at KWAP Service Counter or via forms.
Pension Deduction (Housing, Overpaid Emoluments, Alimony Deduction on Court Order)	KWAP will facilitate pensioners for the payment of housing, overpaid emoluments, alimony (by court orders) through monthly deduction subject to the availability of instruction letter.
Medical & Travel Claims (For Medical Purposes Only)	Medical related claims can be submitted to KWAP via our service counter or by post.
Death Notification	Death notification can be updated by submitting death certificate or any related documents through KWAP Service Counter, email or post.
Derivative Benefits	KWAP manages all matters pertaining to derivative benefits.

Benefit we offer to pensioners:

Benefits	Information
Funeral Assistance Benefit (BMJ)	BMJ is an additional benefit to the pensioners' family members and KWAP facilitates the processing and payment of BMJ.
Retirement & Pension Advisory Services	KWAP provides advisory services to all pension recipients.
Customer Engagement Programmes	KWAP conducts pre and post retirement related programmes for the benefit of all pension recipients. All pension recipients are encouraged to participate in the programmes.

Click [Here](#) to access the Monthly Pension Payment Schedule.



MyPesara Mobile Application

MyPesara is a mobile application developed to facilitate Malaysian pensioners to access information such as personal data, service data, and monthly pension payment information for pensioners' convenience. Other features of the app include:

Features	Information
Book Appointments	Reach out to KWAP's officer with ease. Booking an appointment via the app ensures a more efficient transaction where KWAP officers can immediately determine whether you need to physically visit the office or if matters can be resolved virtually for your convenience.
Health & Finance Management Tips	Get tips on healthy living as a senior citizen and managing your finances as a pensioner.
Benefits Programme	Get pensioner-only special discounts via the app.
Latest Announcements	Stay up to date with retirement / KWAP related news.
Personal Data	View your latest personal data and information registered with KWAP.
Pension Payment Information	Be informed on monthly pension payments and view your payment statement anywhere, anytime.

You may download the app on [Apple App Store](#), [Google Play Store](#) and [Huawei AppGallery](#).

FREQUENTLY ASKED QUESTIONS (FAQS)

General Pension Matters

1	What should be done if there is a promotion, salary adjustment or any change to service and final salary after retirement?	Retirees need to ensure that the final Department submits an updated service statement / leave statement to KWAP to recalculate retirement benefits.
2	How can I get the Derivative Pension application form?	The application form can be downloaded here . You may also read more on Derivate Pension here .
3	How can I get the Funeral Arrangement Assistance (BMJ) application form?	The application form can be downloaded here . You may also read more on funeral arrangement assistance here .

Pension Payment Matters

1	<p>What is the procedure if a pensioner wants to change their bank details?</p>	<p>Effective August 2012, the change of bank account for pensioners / pension recipients is only allowed once a year. Each application must be accompanied by a Bank Account Change Application form which you may view here.</p> <p>Once completed, postal delivery can be made to the following address:</p> <p>Kumpulan Wang Persaraan (Diperbadankan) [KWAP] Pension Services Department, Level 2, Skytech Tower 2, MKN Embassy Techzone, Jalan Teknokrat 2, Cyber 4, 63000 Cyberjaya, Selangor</p> <p>OR</p> <p>Email to mypesara@kwap.gov.my.</p>
2	<p>What is Scheme A and Scheme B?</p>	<p>Scheme A is a method whereby the monthly pension payment is credited directly into the pension recipient's bank account.</p> <p>Scheme B is a method where pension recipients are required to visit the bank every month to fill out the necessary forms before the monthly payment can be credited into their respective accounts.</p>
3	<p>What is the procedure if a pensioner wishes to change from Scheme B to Scheme A?</p>	<p>Application can be made by filling in JPA.BP.SKP.B08 - Application for Appointment of Scheme A Representative with a copy of the identity card of the appointed representative attached.</p>

Ex-Gratia Grants

1	What is Ex-Gratia Death Grant?	Ex-Gratia Death Grant is a Government grant to the dependents of a civil servant who dies whilst in service.										
2	What is the purpose of Ex-Gratia Death Grant?	To assist the dependents of civil servants who died within a period not exceeding 240 months of service.										
3	What is the amount of Ex-Gratia Death Grant?	<p>The Ex-Gratia Death Grant is based on the period of service which can be taken into account as follows:</p> <table border="1"> <thead> <tr> <th>Service Period (Months)</th> <th>Ex-Gratia Death Grant (RM)</th> </tr> </thead> <tbody> <tr> <td>≤ 60</td> <td>150,000</td> </tr> <tr> <td>61 to 120</td> <td>100,000</td> </tr> <tr> <td>121 to 180</td> <td>75,000</td> </tr> <tr> <td>181 to 240</td> <td>50,000</td> </tr> </tbody> </table>	Service Period (Months)	Ex-Gratia Death Grant (RM)	≤ 60	150,000	61 to 120	100,000	121 to 180	75,000	181 to 240	50,000
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Medical and Travel Claims

1	Who is eligible to apply for expenses for medical facilities?	Federal retirees, eligible family members such as spouse and children under the age of 18 or who are still in school under the age of 21 or children due to mental or physical impairment.
2	How can a claim for expenses for the supply of medicines / medical equipment be made?	Retirees need to seek treatment and medical services at government hospitals / clinics and obtain a certificate / confirmation by a Medical Officer / Specialist. The form that needs to be filled is Medical Form 1 / 09 along with financial documents (treatment bill, receipt, invoice, quotation, etc.).
3	What is the eligibility for a travel claim for the purpose of seeking treatment?	If a local medical officer confirms that a pensioner or his family needs treatment from medical officers at other government medical facilities, then he or his family can claim the allowances eligible to be claimed by the serving officer for performing official duties as if he or his family was on an official business trip.

Find Us

For further enquiries? Read our full FAQs [here](#) or you may contact our Customer Service team at **+603 8887 8777** or email them at mypesara@kwap.gov.my.

Follow us on:



KWAP Malaysia



A New Chapter In Your Life

LIFESTYLE

The joys of retirement are many and varied where the possibilities are simply endless. In this new phase of life, take the time to try something new. Here are some ideas for your consideration.

Creative Pursuits

Do you have a knack in creating art but never had the time to explore your creativity? Well, here's your chance. Try out some pottery, sign up for a painting class or go down to your neighbourhood art supplies store to pick up some yarn and learn how to crochet at home. With the internet at our fingertips, you can pretty much learn anything online if you are keen to attend physical classes.



Read

Reading is a great time-passer. With so many books and magazines to choose from, there is something for everyone. Do not be pressured to read a book for the sake of learning something new (although, this is a great time to learn many new things). You can simply read for the sake of enjoying a lighthearted fiction or some self-help book for a boost or motivation. There are no rules to reading, just enjoy reading for what it is!

Take an Online Course

Learning does not have an age limit, and education has no age preference. So why not use the time you have in your retirement to learn something new and register for an online course! New, relevant, and entertaining materials would always benefit and there are plenty of free courses available online that are suitable for senior citizens to explore. From foreign languages, music, health and therapy, programming, history, evolution, to recent topics such as sustainability and climate change, there is something for everyone. Just be sure to pick a topic of interest that you'll enjoy!





Spontaneity

Many believe that the older you are, the less spontaneous you become. But being at a stage in your life where you have the autonomy and time to do what you wish; this is the perfect time for you to be spontaneous.

Have you had a travel plan that has been on the backburner for years? Do you have a long bucketlist you have yet to tick off? Now is the time to act on it. As cliché as it sounds, you truly only live this life once so make the most of it and be spontaneous – but of course within your respective means.

Keep Active

Just because you have retired does not mean you can neglect your health. It is crucial to keep active and healthy to ensure longevity. The basic rules still apply:

- Keep a regular exercise routine – this does not have to be strenuous exercises. It can simply be taking a 30 minute walk every day. Joining a group of friends to workout is also a great way to keep each other motivated and accountable. You can also sign up for community exercise classes where you can meet new friends.
- Maintain a balanced diet – although this is the time for you to enjoy various delicacies, do keep an eye on maintaining a balance in your diet and do not overindulge to avoid any health issues down the road.

Socialise

Socialising need not be with complete strangers if you are not comfortable. Spend time with your loved ones. They will most likely be busy with other things in their lives but letting them know this is important to you may be the push they need to carve some time out to spend with you. Humans are social beings and if circumstances do not permit you to spend quality time with loved ones, then perhaps you can make new friends by joining clubs and activities for pensioners.

Volunteering

Volunteering can also be in the form of knowledge sharing. You are now considered a senior in society and with seniority, it usually comes with a lot of wisdom. The younger generation may benefit from your knowledge sharing, especially when it is skills based.



Trial and Error

If all of the above does not interest you, don't worry. There is no hard and fast rule of how to navigate retirement. You can choose to try and pick up any kind of activity to enjoy. Over time, it will eventually become a new hobby. Do not be deterred if something does not interest you. It is just a matter of trial and error.

Look After Your Mental Well-Being



Mental health is a topic that is not discussed often enough in our society. The stresses that are associated with life changes are inevitable and happens to everyone. The difference is how we manage it and how we approach it at the beginning.

Checking in with your mental state and acknowledging any hardships you are facing is not a sign of weakness. Everyone goes through this, and it is part and parcel of life. If needed, or if you are unsure, reach out to your loved ones or professionals to seek advice and guidance. We are all on a learning journey and there is no shame in learning more about your habits, behaviour, and its consequences even in your golden years.

Seek out a support group if this can help you with addressing mental health concerns. And here are some easy ways to keep your mental health intact in your retirement years:

- Relax and do something that you enjoy
- Take a break from your daily routine and do something different. Or maybe try new ways to do the same thing
- Keep your mind active with brain exercises such as doing puzzles and crosswords, learn a new language, learning new skills, playing card games, and playing or listening to music
- Get enough sleep
- Keep in touch with family and friends

FINANCIAL

Fund Your Retirement

You may choose to supplement your pension with additional income. This can ensure more stability during your retirement years if done sustainably.

There are various ways to supplement your retirement fund in which the traditional route is doing work, where you may consider a part-time role that is within your physical capabilities in your golden years. Many organisations depend on the skills and experience that older people possess and this is also a great opportunity to venture into a new field of work, challenge your capabilities, and push your limits in learning new things.

However, you may also choose to turn your savings into a source of income such as investing your money into risk-free and high-stability investment options, among others. Do be wary though, and ensure you have done thorough research, consulted professionals, and weighed all the risk factors involved. Ultimately, do avoid any form of capital risks.



Estimate Income and Expenses

In your senior years, income and expenses will change and you will need to clarify your priorities. It is important to revisit your budgeting practices as many factors in your daily life will change over time with a new lifestyle. You may find that your pre-retirement lifestyle was more lavish, and perhaps require a little downsizing during your retirement. Reassess your needs moving forward and make the necessary cuts to avoid getting stuck or unwanted surprises in your bill. It is crucial to rework your budgeting strategies but do not be deterred if it takes time to perfect it, this is completely normal as you assimilate into a new lifestyle.



Avoid Scams

Pensioners are an easy target for scammers. To avoid being scammed, equip yourself with knowledge on the latest scamming news and practices. Scammers assume that pensioners will not be up to date with their tricks, but there are plenty of scamming talks and information online that are available for all. If you are ever unsure about a message, notification or email you have received, consult someone over the legitimacy of the contents before acting on it. Always double check.



A WORD OF ADVICE

In navigating uncertainty, it is important to note that it is natural for many to go through major life road bumps. There will be changes in everything – your identity will change, your priorities will change and your circle of friends may change.

In knowing and understanding the following areas in your life, you may be more attuned to transition readiness and avoid getting caught off guard.

If you feel overwhelmed reading the questions above, you are not alone. These are questions and topics that are meant to help you navigate your way forward into retirement.

- What do I really want (vision)?
- Who am I, and who am I becoming (identity)?
- What is truly important to me (values)?
- What might I want to do more of and less of (talent application)?
- Who will be the key players in my future (relationship)?
- What kind of environment is best suited to my/our unique needs and aspirations (location)?

You may or may not find the answers to these questions and even if you do, your answers may change every couple of weeks, months, or even years. Be kind to yourself and allow time for transition. Remember, your journey in life is unique to you, so do not compare yourself to others. Life is not a competition; rather it is something for you to enjoy.

Reinvent your life with imagination, confront your fears and barriers, and most importantly seek fulfillment in your everyday life.

We wish you the best of luck in your retirement and congratulations once again for reaching this milestone!

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