

**CLOSURE OF EPF BRANCHES DURING COVID-19 MOVEMENT CONTROL ORDER
 FREQUENTLY ASKED QUESTIONS (FAQs)**

No	Question	Proposed answer
1.	I need to withdraw from my EPF account. How can I do that?	<ul style="list-style-type: none"> • Withdrawals from members account is only based on existing available withdrawal scheme. Members may refer to EPF website for the current Withdrawal Scheme allowed.
2.	Can we make withdrawals for daily use in light of business closure etc from Akaun 2?	
3.	Is my employer liable to contribute into my EPF account if I am forced to take unpaid leave?	<ul style="list-style-type: none"> • Employer are not required to contribute for the duration that the employees is on unpaid leave.
4.	Will the statutory requirement to contribute to EPF accounts be suspended for the month, or is everything business as usual?	<ul style="list-style-type: none"> • There are currently no exemptions from statutory contribution into EPF for Members and Employers following Movement Control Order.
5.	I am a member. What can I do via i-Akaun?	<p>The i-Akaun Web Version provides the following services:</p> <ul style="list-style-type: none"> • submit application for withdrawals electronically via e-Pengeluaran; • check yearly EPF statements; • check status of application for withdrawal; • access history of withdrawals; • verify nomination status; • calculate an estimate of eligible withdrawals for home financing, personal savings and investments; • check EPF contribution transaction record for the preceding 2 years; • register for Simpanan Shariah; and • log into i-Invest – for member investment.
6.	I am an Employer. What can I do via i-Akaun Majikan?	<p>Through i-Akaun Majikan Web Version:</p> <p>Employers are able to:</p> <ul style="list-style-type: none"> ▪ Access e-Caruman for: ▪ Submission of Form A data with payment;

		<ul style="list-style-type: none"> ▪ Submission of Form A data only; ▪ Submission of payment only; ▪ Access e-CTML facility for submission of CTML settlement details; ▪ Check employees' EPF numbers; ▪ Register new EPF members; ▪ Calculate the dividend for employer's share for Government employer; ▪ Check current EPF contribution transactions; and ▪ Check i-Akaun activities log.
7.	<p>What services are being suspended?</p>	<ul style="list-style-type: none"> • All over-the-counter related transactions are currently suspended for the duration of branch closure. • These covers: <ul style="list-style-type: none"> A) <u>For Employees:</u> <ul style="list-style-type: none"> ▪ Registration of i-Suri, ▪ Registration of i-Saraan ▪ Member's nomination of beneficiaries, ▪ First withdrawal upon retirement age 50/55 (requires thumbprint verification) ▪ Withdrawal upon leaving country; ▪ Registration of new Member; ▪ Updating of Member's full personal information; • Withdrawals with regards to death, health and loss of capacity shall be treated on case-to-case basis. Members are advised to send enquiries to https://www.kwsp.gov.my/en/reach-us/connect-with-us/make-an-enquiry with the following subject title "EPF Services and Withdrawal" B) <u>For Employers:</u> <ul style="list-style-type: none"> • Given that the payment via the counter at EPF is currently suspended, EPF contribution payments can be made through Internet Banking, Online Banking and through bank agents. • Please note that employers who wish to make a contribution payment may do so at the banks operating during this Movement

		<p>Control Order or through the Employer's i-Akaun Employers e-Contribution.</p> <ul style="list-style-type: none"> • Penalties for late contributions may also be settled at the bank counter.
8.	<p>Will there be a delay with regards to withdrawal processing in light of the Movement Control Order?</p>	<ul style="list-style-type: none"> • There will be some delays for Withdrawal applications received during the Movement Control Order period.

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