

i-Lestari Withdrawal



1 When can members submit application for i-Lestari Withdrawal?

Members can submit application for the i-Lestari Withdrawal starting 1 April 2020

2 How much money can members withdraw under the i-Lestari Withdrawal facility?

The withdrawal amount permitted under i-Lestari Withdrawal is as follows:



A maximum of RM500 per month for a period of 12 months (1 year)
(Subjected to the balance in Account 2 during the month of application)



Withdrawals can be made within a period of one year (12 months) starting from April 2020 until March 2021 subject to 2(i)



Payment begins from month where withdrawal application is received by the EPF till March 2021



Payment for i-Lestari Withdrawal will commence from May 2020

3 How does a member apply for i-Lestari Withdrawal?

Application form can be submitted via the following **THREE (3)** channels:

- Online (e-Pengeluaran via i-Akaun); **OR**
- By email to ilestarimohon@epf.gov.my (Form will be uploaded); **OR**
- By post/registered post to: **Kumpulan Wang Simpanan Pekerja Karung Berkunci No 220, Jalan Sultan 46720 Petaling Jaya (Pengeluaran i-Lestari)**

Members need to apply only once to effect the recurring monthly payment into members' banking account as per 2(i)

4 Who is eligible to apply for i-Lestari Withdrawal?

Members that fulfill the following criterias are eligible to apply for i-Lestari Withdrawal:



Malaysian Citizen and Permanent Resident



Under the age of 55



Have savings in Akaun 2*



Non-Malaysian Citizen (Phase 2)

*Subject to balance in Akaun 2 at the time of the payment being processed on the particular month

5 Why the payment for i-Lestari Withdrawal is limited to RM500 per month and credited monthly?

The i-Lestari Withdrawal facility is intended to ease the financial burden of members and help them meet their basic monthly financial needs during the COVID-19 pandemic. The maximum amount of RM500 a month is a reasonable amount in addition to the Member's income to meet basic financial needs

6 Why i-Lestari Withdrawal is limited to RM500 and can only be made once a month?

The monthly withdrawal frequency is designed to supplement the monthly source of income to help members meet their monthly basic financial needs

7 Why i-Lestari Withdrawal is available for only one year?

The i-Lestari Withdrawal facility is intended as a financial relief to assist EPF members to continue their daily lives during the current period of COVID-19 pandemic. The Government will continue to monitor development of the current situation and the necessity of this facility from time to time. The financial impact of COVID-19 pandemic is expected to improve after this period

We will update this FAQ from time to time. If you have any further enquiries, please drop us an email at ilestari@epf.gov.my

