i-Akaun EMPLOYER

Implementation of Employer’s Responsibility Digitally

Now, Employers can manage Employee’s EPF contributions more efficiently

User-friendly interface

Navigate with ease

Enhanced functions for better experience

Single-view of important information

i-AKAUN (EMPLOYER) FEATURES

TRANSACTION

**EPF Member Registration**
- Check Employees EPF Number
- Register EPF Member
- Check registration status

**Contribution**
- Submit contributions
- Draft form
- Payment only
- Pending For Payment
- Contribution Worklist

**Outstanding Items**
- Late Payment Charges/Dividend
- Contribution

**Caruman Tanpa Maklumat Lengkap (CTML)**
- View CTML
- Manage CTML
- CTML Work List

INFORMATION/SIMULATION

**Company Details**
- Profile
- Administration
- Bank account
- Change/update/reset password
- Update Secret Question and Answer
- Update online image
- i-Akaun activity log

**Contribution Statement**
- Contribution Transaction
- Statement

**Transaction History**
- Contribution
- Caruman Tanpa Maklumat Lengkap (CTML)

**Eligibility to Contribute**

**Enquiry**
- Make an enquiry
- Check enquiry status

**Calculator**
- Government Share Dividend Calculator
- Contributions*
- Late Payment Charge/Dividend*

**Guide**
- Frequently Asked Questions
- Third schedule
- EPF Act
- Easy guide
- Brochures
- Form
- Video
- Reach us

* New features  * Next phase by June 2020
1. What are the new features in the newly enhanced i-Akaun (Employer)?

   a. Improvements on User Interface and User Experience
   b. New Functions:
      i. List of Outstanding Items
      ii. Worklist for Maker/Checker
      iii. Items Pending for Payment
      iv. Contribution Statement
      v. Inbox (Attention)
      vi. Help
      vii. Contribution Calculator
      viii. Late Payment Charge/ Dividend Calculator
      ix. Eligibility to Contribute

2. Will the new features in i-Akaun (Employer) also be implemented in the mobile app (e-Caruman App)?

   No, the new features will not be implemented in the e-Caruman app at the moment.

   However, upon any positive feedback from Employers, extensive studies will be conducted to further improve our e-Caruman app in the future.

3. What is the difference between the right and left menu panels in the i-Akaun (Employer)?

   The left menu panel locates the functions for Employers to take action on completing their transaction.

   Meanwhile, the right menu panel locates further information that Employers may want to know more about.
4. Under what circumstances will the red dot indicator appear on i-Akaun (Employer)?

The red dot indicator will appear on the following menu functions in the event of the following situation(s):

<table>
<thead>
<tr>
<th>Menu functions</th>
<th>Situation(s)</th>
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| Inbox               | • There is an unread message.  
                      | • There has been an active complaint lodged against the Employer.           |
| Worklist            | • There is a pending action for **Maker** or **Checker**.                    |
| Outstanding Item    | • There is an outstanding item.                                              |

5. When will the Attention notification be displayed in the Employer’s Inbox?

The Attention notification will be displayed when there is an active complaint lodged against the Employer.

6. When will the Attention notification disappear from the Employer’s inbox?

The Attention notification will disappear when the case have been closed or resolved.

7. Can Employers reply to the notification that has been sent to their Inbox?

No.

For the time being, Employers can channel feedbacks to EPF via the **Enquiry** function on the i-Akaun (Employer).
8. **Will there be any inbox notification if the employee registration has been successful?**

No.

For the time being, Employer can check their employee registration status via the **Check Registration Status** function.

9. **Are there any changes on the Enquiry screen?**

No, there are no changes been made to the **Enquiry** screen.

10. **What action(s) will be required from the Employer, in the case if an Administrator, Maker or Checker resigns?**

The employer will be required to visit any of our EPF counters and submit a new **KWSP1(i)** form.

For the case of any **Maker and/or Checker** who resigns, the **Administrator** can remove the previous **Maker/Checker** from the existing list on i-Akaun (Employer) and proceed to register the new **Maker/Checker**.

11. **What if an i-Akaun (Employer) user forgot his/her password?**

The i-Akaun (Employer) user (**Administrator, Maker and/or Checker**) can click on **Forgot Password** at the login screen to set a new password.
Questions On Contribution Submission And CTML Clearance

12
Can a Maker or Checker view the Contribution Statement?

Yes. Both Maker and Checker including Administrator, can view the Contribution Statement page.

13
Is it compulsory to fill in the Wage column?

This column is not compulsory but Employers are encouraged to complete the information on the Wage column. Employers can click on the Wages hyperlink to view the wage component.

14
What should an Employer do if their FPX payment was initially approved only to be informed later by the EPF that it was unsuccessful?

The Employer is advised to contact the Bank to notify them of this situation.

15
What is the difference between FPX Retail Banking and Corporate Banking?

FPX Retail Banking refers to individual-owned accounts while FPX Corporate Banking refers to company-owned accounts. The maximum transfer limit of FPX Retail Banking is RM250,000 per transaction while that of FPX Corporate Banking is higher at RM50 million per transaction.

16
How can an Employer provide a CSV file?

Employers can refer to the Easy Guide on Preparing a CSV File from EPF website.
Is there any other way for Employers to register their bank account for a Direct Debit Authorisation (DDA) besides doing it manually?

Currently, Employers can only register their bank account manually for the Direct Debit Authorisation (DDA). Online registration for DDA will be developed in the next phase. Alternatively, Employers can pay via FPX Corporate Banking as the amount limit has been increased to RM50 million.

How long does it take for each contribution month to appear on the i-Akaun (Employer) main screen?

The contribution month displayed on the landing page is according to the calendar month. Examples are as follows:

- April 1 to April 30, 2020 = Current contribution month is April 2020.
- May 1 to May 31, 2020 = Current contribution month is May 2020.

Can an Employer make a contribution payment for months other than the current one?

Yes. Employers can make contribution payments in addition to the current month by selecting the intended month(s). However, the range of months that Employers can select is limited to the last 12 months to 2 months in advance.
Which types of transactions are displayed under the ‘Pending for Payment’ panel?

All transactions displayed under **Pending for Payment** are for **Form A Submissions** with:

- Transaction via **Pay Later** method.
- Transaction via online payment with ‘Unsuccessful’ payment status.

How long does a transaction under ‘Pending For Payment’ panel will be displayed?

The transactions under **Pending for Payment** will be displayed only for 60 days. The Employer can view all past transactions via the **Transaction History** function.

Under which situation is an Administrator not allowed to make a contribution submission and CTML clearance?

An **Administrator** is not allowed to make a contribution submission and CTML clearance in a **Maker/Checker Approval Flow**. Such process can only be done by a **Maker** and **Checker**.

If the **Administrator** wishes to make a contribution submission and CTML clearance, he/she needs to change the **Approval Flow** setting to **Non-Approval Flow**.

Questions On Outstanding Item (View Outstanding)

Can Employer make the payment for Late Payment Charge/Dividend through i-Akaun (Employer)?

No.

These function will be developed in the next phase. However, Employers can make their payment for **Late Payment Charge/Dividend** at any EPF counters, EPF-appointed bank counters or through Internet Banking.
Questions On Contribution And Late Payment Charge/Dividend Calculator

25. Where on the contribution calculator can employer key in information on wages other than bonus (e.g: allowances)?

Employer need to key in details of other wage components (such as allowances) in the field of Wages exclude Bonus. Employers can click on the Wages hyperlink to view a Components of Wages.

26. Can backdated payments be calculated on the Late Payment Charge/Dividend calculator?

No, an error in calculation could happen due to new dividend rates declared for that date.

27. Which dividend rate will be charged to the Employer on the calculation of Late Payment Charge/Dividend?

The lower dividend rate of Simpanan Konvensional and Simpanan Shariah will be used for the calculation of Dividend. For the Late Payment Charge rate, it is 1% above the dividend rate.

28. Will instalment plans be introduced in i-Akaun (Employer)?

Yes. However, this feature will only be introduced in the next phase.