

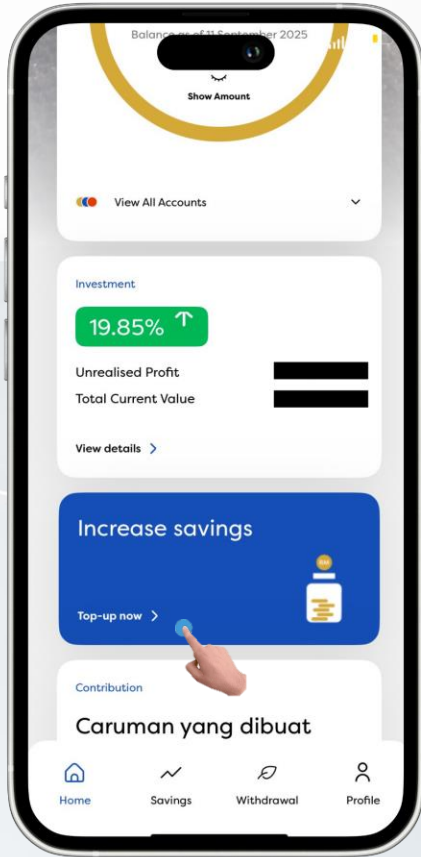
EASY GUIDE

Auto Tambah

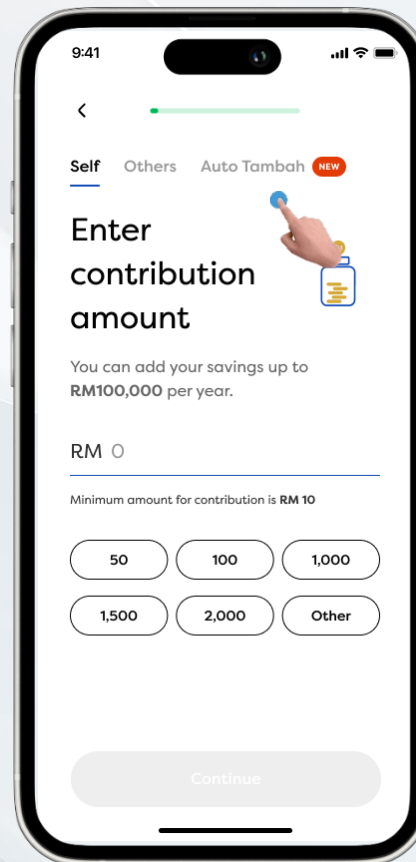
(Contribute For Yourself: Self-Contribution, i-Saraan & i-Suri)

Auto Tambah

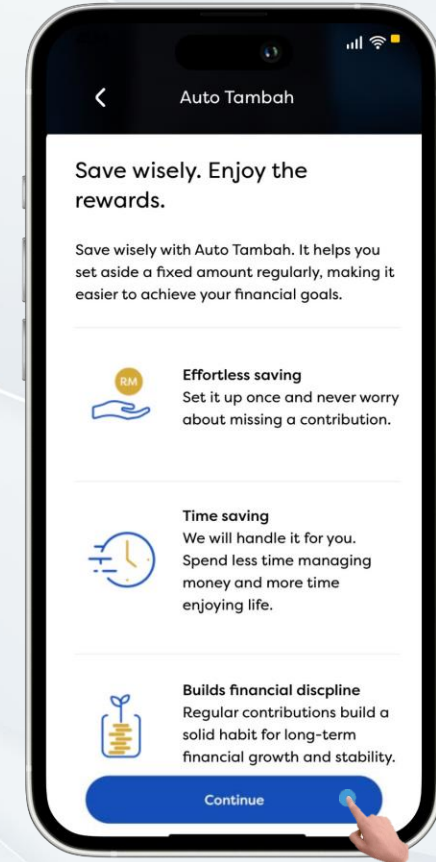
Registration



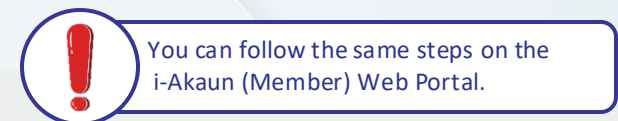
Step 1:
Scroll down and
select 'Increase your
savings' card



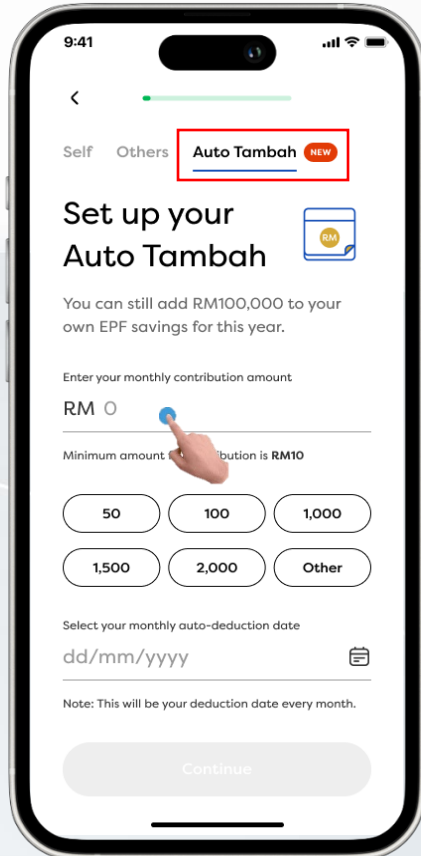
Step 2:
Select 'Auto Tambah' tab



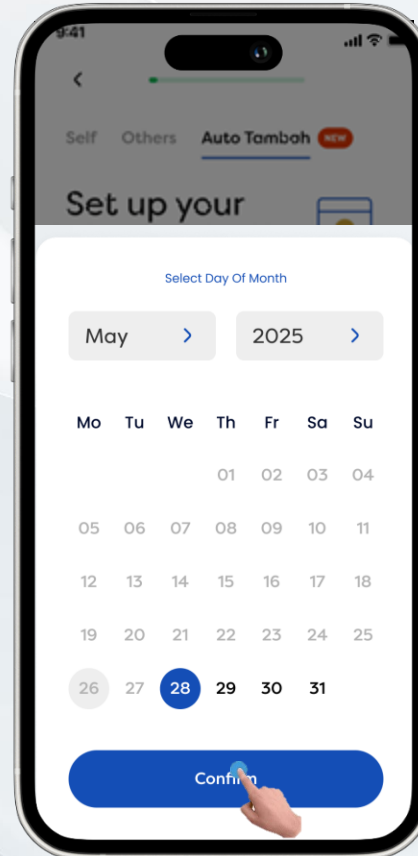
Step 3:
Auto Tambah screen will be
displayed. Select 'Continue'



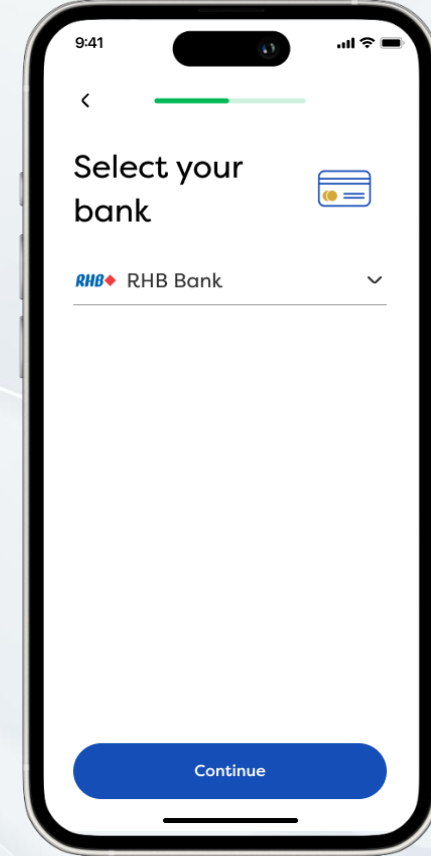
Auto Tambah



Step 4:
Enter amount to be contributed automatically on a monthly basis. Then, select the date via Calendar picker



Step 5:
Select a monthly deduction date. Then, select 'Confirm'

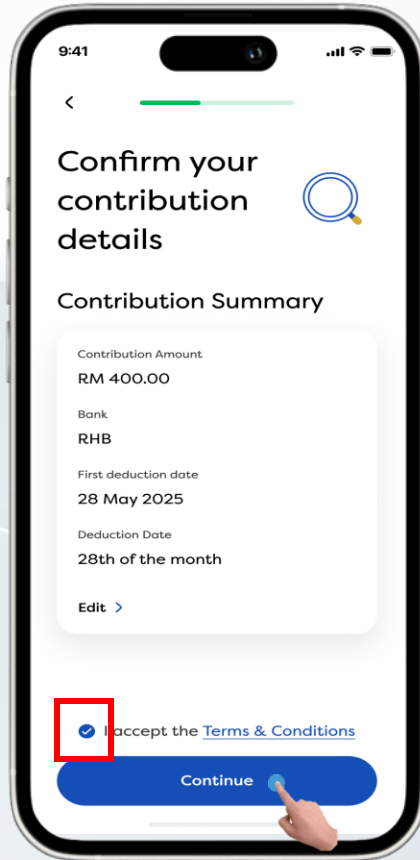


Step 6:
Select your bank. Then, select 'Continue'

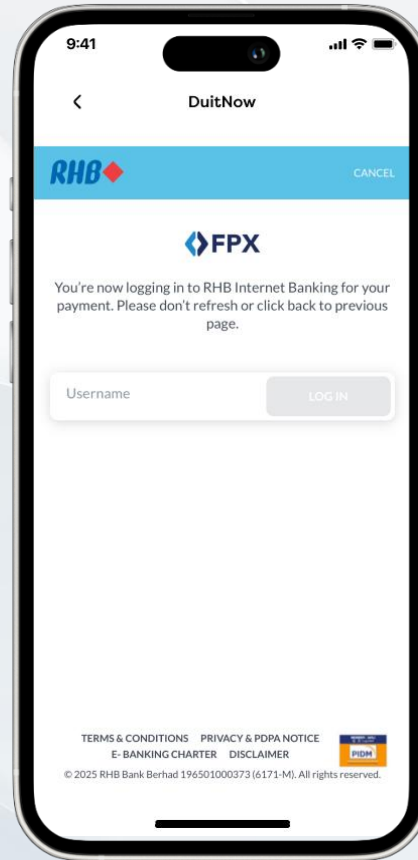
Note: If member select monthly deduction date other than 28 to 31 on that month, reminder message will not be displayed



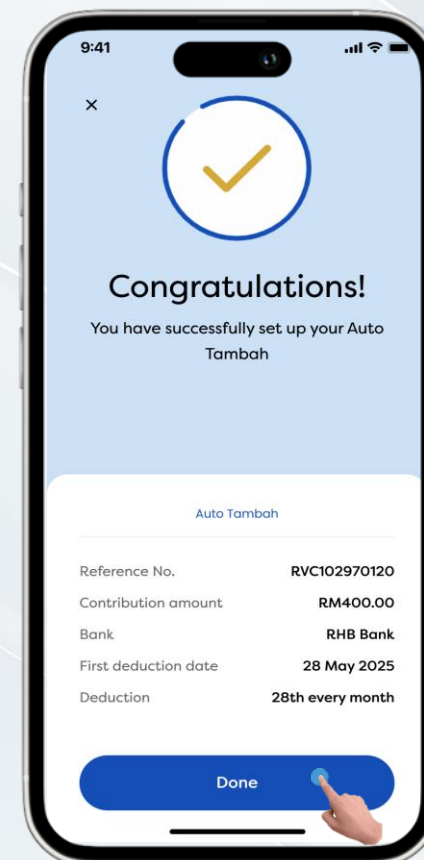
Auto Tambah



Step 5:
Tick at 'I accept the Terms & Conditions'. Then, select 'Continue'




Step 6:
Bank portal will be displayed.



Step 7:
Acknowledgement screen will be displayed. Select 'Done' and user will be brought back to the homepage

Notes:

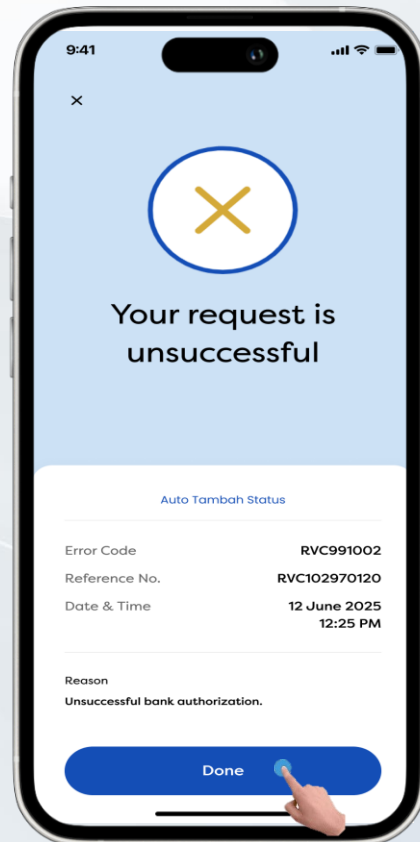
- Member are advised to complete all Auto Tambah transactions on the Bank's portal to avoid unsuccessful registration
- Upon completing the registration, member will be notified via push notification and Inbox whether the Auto Tambah activation was successful or not

 You can follow the same steps on the i-Akaun (Member) Web Portal.

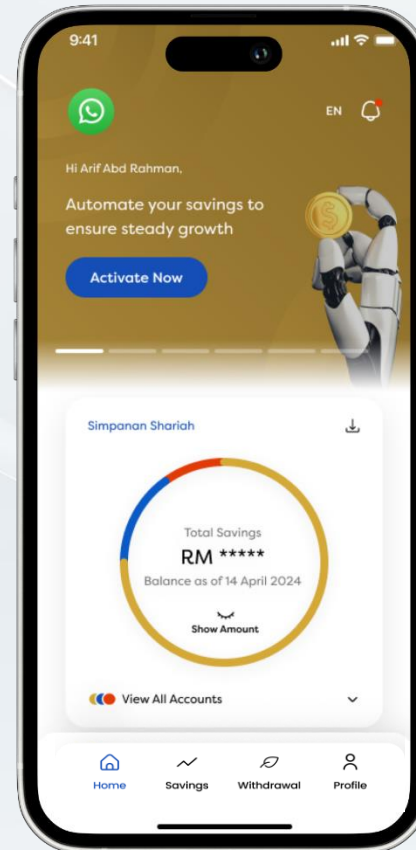
Auto Tambah Registration Is Unsuccessful

Scenario 1: System maintenance/ issue happens at Bank portal

Screen will show the reason as **Unsuccessful bank authorisation**. Member can try to register again by following Auto Tambah Registration steps



Select 'Done'



User will be brought back to the homepage

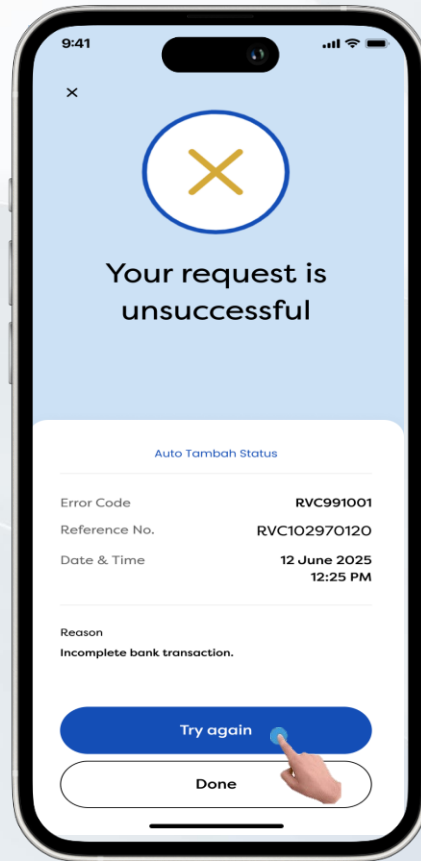


You can follow the same steps on the i-Akaun (Member) Web Portal.

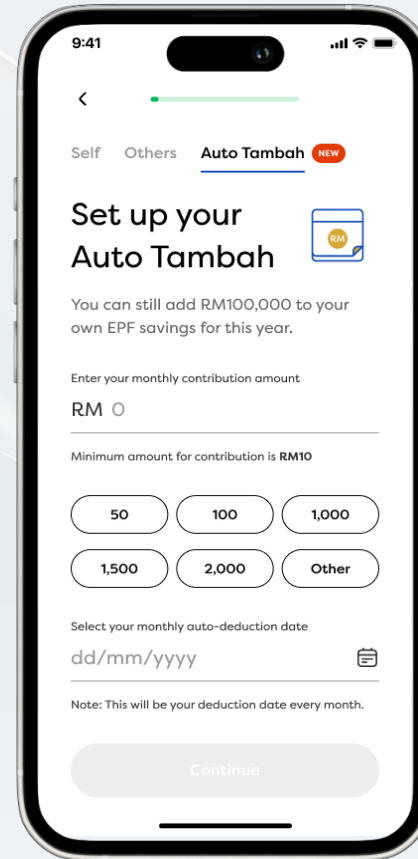


Scenario 2: Member did not complete transaction at Bank portal

Screen will show the reason as **Incomplete bank transaction**. Member can try to register Auto Tambah after clicking 'Try again' button



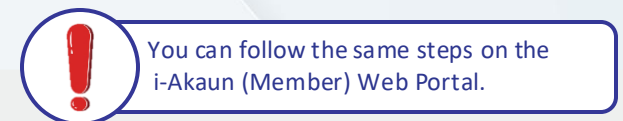
Select
'Try again'



Enter contribution
amount and select
Calendar picker

Note:

Member can proceed the transaction by following Auto Tambah Registration steps.

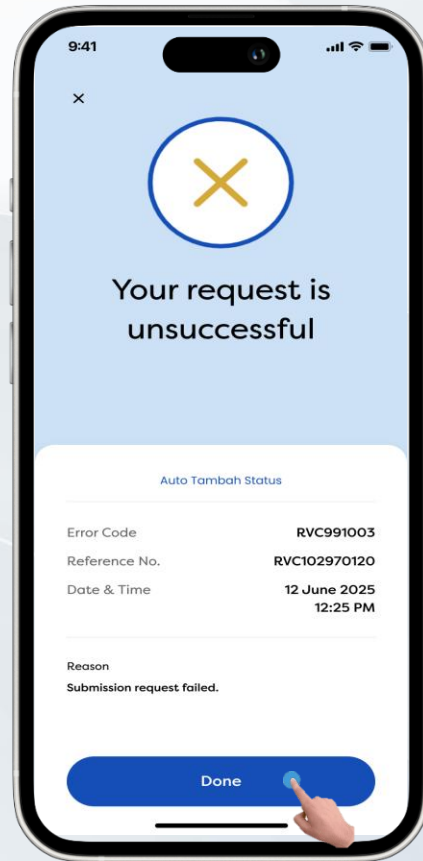


You can follow the same steps on the i-Akaun (Member) Web Portal.

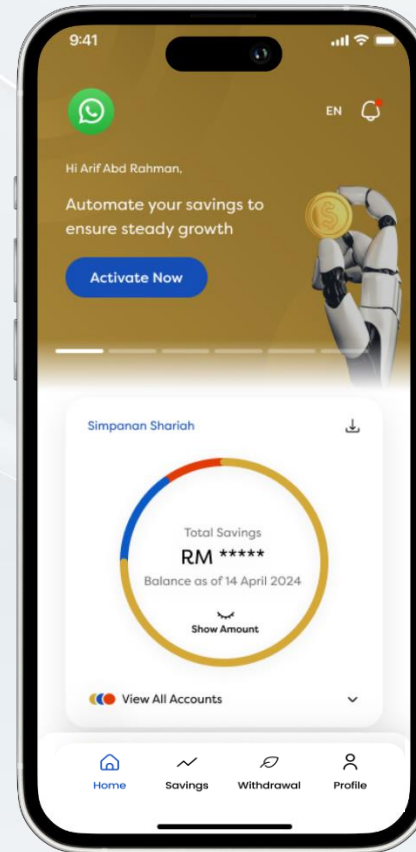


Scenario 3: Technical Issue happen during Auto Tambah Registration process

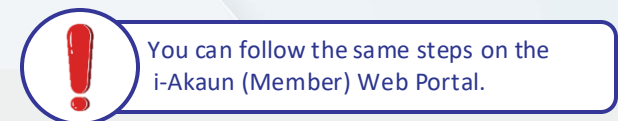
Screen will show the reason as **Submission request failed**. Member can try to register again by following Auto Tambah Registration steps



Select 'Done'



Homepage screen will be displayed



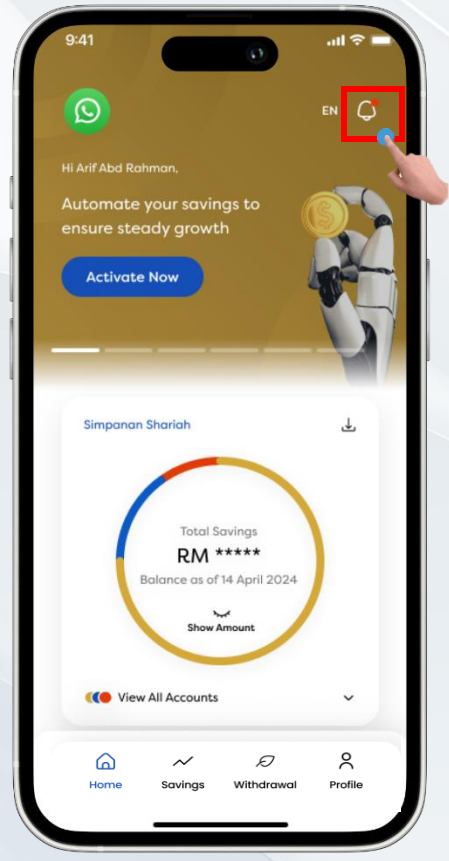
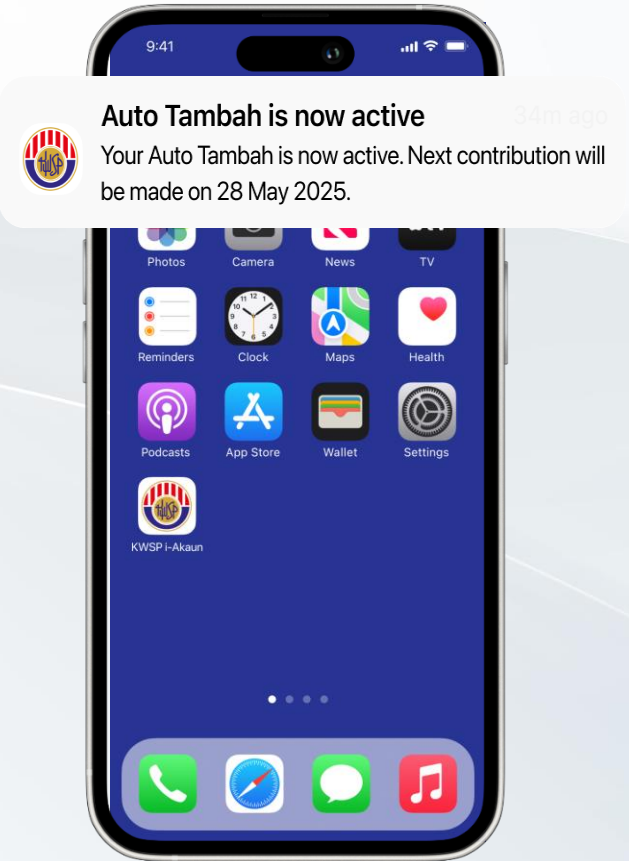
Auto Tambah Activation

Notification via Push Notification and Inbox

Auto Tambah Activation is Successful

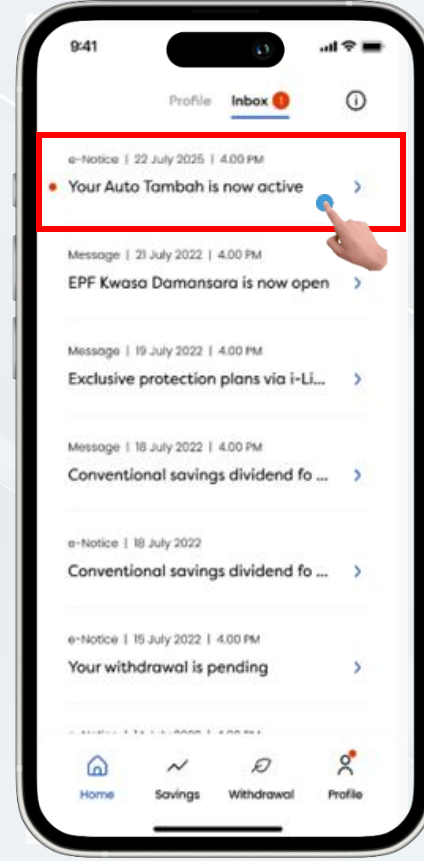
If Auto Tambah activation is successful, member will receive a notification via Push Notification and Inbox

Push Notification

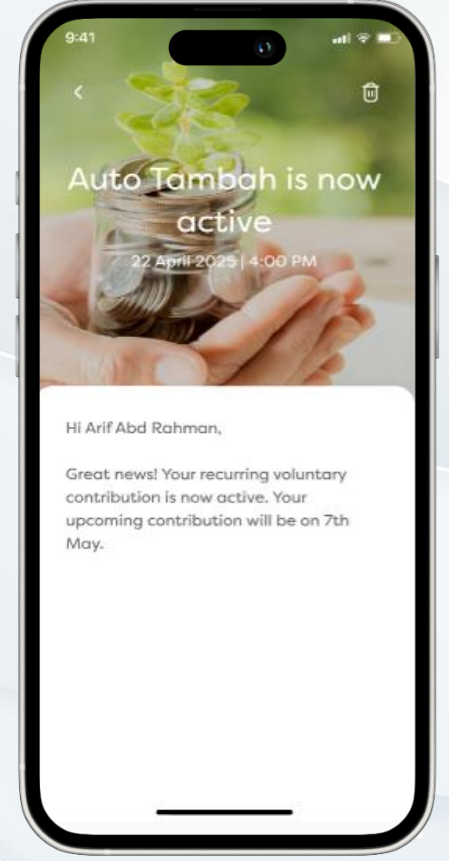


Select bell icon


Inbox



Select the notification to view the message



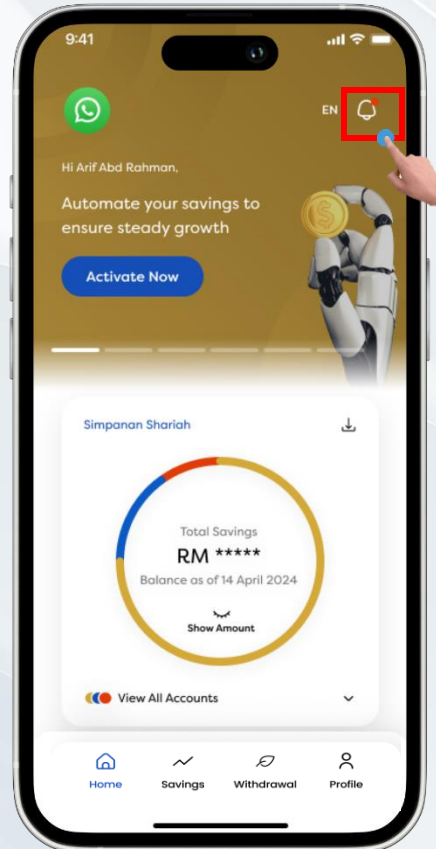
'Your Auto Tambah is now active' will be displayed

 You can follow the same steps on the i-Akaun (Member) Web Portal.

Auto Tambah Activation is Unsuccessful

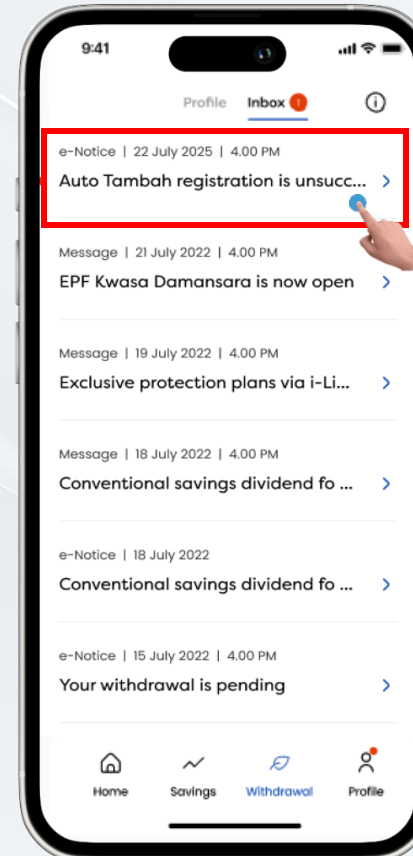
If Auto Tambah fail to activate, member will receive a notification via Push Notification and Inbox

Push Notification

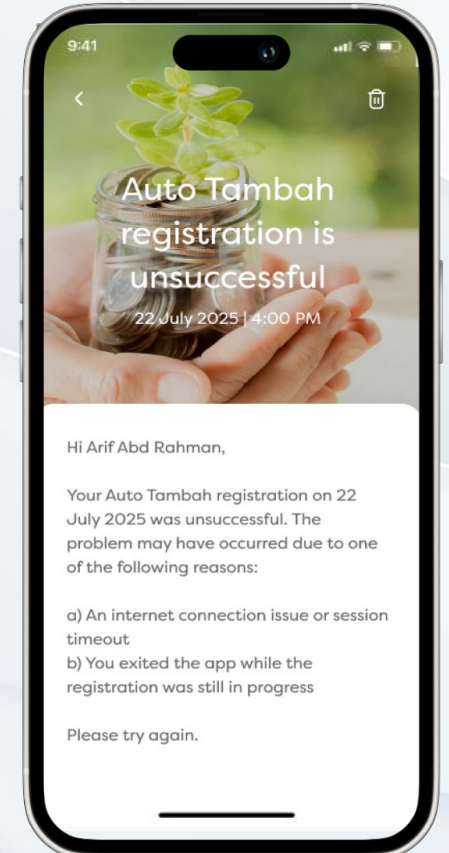


Select bell icon

Inbox



Select the notification to view the message

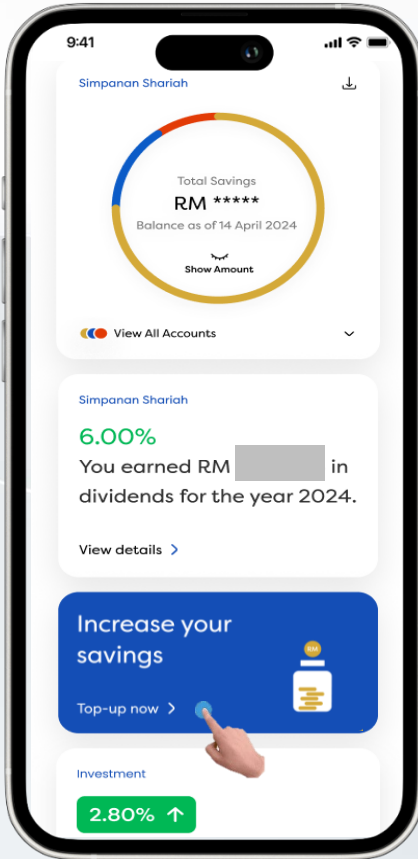


'Your Auto Tambah is failed to activate' will be displayed

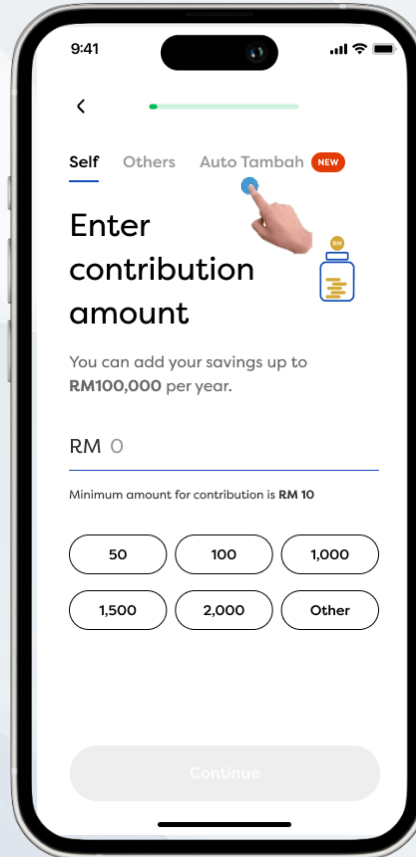


Auto Tambah Activation is Pending

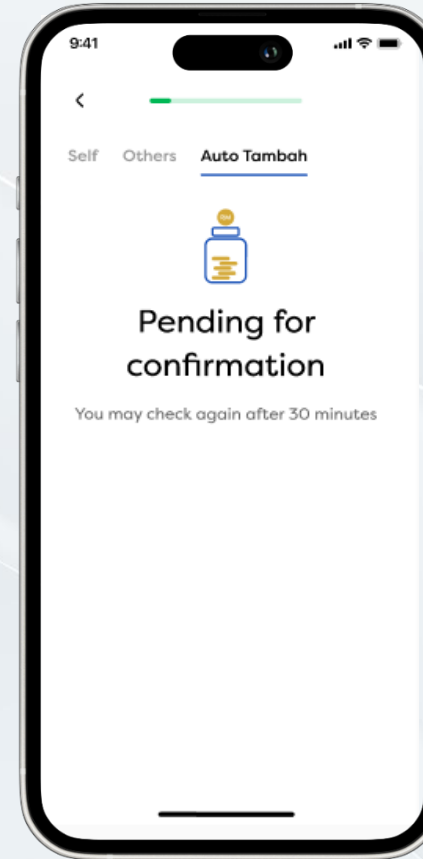
If member did not receive a notification via Push Notification or Inbox, there is a possibility that the member will attempt to register for Auto Tambah again



At homepage screen, scroll down the screen. The, select 'Top-up now' card



Select 'Auto Tambah' tab



Screen will display 'Pending for confirmation'. Member need to check again after 30 minutes

Notes:

- Member can check at Inbox whether their Auto Tambah activation process is successful or unsuccessful
- If Auto Tambah activation is unsuccessful, member can register Auto Tambah again



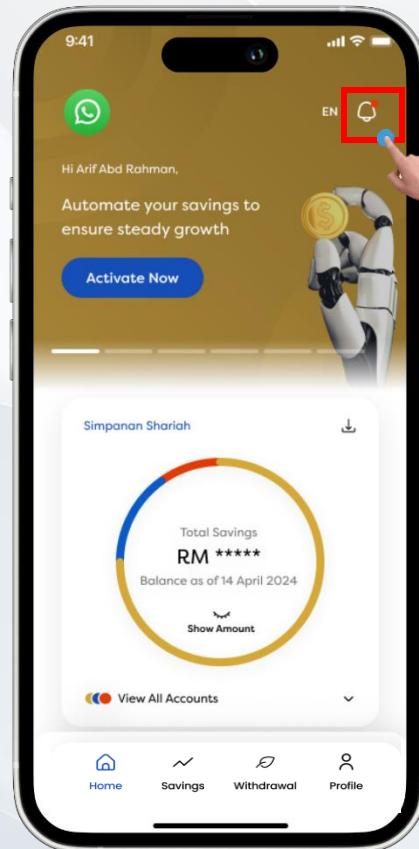
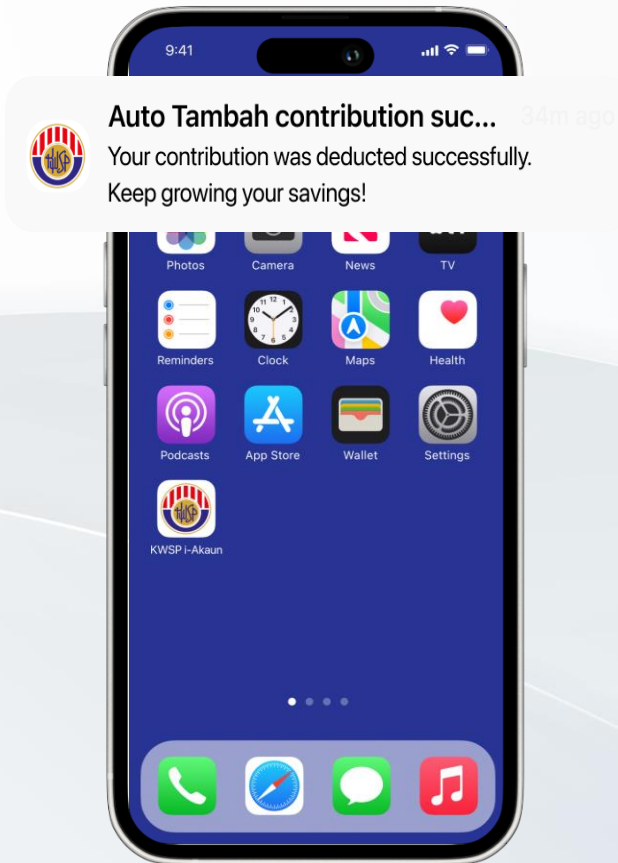
Auto Tambah Deduction

Notification via Push Notification and Inbox on Deduction Day

Notification for Auto Tambah successful deduction

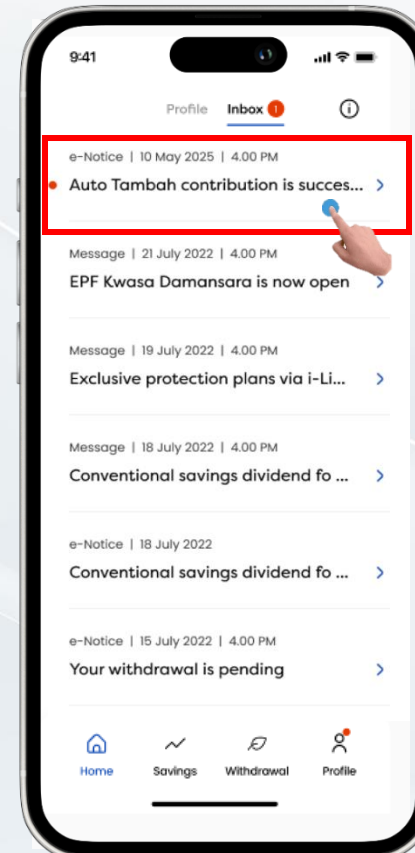
If the Auto Tambah deduction made by the member is successfully credited into the EPF account on the deduction day, they will receive a push notification and inbox on their mobile device as shown below:

Push Notification

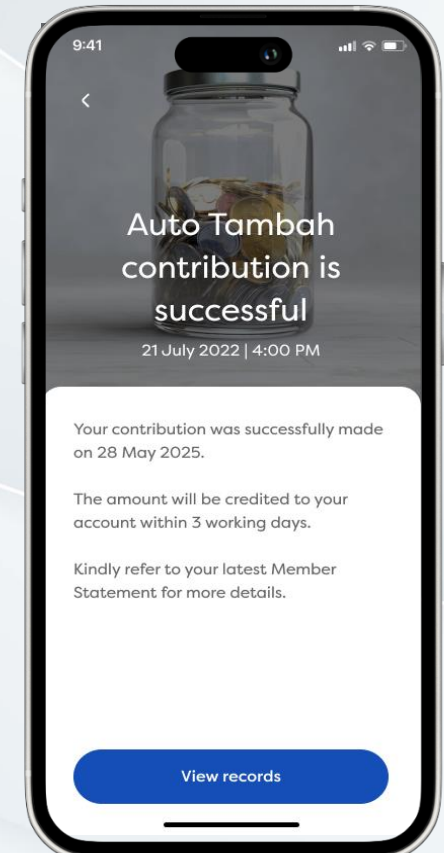


Select bell icon

Inbox




Select the notification to view the message



Screen will display 'Auto Tambah contribution is successful'

Note: if member select 'View records', all Voluntary Records will be displayed.

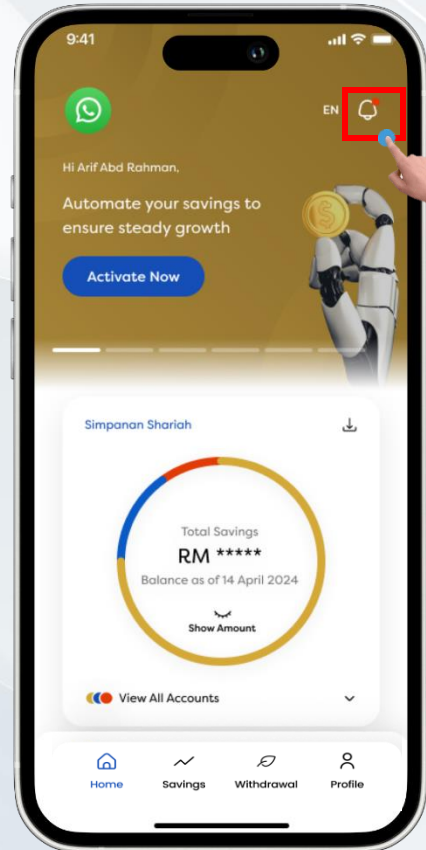
 You can follow the same steps on the i-Akaun (Member) Web Portal.



Notification for Auto Tambah unsuccessful deduction

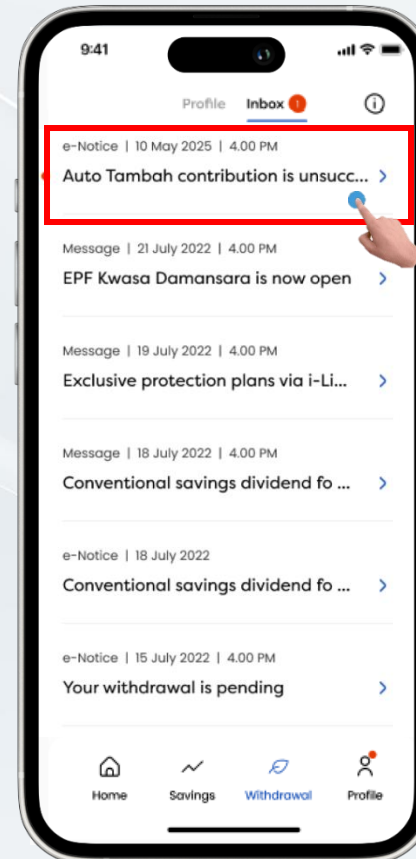
If the Auto Tambah deduction made by the member is unsuccessfully credited into the EPF account on the deduction day, they will receive a push notification and inbox on their mobile device stated the reason due to **Insufficient fund** as shown below:

Push Notification

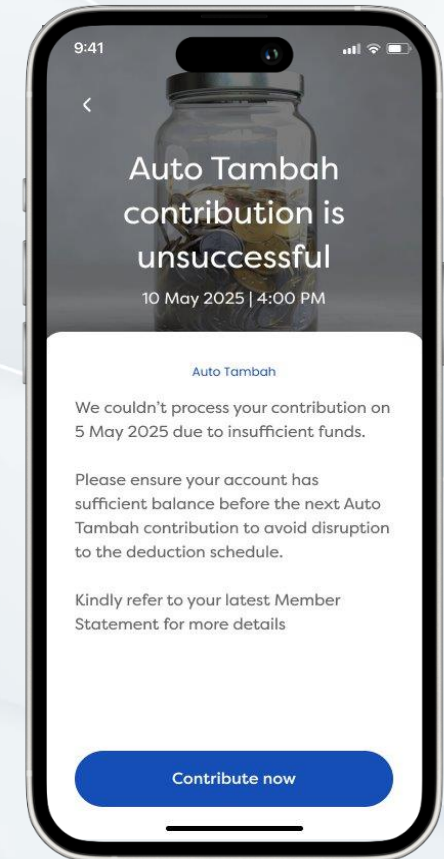


Select bell icon

Inbox




Select the notification to view the message



Screen will display 'Auto Tambah contribution is unsuccessful'

Note: Members need to ensure their bank account has sufficient balance before selecting 'Contribute Now' to register for Auto Tambah.

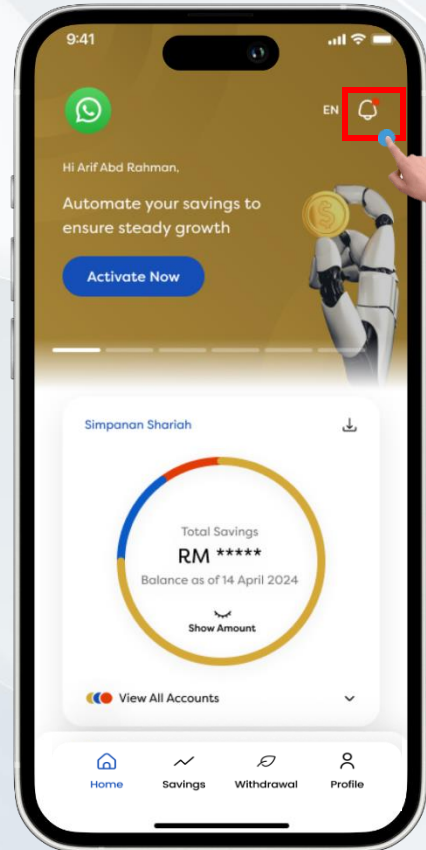
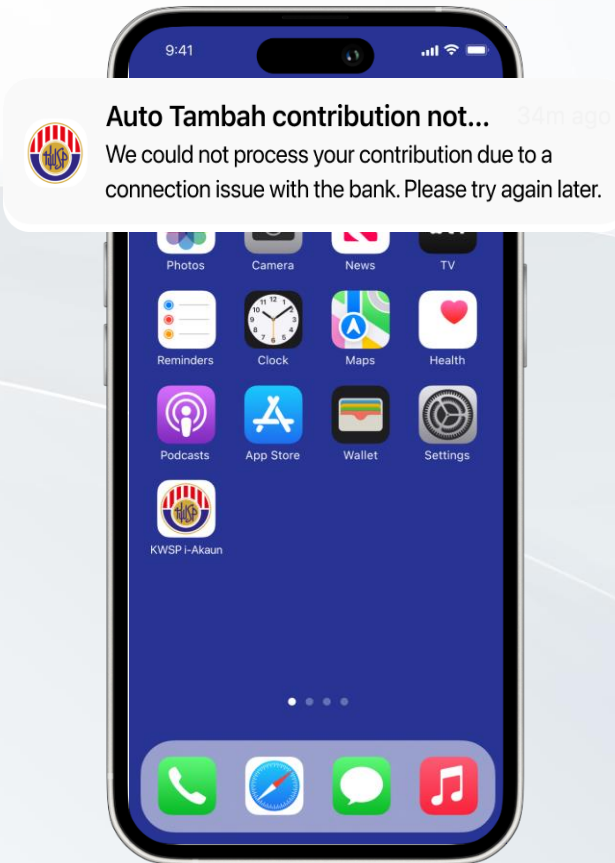
 You can follow the same steps on the i-Akaun (Member) Web Portal.



Notification for Auto Tambah unsuccessful deduction

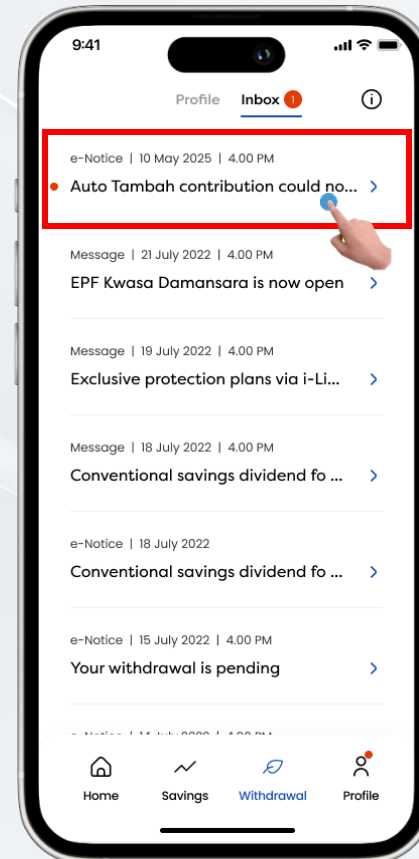
If the Auto Tambah deduction made by the member is unsuccessfully credited into the EPF account on the Deduction day, they will receive a push notification and inbox on their mobile device stated the reason due to **System Error** as shown below:

Push Notification

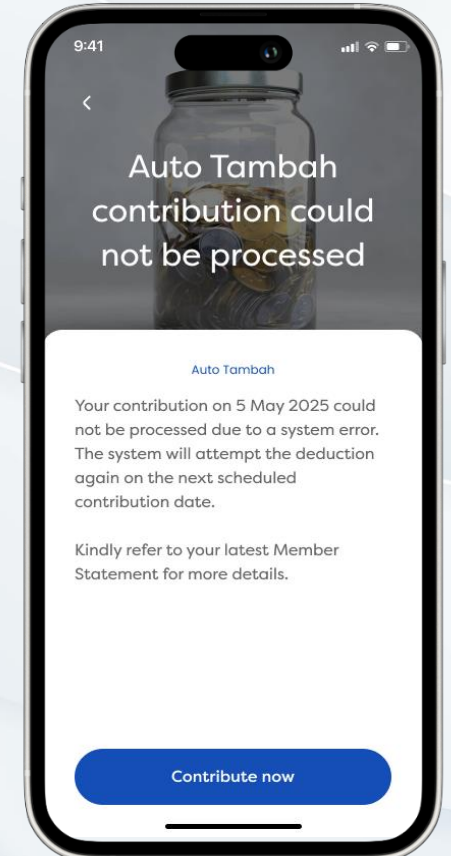


Select bell icon

Inbox




Select the notification to view the message



Screen will display 'Auto Tambah contribution could not be processed'

Note: if member wish to register Auto Tambah again, they can select 'Contribute now'

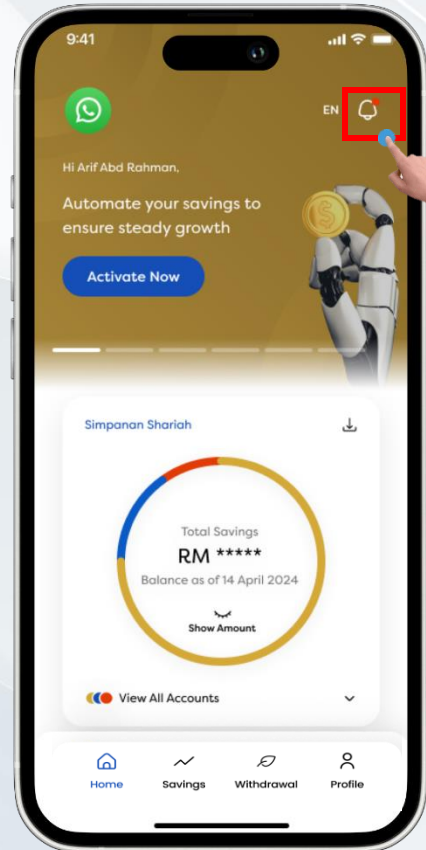
 You can follow the same steps on the i-Akaun (Member) Web Portal.



Notification for Auto Tambah unsuccessful deduction

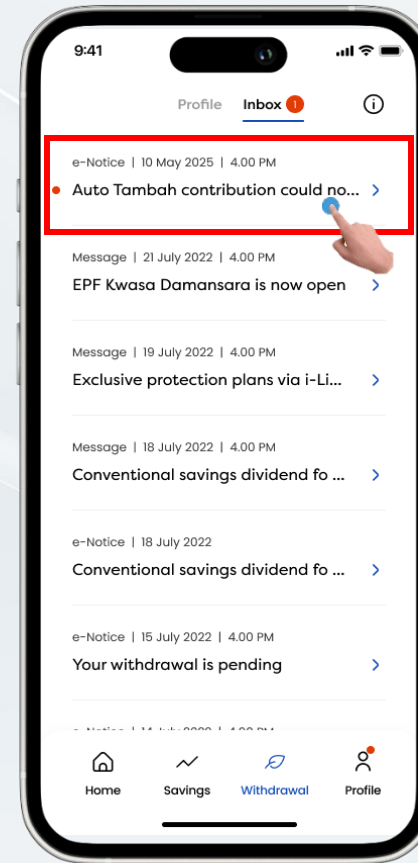
If the Auto Tambah deduction made by the member is unsuccessfully credited into the EPF account on the Deduction day, they will receive a push notification and inbox on their mobile device stated the reason due to **Technical Issue** as shown below:

Push Notification

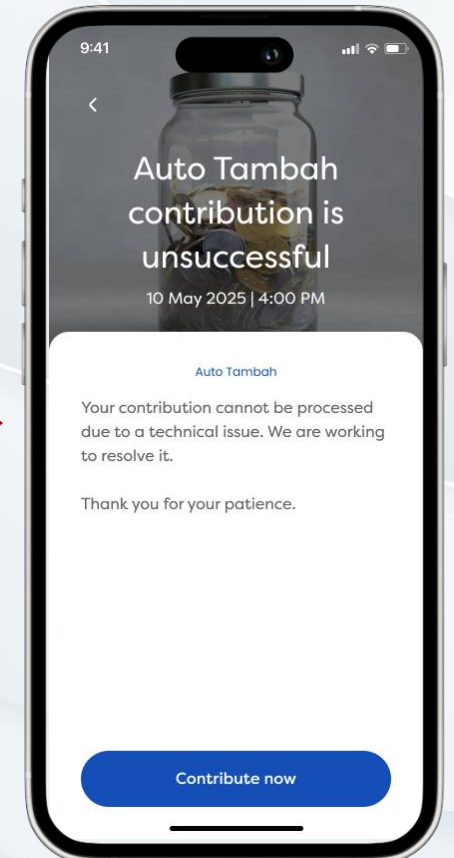


Select bell icon

Inbox




Select the notification to view the message



Screen will display 'Auto Tambah contribution is unsuccessful'

Note: if member wish to register Auto Tambah again, they can select 'Contribute now'

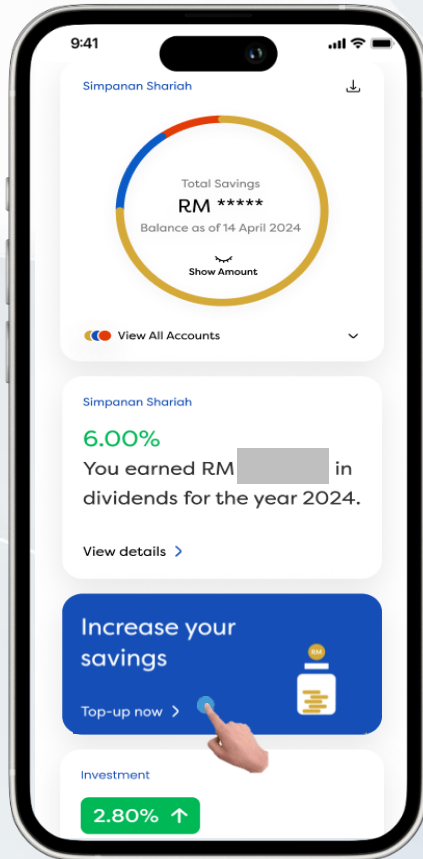
 You can follow the same steps on the i-Akaun (Member) Web Portal.



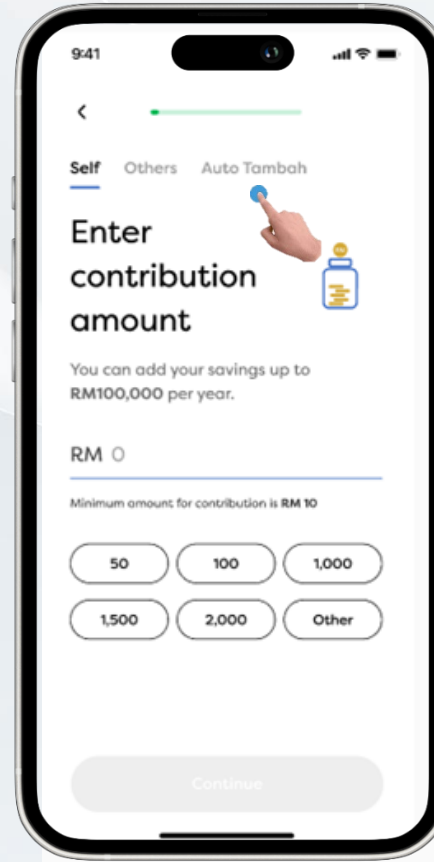
Check Auto Tambah Records

Check Auto Tambah Records

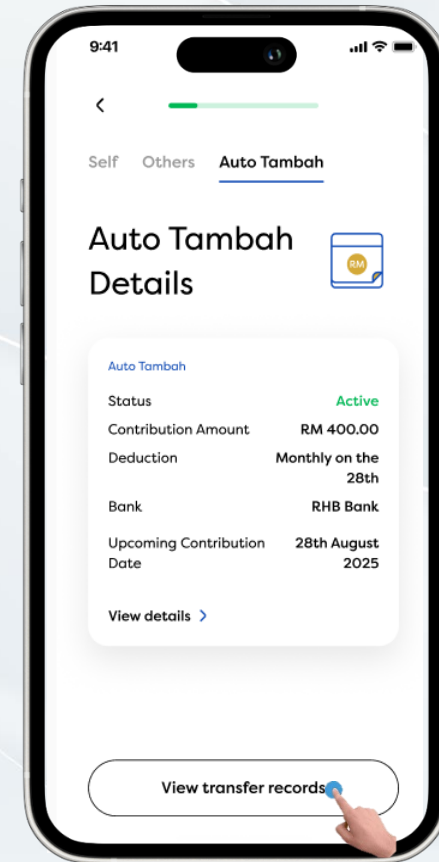
Check Auto Tambah Records at **Auto Tambah Details** > **View transfer records**



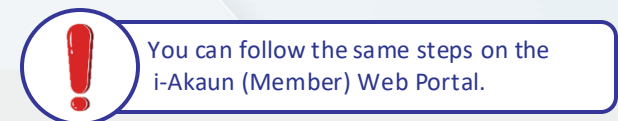
At homepage screen, scroll down the screen. The, select 'Top-up now' card



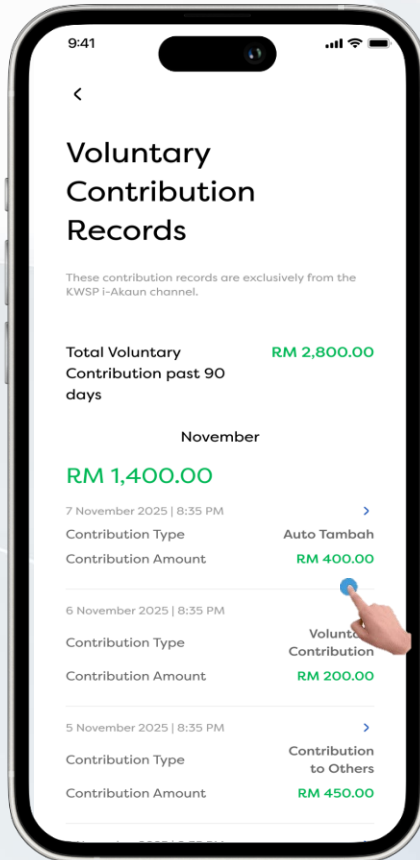
Select 'Auto Tambah' tab



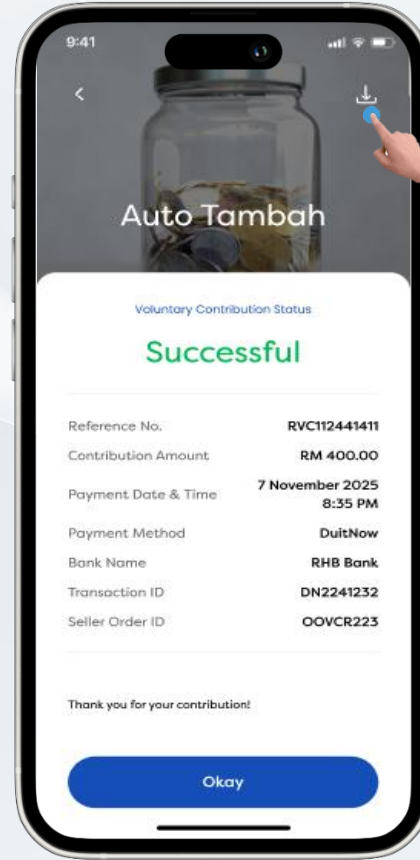
Select 'View Transfer records'



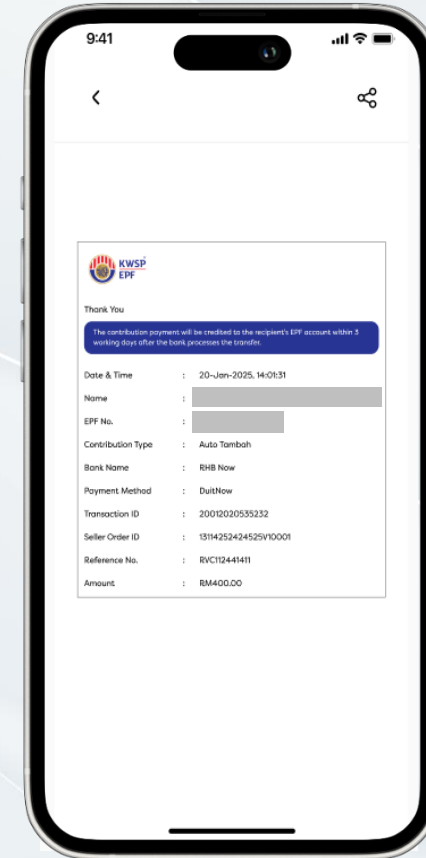
Check Auto Tambah Records



Voluntary Contribution record will be displayed. Select 'Auto Tambah record' card that you want to view

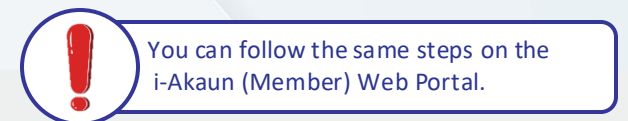


Screen will display 'Auto Tambah' successful record. Select download icon to view the transaction details



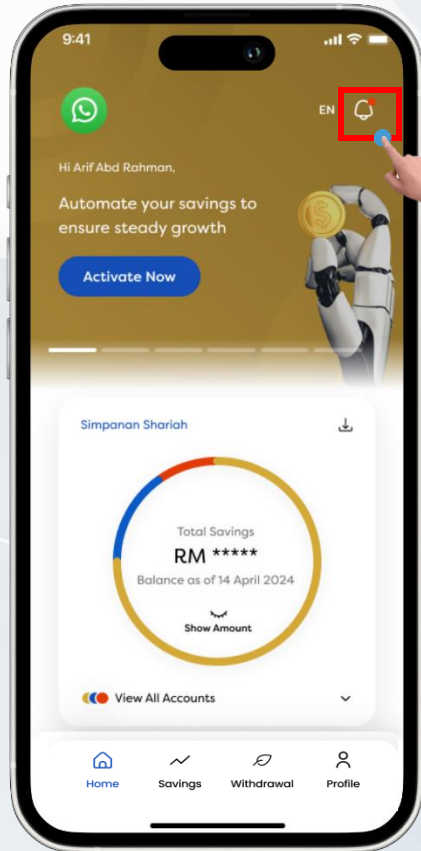
Transaction details will be displayed.

Note: If member select 'Okay', screen will navigate back into Voluntary Contribution record

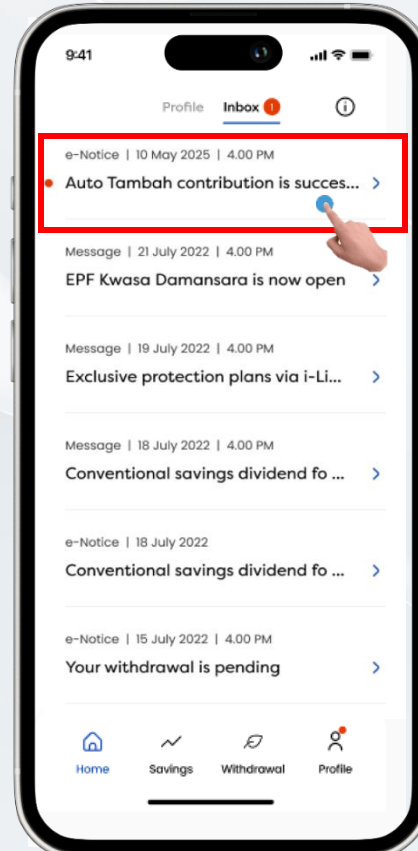


Check Auto Tambah Records

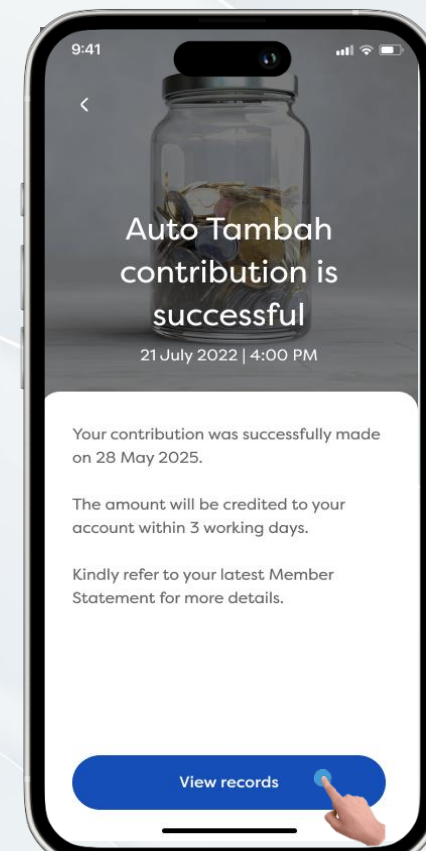
Check Auto Tambah Records at **Inbox > Message > View records**



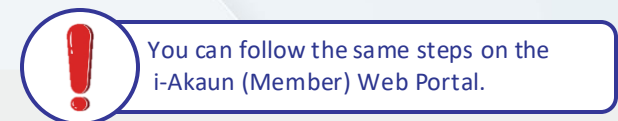
Select bell icon



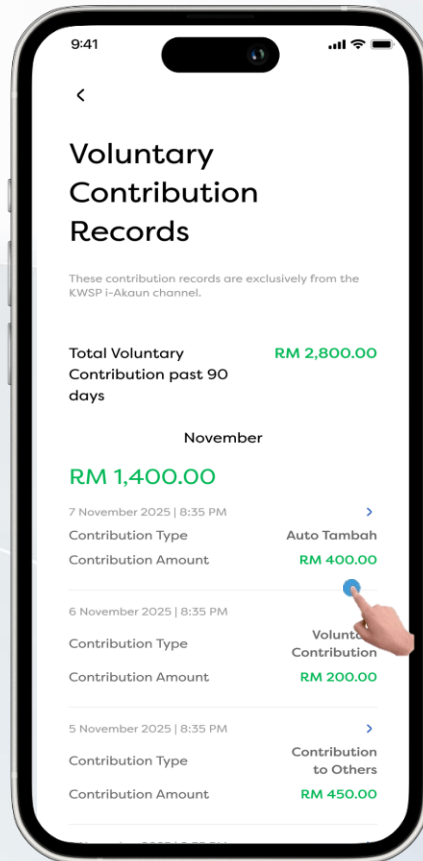
Select the notification to view the message



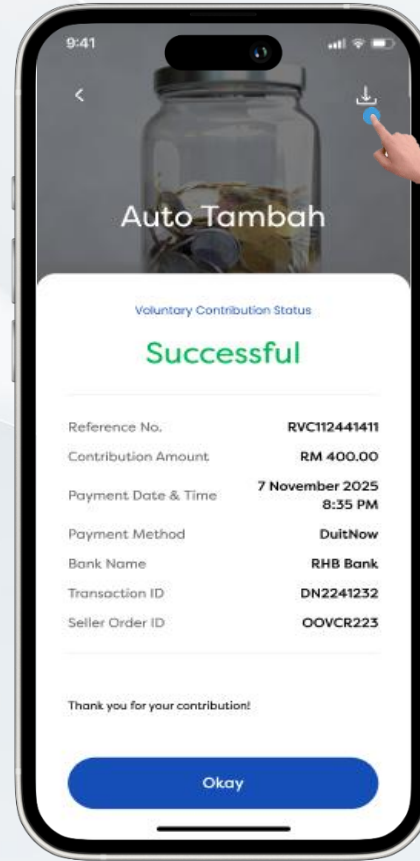
Screen will display 'Auto Tambah contribution is successful'. Select 'View Records'



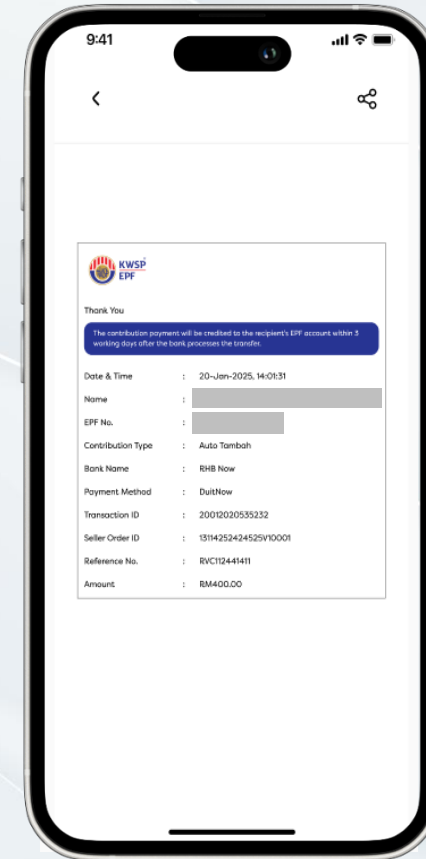
Check Auto Tambah Records



Voluntary Contribution record will be displayed. Select 'Auto Tambah record' card that you want to view

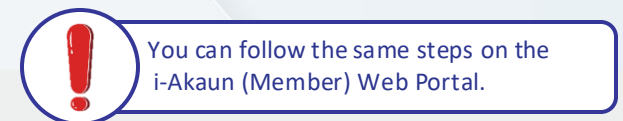


Screen will display 'Auto Tambah' successful record. Select download icon to view the transaction details



Transaction details will be displayed.

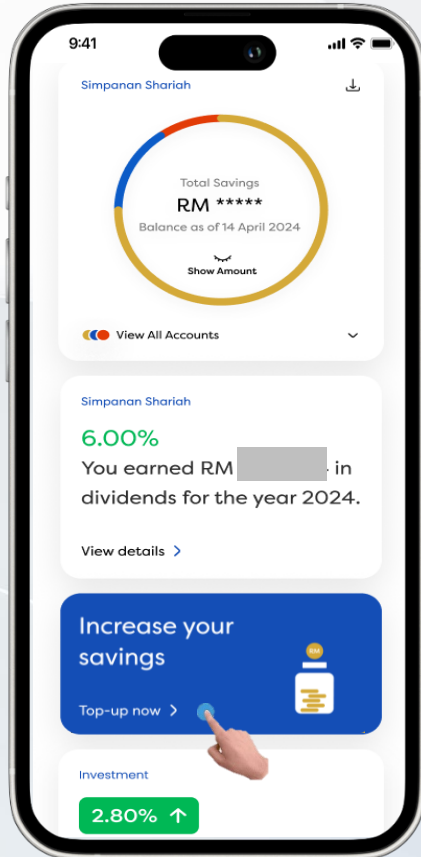
Note: If member select 'Okay', screen will navigate back into Voluntary Contribution record



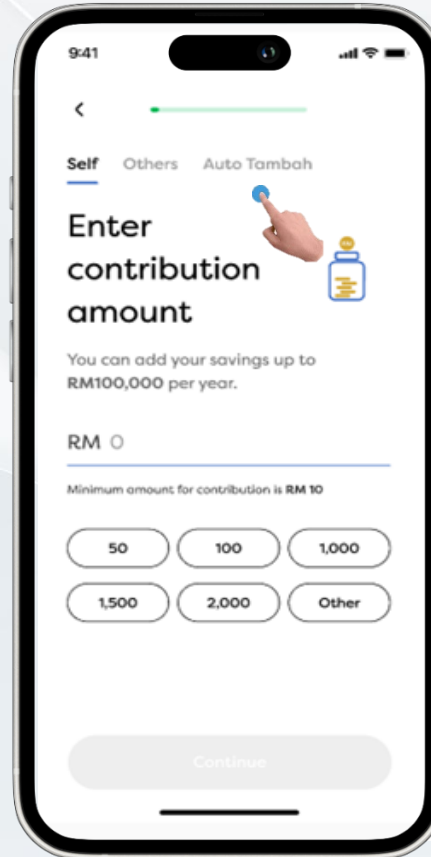
Auto Tambah Cancellation

Auto Tambah Cancellation

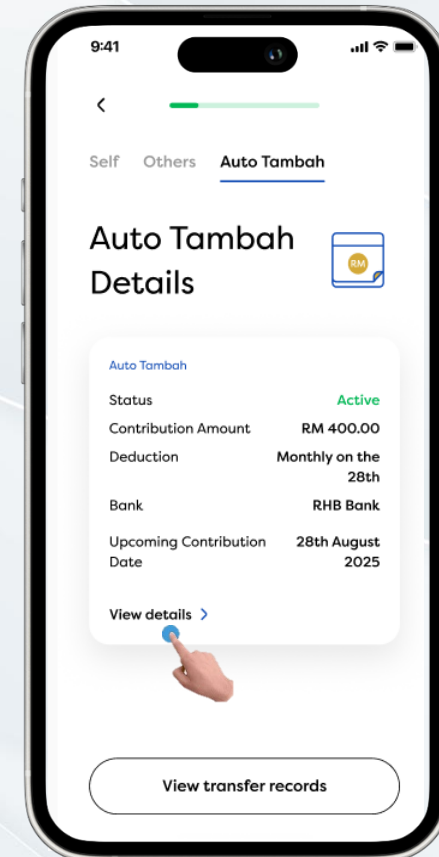
Cancellation at 'Auto Tambah' tab



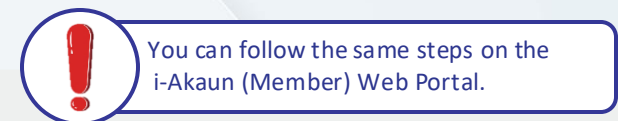
At homepage screen, scroll down the screen. Then, select 'Top-up now' card



Select 'Auto Tambah' tab



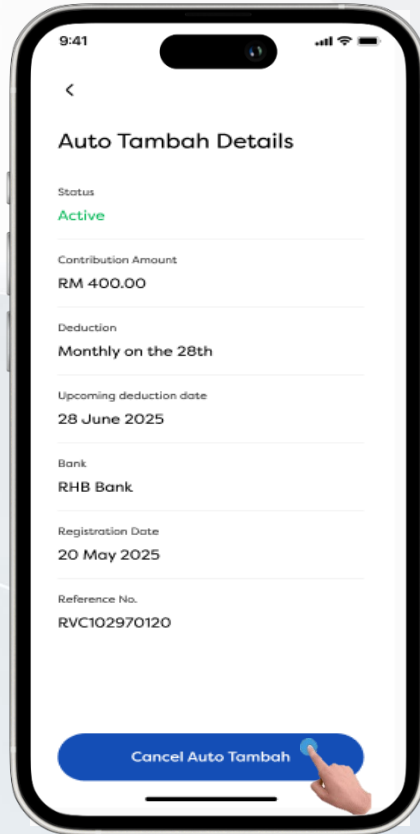
Select 'View Details'



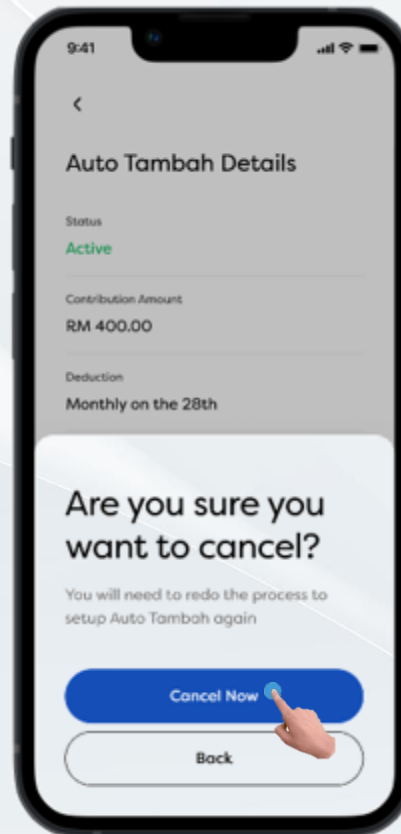
You can follow the same steps on the i-Akaun (Member) Web Portal.



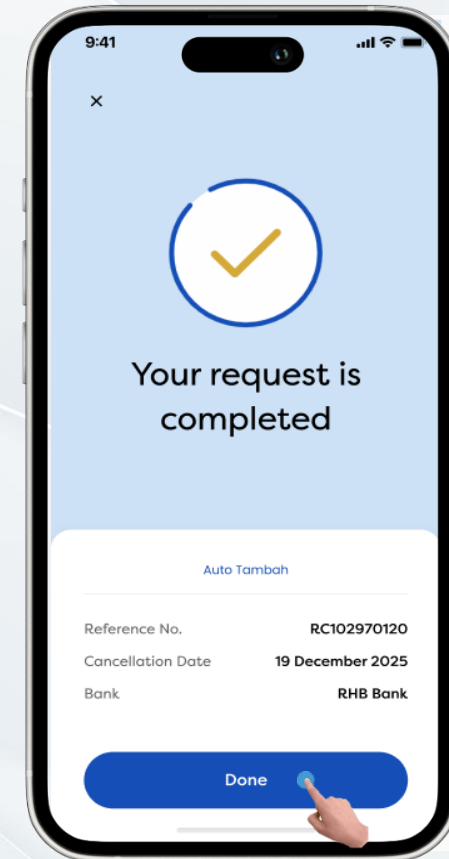
Auto Tambah Cancellation



Auto Tambah Details will be displayed. Select 'Cancel Auto Tambah'

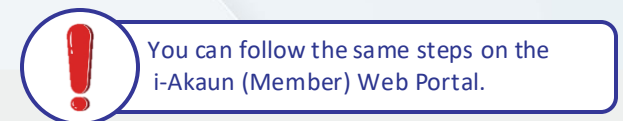


Message 'Are you sure you want to cancel?' will be displayed. Select 'Cancel Now'



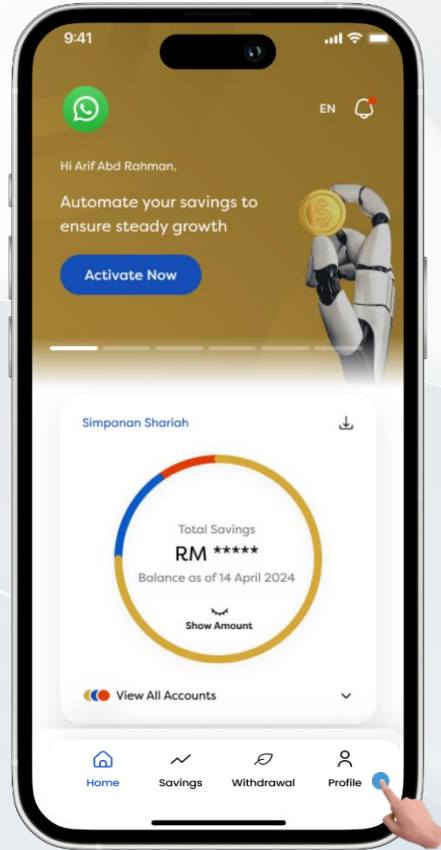
'Your request is completed' screen will be displayed. Select 'Done' to end the transaction

Note: If member select 'Back', screen will navigate to Auto Tambah Details page

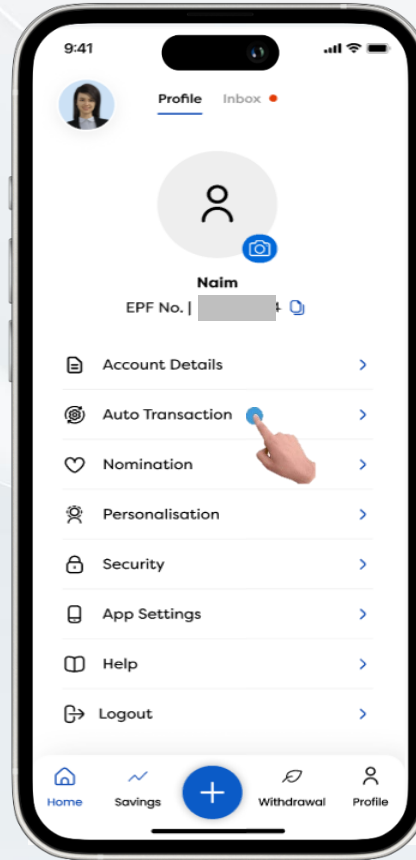


Auto Tambah Cancellation

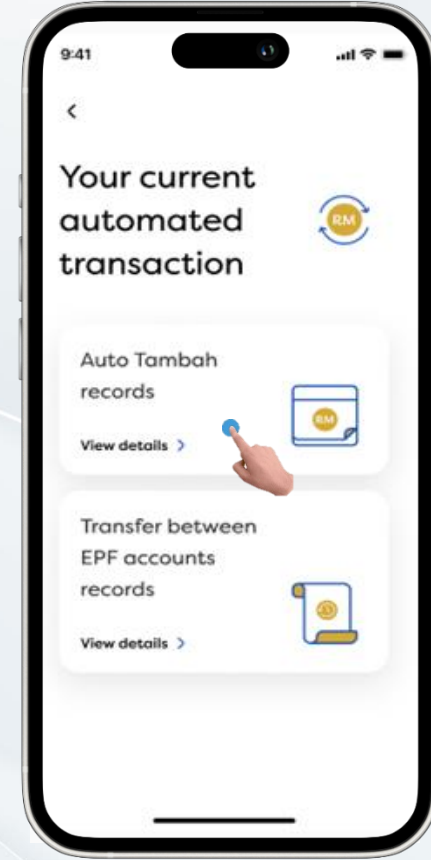
Cancellation at 'Profile'



Select 'Profile'



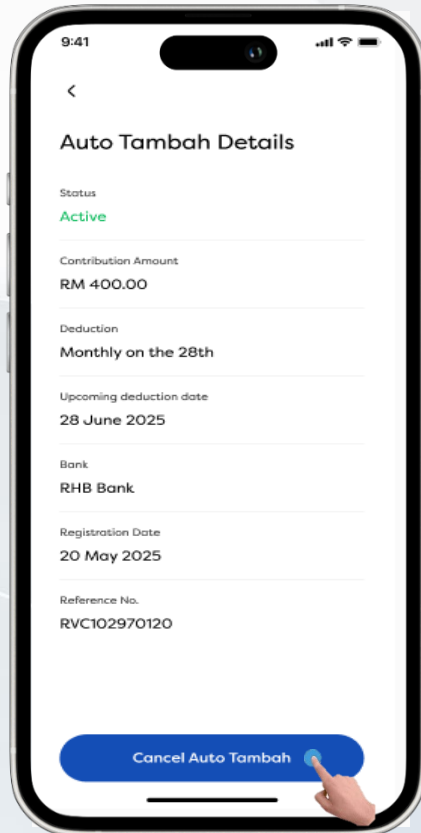
Select 'Auto Transaction'



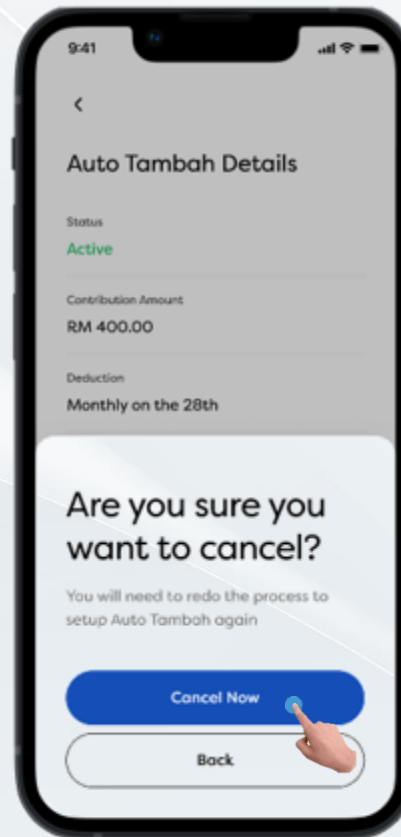
Select 'Auto Tambah records' or 'View details' card



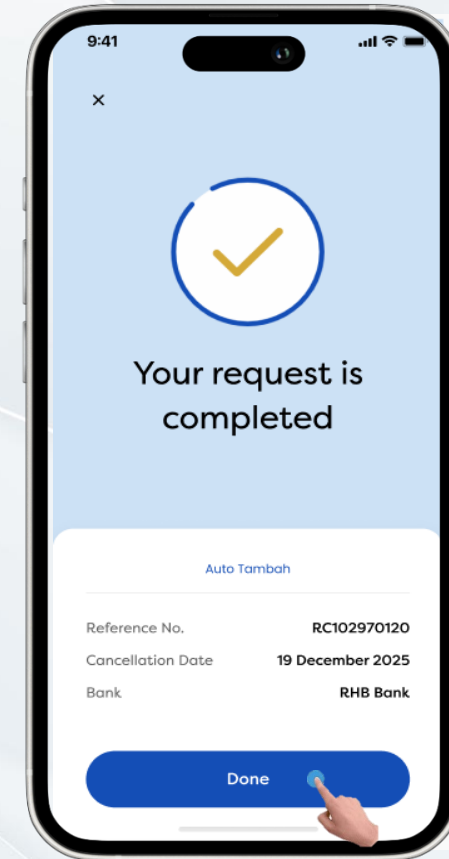
Auto Tambah Cancellation



Auto Tambah Details will be displayed. Select 'Cancel Auto Tambah'



Message 'Are you sure you want to cancel?' will be displayed. Select 'Cancel Now'



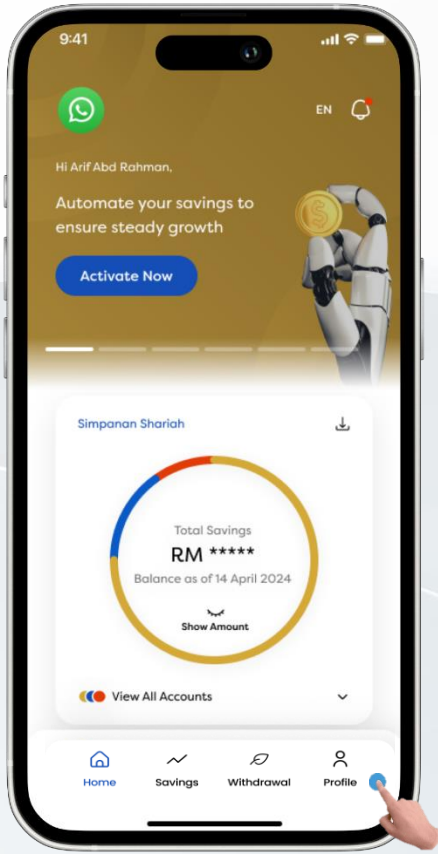
'Your request is completed' screen will be displayed. Select 'Done' to end the transaction



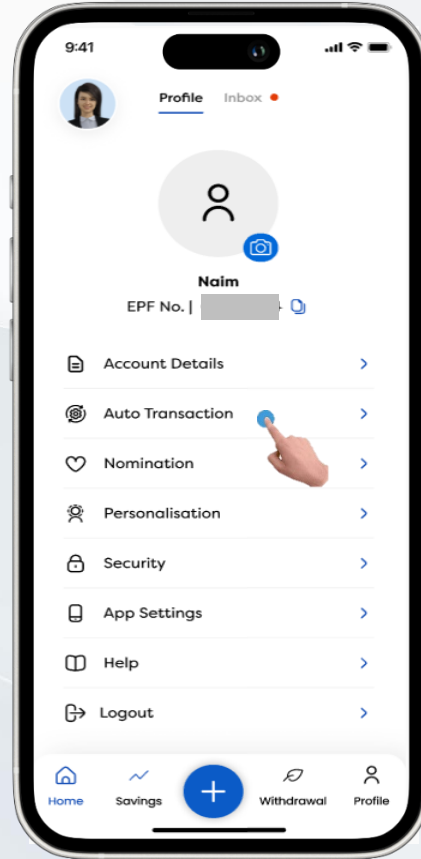
You can follow the same steps on the i-Akaun (Member) Web Portal.



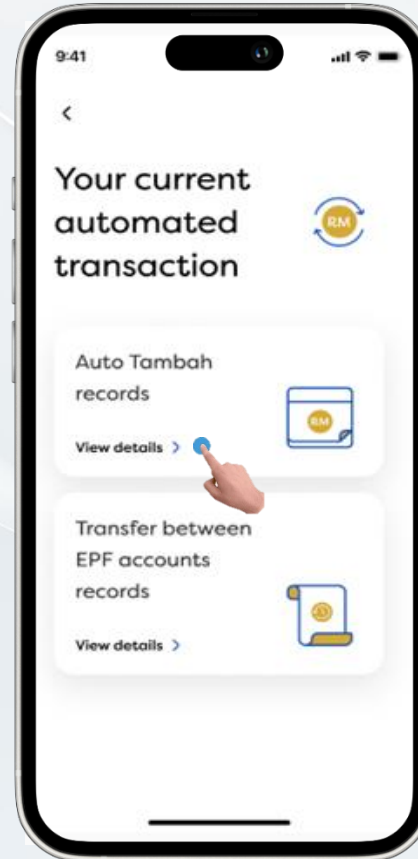
Check Auto Tambah Cancellation Status



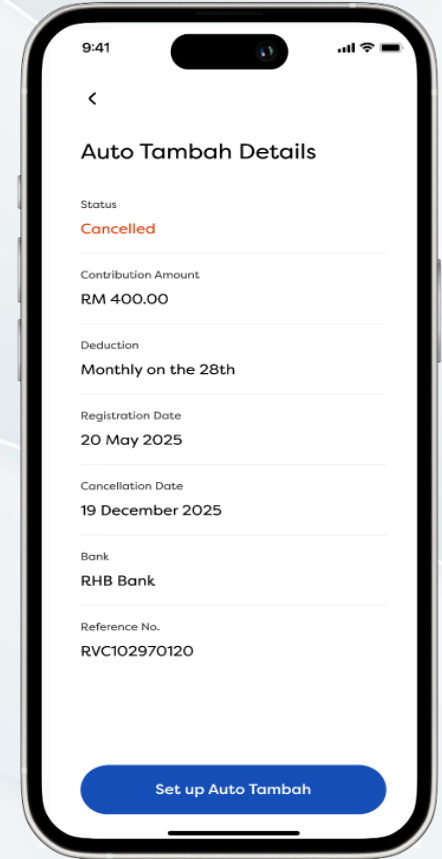
Select 'Profile'



Select 'Auto Transaction'

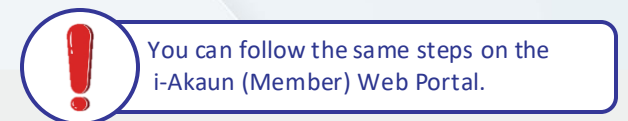


Select 'Auto Tambah records' or 'View details' card



Screen will show Auto Tambah status as 'Cancelled'

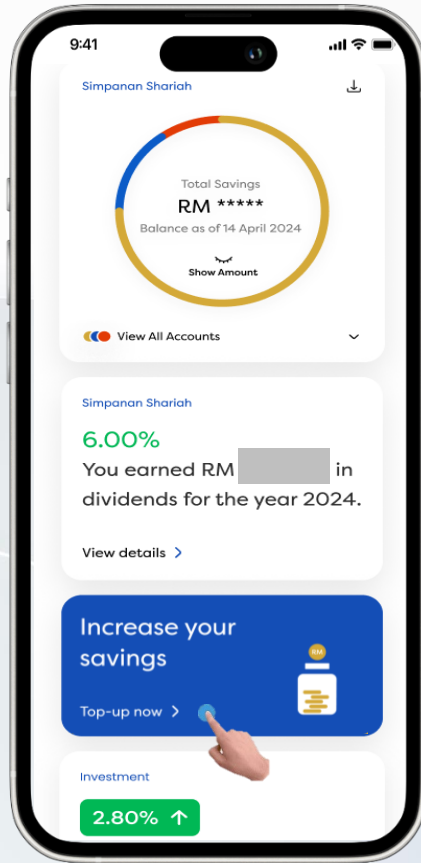
Note: Member have an option to register Auto Tambah by select 'Set up Auto Tambah'



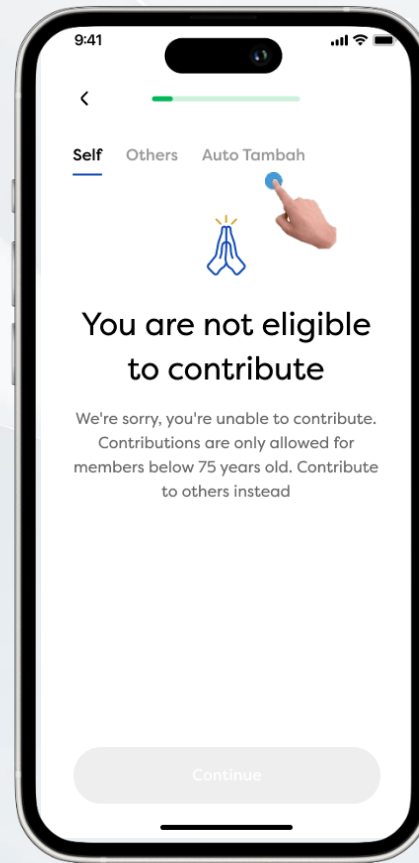
Scenario

Member aged 75 years old and above

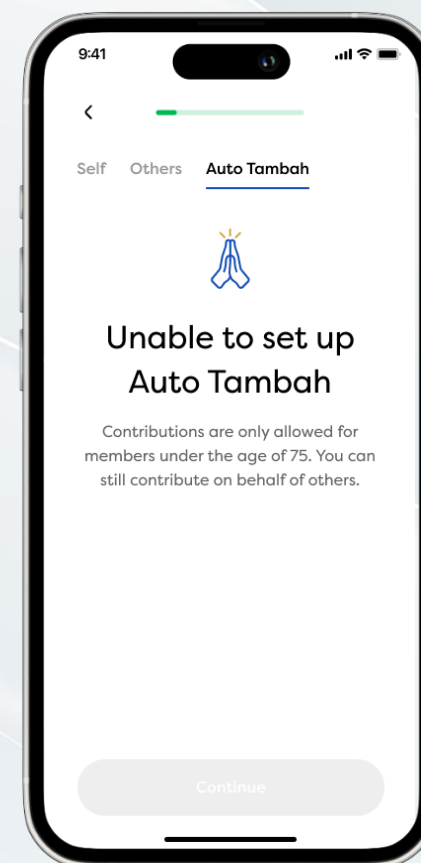
Member aged 75 Years old and above



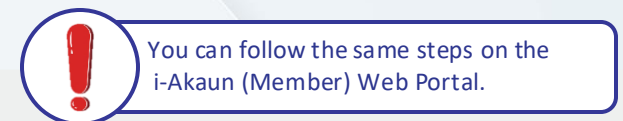
At homepage screen, scroll down the screen. The, select 'Top-up now' card



Error message was displayed for Self-Contribution page. Select 'Auto Tambah' tab



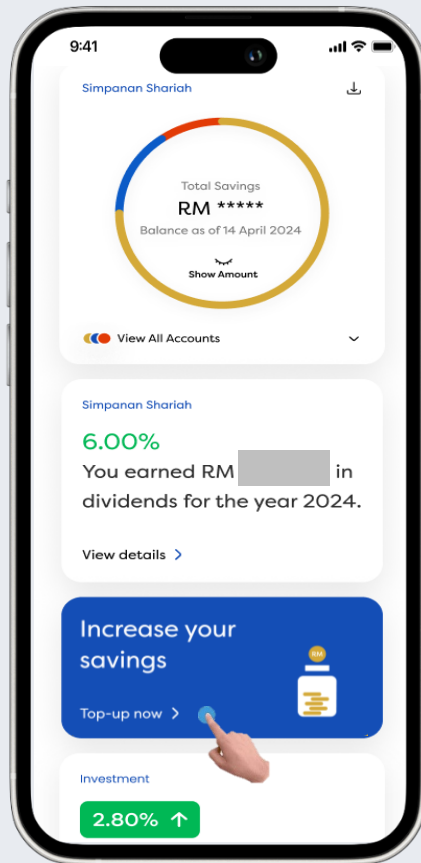
Error message was displayed at Auto Tambah page.



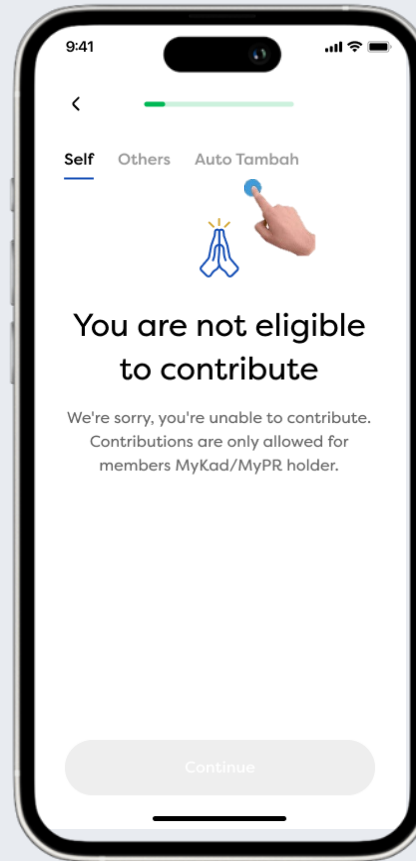
Scenario

Non-Malaysian register Auto Tambah

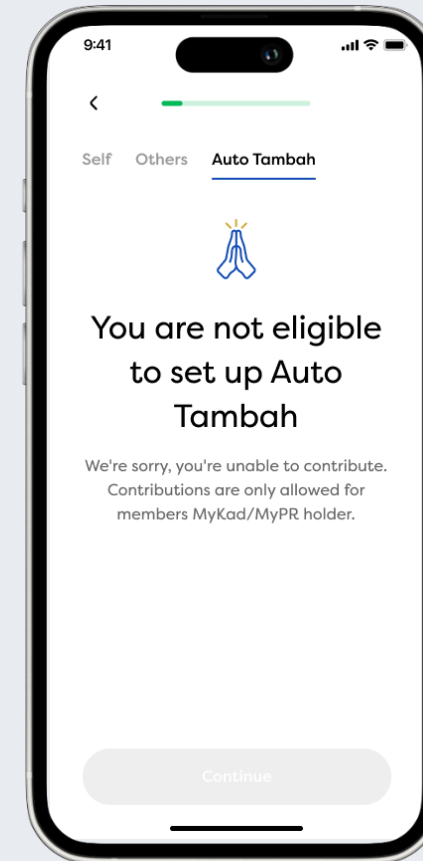
Non Malaysian register Auto Tambah



At homepage screen, scroll down the screen. The, select 'Top-up now' card



Error message was displayed for Self-Contribution page. Select 'Auto Tambah' tab



Error message was displayed at Auto Tambah page.

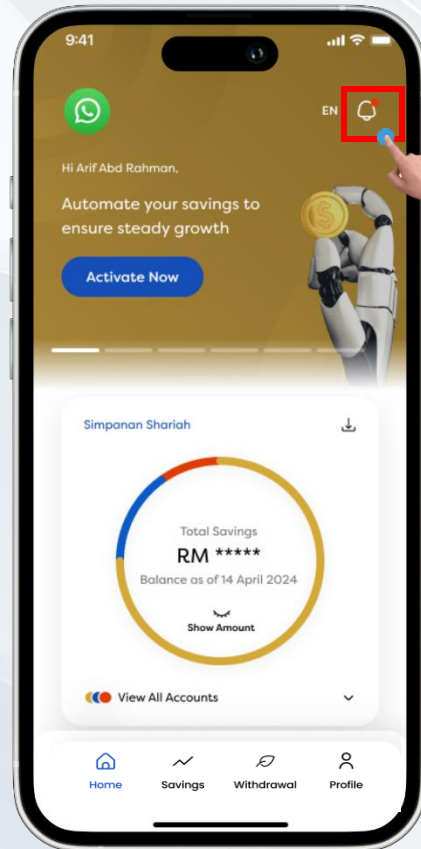
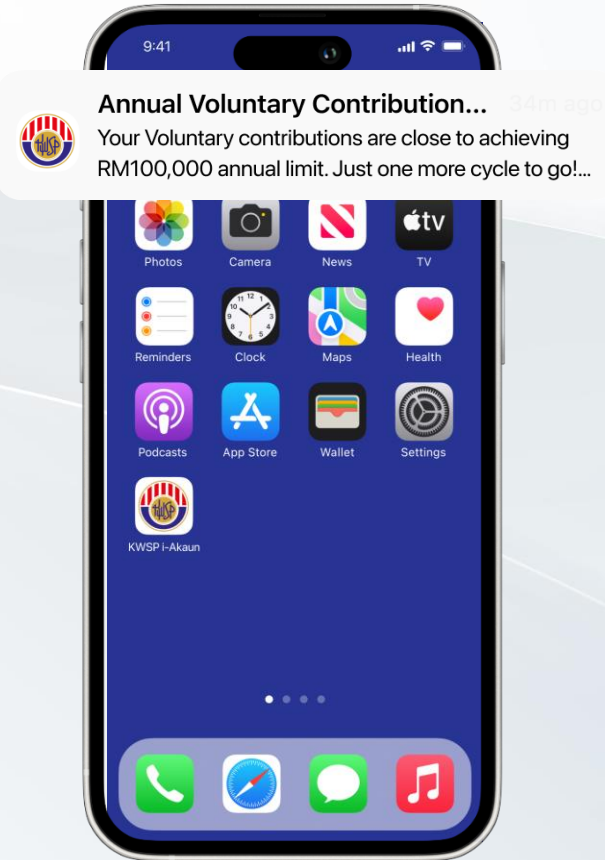
Scenario

Reached the limit RM100,000 on next deduction date

Reached the Limit RM100,000 on Next Deduction Date

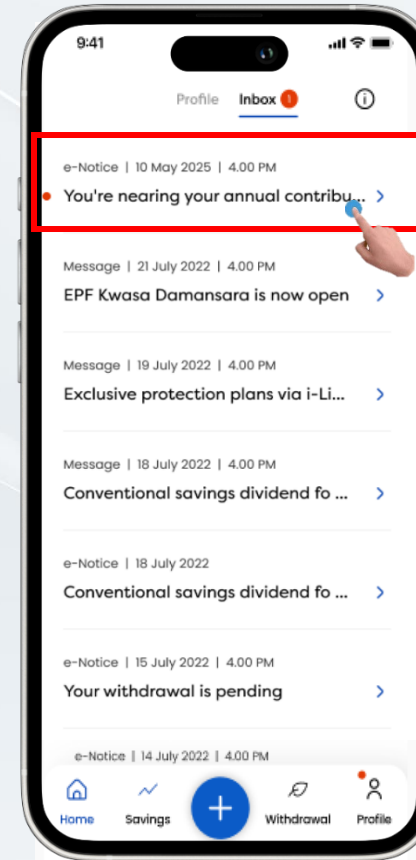
Scenario 1: Contribution Amount at Auto Tambah is RM400 every month. On the next deduction date, the contribution will reach limit RM100,000. Member will receive a notification via Push Notification and Inbox

Push Notification

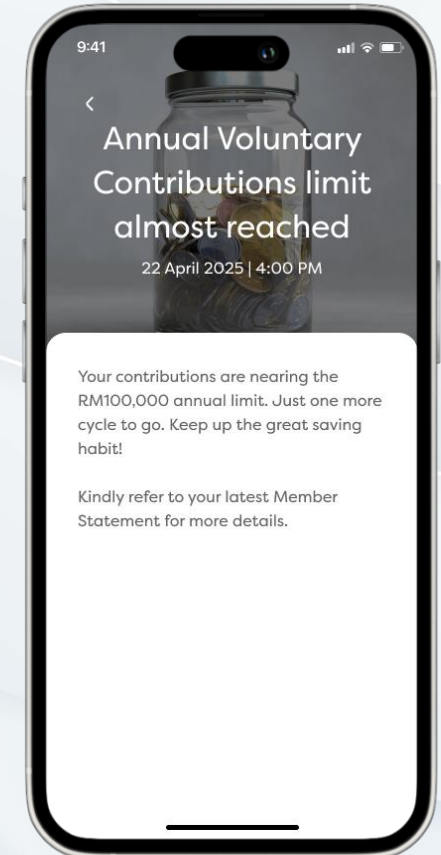


Select bell icon

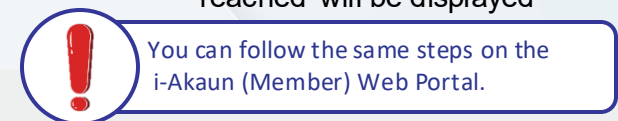
Inbox



Select the notification to view the message



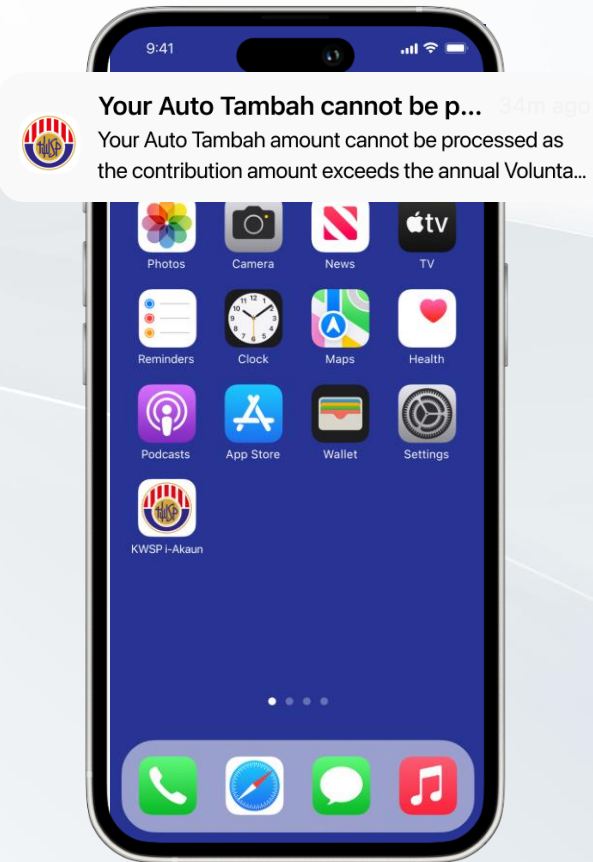
Screen on 'Annual Voluntary Contributions limit almost reached' will be displayed



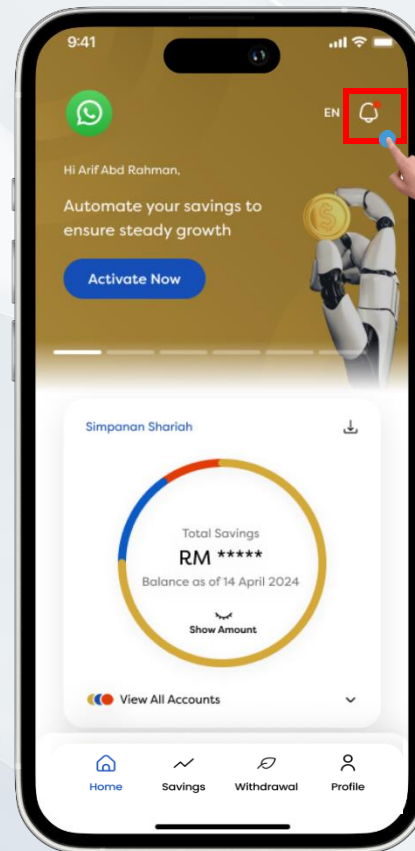
Reached the Limit RM100,000 on Next Deduction Date

Scenario 2: Contribution Amount at Auto Tambah is RM400 every month. However, the contribution amount to reach limit RM100,000 on next deduction date is RM200. Member will receive a notification via Push Notification and Inbox

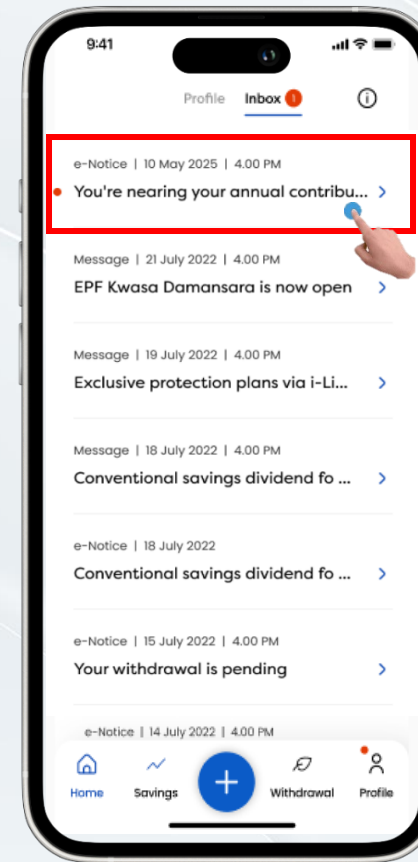
Push Notification



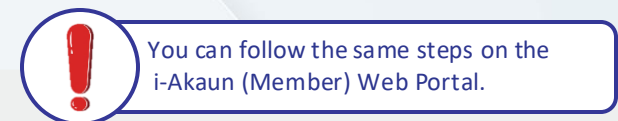
Inbox



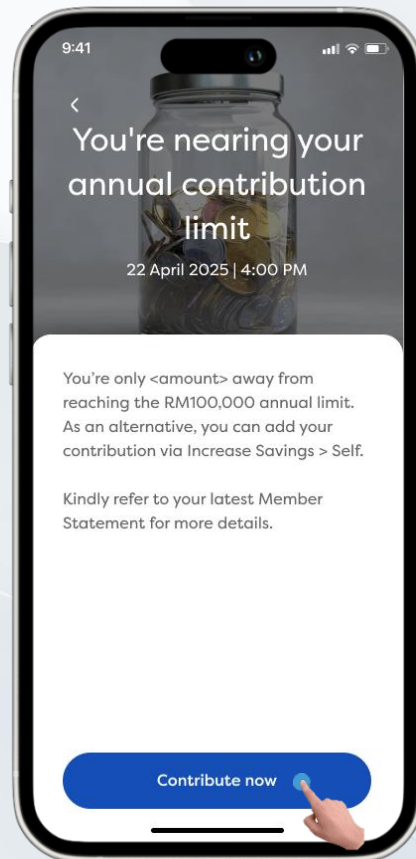
Select bell icon



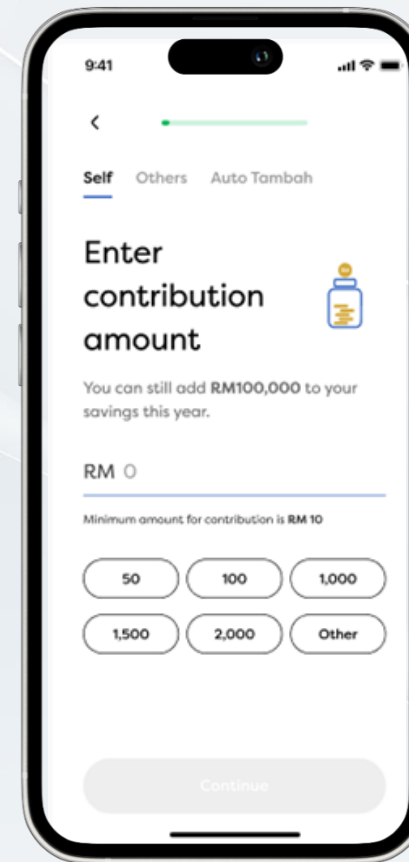
Select the notification to view the message



Reached the Limit RM100,000 on Next Deduction Date



Screen will show the message.
Select 'Contribute Now'



Enter the contribution
amount

Notes:

- Members have the option to either select 'Contribute Now' or do nothing
- If members select 'Contribute Now', they may continue to perform Self-Contribution transactions as per current process
- Contribution amount **must not more than** remaining balance that will reach VC's annual limit of RM100,000



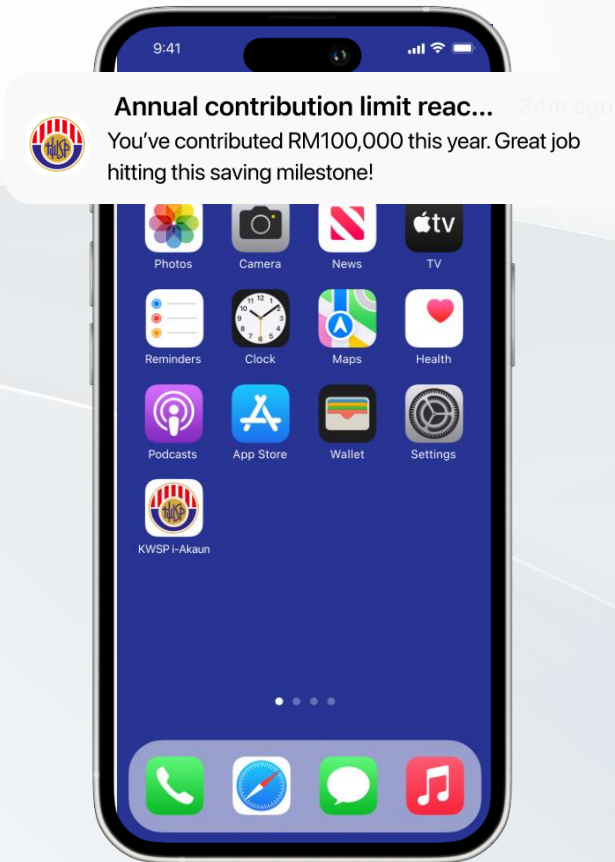
You can follow the same steps on the
i-Akaun (Member) Web Portal.



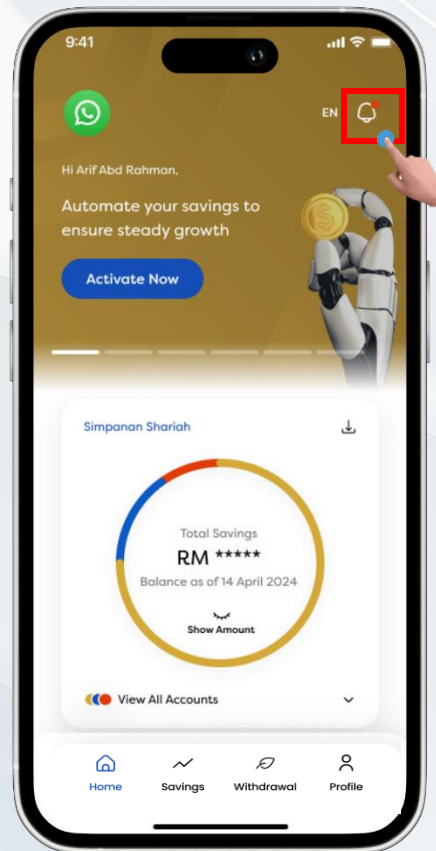
Scenario
Has reach RM100,000 limit

Has Reach RM100,000 Limit

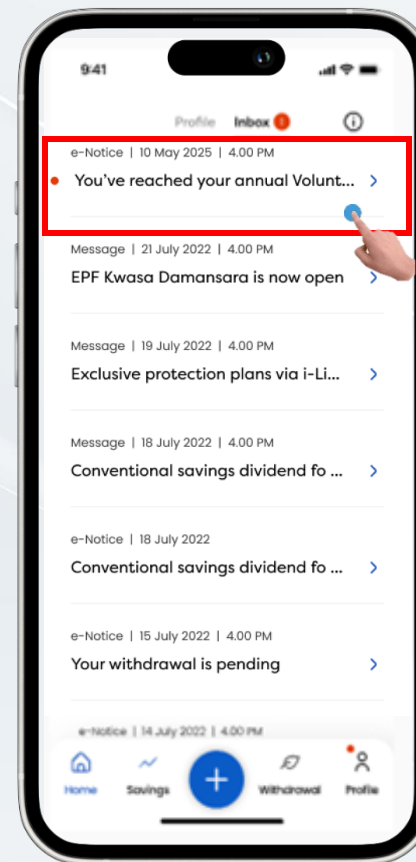
Push Notification



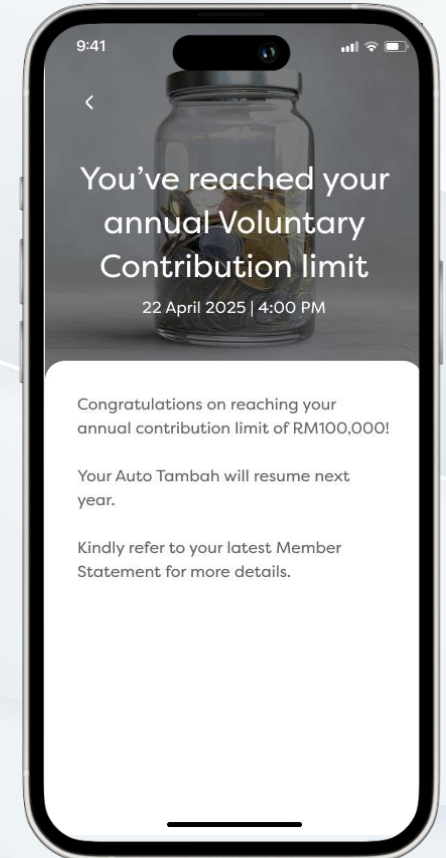
Inbox




Select bell icon



Select the notification to view the message



Screen on 'You've reached your annual Voluntary Contribution limit' will be displayed

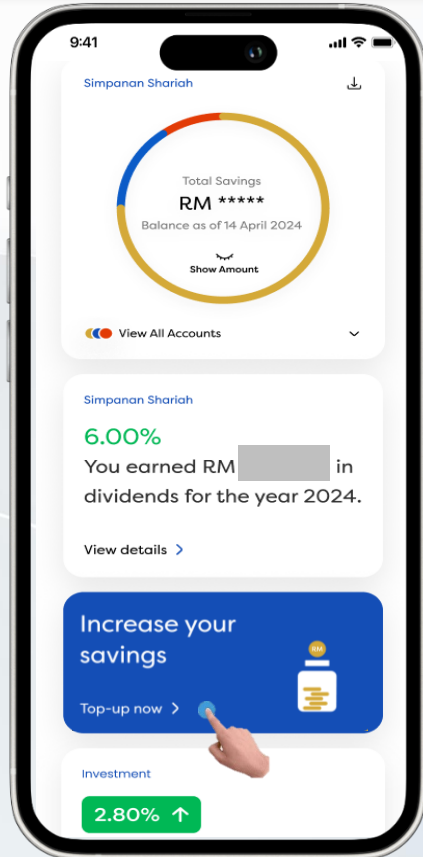
 You can follow the same steps on the i-Akaun (Member) Web Portal.

Note: VC recurring will reactivate on the next year after reach the limit exactly RM100,000

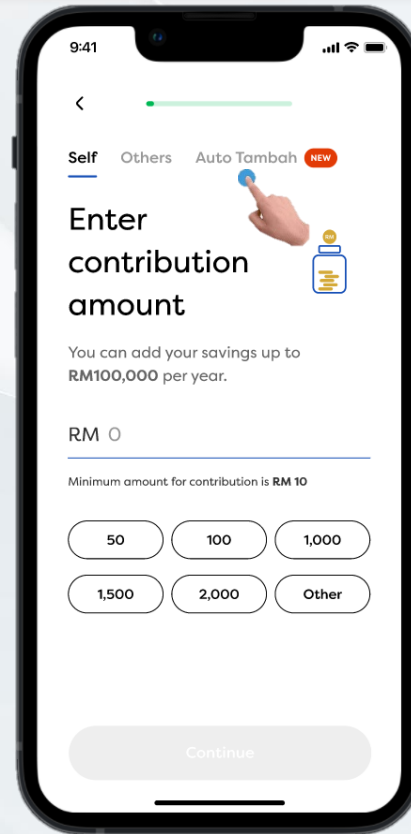


Has Reach RM100,000 Limit

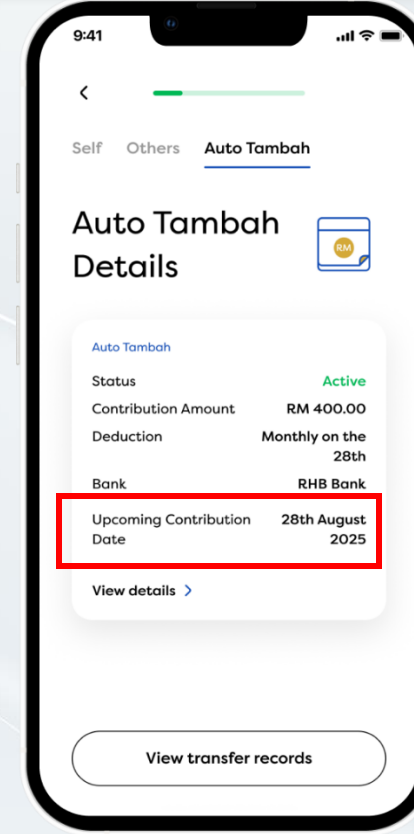
'Upcoming Contribution Date' will display a monthly deduction date in the following month even though the member's Auto Tambah will only be reactivated next year



At homepage screen, scroll down the screen. Then, select 'Top-up now' card



Select tab 'Auto Tambah'



Screen will show the upcoming contribution date is '28th August 2025'



THANK YOU

