

CIRCULAR

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To:	UTMC, IUTA and CUTA		
Attn:	Chief Executive Officer / Authorised Representative		

ENHANCEMENT TO THE ELEKTRONIK PILIHAN PELABURAN AHLI (e-PPA) SYSTEM – MANDATORY ENFORCEMENT OF MOBILE PHONE NUMBERS FOR KUMPULAN WANG SIMPANAN PEKERJA (KWSP) 9N (AHL) FORM

1.0 Introduction

- 1.1 The Employees Provident Fund (EPF) is making EPF members' mobile phone numbers mandatory information for the withdrawal applications under the EPF Members Investment Scheme (EPF-MIS).
- 1.2 The enforcement is aimed at ensuring EPF members promptly receive information regarding their withdrawals.
- 1.3 Withdrawal applications with incomplete and invalid mobile phone numbers will be rejected by EPF.
- 1.4 For avoidance of doubt, there will be no changes to the KWSP 9N (AHL) form.
- 1.5 This enforcement will come into effect on 16 May 2024.

2.0 Actions Required

- 2.1 Members / Distributors are required to ensure that valid and complete mobile phone numbers are provided in the KWSP 9N (AHL) form by the EPF members when submitting the withdrawal applications.
- 2.2 Criteria of valid and complete mobile phone numbers are as follows:
 - a) Minimum Character Requirements
Mobile phone numbers entered in the system comprising of equal or more than ten (10) digits; and

b) Utilisation of Digit / Numeric Characters

Mobile phone numbers entered in the system must not contain any alphabetical (e.g. ABC) and special characters (e.g. %@\$#^*-/). Mobile phone numbers entered are strictly in digits only.

2.3 Additionally, Members / Distributors are reminded to provide valid and active mobile phone numbers when submitting the withdrawal applications. Members / Distributors are also strictly prohibited from utilising dummy mobile phone numbers as follows:

- a) Mobile phone numbers of 0123456789;
- b) Repetitive digits of 1111111111 till 9999999999;
- c) Multiple digits of 1122334455 etc.; and
- d) Mobile phone numbers belonging to consultants / non-EPF members.

2.4 Failure in compliance with the items stipulated in this section may be rejected by EPF. Please refer to **Appendix 1** on the detailed scenarios and implications of non-adherence.

Should you require any further information or clarification, please do not hesitate to contact me or Ms. Lim Foong Ying at yen.fen@fimm.com.my / limfoongying@fimm.com.my.

Thank you.

Yours faithfully



HEOW YEN FEN

General Manager, Industry Services Division

SCENARIOS OF MOBILE PHONE NUMBERS ENTRY DURING APPLICATION

NO	SCENARIO	IMPLICATION
1.	<p>Minimum Character Requirements:</p> <p>a) Mobile phone numbers entered less than ten (10) digits: Example: 012813542/011235789</p> <p>b) Mobile phone numbers entered more than ten (10) digits Example: 01123789876</p>	<p>Withdrawal applications will be auto rejected by the system.</p> <p>Withdrawal applications will not be auto rejected by the system (justified as there are mobile phone numbers with minimum eleven (11) digits).</p>
2.	<p>Utilisation of Digit / Numeric Characters:</p> <p>a) Mobile phone numbers entered contain alphabetical characters: Example: <u>0</u>127687976 / 012768<u>P</u>96</p> <p>b) Mobile phone numbers entered contain special characters: Example: 012<u>#</u>7687976</p> <p>c) Mobile phone numbers entered contain alphabetical and special characters: Example: 012<u>#</u>768<u>P</u>976 / <u>0</u>12<u>G</u>768976</p>	<p>Withdrawal applications will be auto rejected by the system.</p>
3.	<p>Utilisation of Dummy Mobile Phone Numbers:</p> <p>a) Mobile phone numbers of 0123456789.</p> <p>b) Repetitive digits of 1111111111 till 9999999999.</p> <p>c) Multiple digits of 1122334455 etc.</p> <p>d) Mobile phone numbers belonging to consultants / non-EPF members.</p>	<p>The list of mobile phone numbers provided during application will be counter-checked through the system with EPF's records.</p> <p>The mobile phone numbers that do not match EPF's records will be verified for the use of dummy / multiple numbers and the use of mobile phone numbers belonging to consultants / non- EPF members.</p> <p>Reminders and warning letters will be issued by EPF to Fund Management Institutions (FMI) for regular misconducts.</p>