



**Majlis Peguam  
Bar Council Malaysia**

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**Circular No 223/2021  
Dated 9 June 2021**

To Members of the Malaysian Bar

**Closure of EPF Branches Nationwide from 1 June 2021**

We refer to the Notification issued by the Employees Provident Fund (“EPF”) through its webpage.

Following the announcement of the Movement Control Order (“MCO”) from 1 June 2021 until 14 June 2021, kindly be informed that the EPF has announced the closure of its offices and service counters nationwide throughout the MCO period. Details on the announcement of the closure can be accessed at this [link](#) (see page 2 onwards).

We hope that the information provided here is of assistance to Members.

Thank you.

**Anand Raj  
Chairperson  
Corporate and Commercial Law Committee**

## **CLOSURE OF EPF BRANCHES NATIONWIDE FROM 1 JUNE 2021**

**KUALA LUMPUR, 30 May 2021:** In line with the implementation of the 'total lockdown' Phase One from 1st until 14th June 2021 as announced by the Government in curbing the spread of COVID-19, the **Employees Provident Fund (EPF)** wishes to announce that its offices and service counters nationwide will be closed throughout the period.

Accordingly, all prior Janji Temu Online (JTO) appointments will be cancelled with immediate effect. Members are required to reschedule their visits to a later date via the JTO facility after the total lockdown period is over, if there is a need to be present at EPF branches in person. Appointments for Age 50, 55, 60 and Incapacitation withdrawal applications will be given priority when the EPF's offices and services counters are back in operation. This is part of an effort to break the chain of infection by reducing face to face interaction.

For members that have applied for the i-Sinar withdrawals and are awaiting payment via Payment Order (PO), the relevant EPF branches will contact the members to arrange for the PO pick up at the branch selected by them.

For other EPF services such as withdrawal applications for Housing, Age 50, 55 and 60, members are able to access these online transactions via i-Akaun during this period (kindly refer to the EPF's website for the list of services available online). However, the thumb print verification process to complete the online transaction can only be done once the total lockdown period is over and EPF offices and service counters are back in operation.

The EPF regrets any inconvenience to the public by the latest developments. The fund is taking all preventive measures to contain the spread of the COVID-19 pandemic and at the same time, prioritising the health and safety of all members and staff and ensuring that they remain safe.

The EPF appreciates members' understanding, patience, and cooperation during this challenging time, as the fund strives to continue providing excellent services to all members.

If members need further clarification, they can contact the EPF Contact Management Centre at 03-8922 6000 or refer to the EPF website at [www.kwsp.gov.my](http://www.kwsp.gov.my). For information on i-Sinar, members may contact the i-Sinar hotline at 03-8922 4848.

**Issued by the EPF Media Desk  
Corporate Affairs Department  
30 May 2021**

**About the Employees Provident Fund (EPF)**

The Employees Provident Fund (“EPF”) is one of the oldest retirement funds in the world. Established in 1951, the EPF is a social-security organisation focused on safeguarding member savings and delivering excellent services. In recent years, in line with its vision of helping members achieve a better future, the EPF has expanded its role to encompass the creation of a comprehensive social well-being ecosystem. Today, the EPF remains steadfast in its commitment to members through consistent efforts to update and improve itself, in order to build the foundation for sustainable, holistic and equitable well-being for all Malaysians

