43RD ASSA BOARD MEETING SINGAPORE

KWAP

BUILDING INCLUSIVE RETIREMENT EXPERIENCES

KWAP's Digital Transformation Journey

Muhamad Hafiz Abas | Director, Pension Services Department
Kumpulan Wang Persaraan (Diperbadankan) [KWAP]

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KWAP AT A GLANCE

Malaysia's largest public-sector pension fund, supporting the long-term sustainability of civil service pensions.

A statutory body established on 1 March 2007 under the Retirement Fund Act 2007 (Act 662) of Malaysia.



RM195.3 bil.(USD49b)

Fund Size
As of December 2025

- Manage contributions received from the Federal Government, statutory bodies and local authorities.
- Investment management in fully diversified asset classes / investment instruments, as permitted by the Act.



827,344

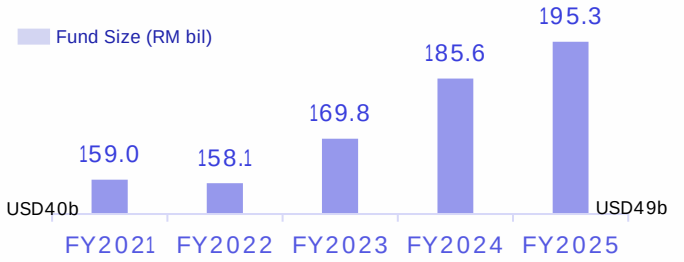
Pension Recipients
As of December 2025

- In 2015, KWAP was appointed as an Agent of the Government to handle pension operations and customer management.

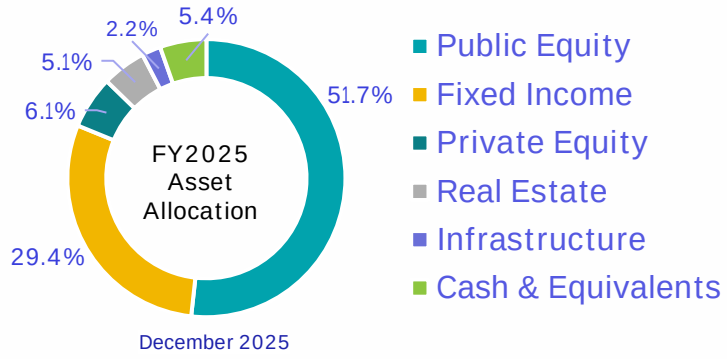
Your Retirement Companion

Growth and Portfolio

Fund Size 2021 to 2025



Strategic Asset Allocation 2025



December 2025

DEMOGRAPHICS

PENSION RECIPIENT DEMOGRAPHICS

December 2025



TOTAL RECIPIENTS

827,344



PENSIONERS

601,804

72.7% of all recipients



DERIVATIVE RECIPIENTS

225,540

27.3% of all recipients

GENDER COMPOSITION

Women represent 53% of recipients



46.7%

Male



53.3%

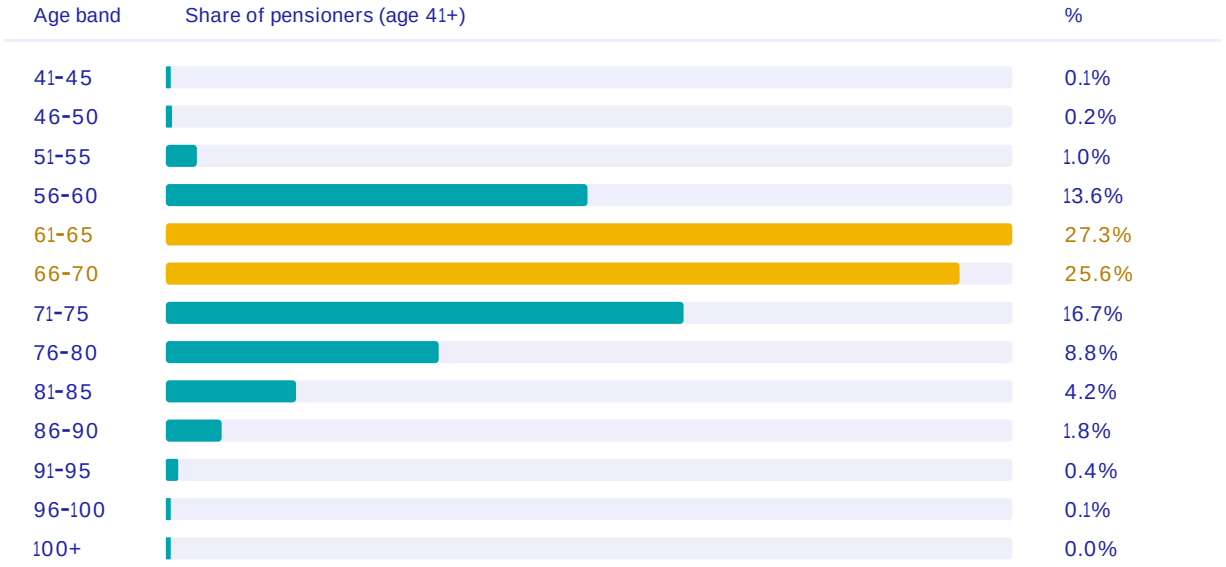
Female

A nearly balanced recipient base, with a slight female majority

PENSIONER AGE PROFILE

More than half are between 61 and 70

52.9% — 318k aged 61-70



PENSION BENEFITS

KEY BENEFITS FOR CIVIL SERVICE PENSIONERS

5 main benefit categories support retirement transition, income security and pensioner welfare.

RETIREMENT TRANSITION & INCOME

1. Monthly Pension
2. Gratuity
3. Accumulated Leave Cash Award

PROTECTION & PENSIONER SUPPORT

4. Medical Benefits
5. Funeral Expenses Assistance

Together, these benefits provide both financial security and practical support throughout retirement.

FROM INFORMATION TO VERIFICATION, CLOSER TO THE PENSIONER

Each service addresses a specific point of friction in the retirement journey.

MyPesara App (mobile application)	Access pension information and services through a mobile channel.
KIAH (chatbot)	Provide a digital touchpoint for common enquiries.
e-Kad Pesara (digital pensioner card)	Extend the pensioner card into a digital experience.
e-Hemo (medical claim system)	Support eligibility verification and reduce paper-based steps.



DIGITAL SERVICE IN A NUTSHELL

MYPESARA MOBILE APPLICATION



As of September 2026

Total Downloads

Over 700,000

Active Users

Over 200,000

Strategic Partnerships

Over 25 active partners

INSTITUTE OF ISLAMIC UNDERSTANDING MALAYSIA
معهد الوعي الإسلامي الماليزي
Understand Islam Build Civilization

DIGITAL SERVICE IN A NUTSHELL

KIAH CHATBOT

- Conversational AI: Fast, natural, human-like responses in English and Malay
- Easy access: Available on the MyPesara app and KWAP corporate website
- Verified knowledge base: Answers pension-related questions and general enquiries about KWAP
- Seamless handover: Connects users to a live agent when needed

KIAH Chatbot launch and live demonstration at Karnival MyPesara in November 2025







Go-Live on KWAP Corporate Website in January 2026



Go-Live on MyPesara Mobile Application in January 2026



KWAP Is Always Here

DIGITAL SERVICE IN A NUTSHELL

E-KAD PESARA: BRINGING PENSIONER BENEFITS INTO THE DIGITAL AGE

A convenient digital card within the MyPesara app, reducing dependence on a physical card while supporting easier verification.



1 **ACCESS**
Available through the MyPesara mobile experience.

2 **VERIFY**
Supports convenient proof of pensioner status and benefit access.

3 **INCLUDE**
Keeps physical and assisted options for those who need them.

FROM PHYSICAL CARD → DIGITAL IDENTITY → CONNECTED SERVICES

DIGITAL SERVICE IN A NUTSHELL

E-HEMO: SIMPLIFYING DIALYSIS TREATMENT AND CLAIMS

Connects treatment verification, records and claims so approved dialysis providers and KWAP can manage the process with fewer manual steps.

WHAT IT DOES

1. **Verify**
   Appointed dialysis centres: Verify identity and record attendance
2. **Record**
   Capture treatment information digitally for a clearer audit trail.
3. **Submit**
   Enable monthly claim submission by dialysis providers.
4. **Review**
   Support administrative checks, queries and approval.

Less paper • clearer records • faster hand-offs



REGISTER → VERIFY → TREAT → SUBMIT → REVIEW → APPROVE

BUILDING INCLUSIVE RETIREMENT EXPERIENCES

A CONNECTED SERVICE ECOSYSTEM

1 Digital access with human support

The MyPesara app and KIAH complement outreach programmes and home visits, giving pensioners more ways to access information and assistance

2 Trusted and reliable services

Resilient standards, verified information and access to a live agent support

INCLUSIVE RETIREMENT EXPERIENCE



Accessible • Trusted • Supportive • Evolving

3 Support beyond pension administration

The MyPesara app provides access to information and services related to financial wellbeing, health, and social participation.

4 'MyPesara **Connect**' evolution

The planned 2027 release aims to improve the user experience, integration, and scalability

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THANK YOU

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