

CATEGORY	:	Customer Service and Strategic Communication
ORGANISATION	:	Tabung Amanah Pekerja (TAP) Employee Trust Fund of Brunei
CONTACT PERSON	:	Ms Hasyimah Zawanah Haji Hashim Branches Unit hasyimah.hashim@tap.com.bn
NAME OF PROJECT	:	e-Amanah Campaign
OBJECTIVE AND NATURE OF PROJECT	:	i. To increase awareness and better understanding of TAP Online System, e-Amanah. ii. To expand the number of contributors using e-Amanah. iii. To ensure that all contributions are processed efficiently into TAP members account (retirement savings).
WHY IT SHOULD BE RECOGNISED	:	For the past two years, e-Amanah has evolved to ease the contributors in making their monthly payment to TAP. Many improvements were made to accommodate all TAP contributors. With new improvements, TAP has proactively approached contributors on the changes and how the alternative payment methods can be personalized to cater to the nature of business of the contributors. Effective 1 November 2016, Employers are no longer required to make payment over the counter. As a result, the number of contributors paying through e-Amanah are gradually increasing from 9% to 93.3%. As of April 2017, e-Amanah usage is 100%.
SUMMARY OF THE PROJECT	:	Throughout the two years, various efforts and initiatives were made to engage with our contributors especially with employers. The varieties of approaches are to ensure that TAP has covered almost all aspects. 1. TAP team engaged government officials in conducting roadshows to TAP employers in all the 4 districts in Brunei Darussalam. In addition, TAP does take part in awareness programs conducted by Ministry of Finance. 2. To reach out to the public, TAP distributed e-Amanah flyers to the employers who visited TAP counters all over Brunei Darussalam and TAP team also distributed the flyers to the shops in the commercial areas. 3. Alongside with the flyers, TAP office contacted the employers and forwarded information through e-mails on e-Amanah. Employers are invited to attend e-Amanah workshops. During the workshops, the employers are provided hands on experience in using e-Amanah and guided them in using the most suitable approach for their company.

e-Amanah WORKSHOP Call us for further information, BOOK YOUR SLOT NOW!

	TUESDAY, 4th Oct 2016 2.30PM ONLY	WEDNESDAY, 5th Oct 2016 9.15AM 2.30PM	THURSDAY, 6th Oct 2016 9.15AM ONLY
MONDAY, 17th Oct 2016 9.15AM 2.30PM	TUESDAY, 18th Oct 2016 9.15AM 2.30PM	WEDNESDAY, 19th Oct 2016 9.15AM 2.30PM	THURSDAY, 20th Oct 2016 9.15AM 2.30PM
MONDAY, 24th Oct 2016 9.15AM 2.30PM	TUESDAY, 25th Oct 2016 9.15AM 2.30PM	WEDNESDAY, 26th Oct 2016 9.15AM 2.30PM	THURSDAY, 27th Oct 2016 9.15AM 2.30PM

Need help using e-Amanah? Contact e-Amanah Hotline at **2382929 ext 711 / 714 / 741 / 742**



4. To increase the awareness further, TAP makes use of the mass media such as interviews on e-Amanah at radio stations & national television and TAP also shared its activities through digital media i.e facebook and instagram.



Overall TAP has managed to reach most its contributors especially the employers despite the limited resources. The response from the public are quite encouraging and the spread of word of the public made it faster in reaching out the public.

5. With almost all payments are now using e-Amanah, the processing of the contributions to TAP members account has improved tremendously as the members may now view their individual contributions within 2 working days after TAP has approved their employers' contribution payment.