

**CORPORATED
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EPF

Beneficiaries' names missing from database

I WENT to the Employees' Provident Fund (EPF) office in Jalan Raja Laut, Kuala Lumpur, to check on my account after a colleague told me that his beneficiary's details were missing when EPF upgraded its computer system.

After checking with an officer there, I found my beneficiary's details had also been wiped out. I asked the officer how this could have happened, especially when I

had nominated my mother twice, the last time at that same office.

The officer was apologetic and advised me to renominate my mum and told me I would need a witness to sign the nomination form.

According to the officer, nominees cannot sign as the witness and EPF no longer allowed its officers to be witnesses.

I was told to go to the Commissioner of Oaths office on the

second floor of the same building and told it would cost me RM5.

There were already a few people waiting in line at the commissioner's office for this service.

What I do not understand is how EPF could upgrade its system and leave out vital information, such as the beneficiaries' details. EPF claimed that updating its database was a work in progress.

Imagine the problems a bene-

ficiary would have to endure should the contributor die before EPF completes updating its system.

And why do I have to renominate the same beneficiary so many times?

Although the officers were pleasant and helpful, this is a hassle we contributors can do without.

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