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SERVICE

EPF's quick response is heartening

ON May 14, my letter "Protect EPF contributors' information" appeared in this newspaper. A few days after that, the Employees Provident Fund contacted me to get the details of the issue I raised, and its reply, "Action taken to rectify system issue", was published by NST on May 20.

A few phone calls followed, and it apparently also talked to the bank

where the incident occurred.

I was happy about the urgency it took to look into the issue. To me, that was adequate and professional enough.

But it took it one step further. On the direction of its top management, two EPF managers flew from Kuala Lumpur to meet me in Penang on June 15, together with the George Town and Seberang

Jaya branch managers.

At the session, again they thanked me and explained that that was the first time the problem happened, and that they treated it seriously and would take steps to ensure that it would not happen again.

They also explained how the system worked and asked me for my suggestions on how to improve

their kiosk service.

I am impressed with their response. It is heartening to see that the EPF management put high priority to the issue and assigned its personnel to look into it and rectify it, and meet me. My thanks also goes to NST for publishing the letter in the interest of the public.

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