

# **GOOD PRACTICE**

## **CUSTOMER SERVICE**

**Presented by:**  
**Sarirani binti Abdul Ghani**  
**Employees Trust Fund (TAP)**  
**Brunei Darussalam**



**T A P**  
Menjana Masyarakat Berhemat

In line with the 2011-2015 Corporate Strategy to Provide Excellent Services, The Employee Trust Fund (TAP), had launched e-Amanah Online System on 7<sup>th</sup> July 2012.



## OBJECTIVE

- ✓ To improve service and efficiency
- ✓ One Visit
- ✓ To reach out to our members



# e-Amanah

**e-Amanah is an online service for  
TAP members in facilitating  
business matters with TAP  
*Anywhere and Anytime***

***The Services, at your  
Fingertips.***



# What are the services offered?

## For employers:

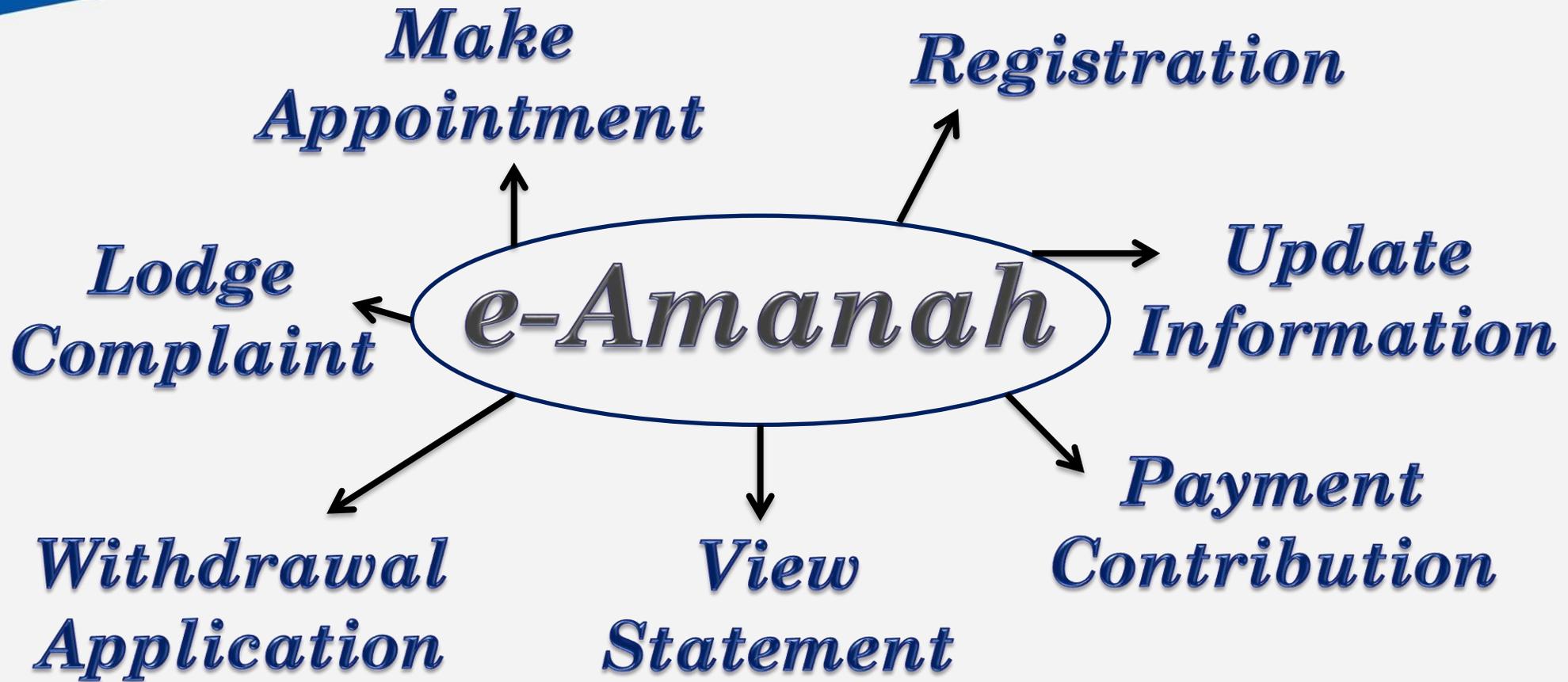
- i. Contribution payment for their workers
- ii. Registering new / Resigning employees
- iii. Retrieve Payment History
- iv. Make appointments

## For employees:

- i. Make voluntary contribution
- ii. Apply for withdrawal
- iii. Retrieve statement
- iv. Lodge complaints / enquiries
- v. SMS alerts for member's savings.

# Contribution Payment

- ✓ How the employer makes their payment?
- ✓ How TAP approve the payment?
  - What TAP requires:
    - Daily bank statement provided by the bank
    - C-File uploaded by employer through e-Amanah
  - How payment approve:
    - Information stated in the c-File and Daily Bank Statement are the same.



## Employer Challenges using e-Amanah

- ✓ Mindset and Trust on Online Payment
  - Authorization
- ✓ Preference to the traditional method of payment i.e using Cash / Cheque.
- ✓ Preference to pay through TAP Counters

- ✓ To continuously educate members to use e-Amanah for their contribution payment purposes.
- ✓ To provide a variety of payment methods.

*Thank You*



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