

myPTPTN app facilitates loan repayment and more

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by FAYYADH JAAFAR

THE National Higher Education Fund Corp (PTPTN) launched its own mobile app on March 29 called myPTPTN, in conjunction with the institution's 25th Silver Jubilee celebration. This is the initial release of PTPTN's mobile app to facilitate customer.

The app provides a user-friendly interface for accessing all the services offered by PTPTN related to payments, savings and loan applications, and accessing the latest information about PTPTN — all of which are available on a single platform.

Citing the Covid-19 pandemic as one of the reasons for the need to create this app, PTPTN Chief Executive Ahmad Dasuki Abdul Majid said the pandemic has inspired PTPTN to develop a mobile app that is more convenient and accessible to all.

He added that the development of the app is also part of PTPTN's aim of digitising the organisation and making PTPTN's services more accessible.

"Despite the challenging economic environment, especially due to the Covid-19 pandemic, PTPTN can face these difficulties through the implementation of various comprehensive strategies in terms of operations and administration to ensure customer service is not affected and continues to be implemented with excellence.

"One of them is through the digitisation of PTPTN, which is contained in the fifth thrust of the PTPTN Strategic Plan 2021-2025, so that customers can enjoy PTPTN services easily and quickly, just at their fingertips. Therefore, the launch of this mobile app is a benchmark that proves PTPTN's seriousness in achieving the government's desired digitisation agenda," he said recently.

Ahmad Dasuki explained that the idea of implementing the myPTPTN application arose in 2020 when Covid-19 pandemic hit the country, after which the management decided that something needed to be done to move forward and get closer to the community.

"Aside from PTPTN's services, the app also provides Simpan SSPN account holders with a wide range of benefits, such as the ability to view their current savings balance, make transfers between Simpan SSPN accounts and transfer funds from Simpan SSPN to PTPTN loans," he added.

Developed with convenience in mind, myPTPTN is a great tool for all ages.

"For example, when the loan for the student has been approved, they will be immediately notified via the app, so that they can start using the loan right away," he said.

Ahmad Dasuki also noted that the app allows students to track their loan repayments.

"Students can check their loan repayment status anytime and anywhere through the app. They can also calculate the remaining balance of their loan before their next instalment is due," he added.



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myPTPTN app provides a user-friendly interface for accessing all the services offered by PTPTN



Azura uses the app to check her loan balance and how much she needs to repay every month

To develop this mobile app, PTPTN holds discussions with various parties including the Higher Education Ministry, the Malaysian Administrative Modernisation and Management Planning Unit, payment channel providers and mobile app operators, to gain their knowledge and expertise.

"This includes deepening our knowledge of technology and consumer safety features that we prioritise.

"In addition, to ensure this mobile app meets customers' needs, a series of workshops and discussions were held with various departments to get ideas and exchange views on the services that should be prioritised in this mobile app," he said.

Security was one of the key considerations in developing the mobile app.

Services available on myPTPTN

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|----|---|
| 1 | Loan repayment and addition of Simpan SSPN deposit |
| 2 | Opening Simpan SSPN accounts |
| 3 | Statement review |
| 4 | Transfer of excess repayment |
| 5 | Savings transfer |
| 6 | Loan Repayment Application/ Simpan SSPN deposit via direct debit, salary deduction and auto debit |
| 7 | Loan balance confirmation application |
| 8 | Print out of debt settlement letter |
| 9 | Updating user profiles |
| 10 | Push notification |
| 11 | Favourite account |

myPTPTN is equipped with the electronic know-your-customer (eKYC) to ensure that only qualified customers can access the app.

Furthermore, the Transaction Authentication Code (TAC) system has also been implemented to protect transaction data from being intercepted by unauthorised third parties.

"Thus, we assure the users' personal information is safe and secure at all times," Ahmad

Dasuki said.

In conjunction with its 25th Silver jubilee celebration PTPTN also launched the "myPTPTN, Klik-Klik Jel" campaign to appreciate borrowers and Simpan SSPN's loyal depositors, which offers a total prize of RM250,000.

"After two weeks of launching this mobile app, PTPTN recorded over 59,700 downloads. This proves the public's acceptance and interest in the app," he said.

He added that customer experience is one of PTPTN's priorities in providing quality services.

"Our dedicated team is ready to improve the app continuously to ensure that it provides the best user experience," he said, adding that PTPTN is always striving to create opportunities for students to pursue their dreams.

"PTPTN's digitisation agenda will further enhance the delivery of financial assistance to deserving students.

"I am optimistic that the younger generations will be more willing to take advantage of the many benefits offered through this mobile app," he said.

myPTPTN user Azura Alias uses the app to check her loan balance and how much she needs to repay every month.

"I do not need to go to the bank anymore to pay off my monthly instalments.

"It is also convenient to access information related to PTPTN via the mobile phone. I'm pretty sure there is room for improvements, but overall, I think that the mobile app is useful for PTPTN customers," she told *The Malaysian Reserve*.

Another user, Justin Goh said being able to view the current loan balances directly on the mobile app is a great feature.

For more information on the app, go to www.ptptn.gov.my.