

FWD i-Lindung Term Takaful and CI Plans Step-by-Step Guide on KWSP i-Akaun App



Table of Content

01

Step 1: Download the app

[Click to jump to section](#)



02

Step 2: Navigating the app

[Click to jump to section](#)



03

Step 3a: Application
FWD i-Lindung Term Takaful Plan

[Click to jump to section](#)



03

Step 3a: Application
FWD i-Lindung Critical Illness Plan

[Click to jump to section](#)



04

First time login

[Click to jump to section](#)



05

Reset login/password

[Click to jump to section](#)

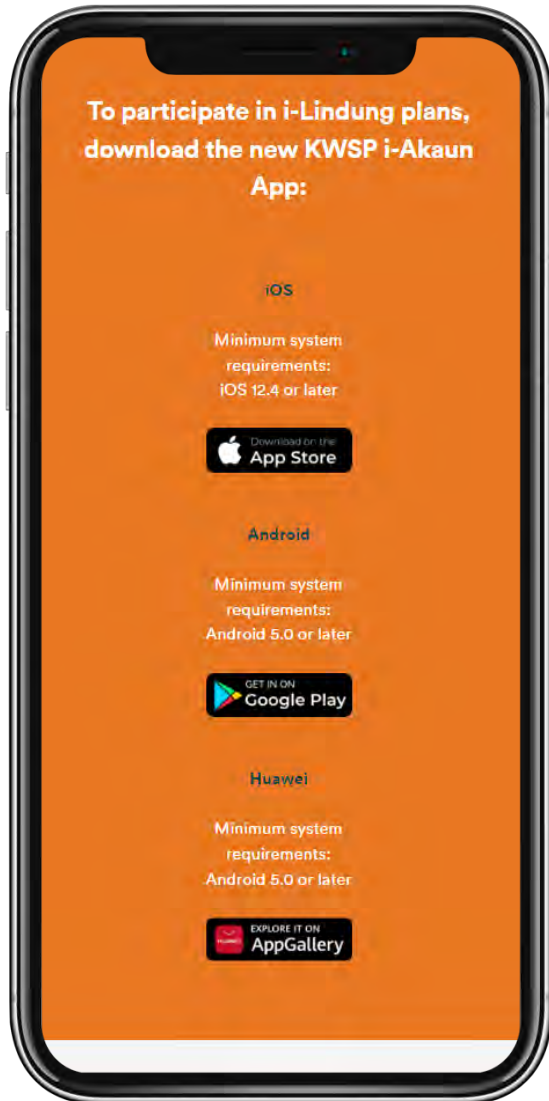


Step 1: Download the app

How to download the KWSP i-Akaun app on different devices

[← Go back to index page](#)

Step 1: Downloading the KWSP i-Akaun application



You can participate in FWD i-Lindung Term Takaful and/or Critical Illness Plan via the **KWSP i-Akaun (New)** app. It is available to download for free on [App Store](#) for iOS devices, [Google Play](#) for Android devices, and [AppGallery](#) for Huawei devices.

Scan the QR codes below to easily download the app for your device.



iOS

Minimum system requirements: iOS 12.4 or later



Android

Minimum system requirements: Android 5.0 or later

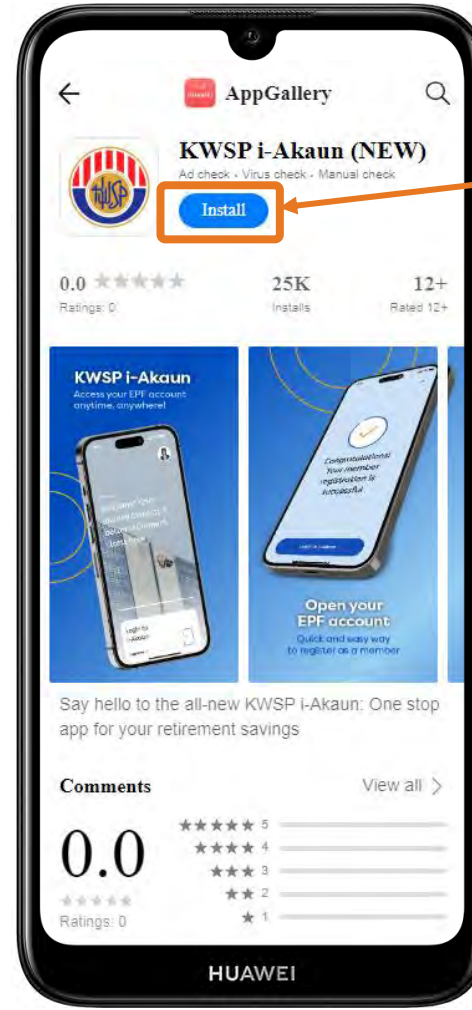
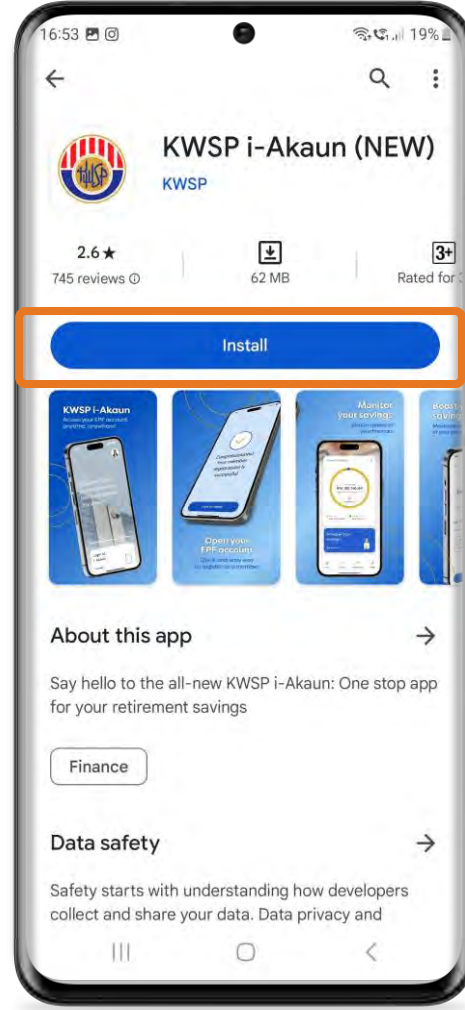
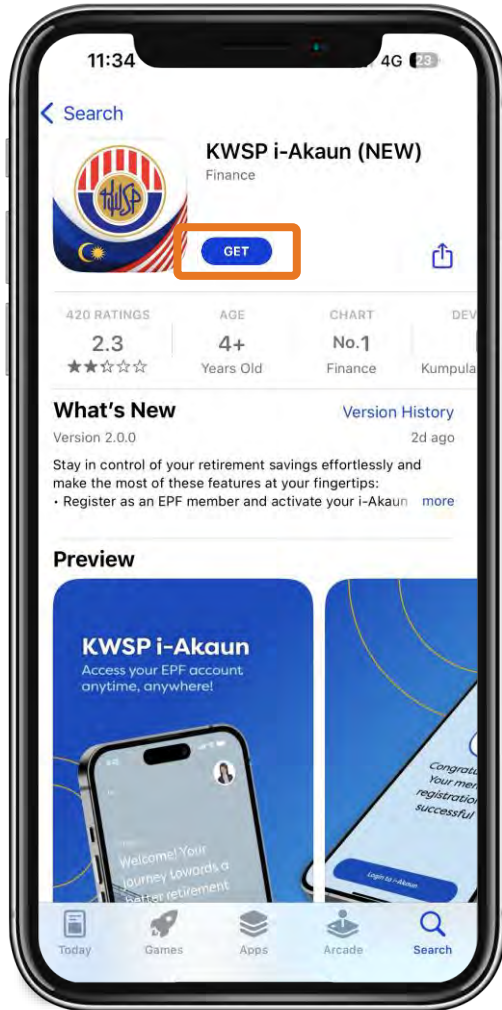


Huawei

Minimum system requirements: Android 5.0 or later



Step 1: Downloading the KWSP i-Akaun application



1. Click on install/get button to download the app onto your device.
2. Once the download is complete, you can launch the app by clicking on the open button.

Note: Click on the buttons below for instructions on first time login or to reset your forgotten login ID or password

[First time login](#) →

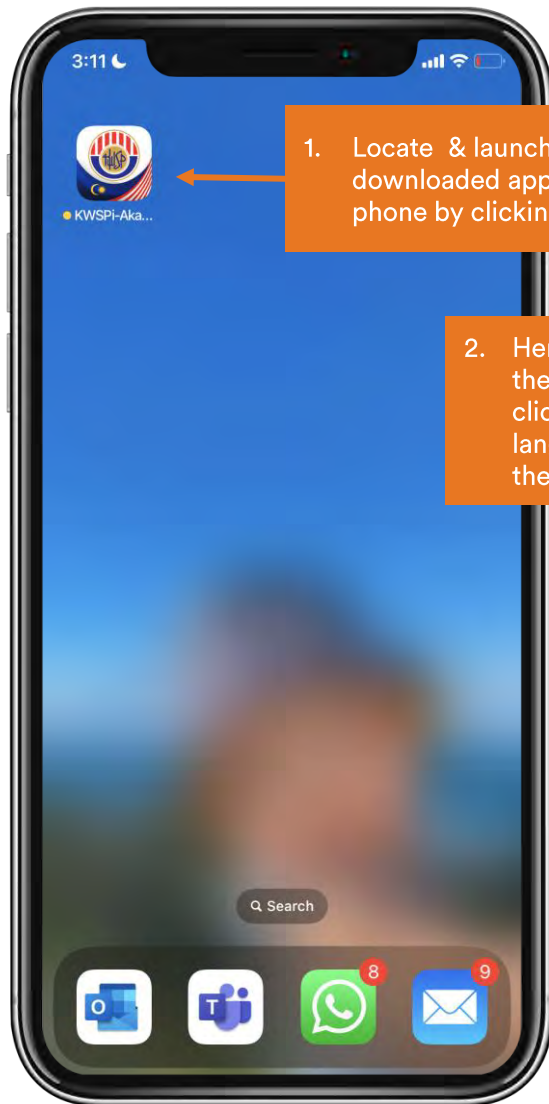
[Forgot password/login](#) →

Step 2: Navigating the KWSP i-Akaun app

How to find the i-Lindung plans

[← Go back to index page](#)

Step 2: Navigating the KWSP i-Akaun app



1. Locate & launch the downloaded app on your phone by clicking on it.

2. Here, you can change the language by clicking on the language selector at the top left of the page



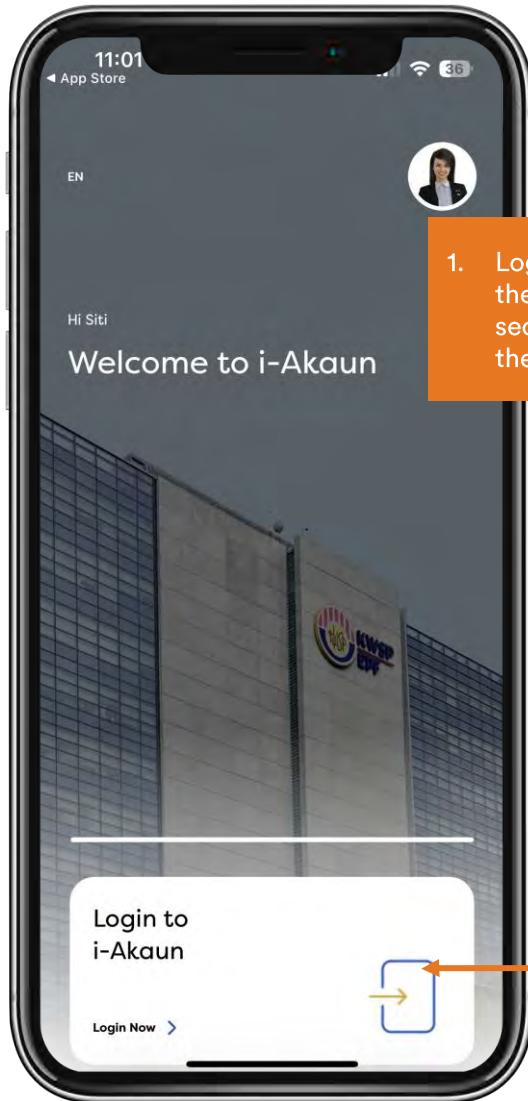
3. After the app introduction is complete, you can fill in your nickname to start. Note this is not your login ID.

Note: Click on the buttons below for instructions on [first time login](#) or to reset your [forgotten login ID or password](#)

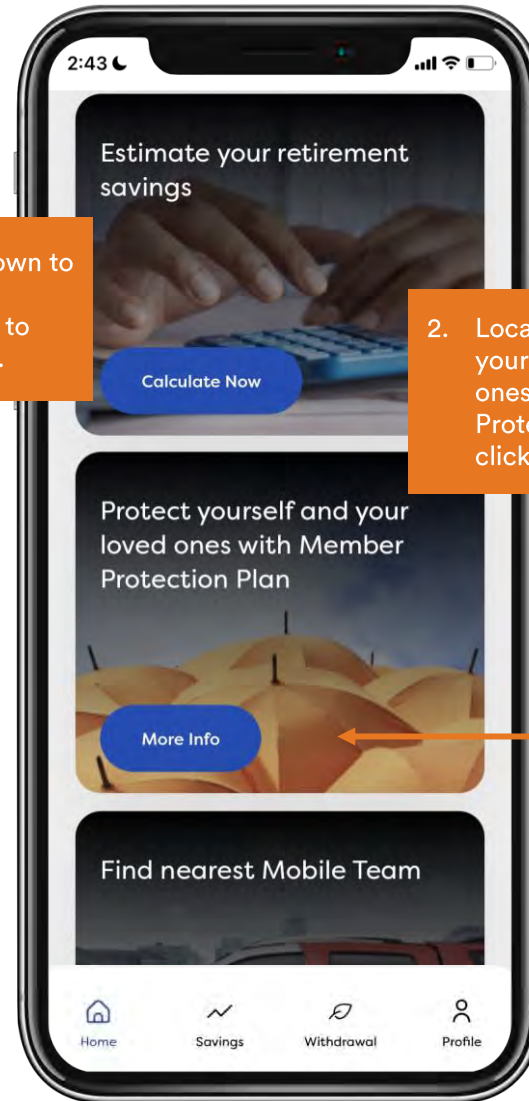
[First time login](#) →

[Forgot password/login](#) →

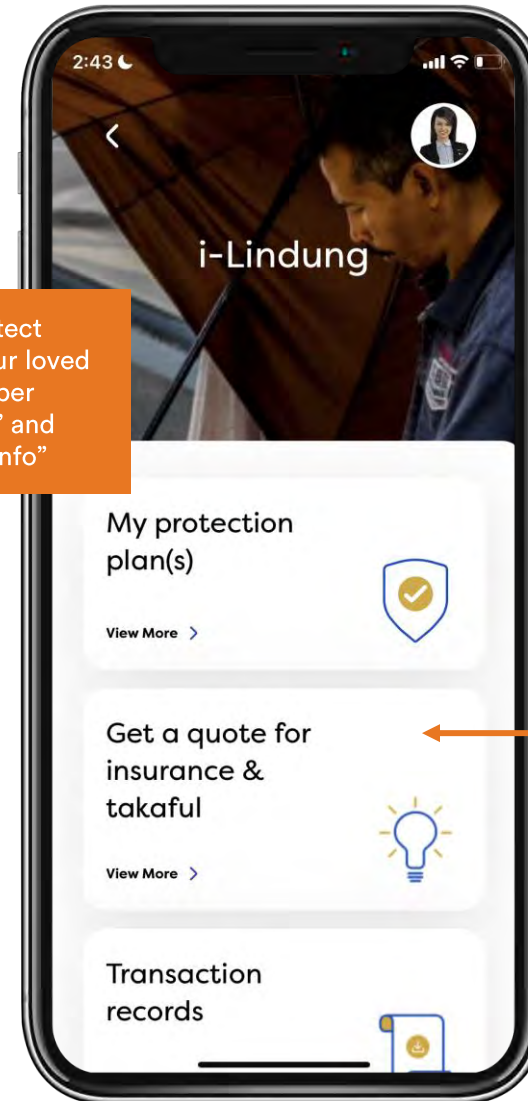
Step 2: Finding the i-Lindung plans



1. Log in and scroll down to the coloured card section to navigate to the i-Lindung page.



2. Locate the "Protect yourself and your loved ones with Member Protection Plan" and click on "More info"



3. Begin your sign up process by clicking on the "Get a quote for insurance & takaful" card.

Note: Click on the buttons below for instructions on first time login or to reset your forgotten login ID or password

First time login →

Forgot password/login →

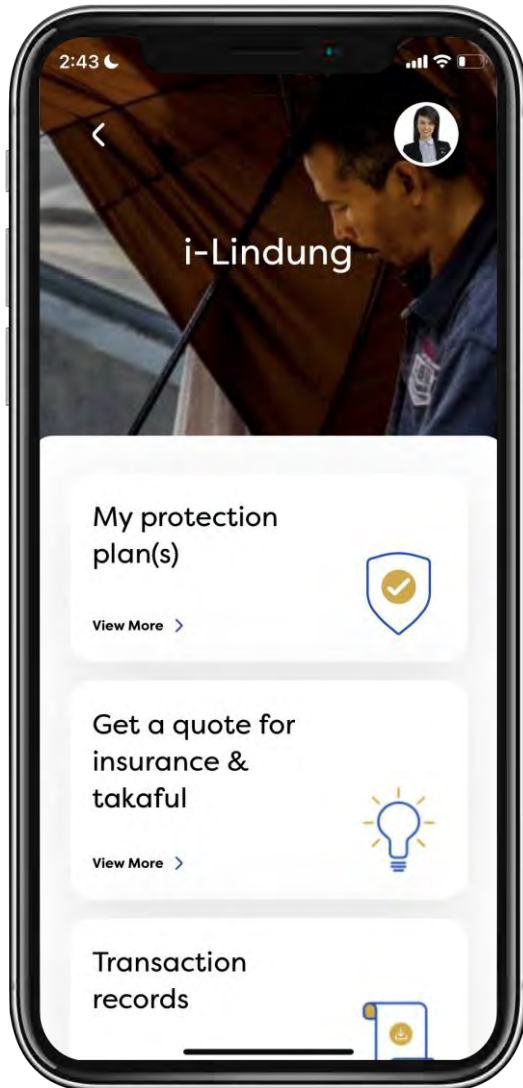
Step 3 (A): Application

How to apply for the FWD i-Lindung Term Takaful Plan

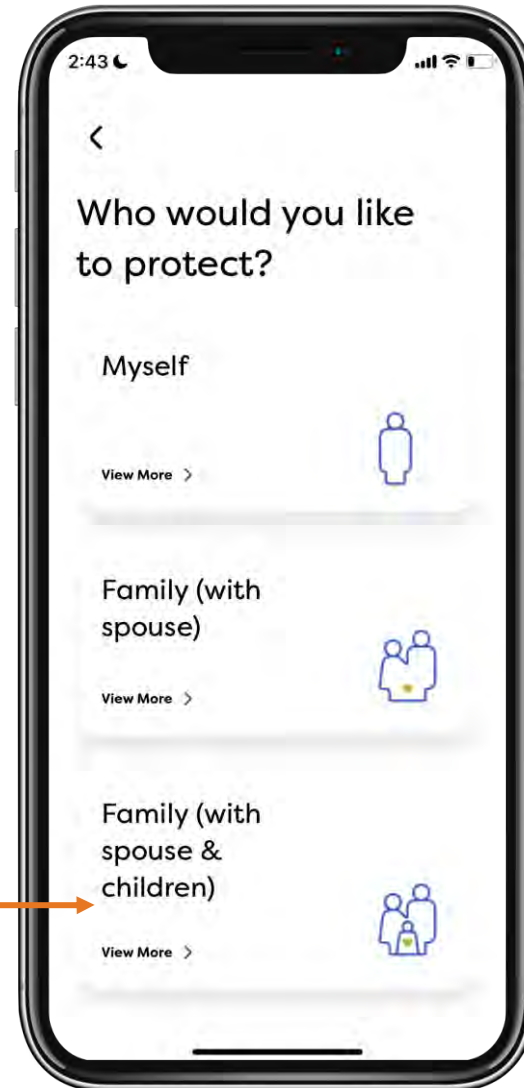
[← Go back to index page](#)

[FWD i-Lindung Critical
Illness Plan Application →](#)

Step 3a: Applying for FWD i-Lindung Term Takaful Plan



1. Select if you would like to cover just yourself or your family. You can now choose to extend protection to your spouse and up to 10 children.



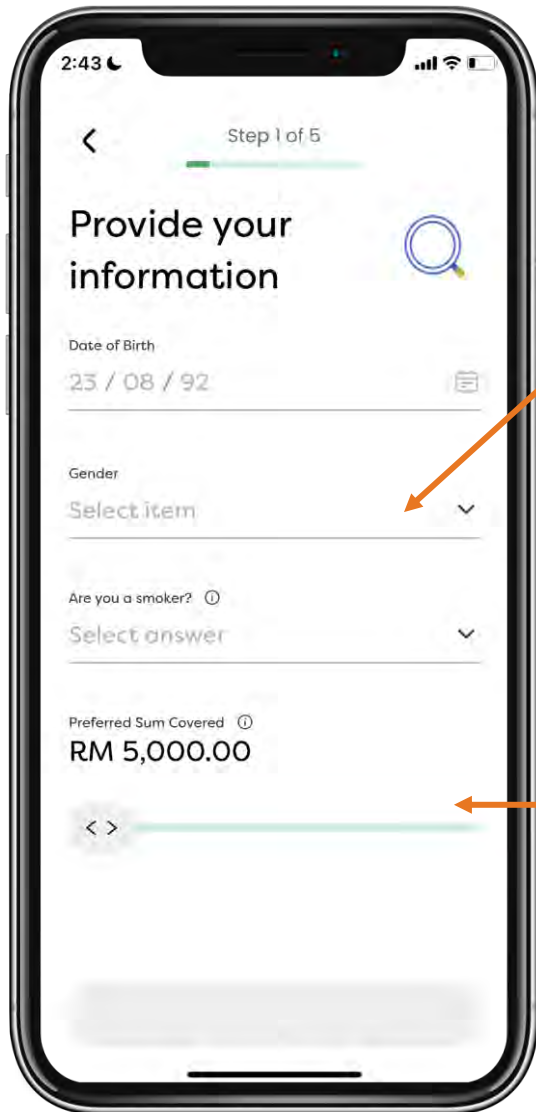
Option descriptions:

Myself – Suitable for single, unmarried members.

Family with spouse – Suitable for married members who have yet to have children.

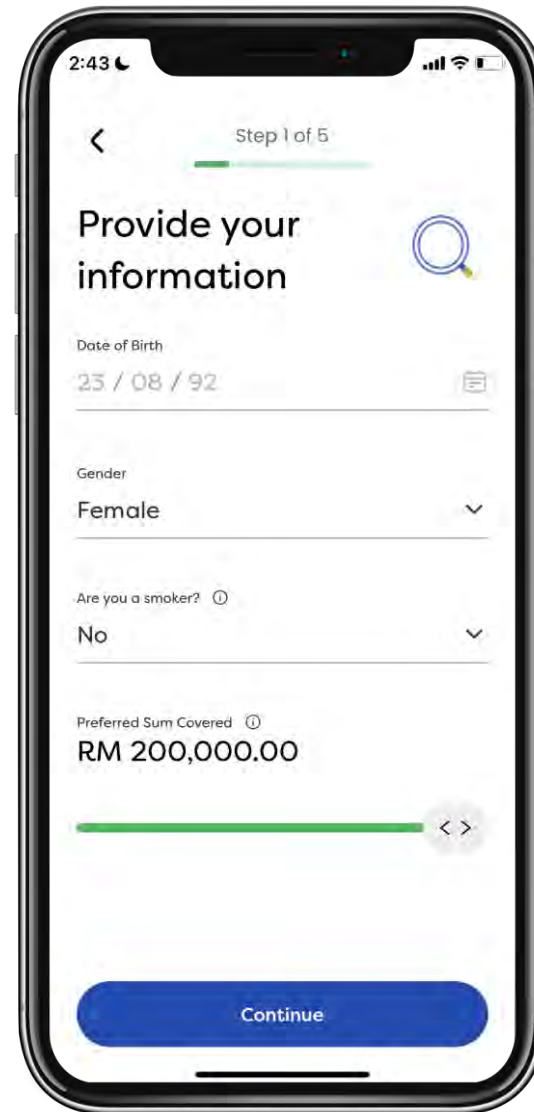
Family (with spouse and children) – Suitable for members who wish to cover their spouse and children. In this option, you can also choose to remove your spouse from the coverage.

Step 3a: Applying for FWD i-Lindung Term Takaful Plan



2. Select your gender and smoking status to begin

3. Move the slider to select the sum coverage which suits you best.



Step 3a: Applying for FWD i-Lindung Term Takaful Plan

Step 1 of 5

Provide your spouse's information

Date of Birth
dd / mm / yy

Gender
Male

Is he/she a smoker? ⓘ
Select answer

Preferred Sum Covered ⓘ
 Same as member
RM 50,000.00
 Customize

4. Provide information about your spouse (if applicable)
5. Select "same as member" or customise using slider if you wish to cover them with a different amount



Step 1 of 5

30 / 05 / 88

Gender
Male

Is he/she a smoker? ⓘ
No

Preferred Sum Covered ⓘ
 Same as member
RM 50,000.00
 Customize
RM 80,000.00

< >

Continue

Step 3a: Applying for FWD i-Lindung Term Takaful Plan

2:45

Step 1 of 5

Provide your first child's information

Date of Birth
dd / mm / yy

Gender
Select item

Is he/she a smoker? ⓘ
Select answer

Preferred Sum Covered ⓘ
 Same as member
RM 50,000.00
 Customize

6. Provide information about your children (if applicable)
7. Select "same as member" or customise using slider if you wish to cover them with a different amount



2:46

Step 1 of 5

Provide your first child's information

Date of Birth
27 / 12 / 22

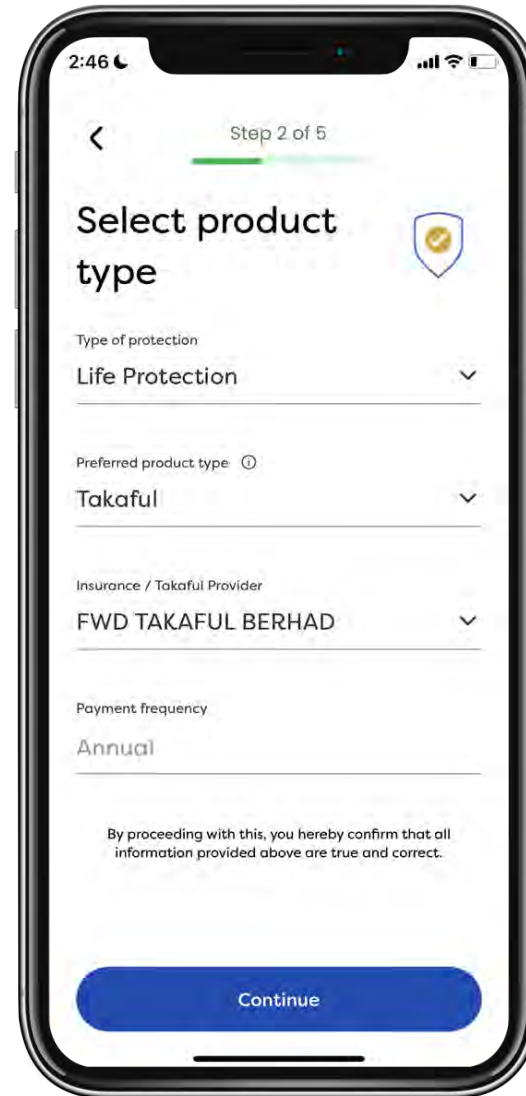
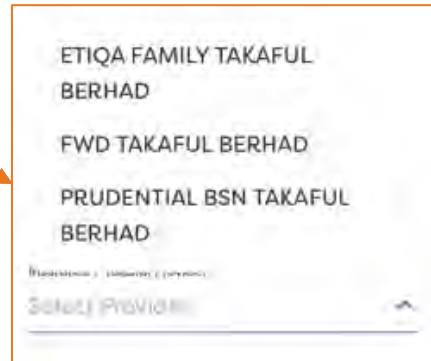
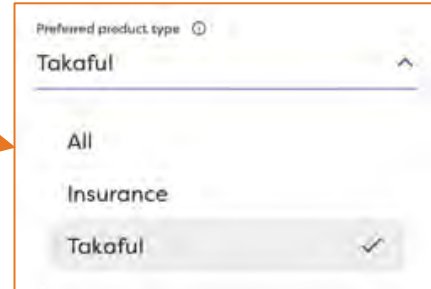
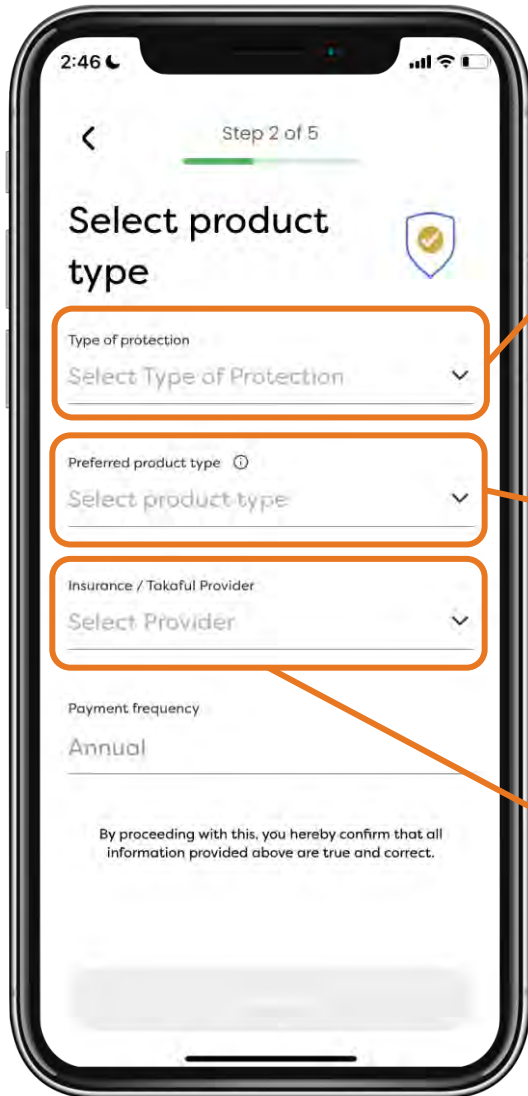
Gender
Male

Is he/she a smoker? ⓘ
No

Preferred Sum Covered ⓘ
 Same as member
RM 50,000.00
 Customize

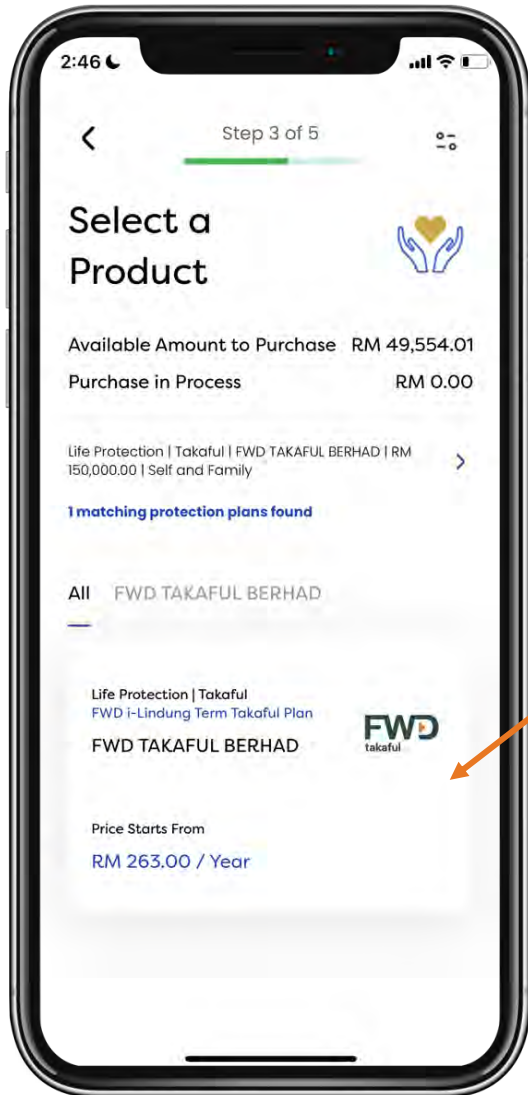
Continue

Step 3a: Applying for FWD i-Lindung Term Takaful Plan

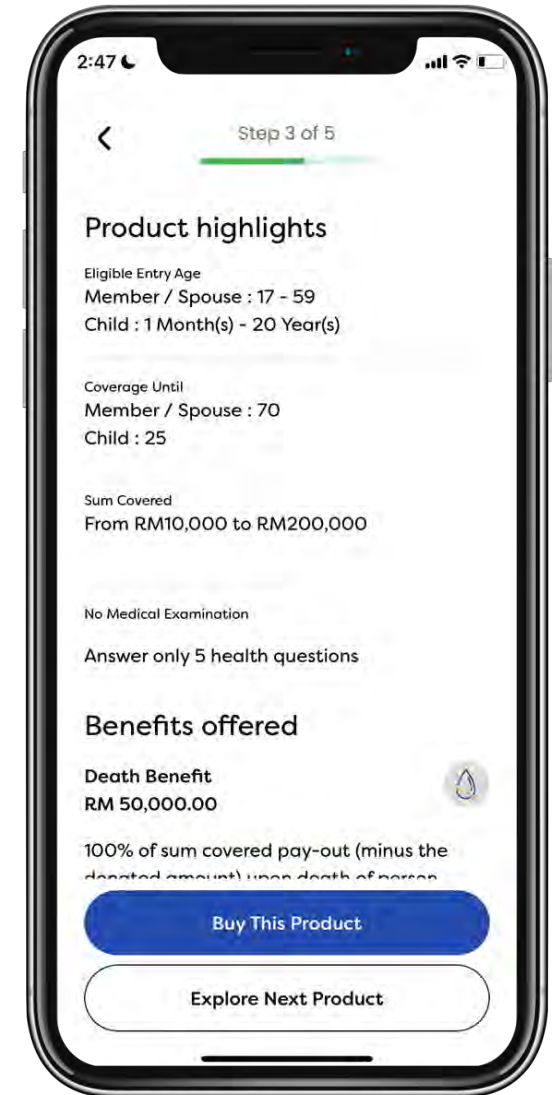


- 8. Select the type of protection: Life protection for term plan
- 9. Select product type: Takaful for takaful products
- 10. Select FWD Takaful Berhad as the provider. Then continue.

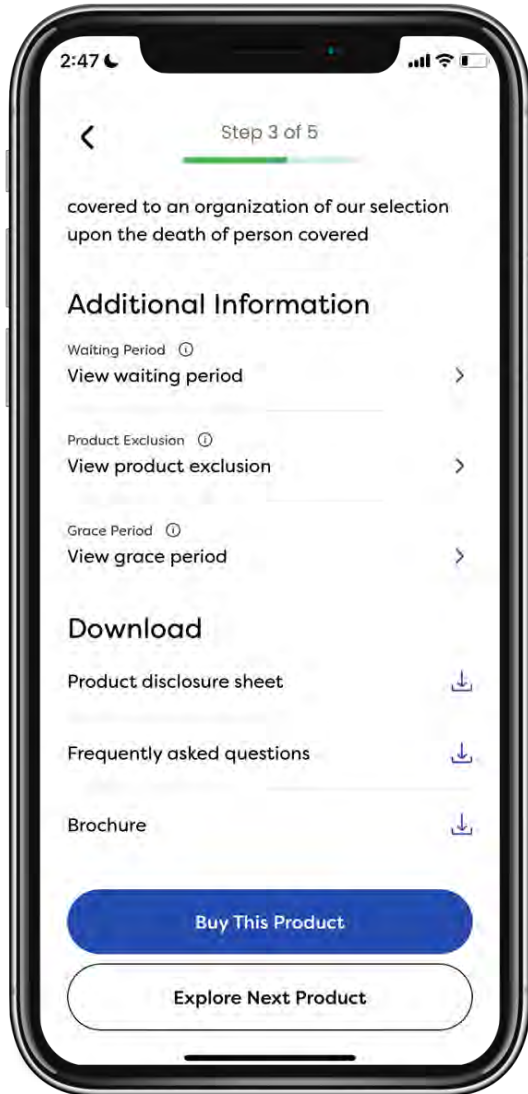
Step 3a: Applying for FWD i-Lindung Term Takaful Plan



11. Select the plan to continue with the application.
12. Read the product details and scroll down to see additional details on the product.

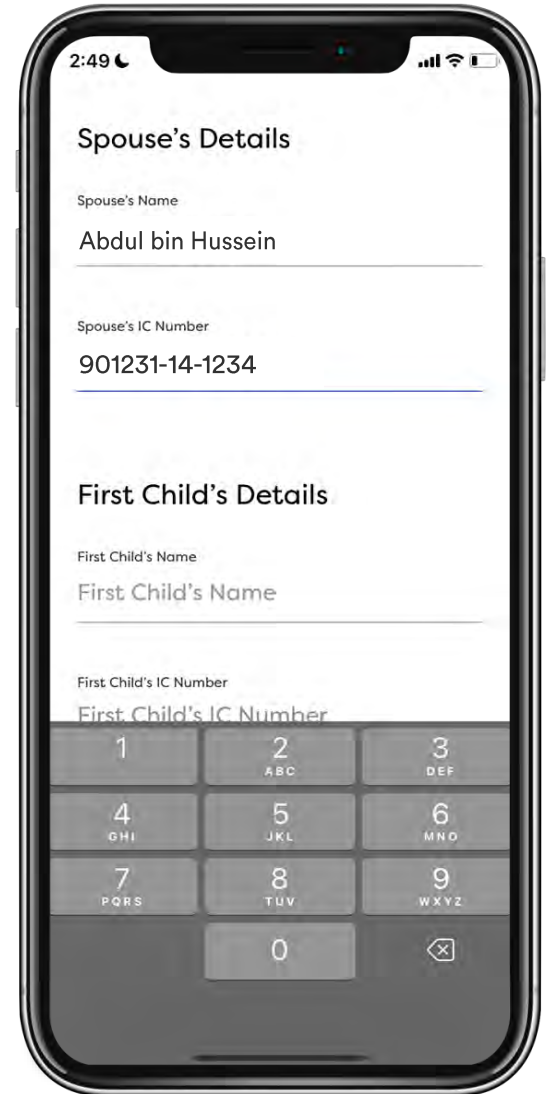
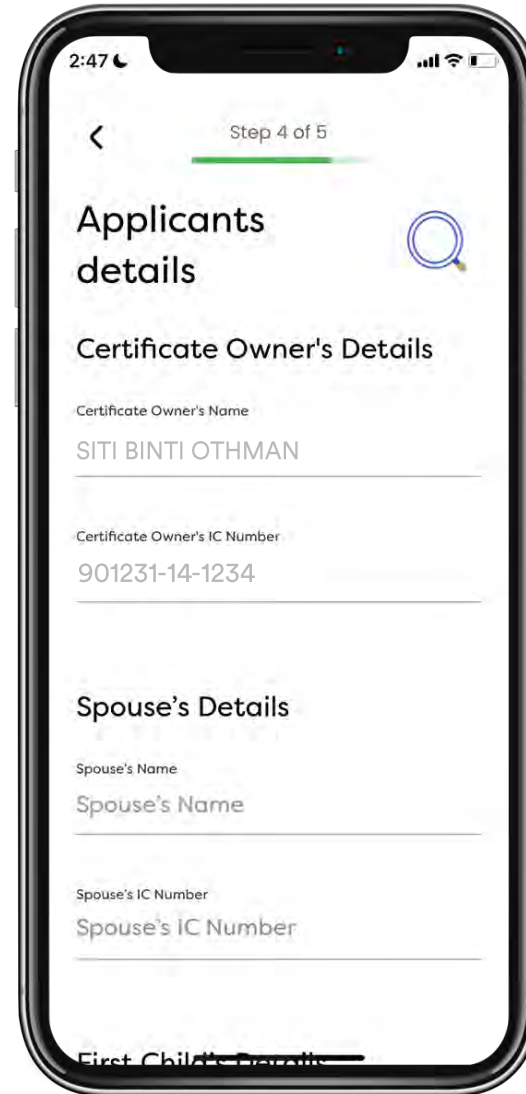


Step 3a: Applying for FWD i-Lindung Term Takaful Plan

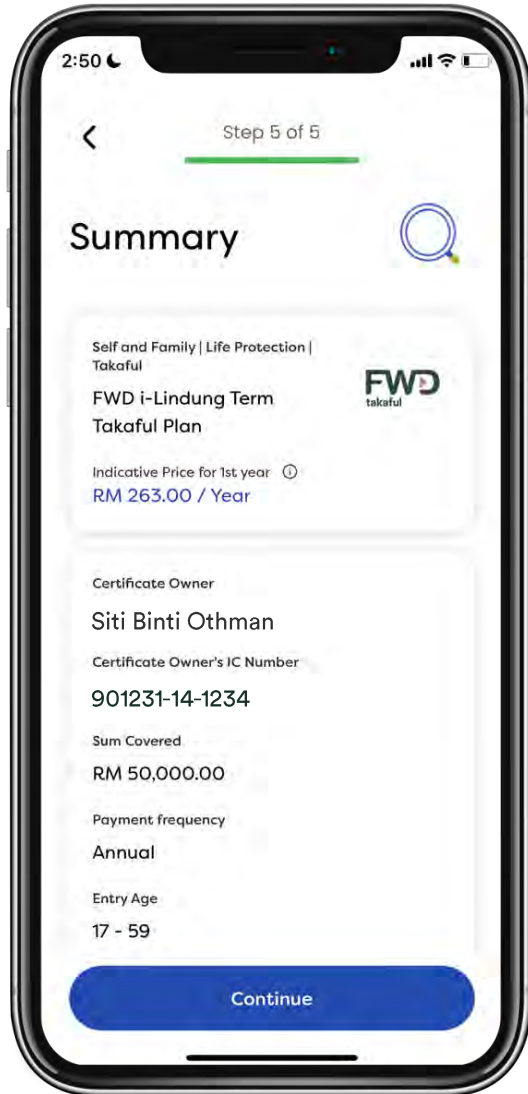


13. Proceed when you're ready by clicking on "Buy this product" to go to the next step.

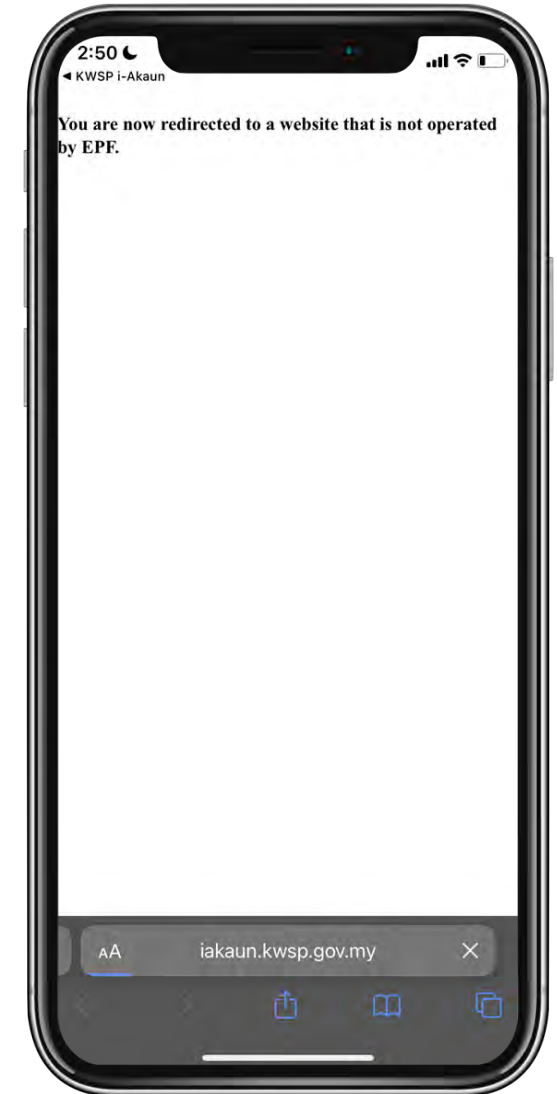
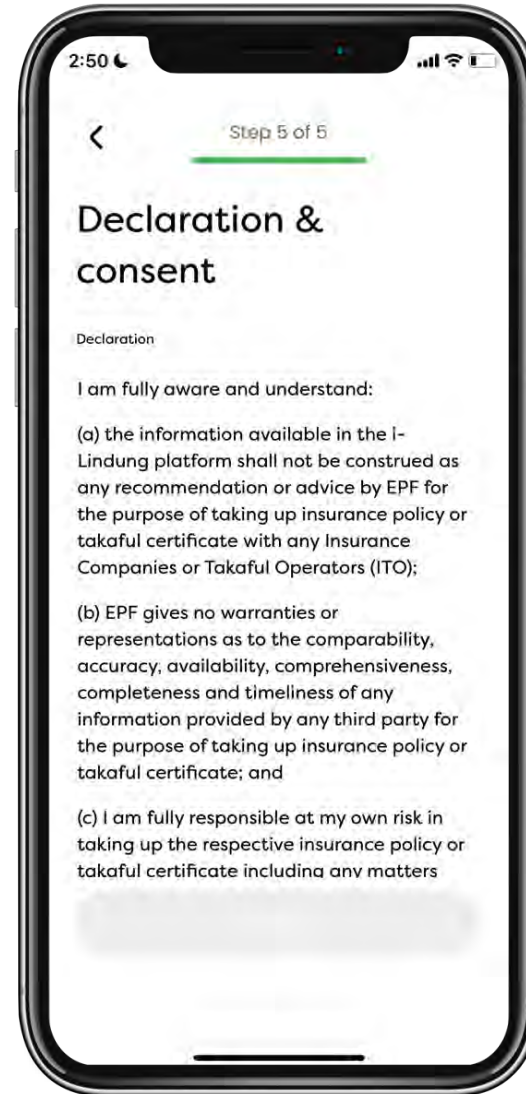
14. Then if you're applying for your family, input their name(s) & ID number(s) as per NRIC.



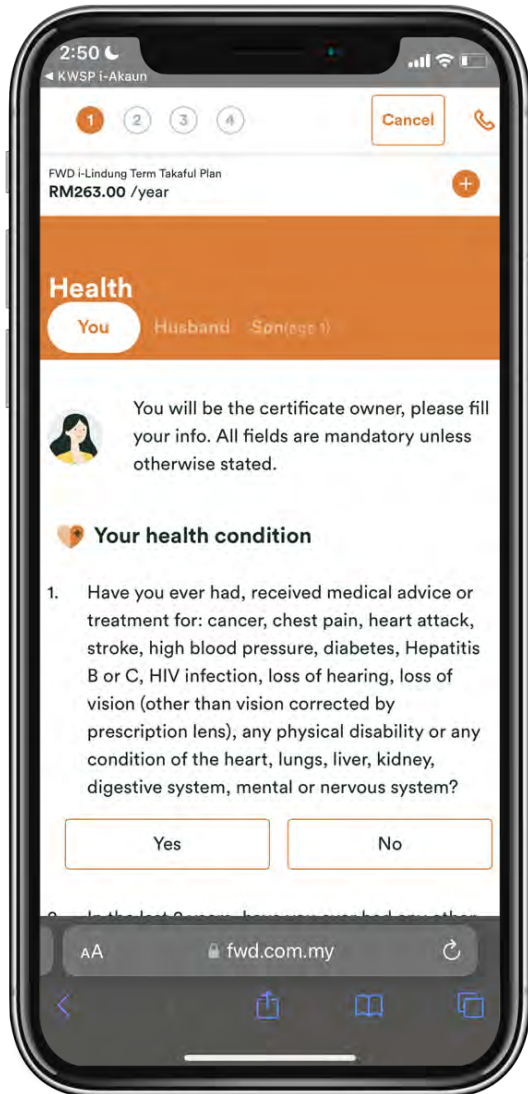
Step 3a: Applying for FWD i-Lindung Term Takaful Plan



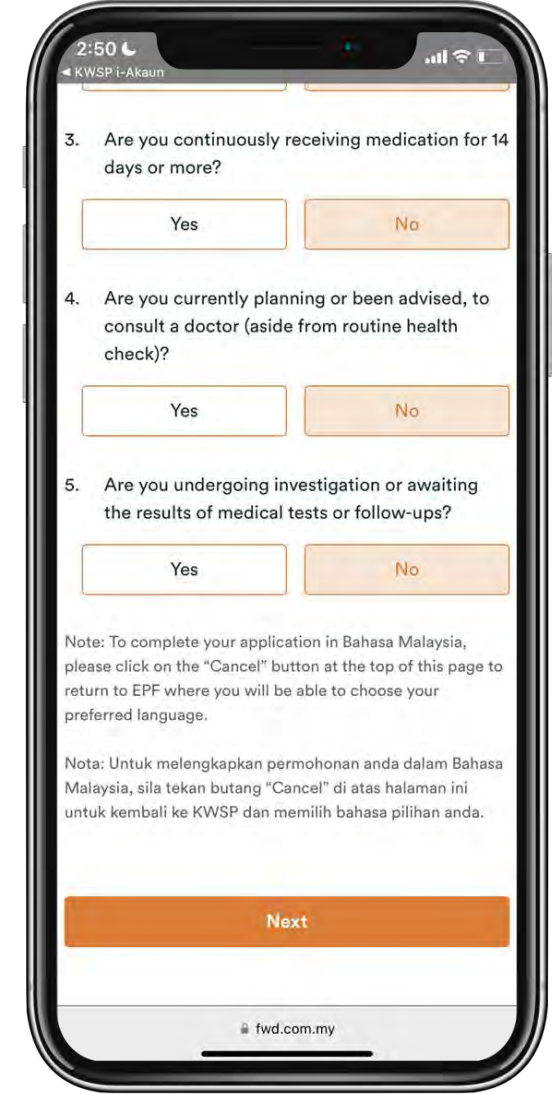
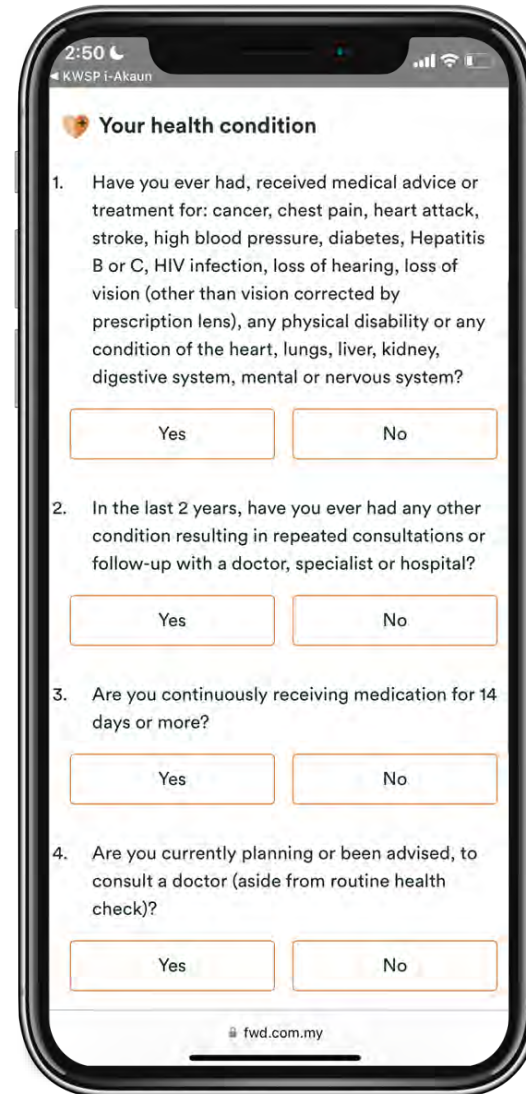
- 15. Click on continue when you are ready to proceed.
- 16. And click on accept to declare your understanding and consent.
- 17. Note that you will be directed to the FWD Takaful site to continue your application.



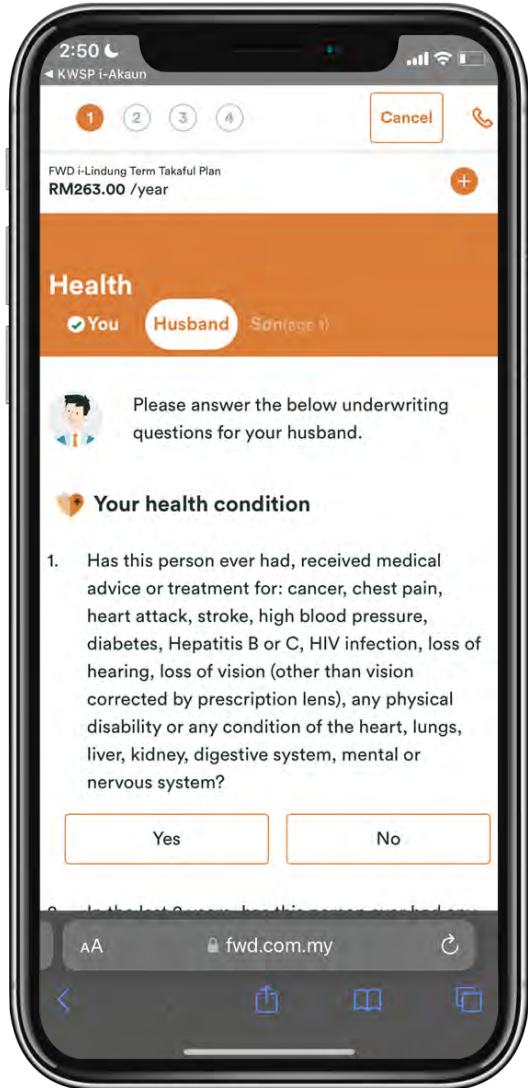
Step 3a: Applying for FWD i-Lindung Term Takaful Plan



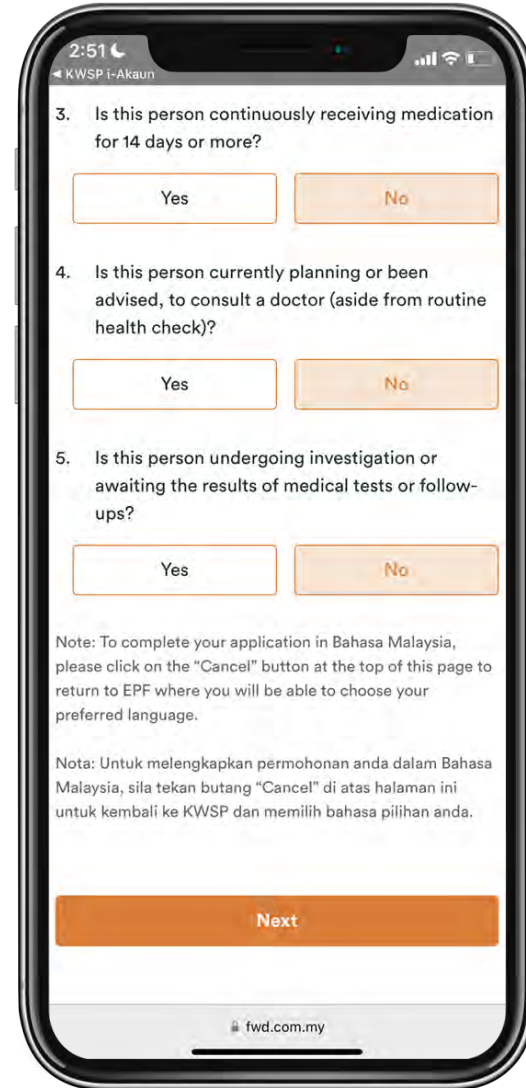
18. Read the health questions and provide your answer.



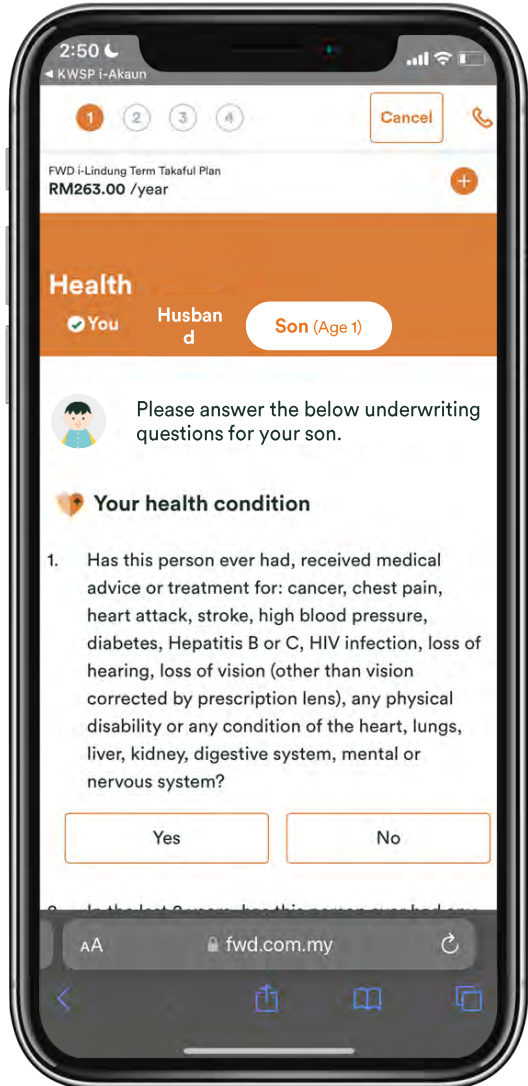
Step 3a: Applying for FWD i-Lindung Term Takaful Plan



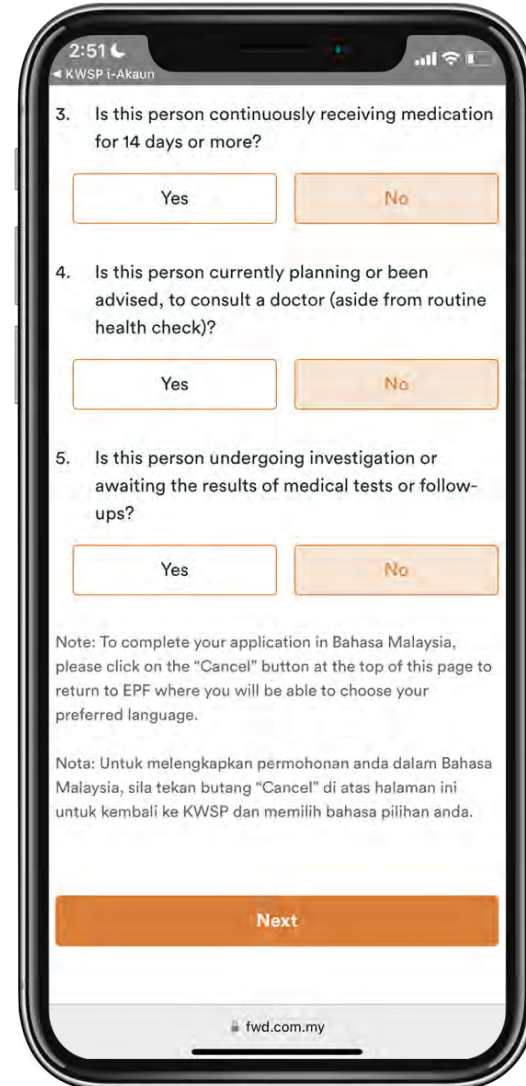
18. Read the health questions and provide answer on behalf of your spouse (if applicable).



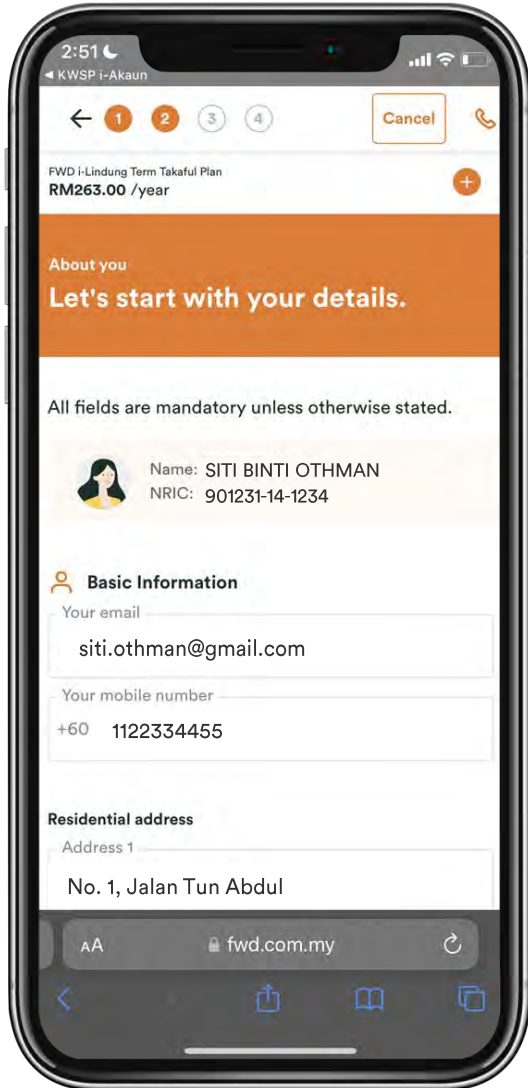
Step 3a: Applying for FWD i-Lindung Term Takaful Plan



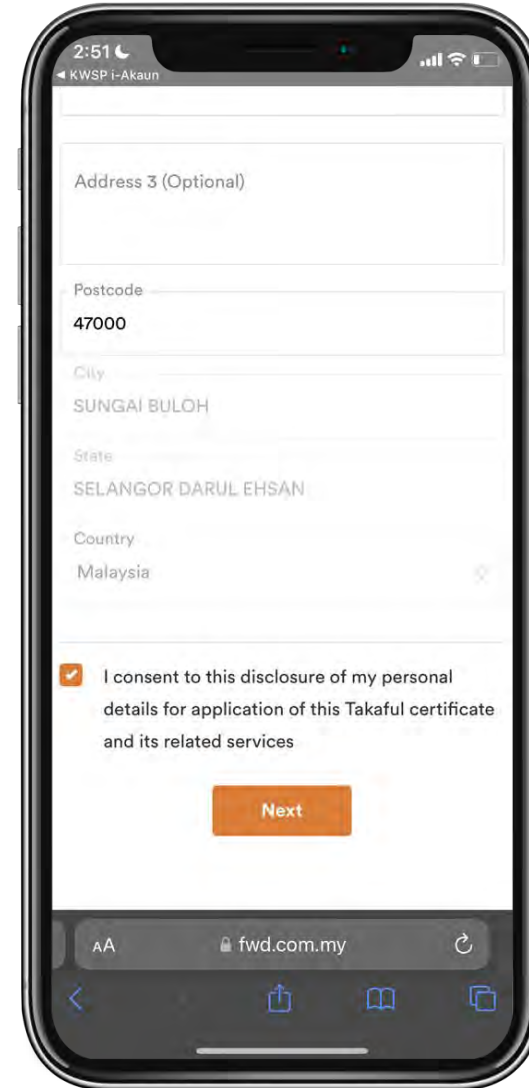
19. Read the health questions and provide answer on behalf of children (if applicable).



Step 3a: Applying for FWD i-Lindung Term Takaful Plan



20. Review your information & email address which you would like your certificate documents to be sent to.



Step 3a: Applying for FWD i-Lindung Term Takaful Plan

2:51

KWSP i-Akaun

About your family

Let's visit your family details.

Please make sure the information below matches his/her NRIC. All fields are mandatory unless otherwise stated.

Husband

Full name
Abdul bin Hussein

NRIC
880530-00-0000

Your email

Your mobile number

Son (age 1)

Full name

AA fwd.com.my

21. Fill in the form for your spouse and children's basic information, if applicable.



2:52

KWSP i-Akaun

Your email
fjjfj@gmail.com

Your mobile number
+60 01237840000

Son (age 1)

Full name
Karim bin Abdul

NRIC
221227-14-0000

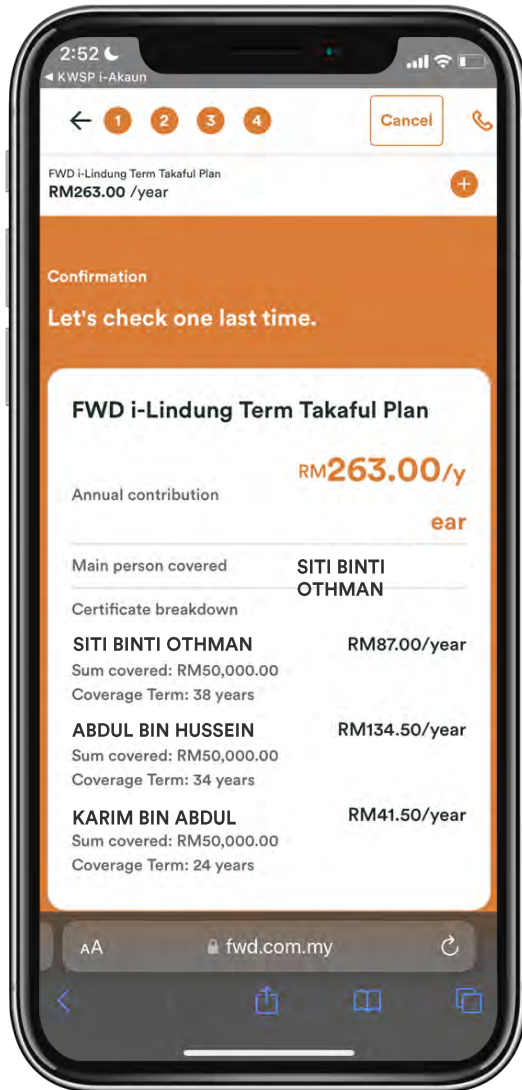
Relationship
Son (biological)

I consent to this disclosure of my personal details for application of this Takaful certificate and its related services

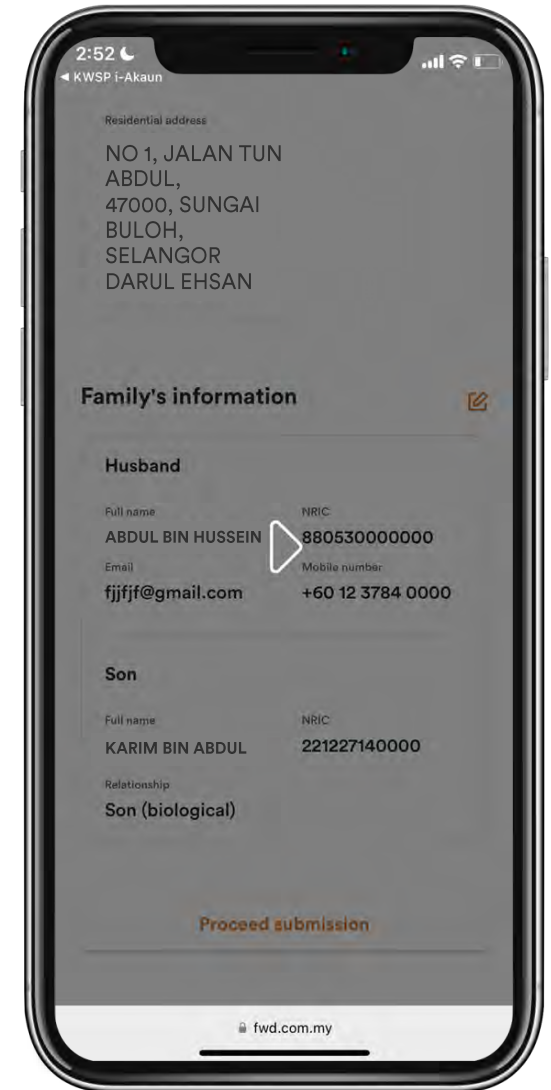
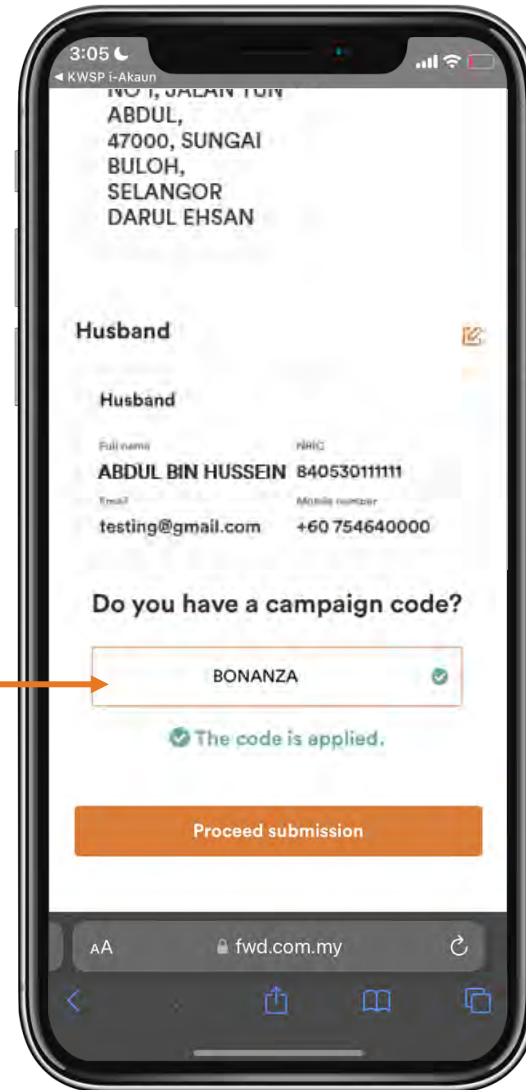
Next

AA fwd.com.my

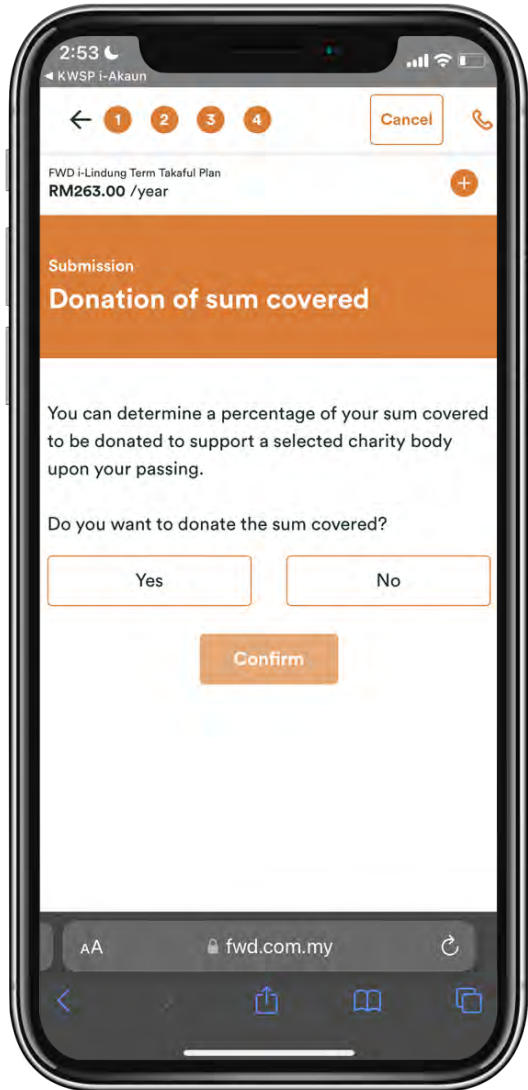
Step 3a: Applying for FWD i-Lindung Term Takaful Plan



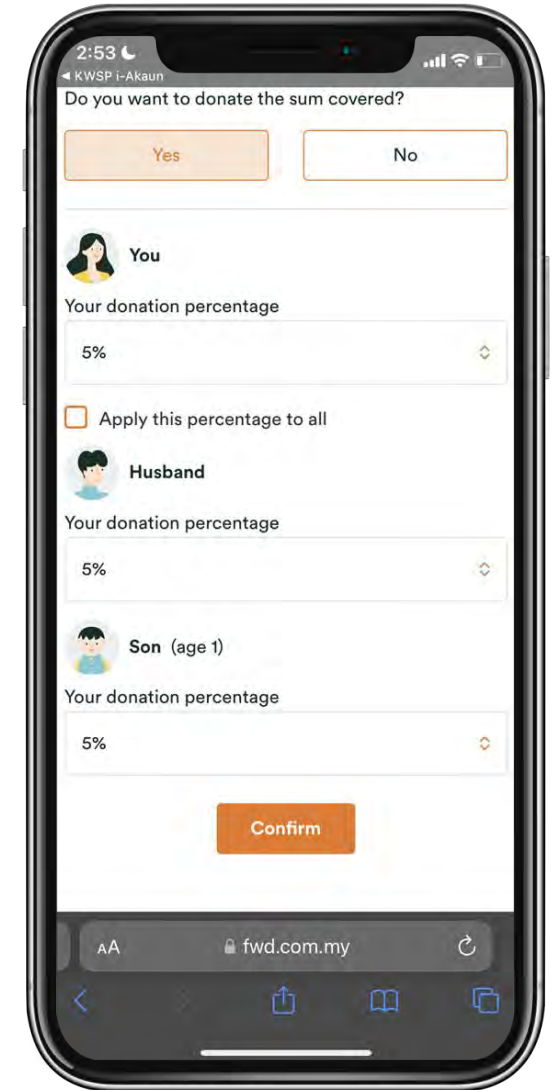
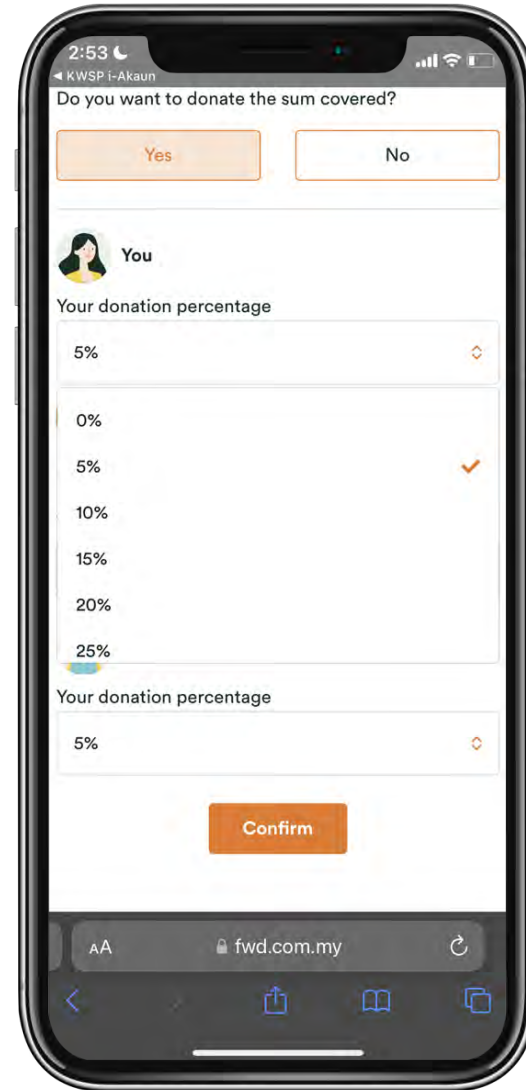
- 22. Review your plan and information. You can click on the edit button if you wish to edit any information.
- 23. Once you're satisfied with the details, add your campaign/referral code (if any), and click on proceed submission.



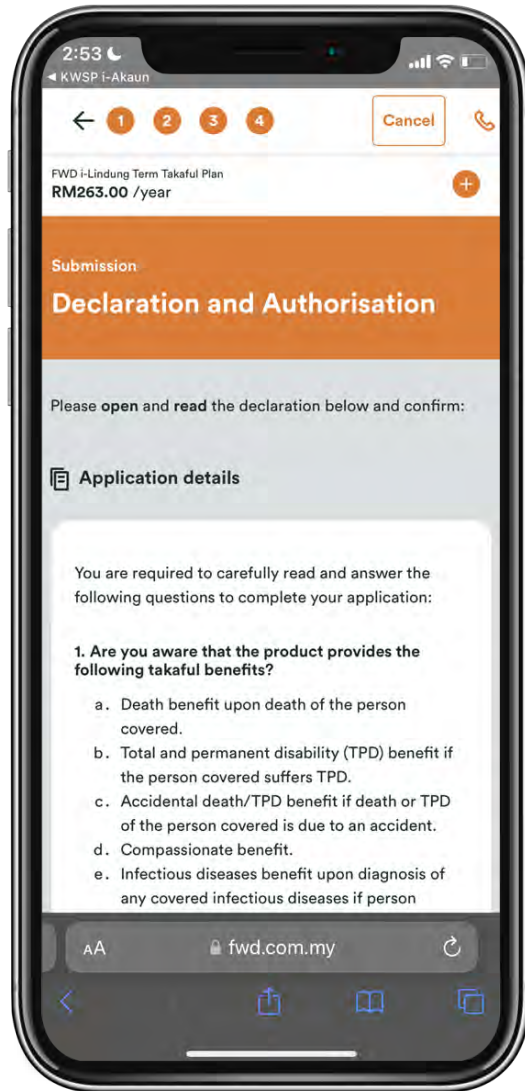
Step 3a: Applying for FWD i-Lindung Term Takaful Plan



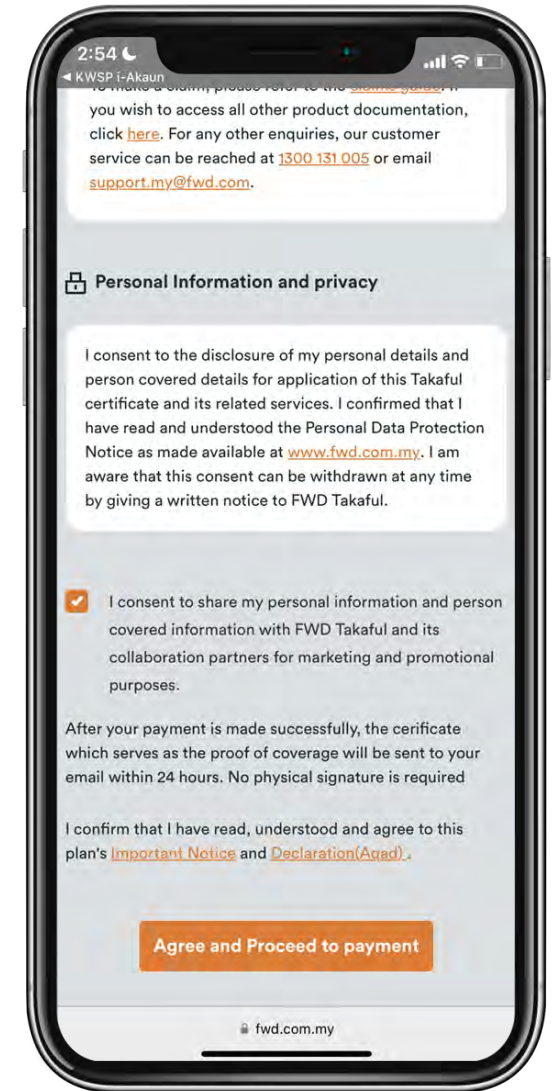
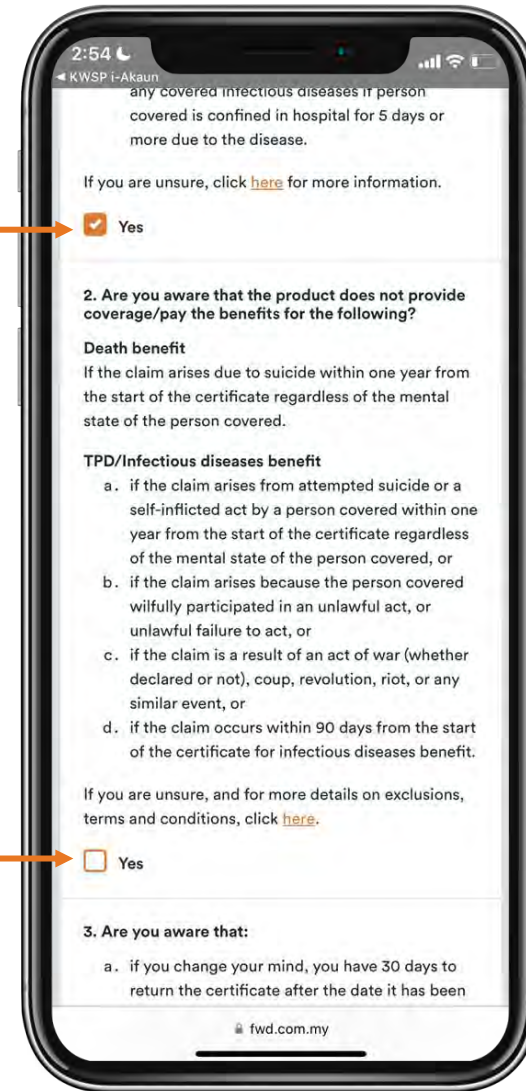
- 24. You can choose to donate a portion of your sum covered.
- 25. You may select different percentage of donation for each family member.



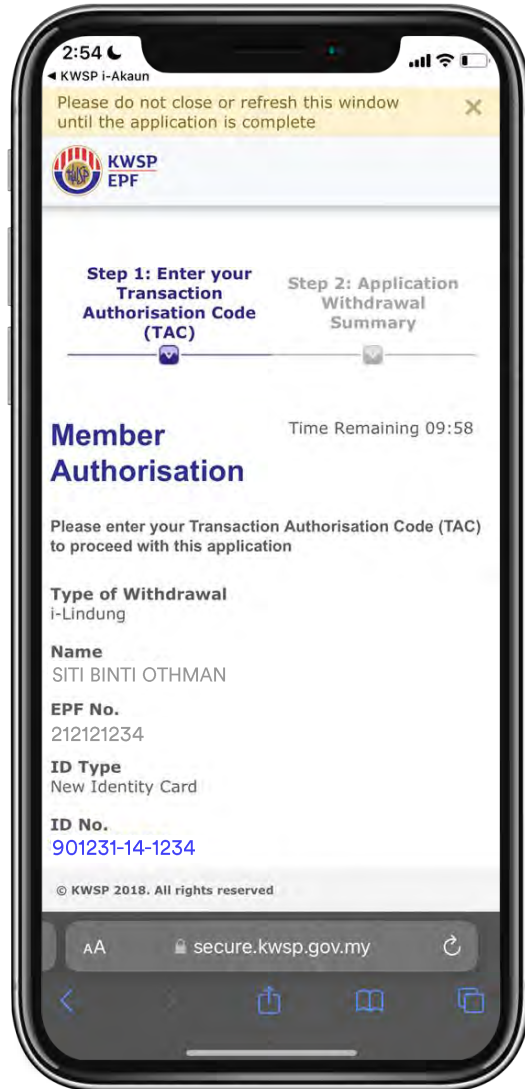
Step 3a: Applying for FWD i-Lindung Term Takaful Plan



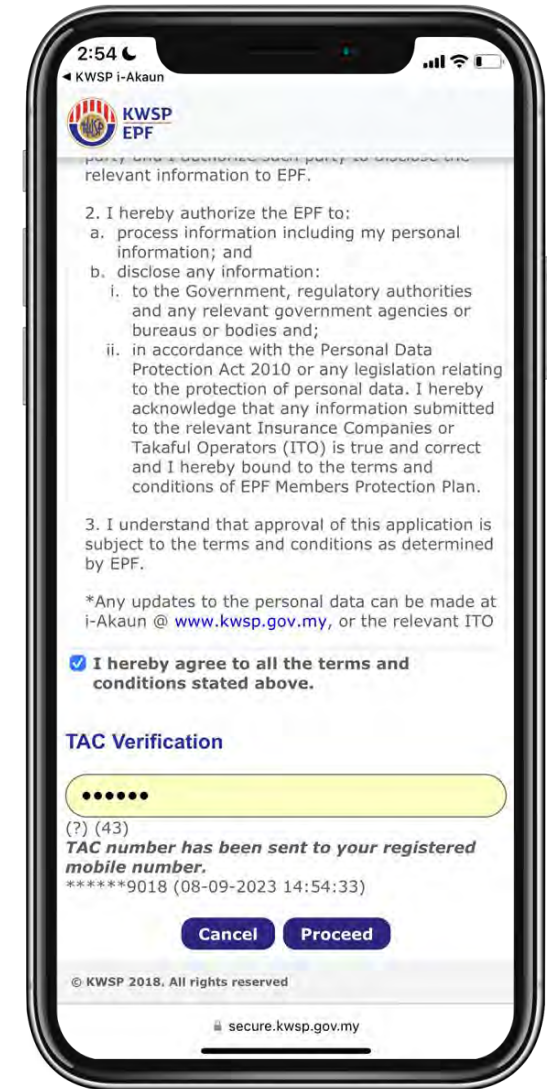
- 26. Read the Confirmation of Understanding. You will need to tick each checkbox to confirm that you have read and understood the terms.
- 27. When you are ready, click "Agree and Pay" to proceed to the transaction page.



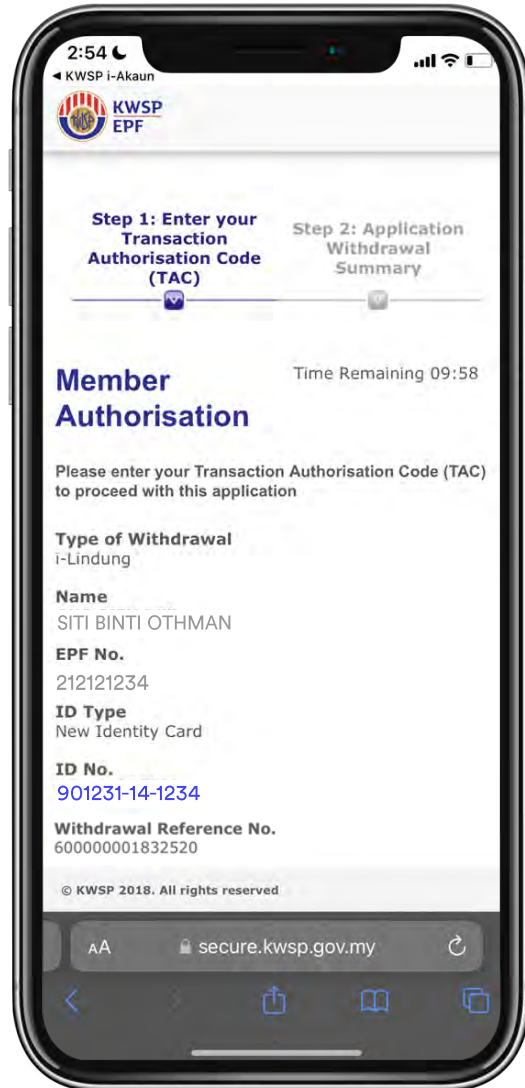
Step 3a: Applying for FWD i-Lindung Term Takaful Plan



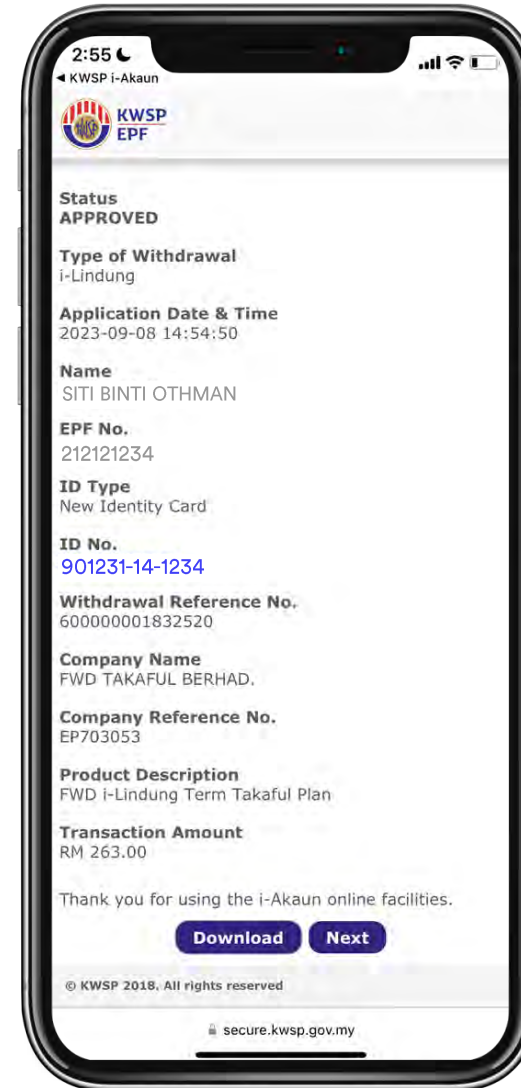
- 28. As a final step to authorise the transaction, read the terms and conditions then tick the checkbox to agree.
- 29. A TAC verification number will be sent to your registered mobile number.



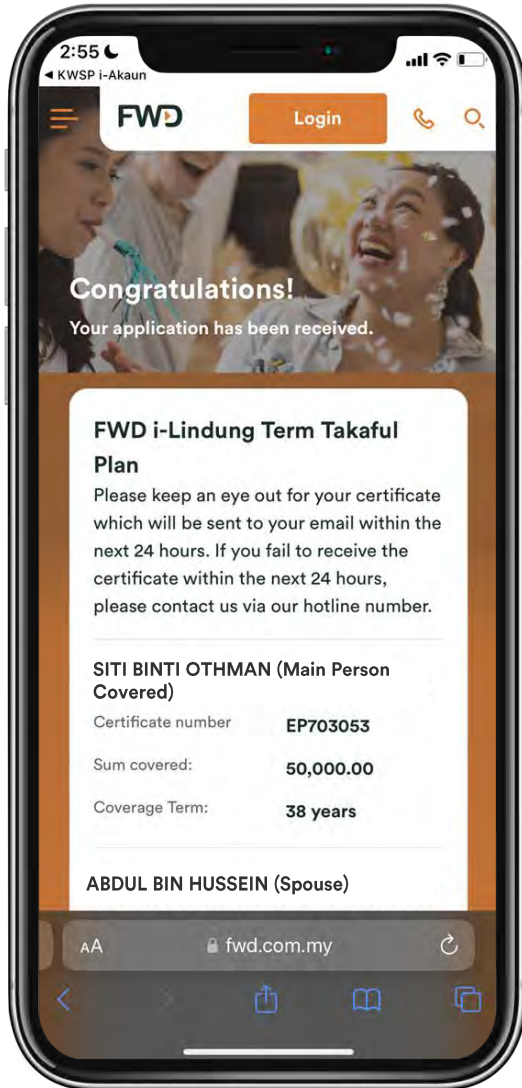
Step 3a: Applying for FWD i-Lindung Term Takaful Plan



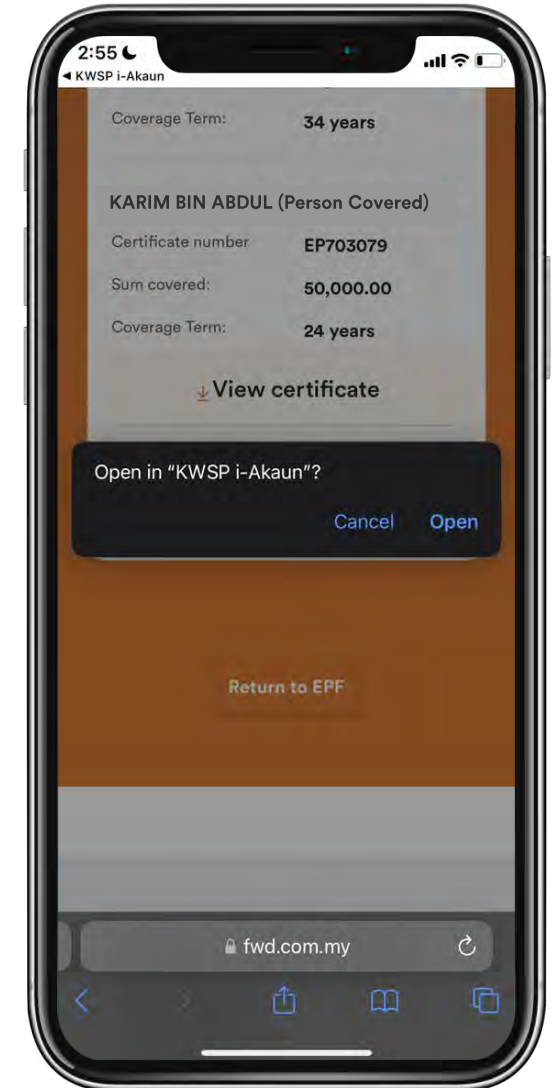
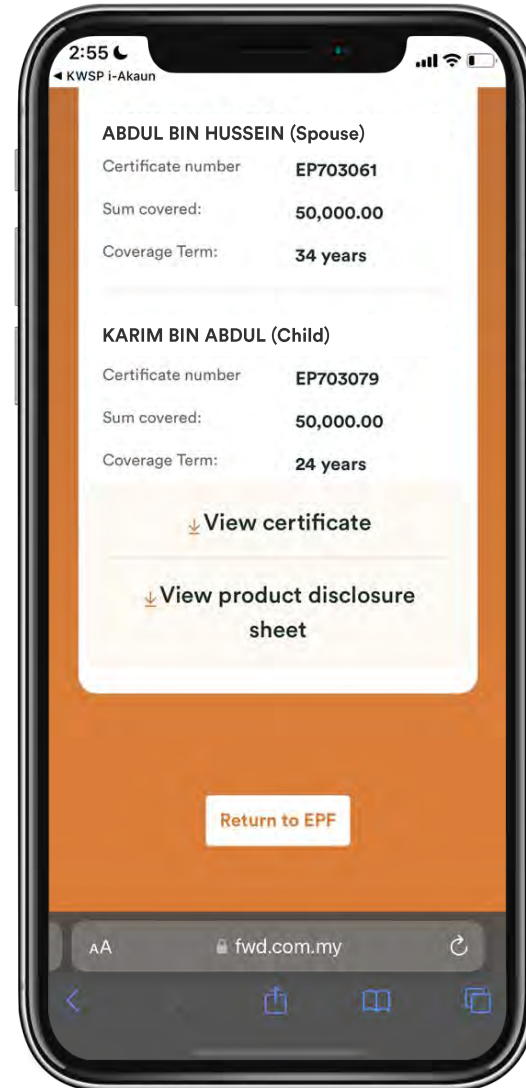
- 30. You can download a copy of the transaction receipt by clicking on the download button.
- 31. Click on next to complete your transaction.
- 32. You will be redirected from KWSP i-Akaun payment page to FWD Takaful page.



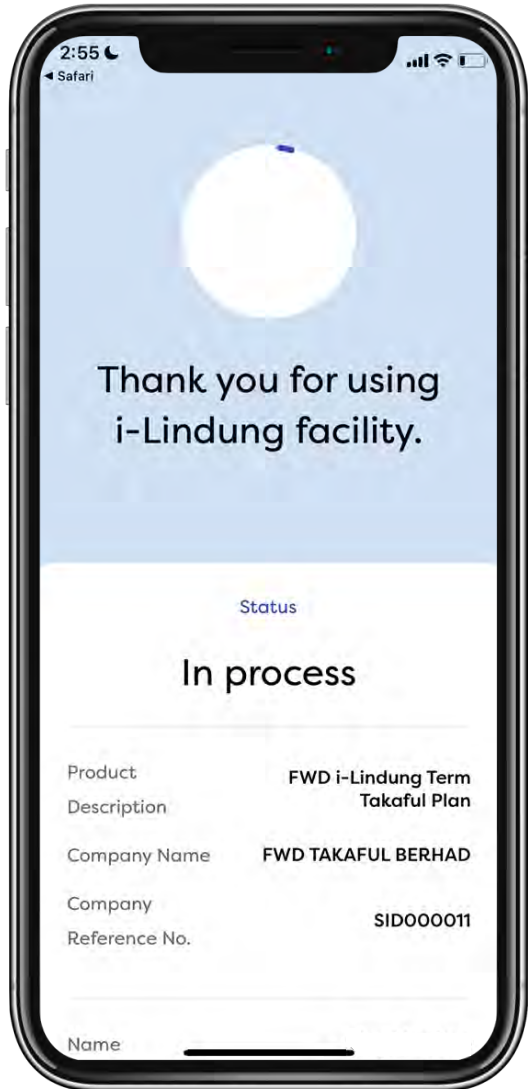
Step 3a: Applying for FWD i-Lindung Term Takaful Plan



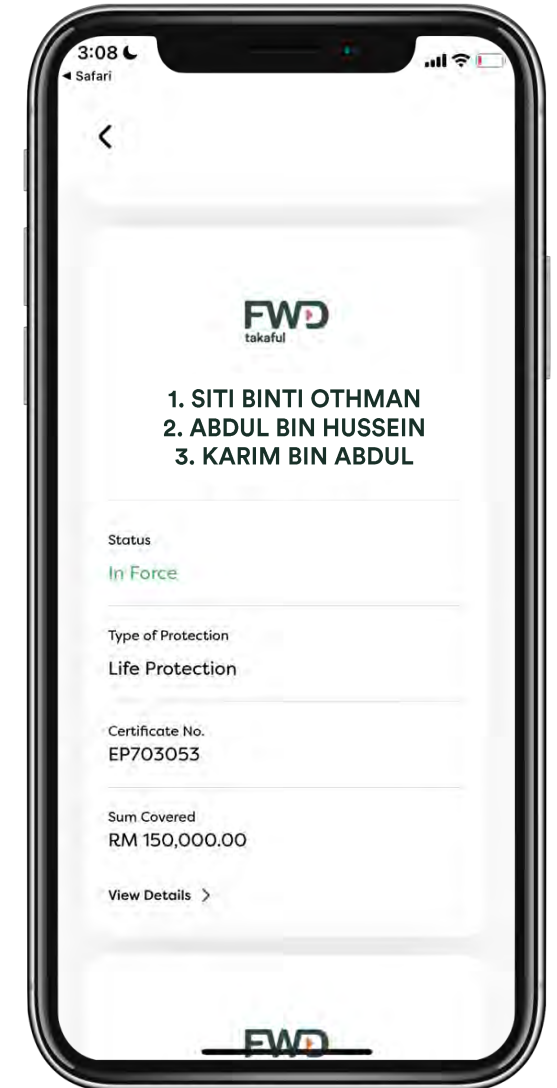
33. Your application is now complete. Click on "Return to EPF" button to check your application status on the KWSP i-Akaun app.



Step 3a: Applying for FWD i-Lindung Term Takaful Plan



34. You can check the status of your application by referring to the application status on this screen.



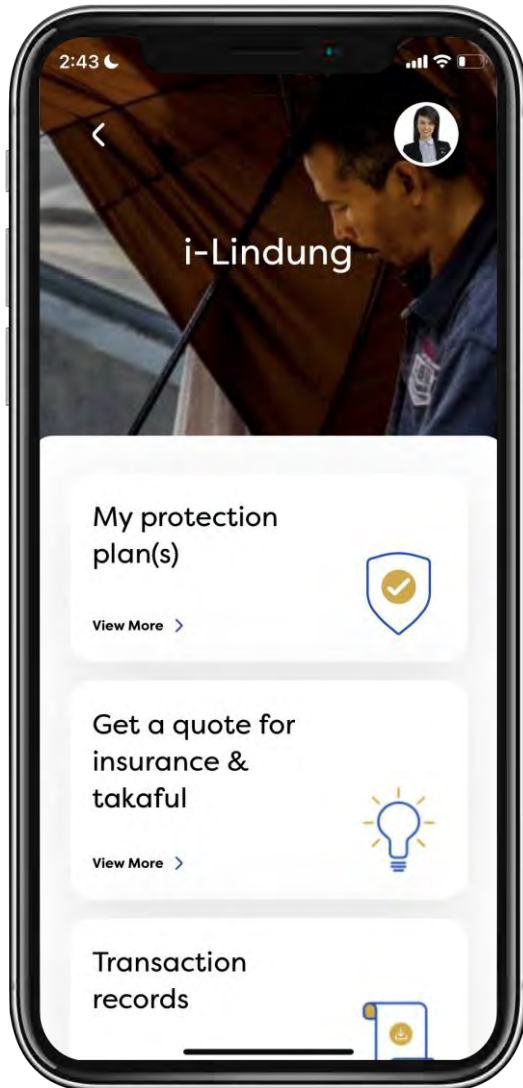
Step 3 (B): Application

How to apply for the FWD i-Lindung Critical Illness Plan

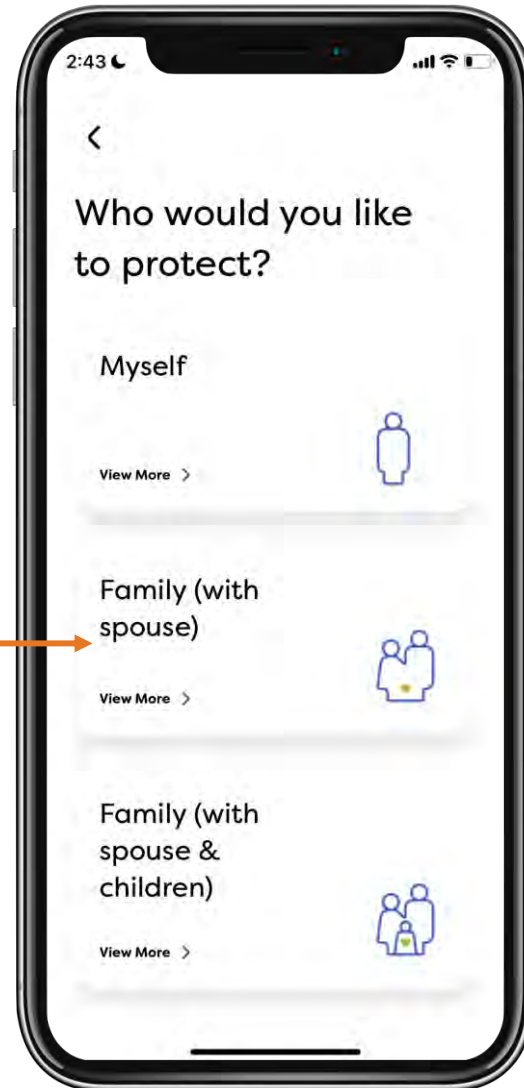
[← Go back to index page](#)

[FWD i-Lindung Term
Takaful Plan Application →](#)

Step 3b: Applying for FWD i-Lindung Critical Illness Plan



1. Select if you would like to cover just yourself or your family. You can now choose to extend protection to your spouse and up to 10 children.



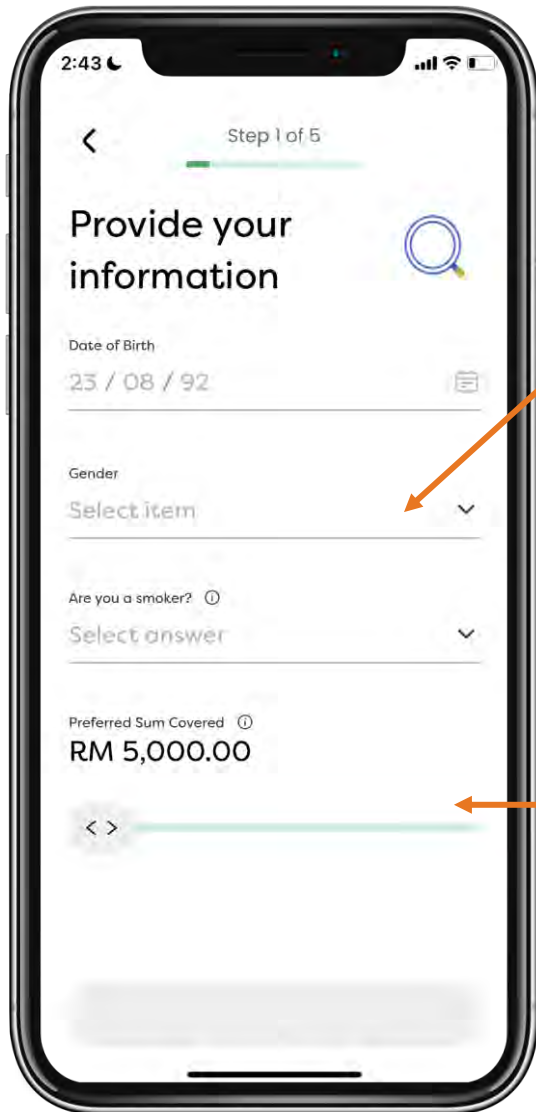
Option descriptions:

Myself – Suitable for single, unmarried members.

Family with spouse – Suitable for married members who have yet to have children.

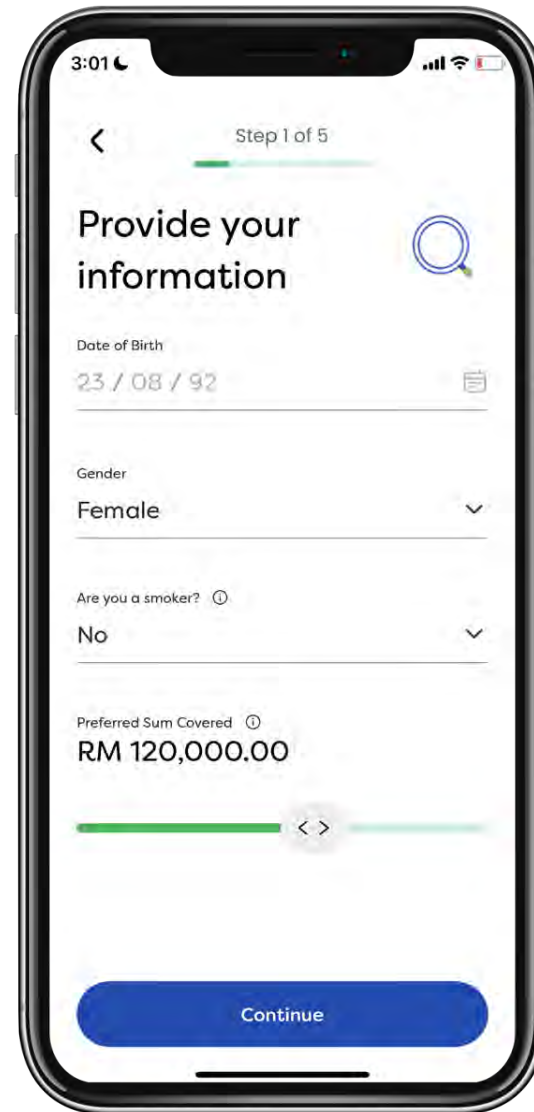
Family (with spouse and children) – Suitable for members who wish to cover their spouse and children. In this option, you can also choose to remove your spouse from the coverage.

Step 3b: Applying for FWD i-Lindung Critical Illness Plan

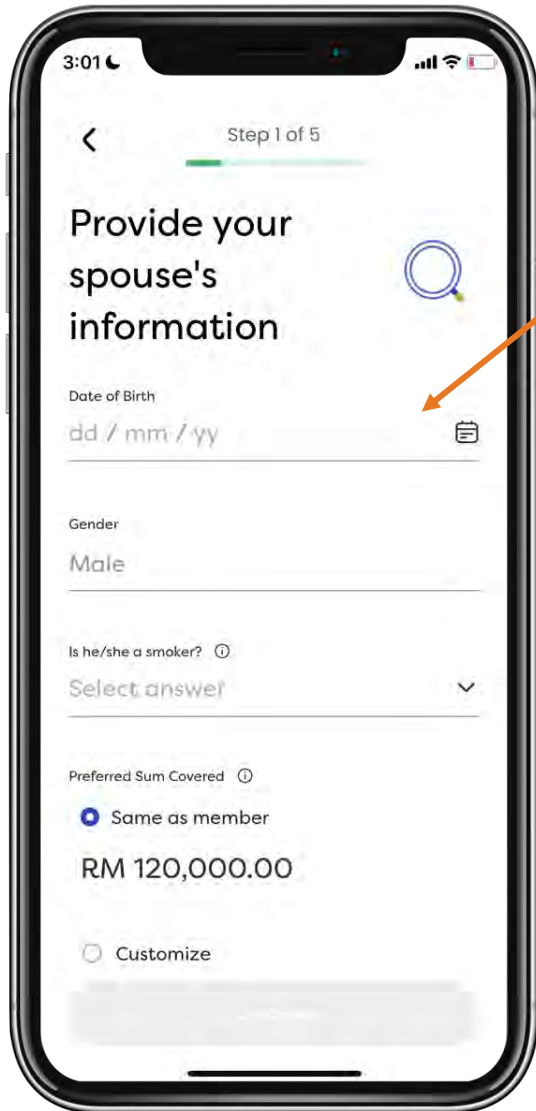


2. Select your gender and smoking status to begin

3. Move the slider to select the sum coverage which suits you best.

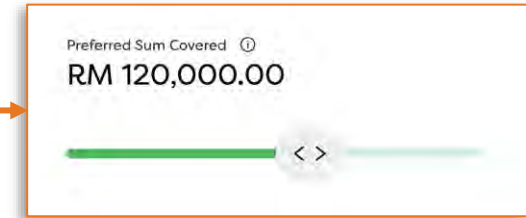
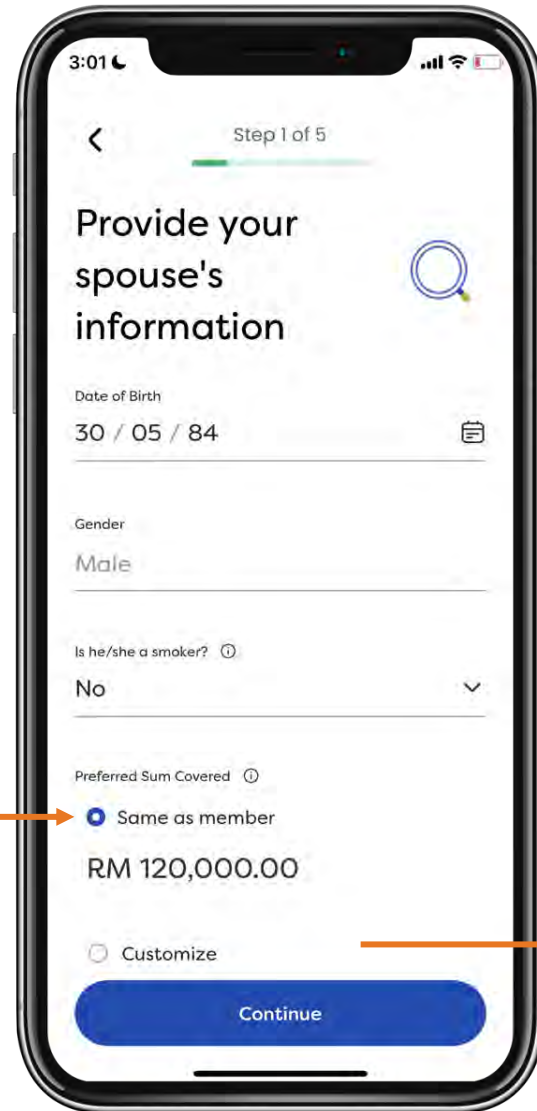


Step 3b: Applying for FWD i-Lindung Critical Illness Plan

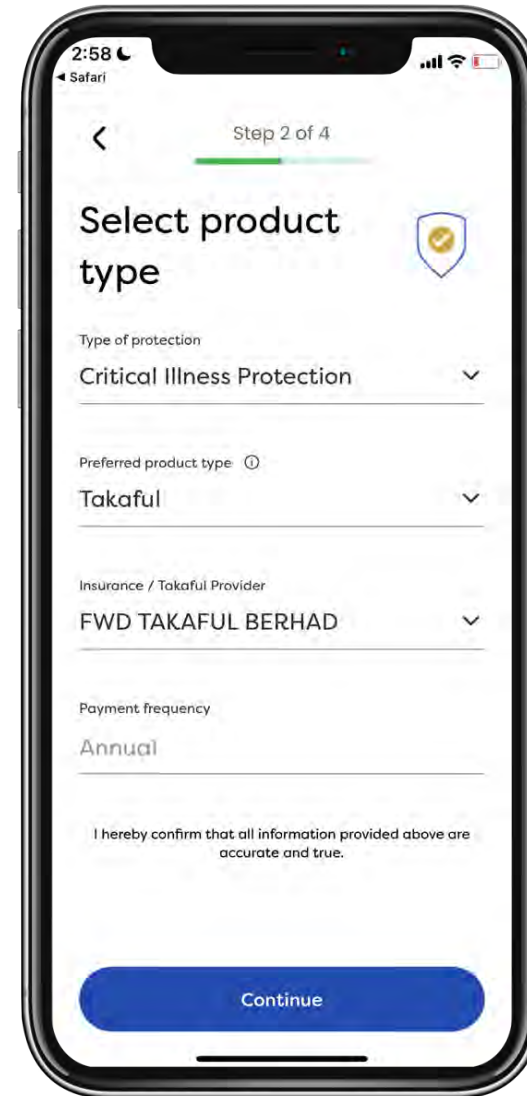
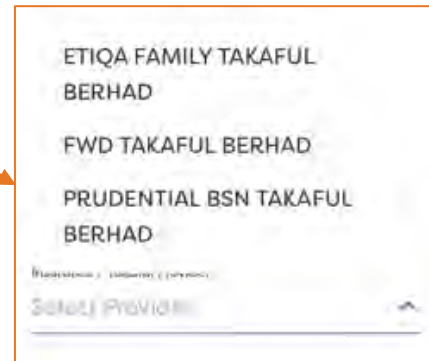
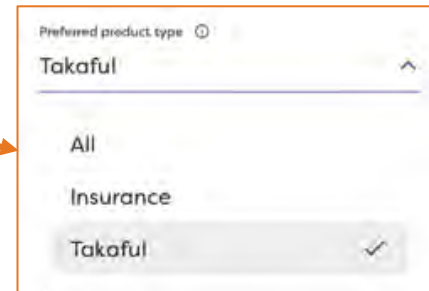
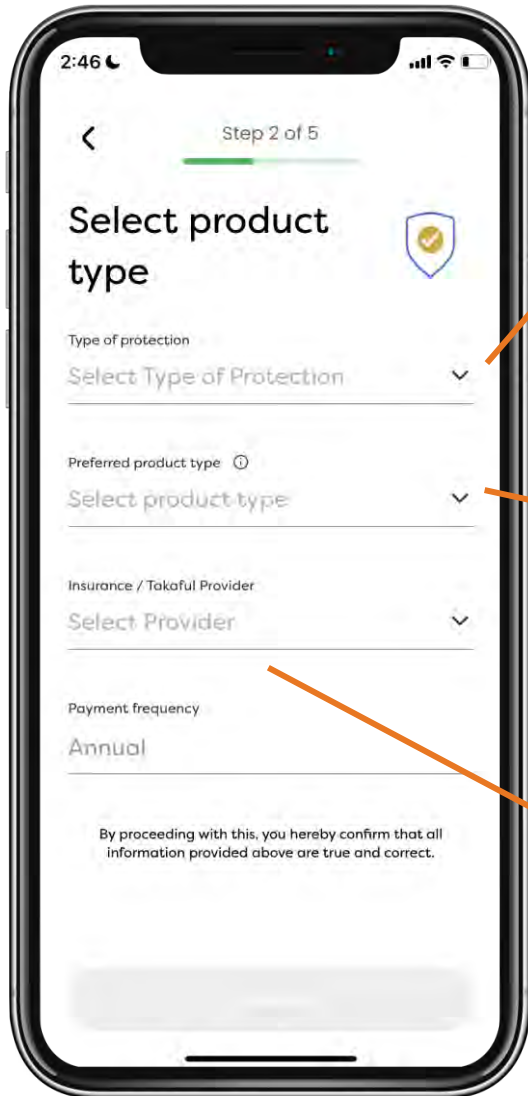


4. Provide information about your spouse or child (if applicable).

5. Select "same as member" or "customise" using slider if you wish to cover them with a different amount.

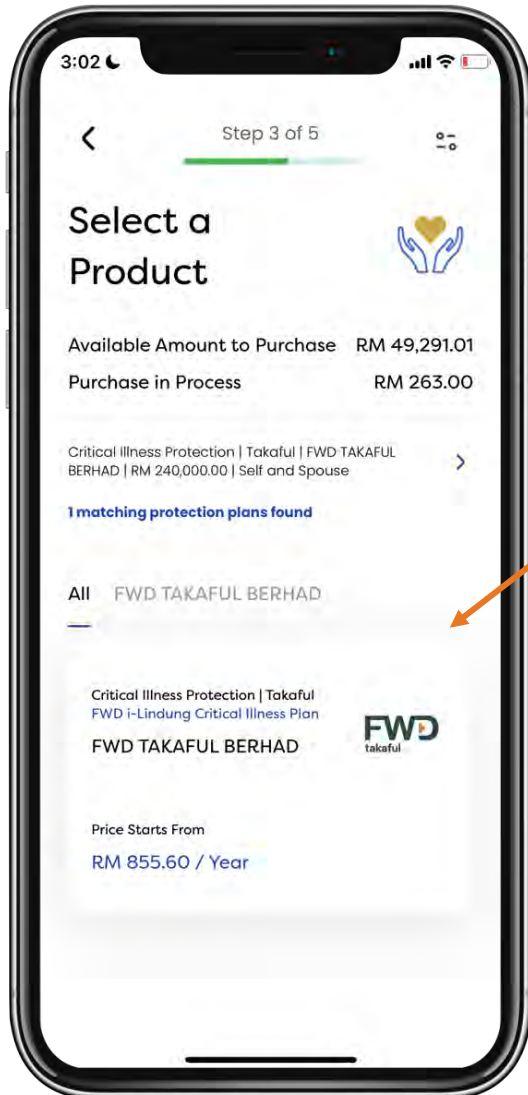


Step 3b: Applying for FWD i-Lindung Critical Illness Plan



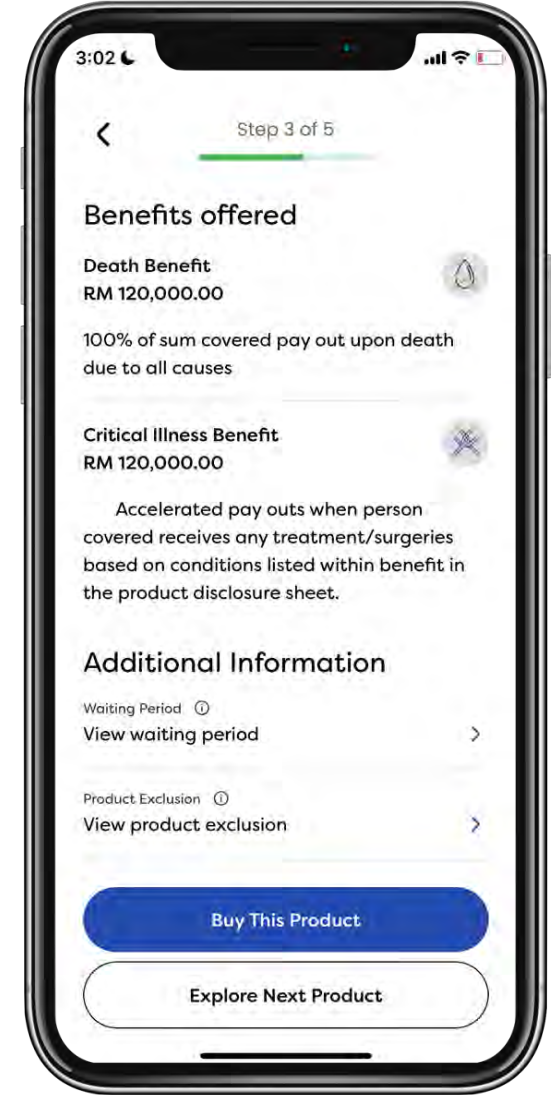
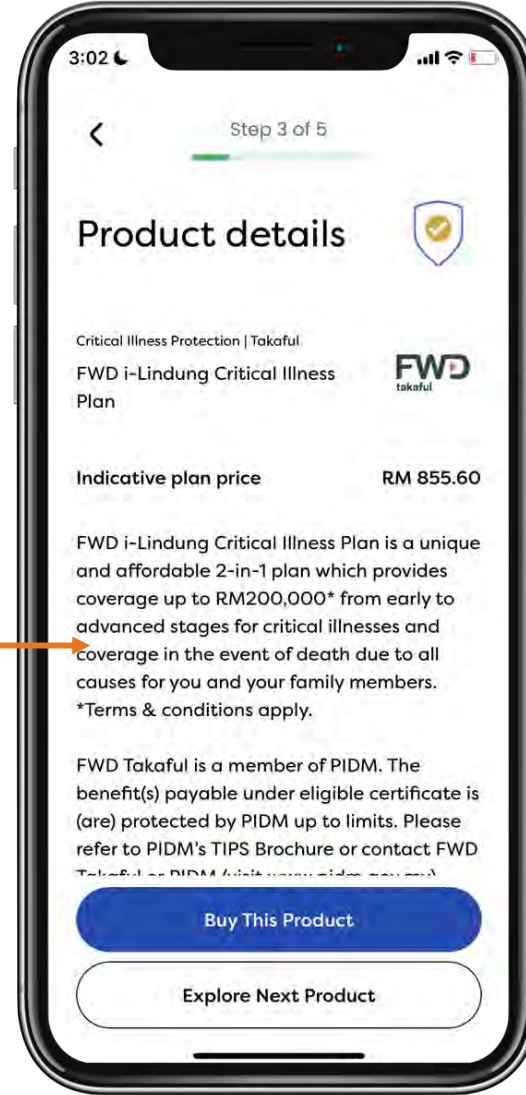
6. Select the type of protection: Critical Illness Protection for CI plan
7. Select product type: Takaful for takaful products
8. Select FWD Takaful Berhad as the provider. Then continue.

Step 3b: Applying for FWD i-Lindung Critical Illness Plan

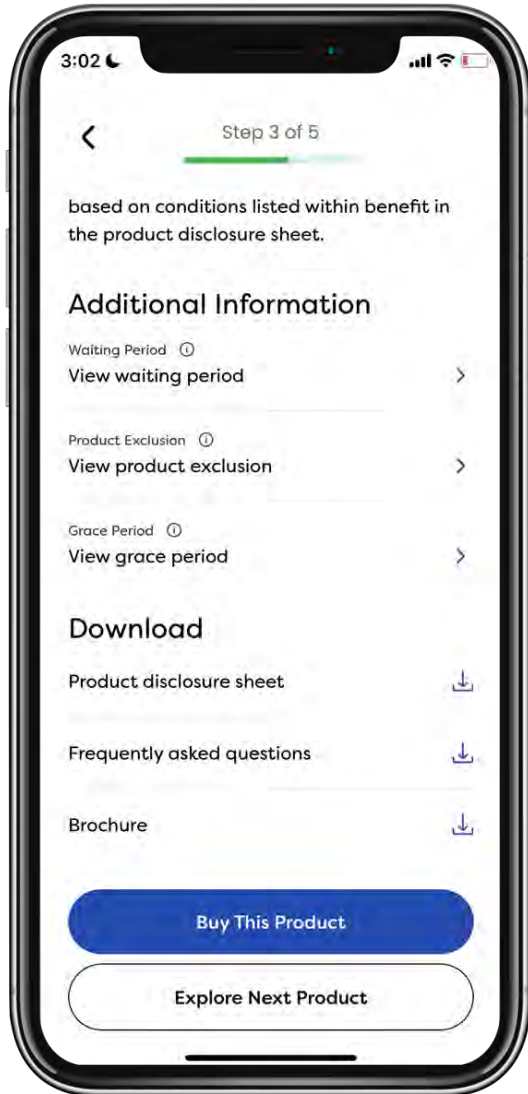


9. Select the plan to continue with the application.

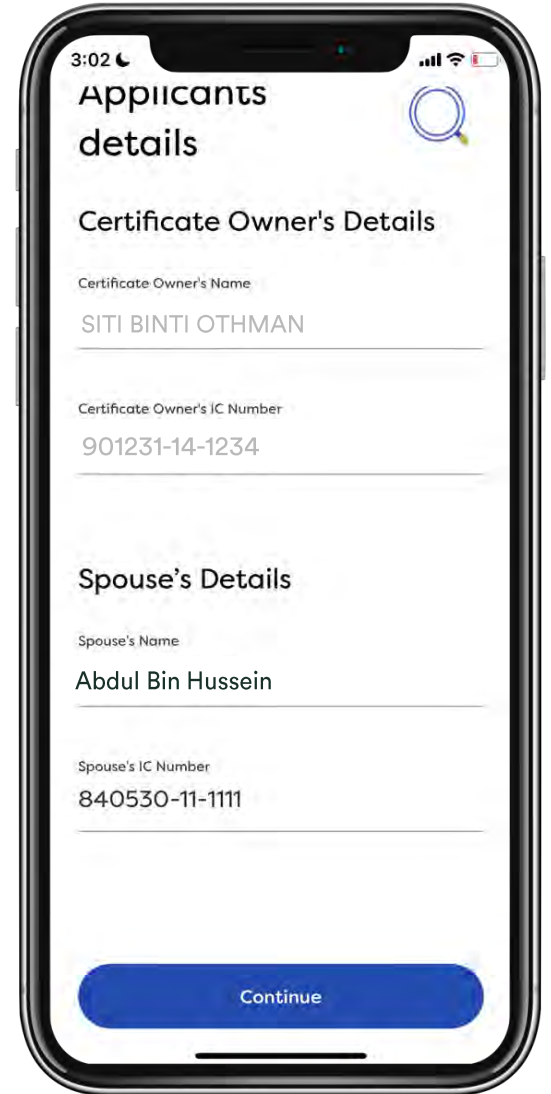
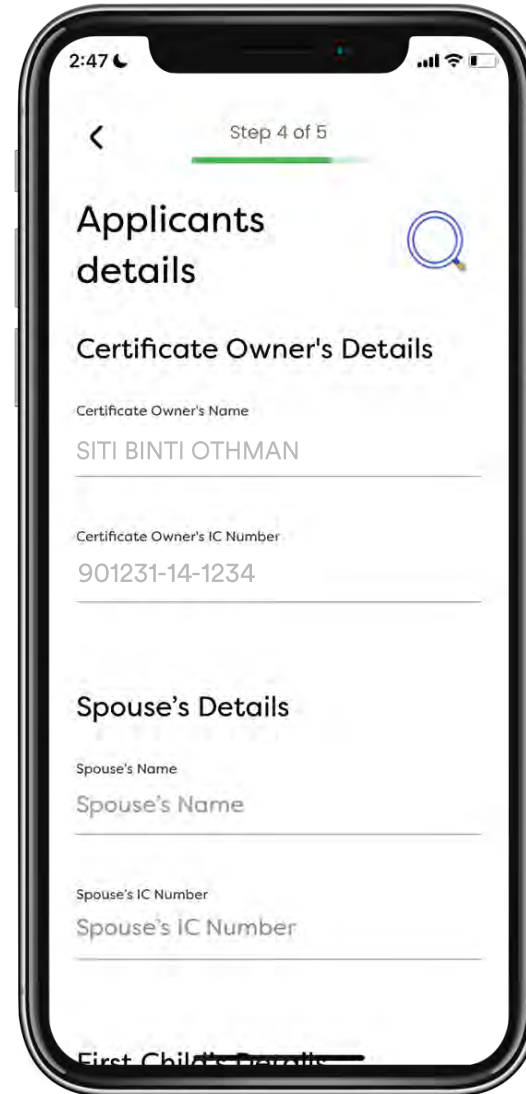
10. Read the product details and scroll down to see additional details on the product.



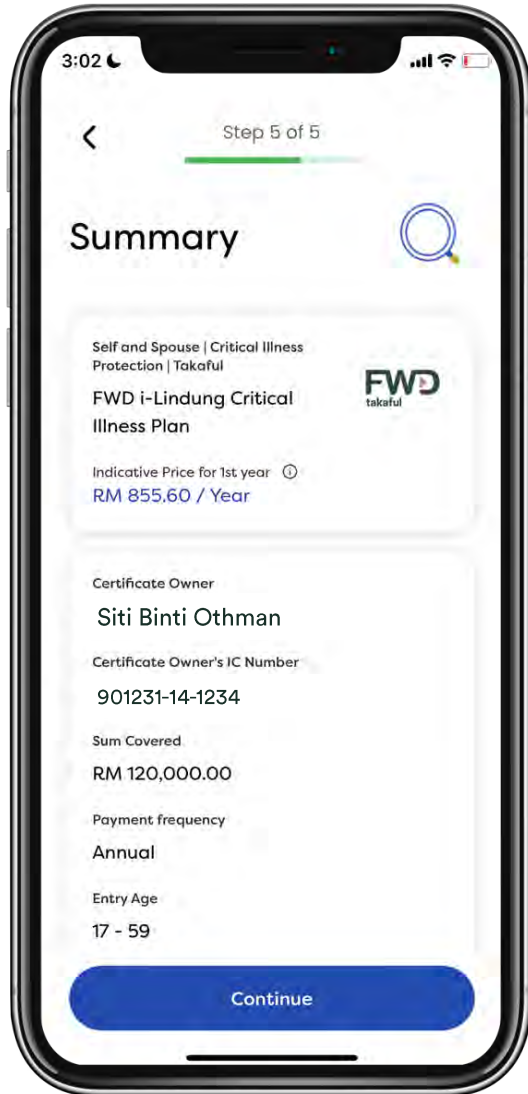
Step 3b: Applying for FWD i-Lindung Critical Illness Plan



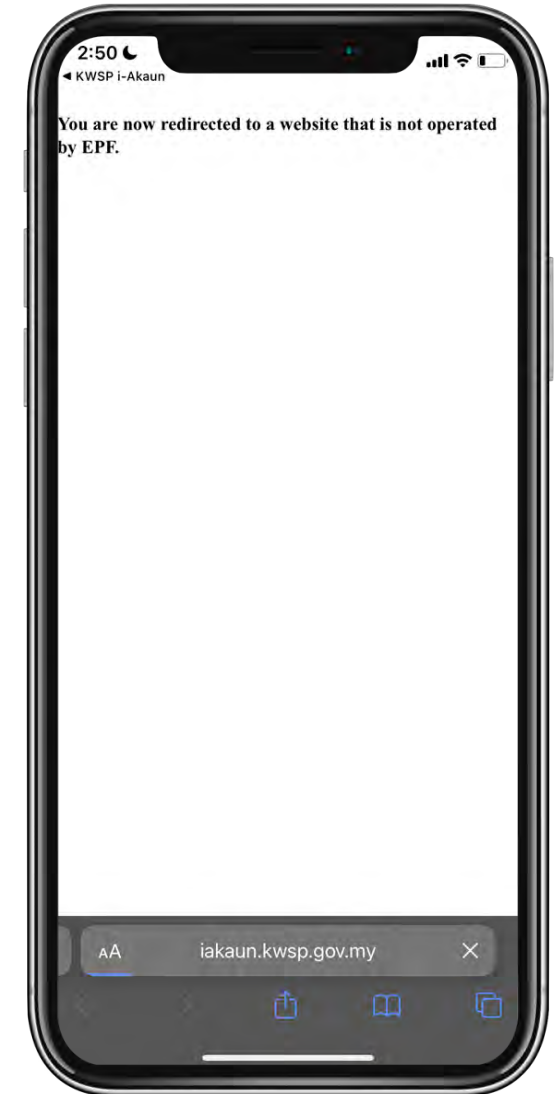
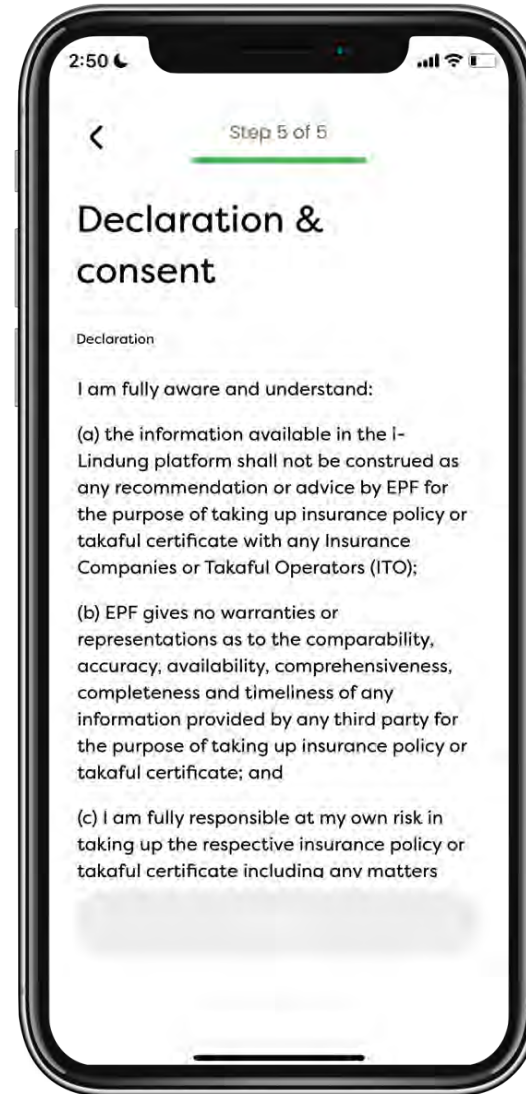
- 11. Proceed when you're ready by clicking on "Buy this product" to go to the next step.
- 12. If you're applying for your family, input their name(s) & ID number(s) as per NRIC.



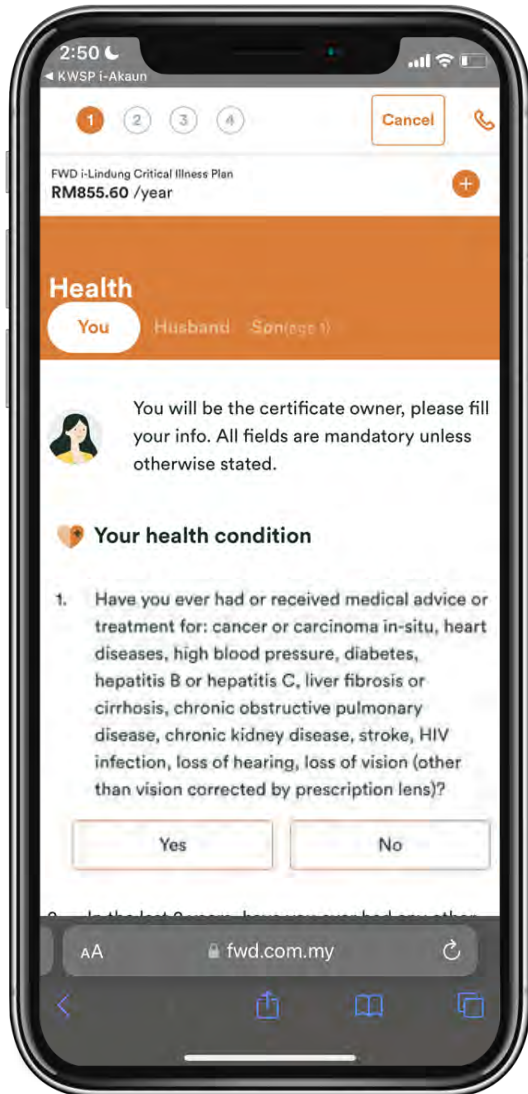
Step 3b: Applying for FWD i-Lindung Critical Illness Plan



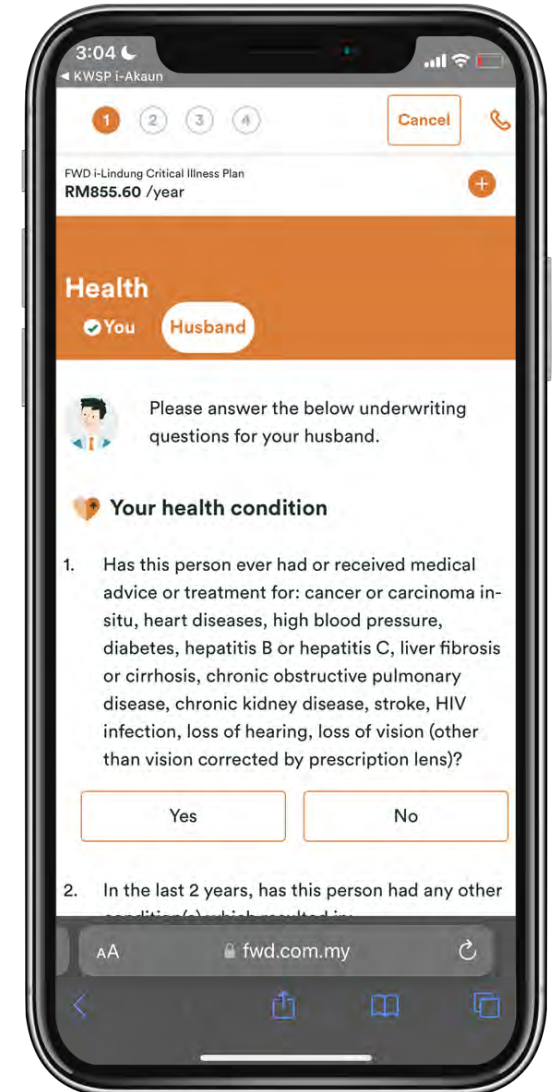
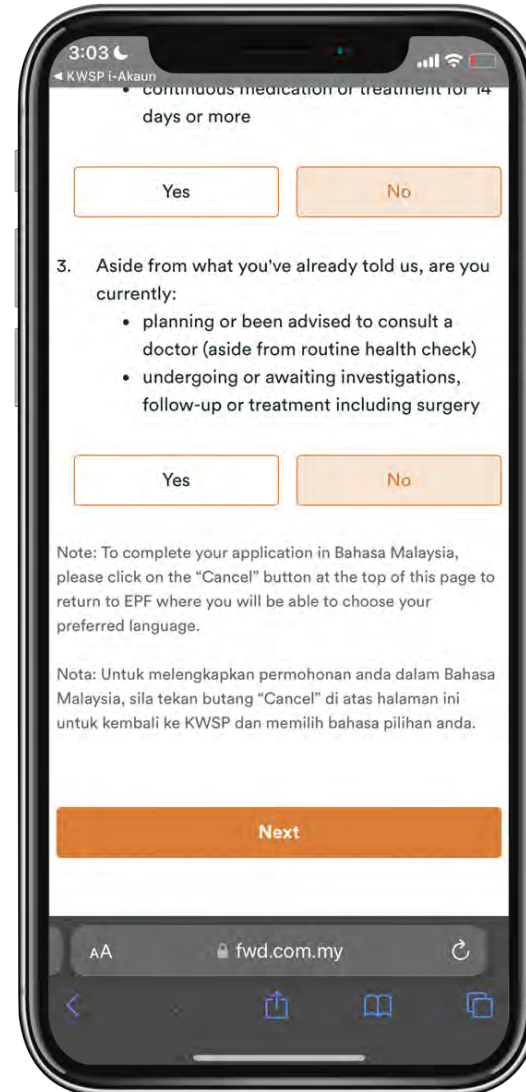
13. Click on continue when you are ready to proceed.
14. And click on accept to declare your understanding and consent.
15. Note that you will be directed to the FWD Takaful site to continue your application.



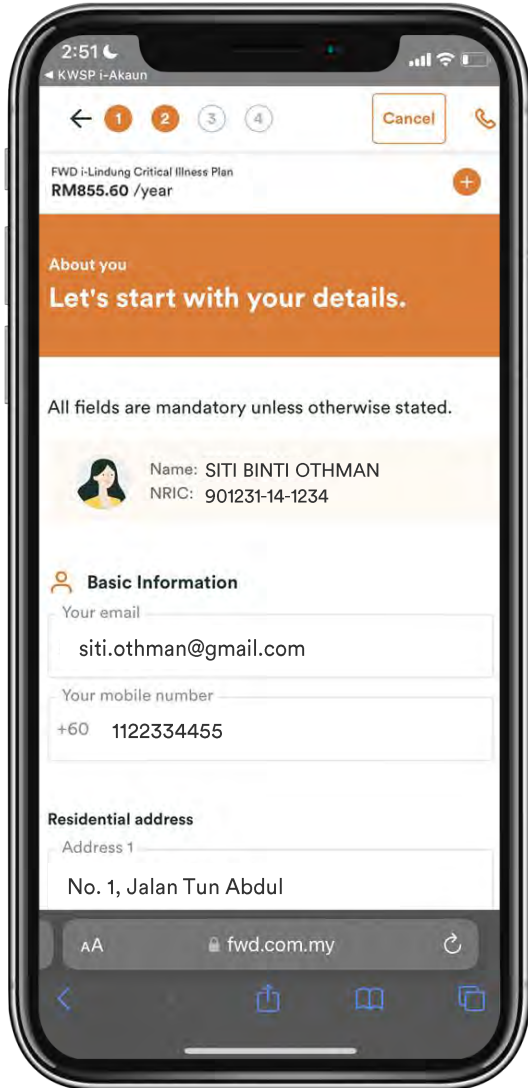
Step 3b: Applying for FWD i-Lindung Critical Illness Plan



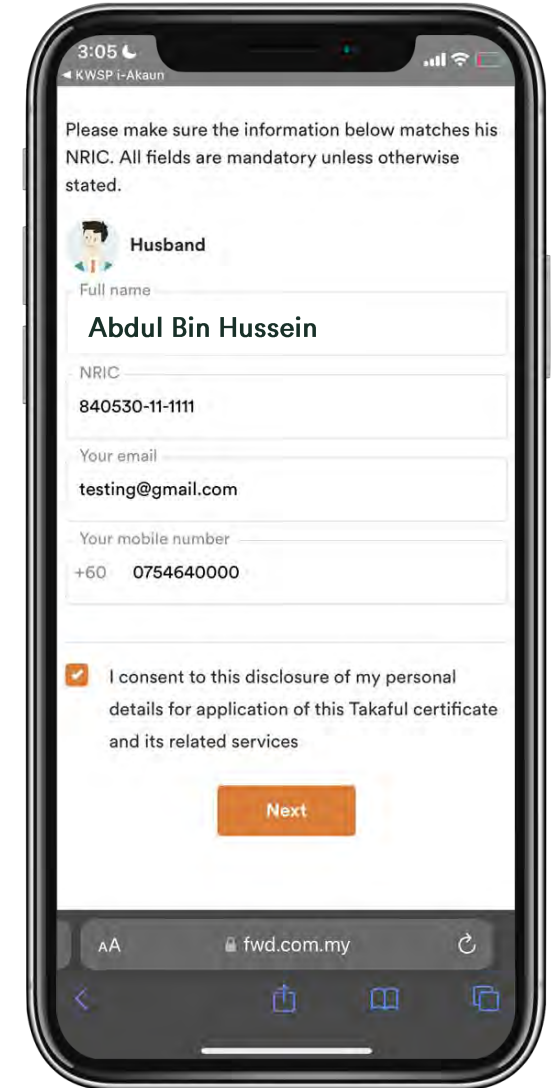
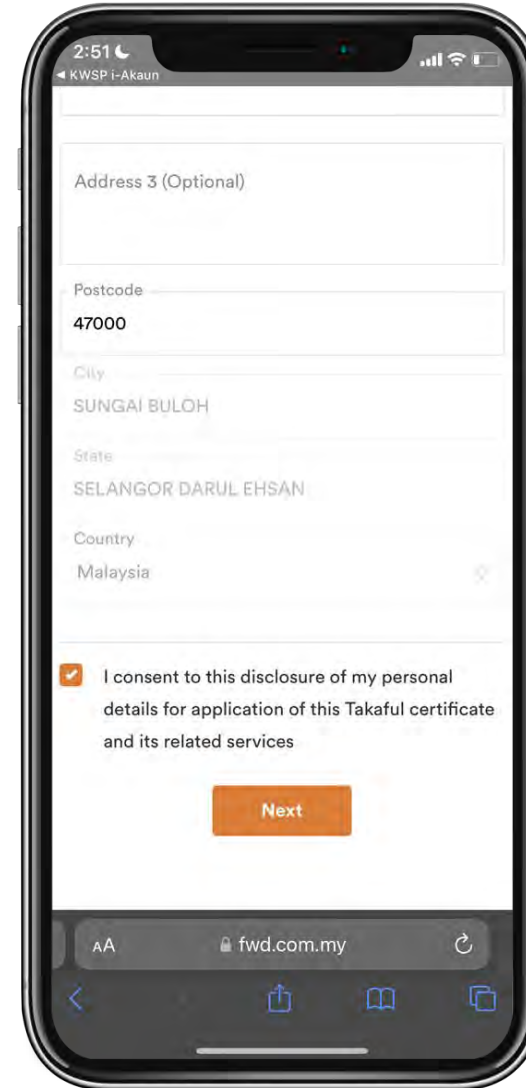
- 16. Read the health questions and provide your answer.
- 17. Read the health questions and provide answer on behalf of your spouse and children (if applicable).



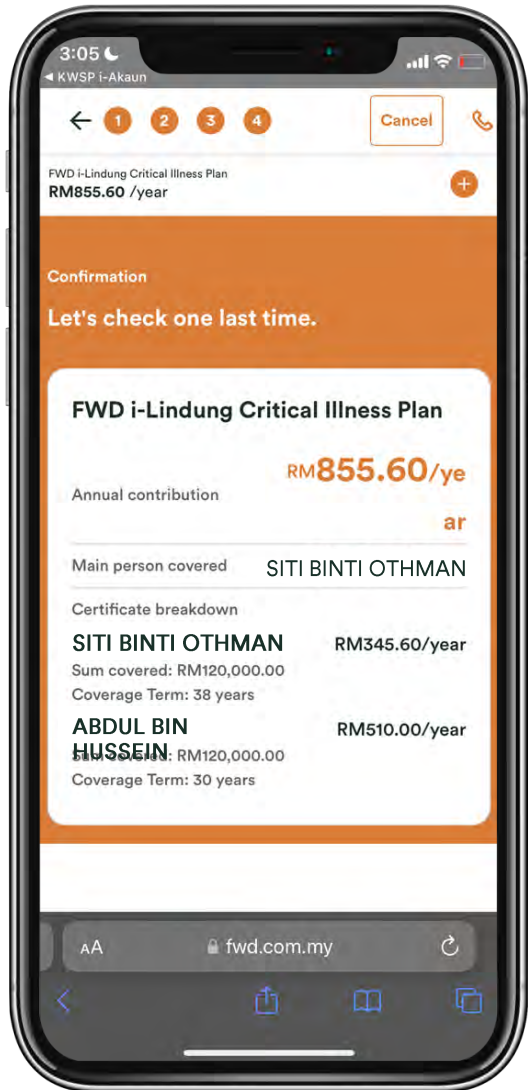
Step 3b: Applying for FWD i-Lindung Critical Illness Plan



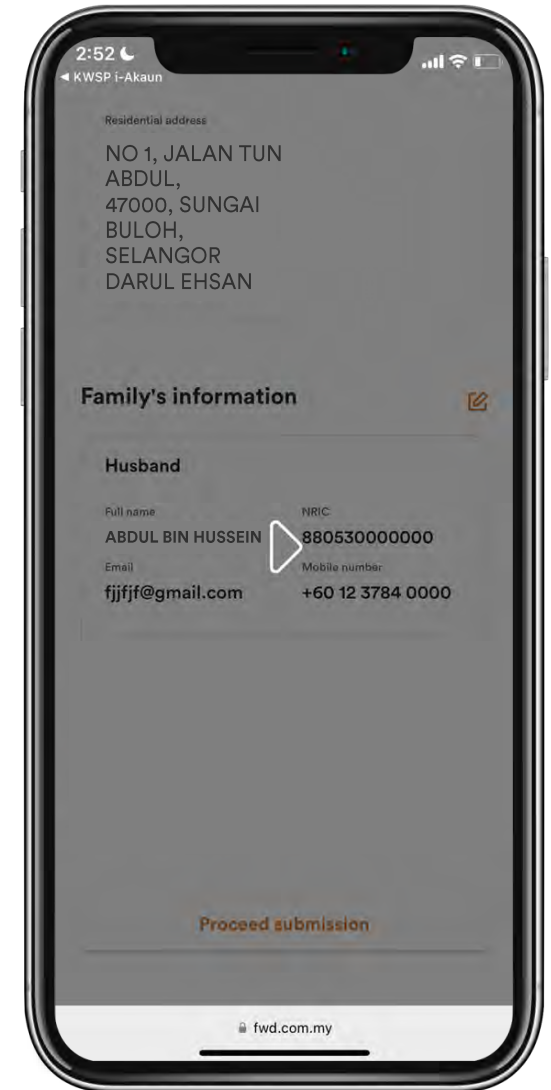
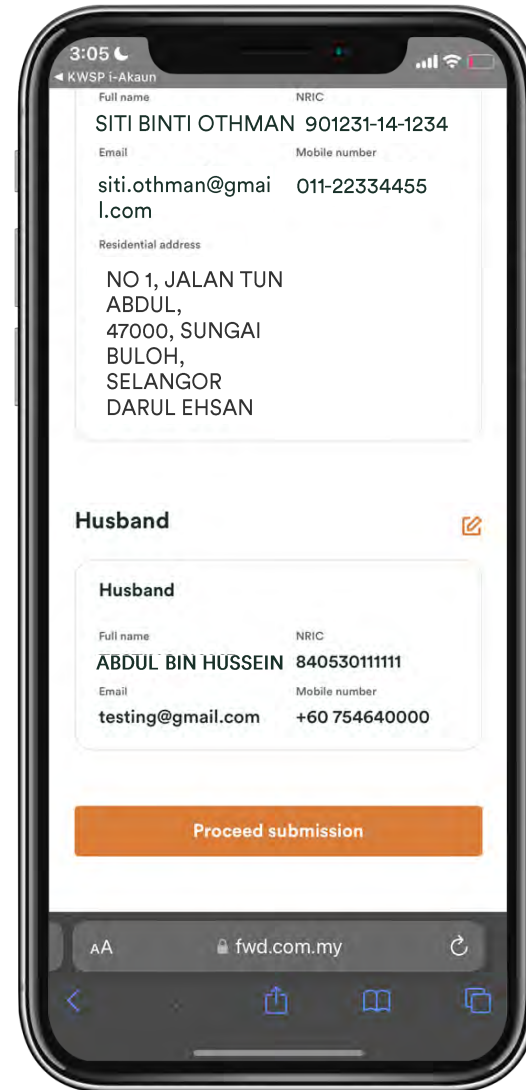
- 18. Review your basic information & email address which you would like your certificate documents to be sent to.
- 19. Fill in the information for your spouse and children (if applicable).



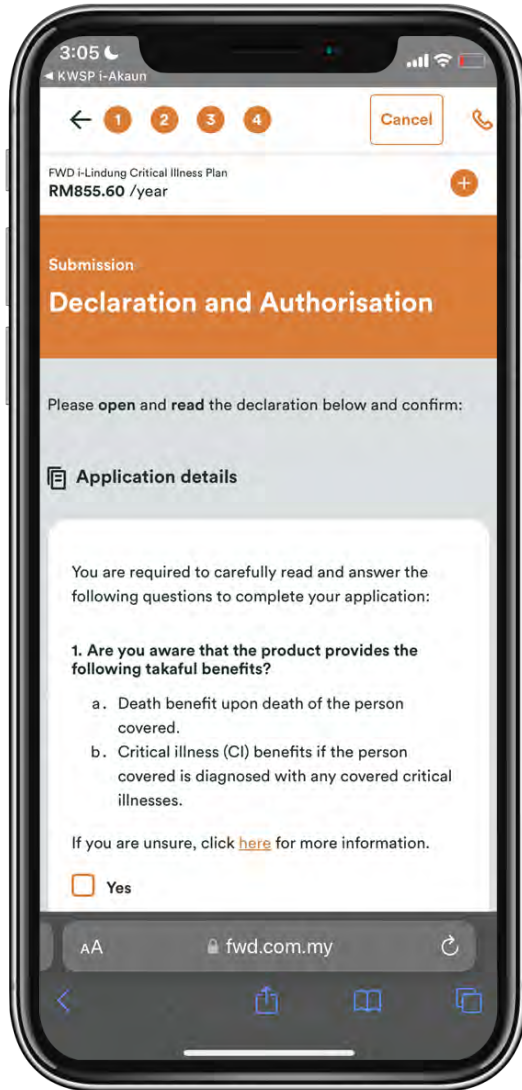
Step 3b: Applying for FWD i-Lindung Critical Illness Plan



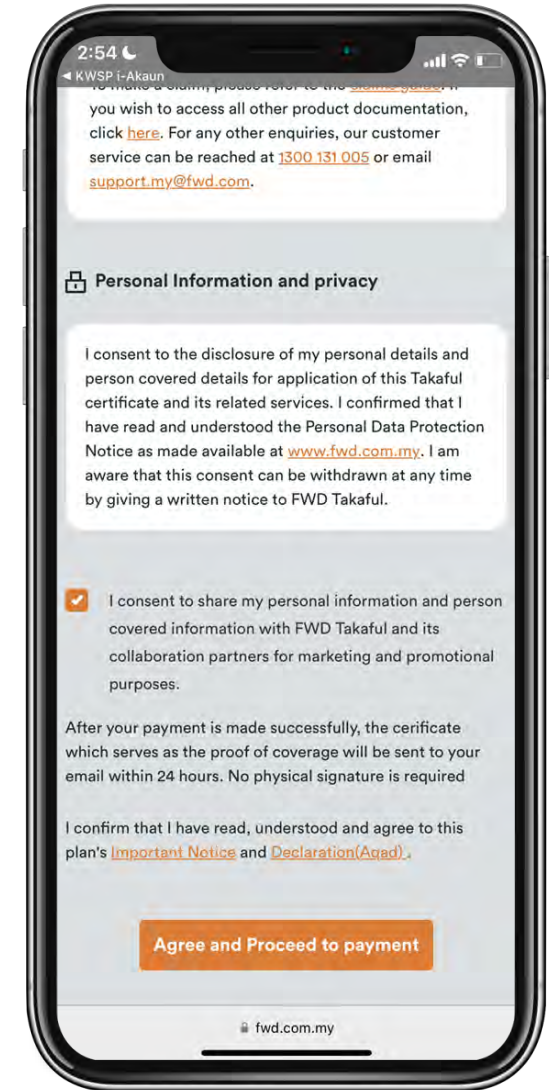
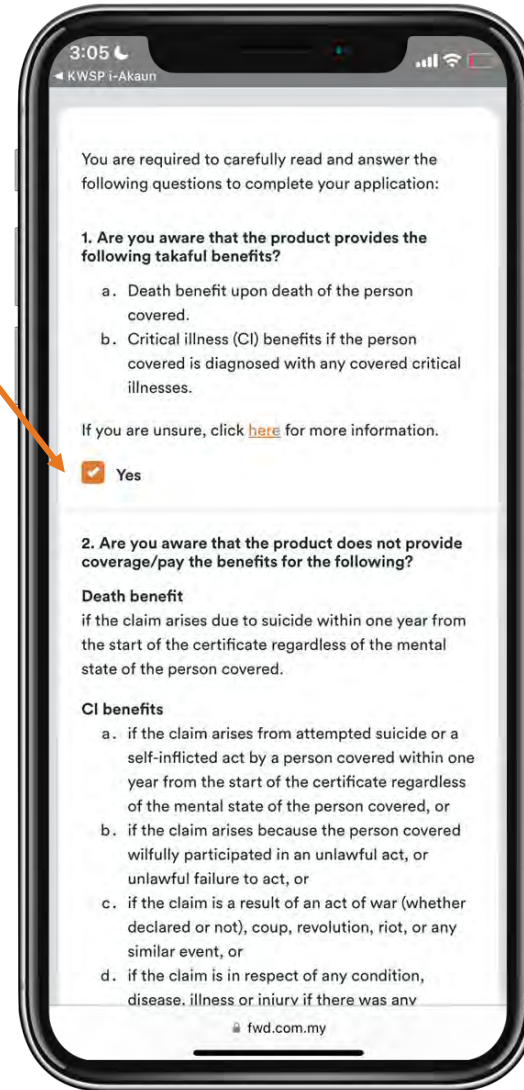
- 20. Review your plan and information. You can click on the edit button if you wish to edit any information.
- 21. Once you're satisfied with the details, click on proceed submission.



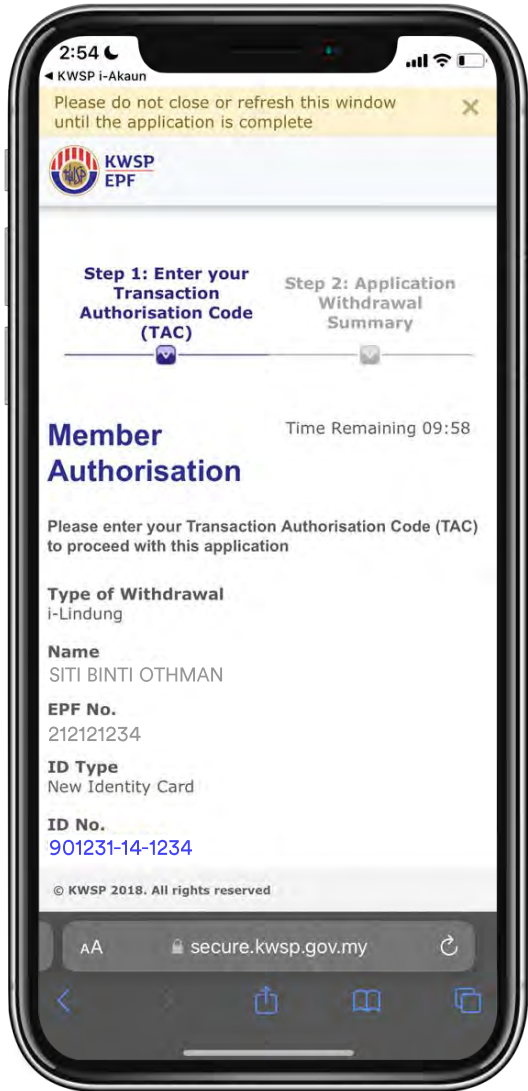
Step 3b: Applying for FWD i-Lindung Critical Illness Plan



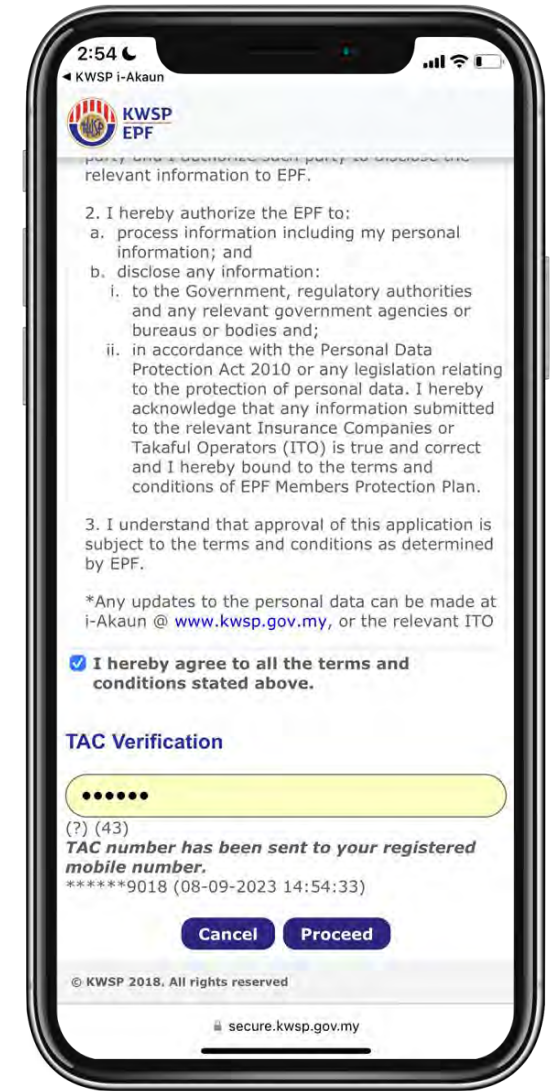
- 22. Read the Confirmation of Understanding. You will need to tick each checkbox to confirm that you have read and understood the terms.
- 23. When you are ready, click "Agree and Pay" to proceed to the transaction page.



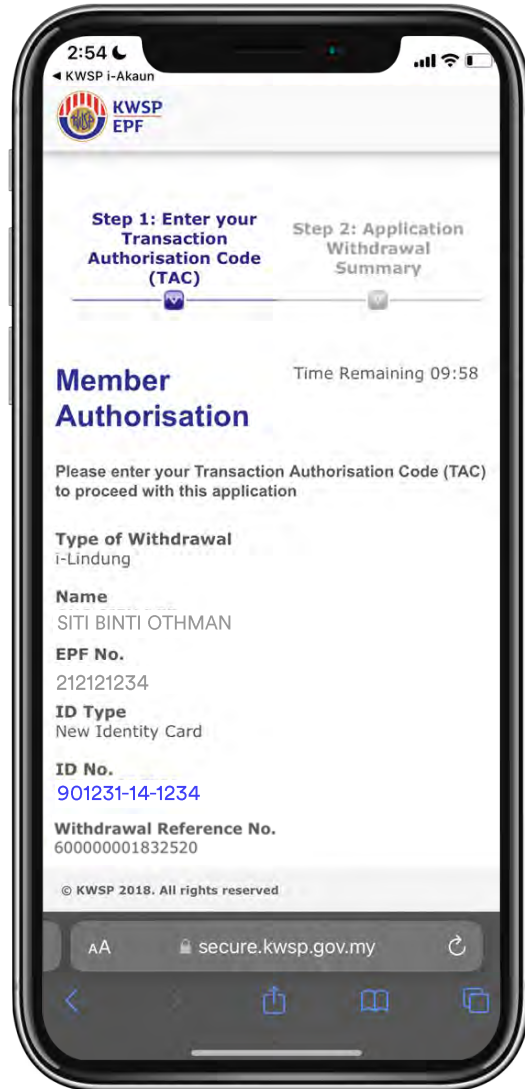
Step 3b: Applying for FWD i-Lindung Critical Illness Plan



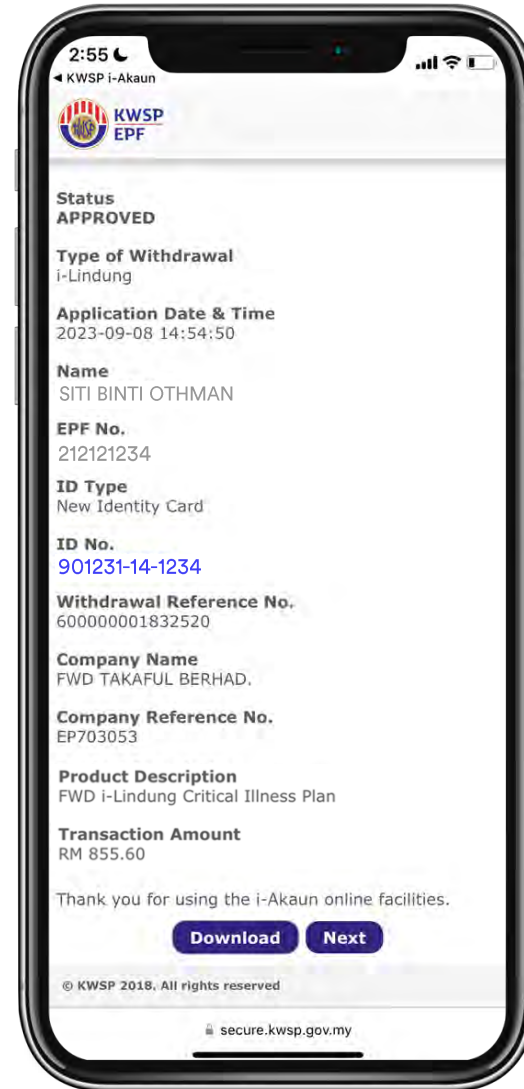
- 24. As a final step to authorise the transaction, read the terms and conditions then tick the checkbox to agree.
- 25. A TAC verification number will be sent to your registered mobile number.



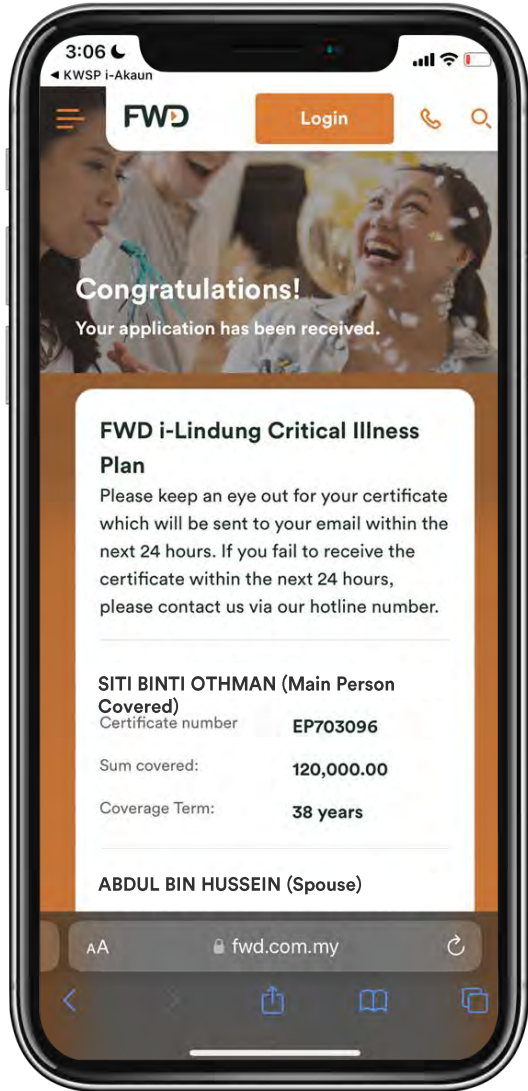
Step 3b: Applying for FWD i-Lindung Critical Illness Plan



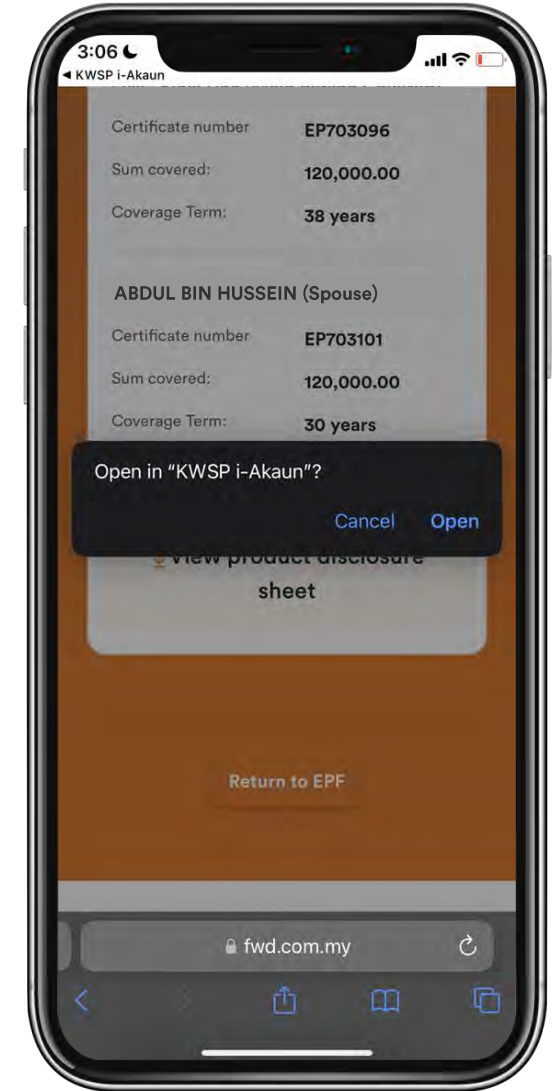
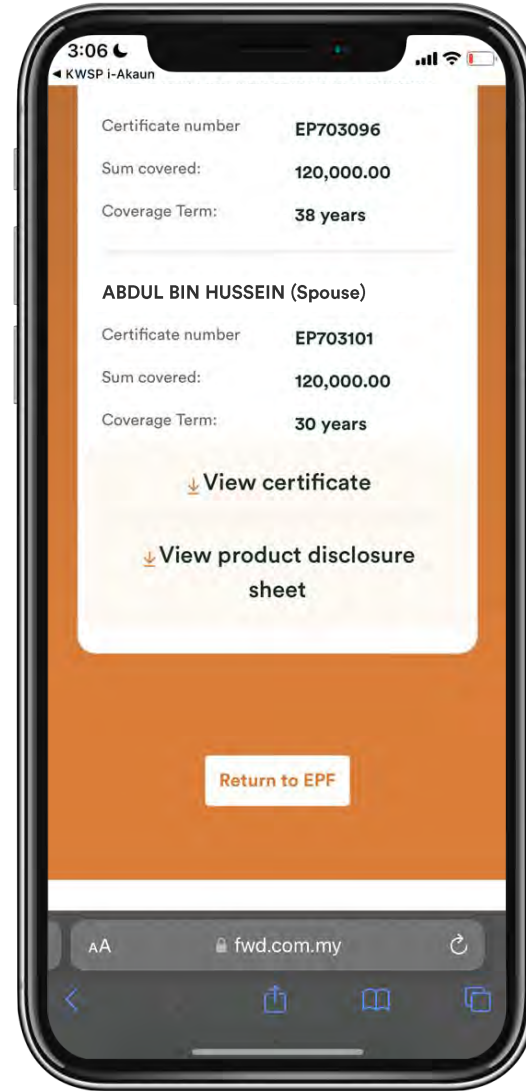
- 26. You can download a copy of the transaction receipt by clicking on the download button.
 - 27. Click on next to complete your transaction.
- You will be redirected from KWSP i-Akaun payment page to FWD Takaful page.



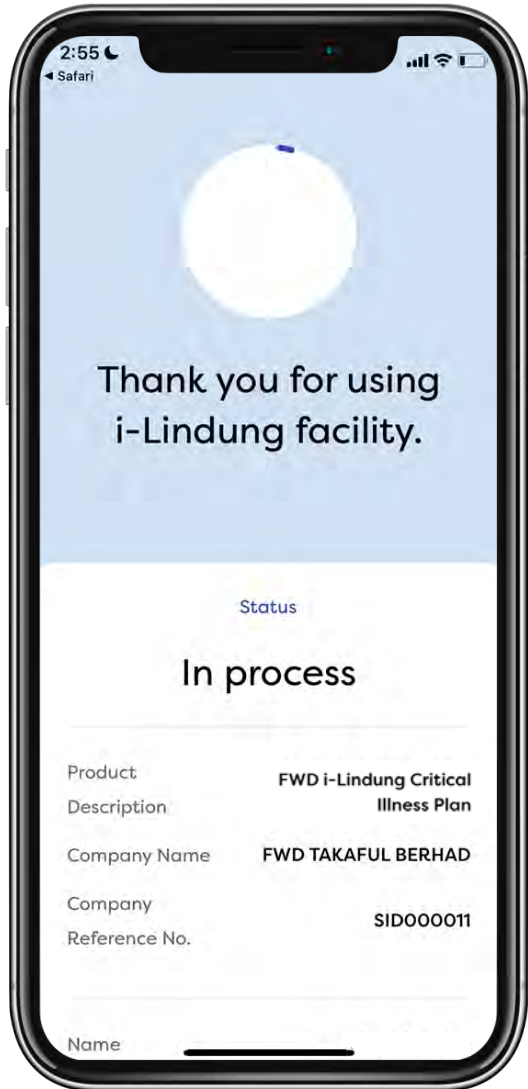
Step 3b: Applying for FWD i-Lindung Critical Illness Plan



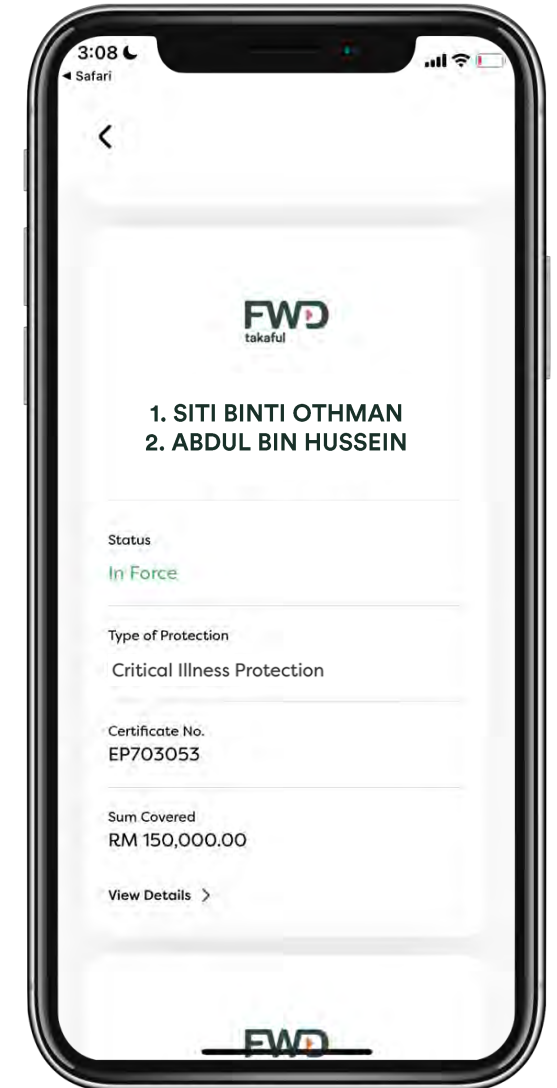
28. Your application is now complete. Click on "Return to EPF" button to check your application status on the KWSP i-Akaun app.



Step 3b: Applying for FWD i-Lindung Critical Illness Plan



29. You can check the status of your application by referring to the application status on this screen.



First Time Login

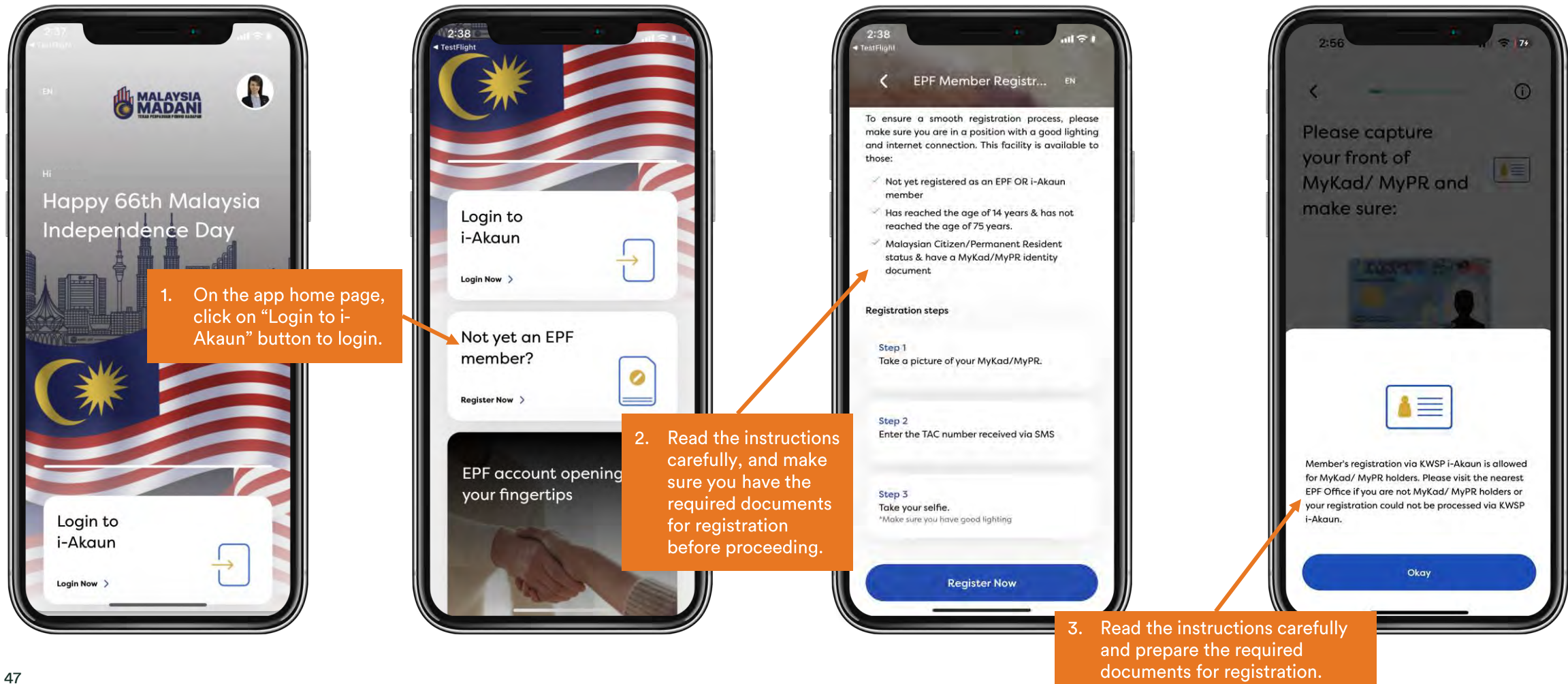
How to login to the KWSP i-Akaun app for the first time

[← Go back to index page](#)

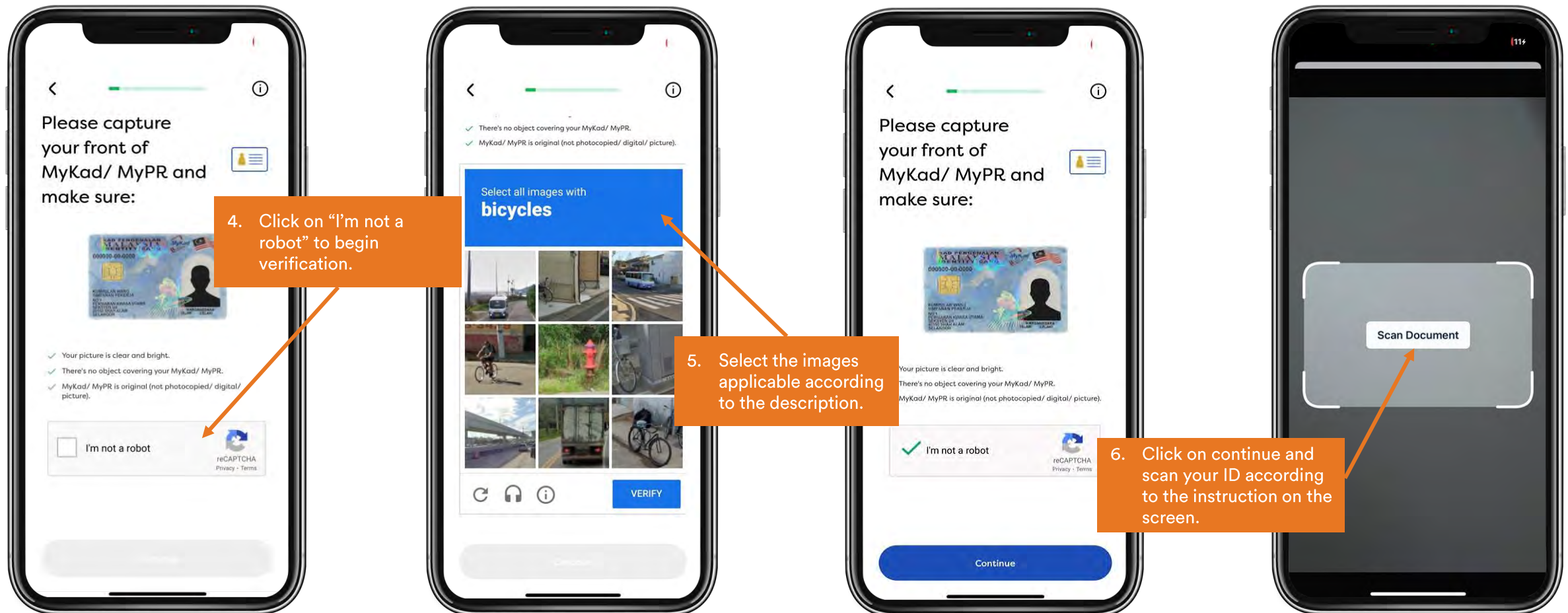
How to register for KWSP i-Akaun

Only Malaysian & Permanent Residential (PR) status EPF/KWSP members can register for a new account via this app.

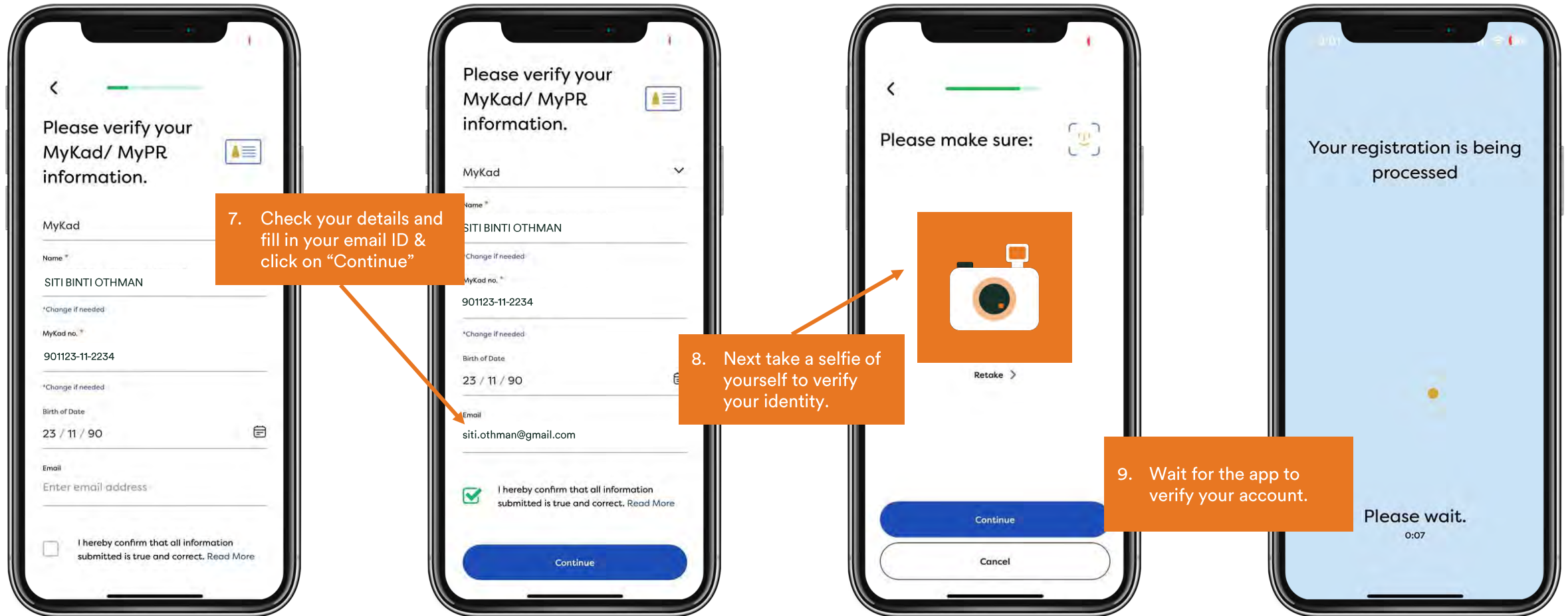
If you are not yet an EPF member, you will need to register as a member at any nearby EPF Counter. App registration can also be done at any EPF counter.



How to login for the first time



How to login for the first time



How to login for the first time



11. And you're all set!

Note: Click on the buttons for instructions on [navigating the app](#) or on how to [apply for i-Lindung plans](#)

[How to navigate app](#) →

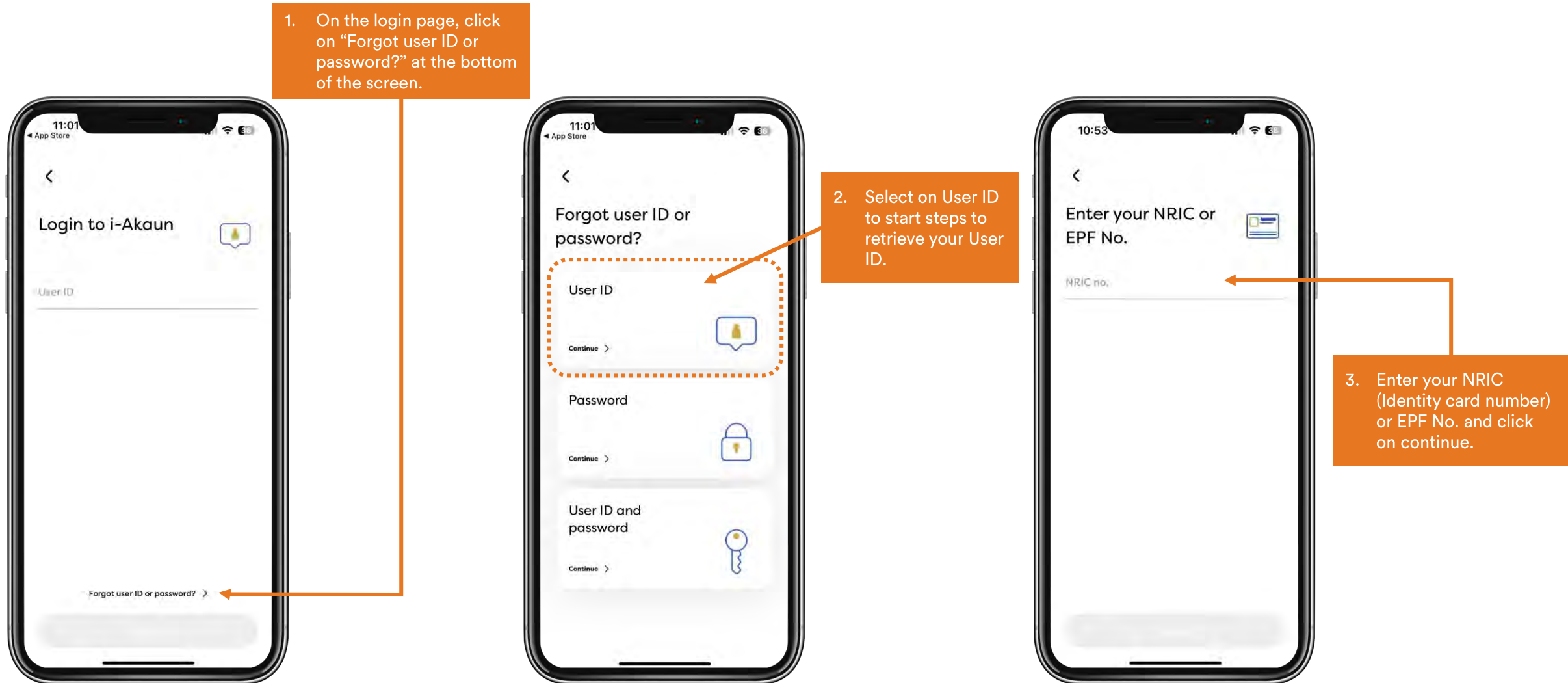
[How to apply](#) →

Forgot User ID or Password

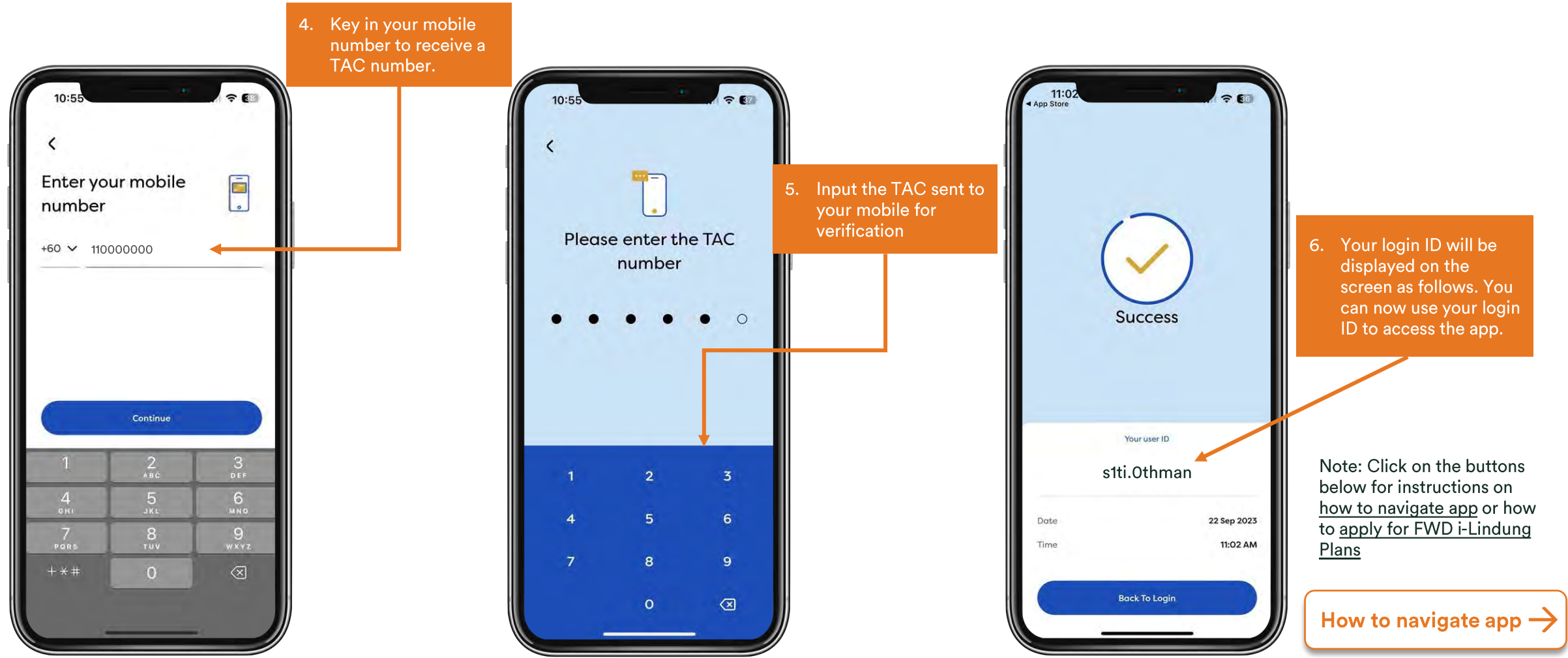
How to retrieve forgotten user ID or password

[← Go back to index page](#)

Forgot Login: How to retrieve login ID



Forgot Login: How to retrieve login ID



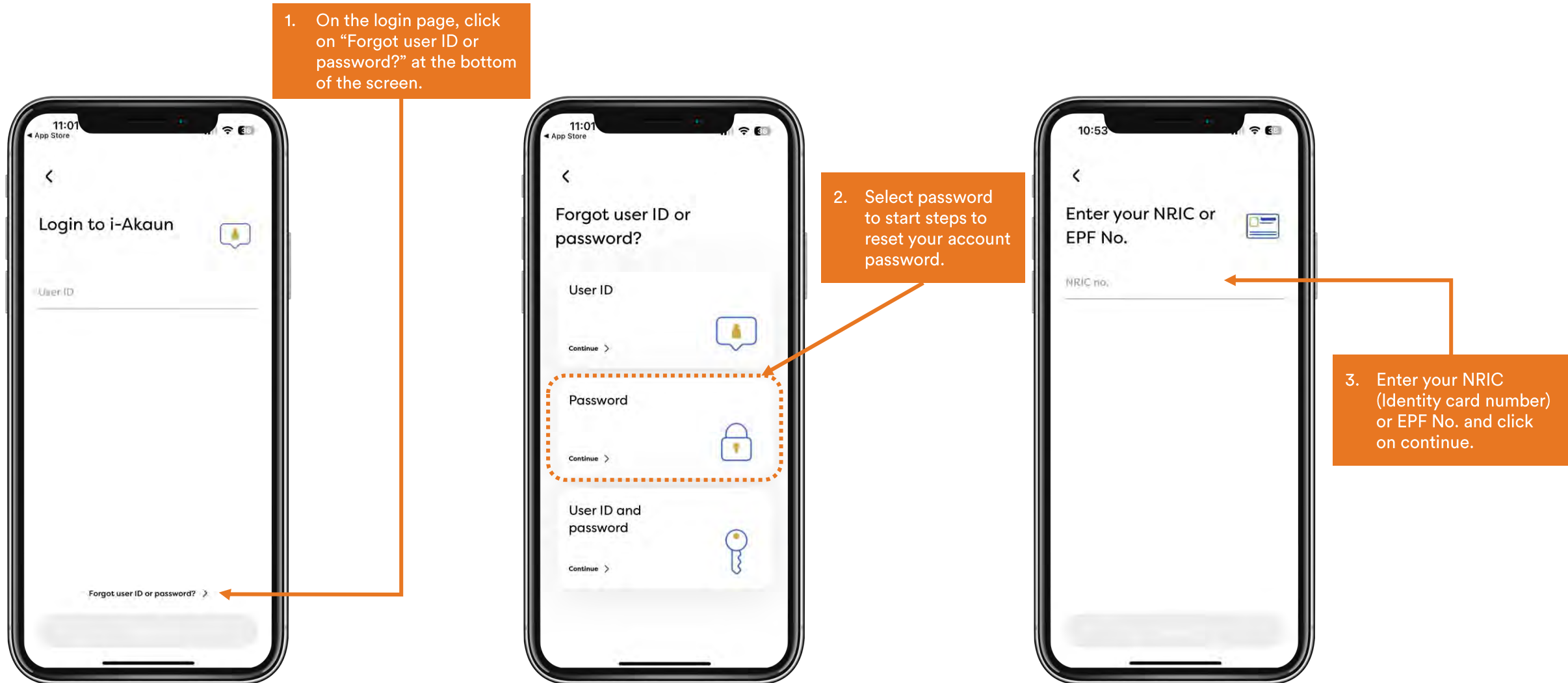
Note: Click on the buttons below for instructions on [how to navigate app](#) or how to [apply for FWD i-Lindung Plans](#)

[How to navigate app](#) →

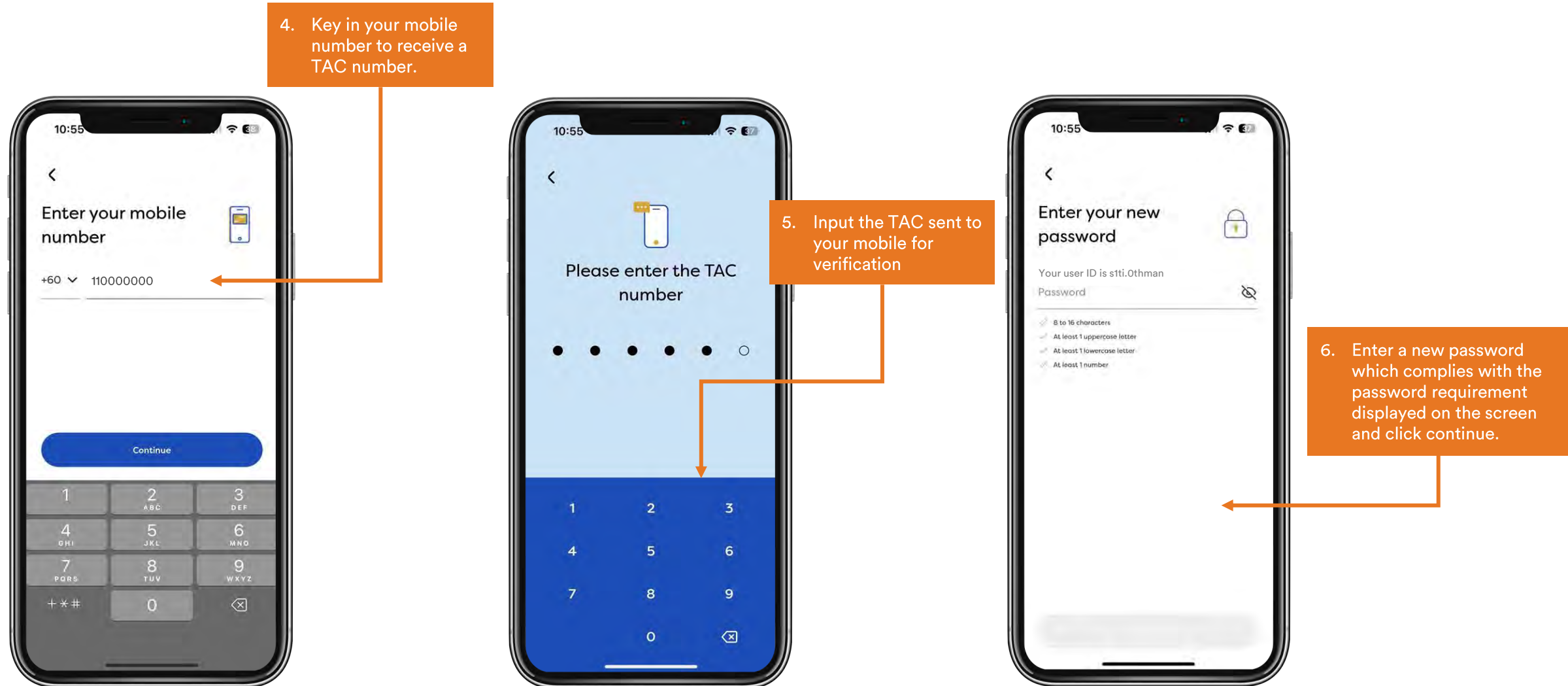
[How to apply](#) →

For password reset, proceed to next page.

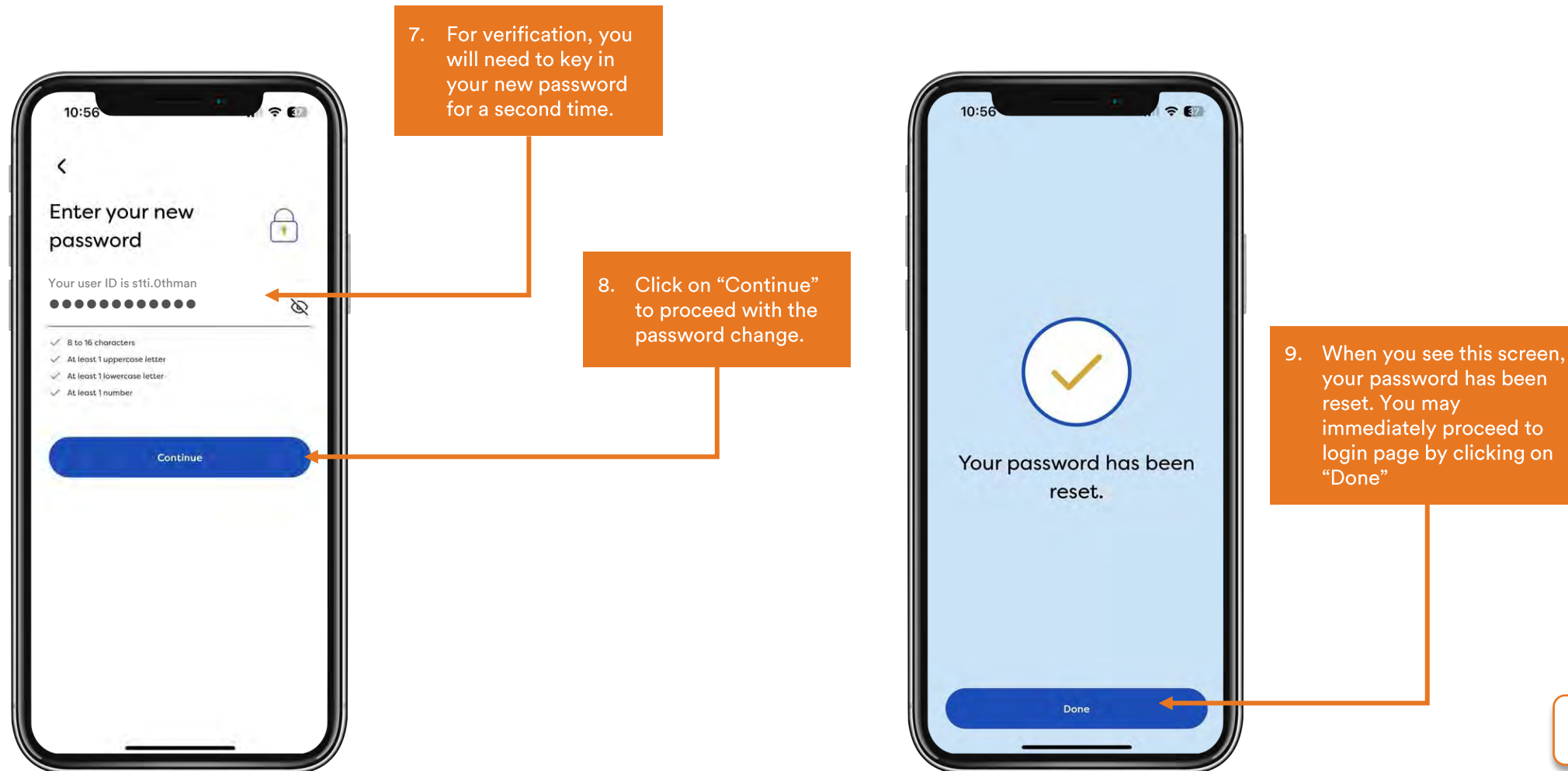
Forgot Password – How to reset password



Forgot Login: How to retrieve login ID



Forgot Login: How to retrieve login ID



Note: Click on the buttons below for instructions on [how to navigate app](#) or how to [apply for FWD i-Lindung Plans](#)

[How to navigate app](#) →

[How to apply](#) →



Celebrate living
fwd.com.my

Thank you