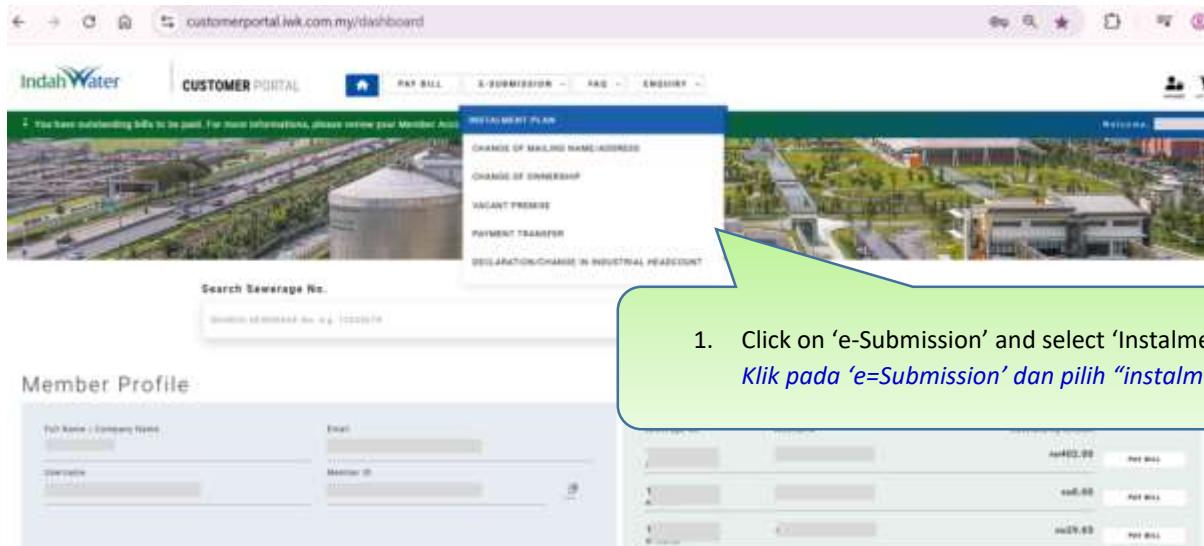


Guide to Instalment Plan

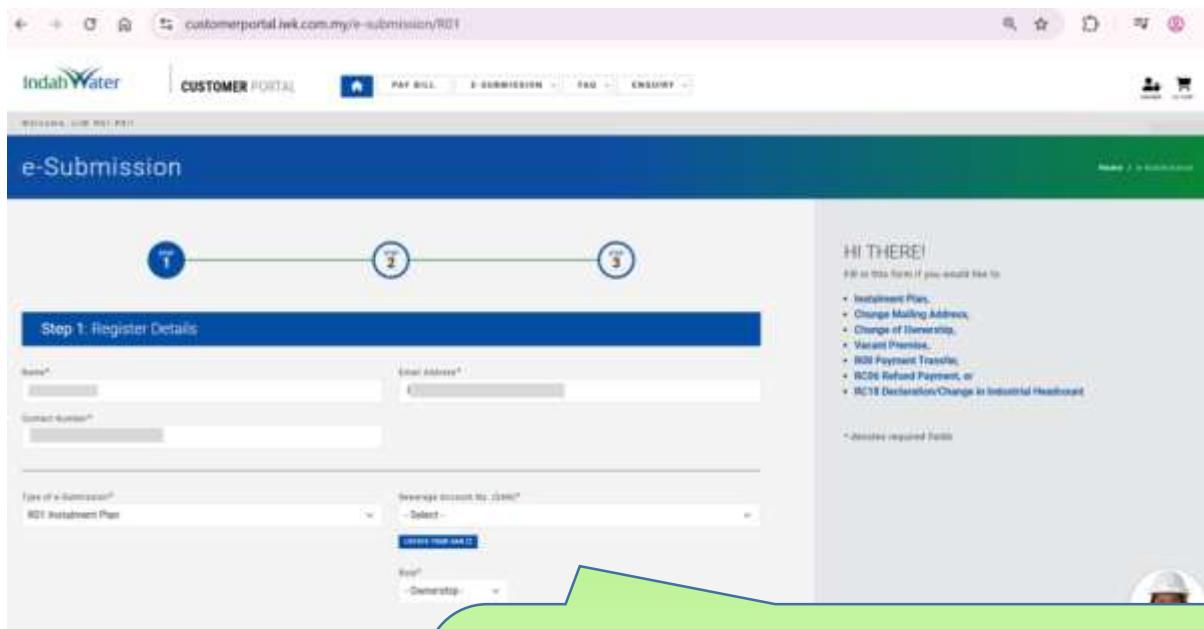


Visit our page at <https://customerportal.iwk.com.my/> and log in using your credentials. If you haven't registered on the Customer Portal yet, please proceed with the registration.

Layari laman sesawang di <https://customerportal.iwk.com.my/> dan terus log masuk dengan kata laluan anda. Pastikan anda sudah berdaftar dalam Portal Pelanggan dan jika belum, sila teruskan dengan pendaftaran Portal Pelanggan.



1. Click on 'e-Submission' and select 'Instalment Plan'
Klik pada 'e=Submission' dan pilih "instalment Plan"



2. Ensure all details are correct and select the Sewerage Account Number (SAN) for which you intend to apply for an Instalment Plan. If the SAN is not available in the drop-down list, please add it on the Member Account page.
Pastikan semua butiran adalah betul dan pilih Nombor Akaun Pembetungan (SAN) yang ingin anda mohon untuk Pelan Ansuran. Jika SAN tidak terdapat dalam senarai pilihan, sila tambah SAN di halaman ‘Member Account’

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The screenshot shows the 'e-Submission' step for an Instalment Plan application. The application amount is RM 800.00. The instalment effective date is set to 01/01/2023. A green callout box highlights the checkbox for accepting terms and conditions, with the following text:

3. Select the number of instalments. The available options are pre-determined based on the total outstanding balance. Click the checkbox to agree to the Terms and Conditions of the Instalment Plan
Klik pada kotak pilihan untuk bersetuju dengan Terma dan Syarat Pelan Ansuran.

The screenshot shows Step 3: Complete e-Submission. The application amount is RM 800.00. The instalment effective date is set to 01/01/2023. A green callout box highlights the summary section on the right, which displays the application ID (R01-INSTALMENT PLAN) and the message 'Application for Instalment Plan is completed.'

The screenshot shows the confirmation page for the Instalment Plan application. The application amount is RM 800.00. The instalment effective date is set to 01/01/2023. A green callout box highlights the summary section on the left, which displays the application ID (R01-INSTALMENT PLAN), the application date (01/01/2023), and the message 'Dear Mr/Madam,
Thank you for your e-Submission (R01-Instalment Plan).
Please allow a processing time of approximately 5 working days. Please note that we may seek additional documents if your submission is incomplete. Indah Water Konsortium Sdn Bhd reserves the right to decline any application if the information provided is deemed incomplete or inaccurate. The number of instalments and the amount of each instalment will be determined by the bank after the application has been processed.' The summary also lists the customer's name, address, phone numbers, and other details.

4. A summary will be displayed for your reference, followed by an email sent to your registered email address.
Once application is approved, IWK will issue a confirmation letter.
Halaman ringkasan akan dipaparkan untuk rujukan anda, diikuti dengan e-mel yang dihantar ke alamat e-mel berdaftar anda. Setelah permohonan diluluskan, IWK akan mengeluarkan surat pengesahan.

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IMPORTANT

Please note that sewerage fees must be paid promptly within 30 days of the billing date. Instalment Plan applications are subject to approval. However, once approved, it is essential to adhere to the scheduled payment plan; otherwise, IWK reserves the right to cancel the approved instalment plan and demand full payment in a lump sum

PENTING

Sila ambil perhatian bahawa bayaran pembetungan mesti dijelaskan dalam tempoh 30 hari dari tarikh bil dikeluarkan. Permohonan Pelan Ansuran adalah tertakluk kepada kelulusan. Namun, setelah diluluskan, adalah penting untuk mematuhi jadual pembayaran yang ditetapkan; jika tidak, IWK berhak membatalkan pelan ansuran yang diluluskan dan menuntut bayaran penuh secara sekaligus.