

PRIME

Portal User Guide

Specially curated experiences by the best, for the best.



Property

Highlights

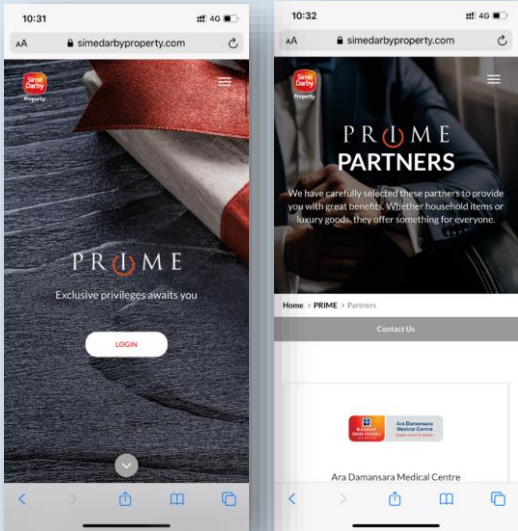
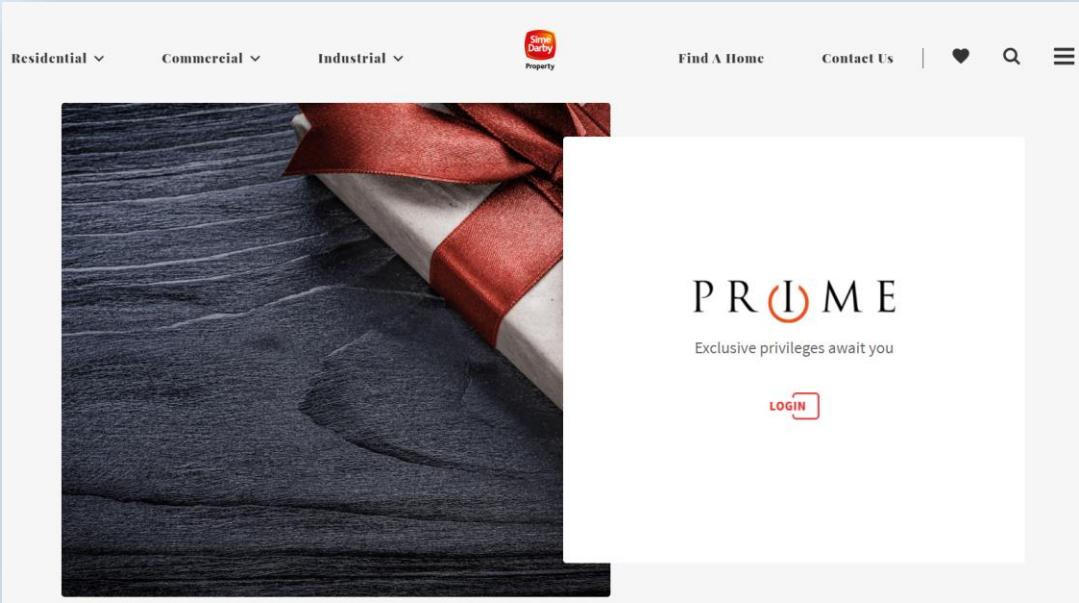
1. Access to PRIME Portal
2. PRIME Portal Dashboard: Overview of Features Available
3. Guide to Use: Defect Report Submission
4. Contact Us

PRIME Portal

Customer Experience, Marketing & Sales



Access to PRIME Portal



Sime Darby Property Website:
<https://sime Darby Property.com>

PRIME Mobile App

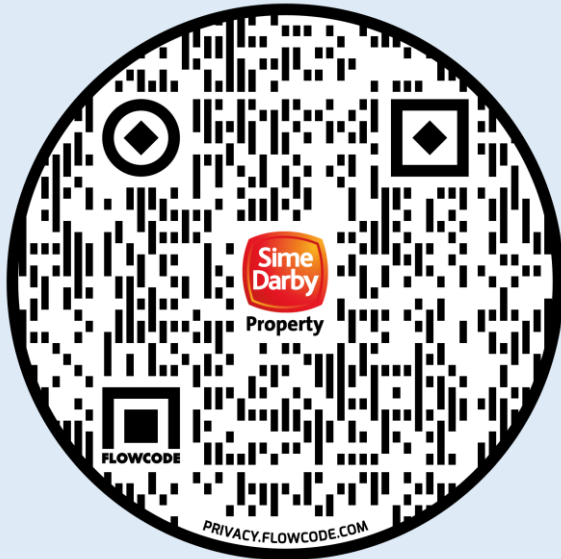


Download App

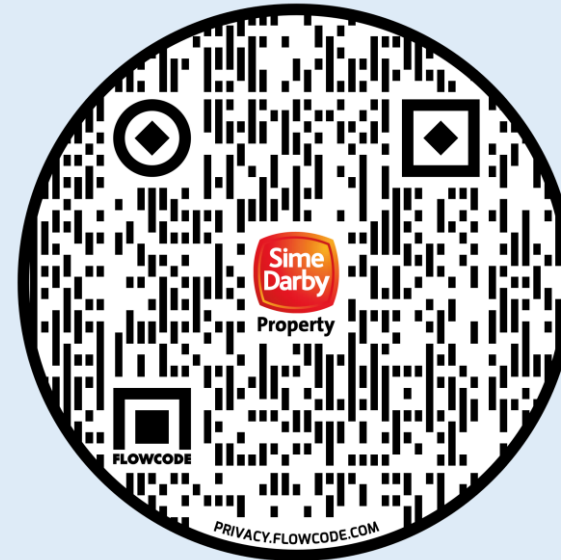


Sime Darby Property App

PRIME App can be accessed through our Sime Darby Property App.
To install, scan the QR codes below for either **Apple App Store** or **Google Play Store**.



Apple App Store

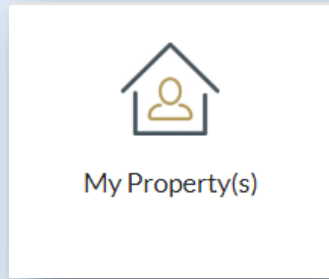


Google Play

Google Play Store

PRIME Portal Dashboard: Overview of Features

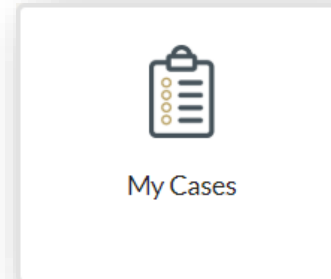
PRIME PORTAL DASHBOARD



My Property(s)

1

View of property information such as Unit Address, VP Date and Request Defect Rectification (New and within DLP period)



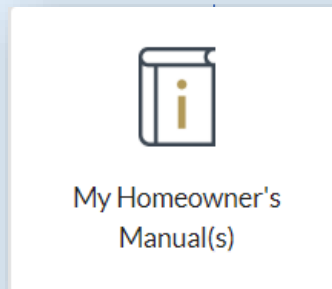
My Cases

2

View of Defect Rectification & Feedback case submitted to SDP

3

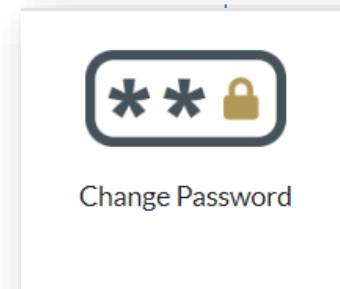
Homeowner's Manual Guide for every unit



My Homeowner's Manual(s)

4

Self-service change password



Change Password

Guide to Use: Defect Report Submission

Step-by-Step Guide to Submit Defect Report

My Dashboard > My Property(s)

My Property(s)

Township	Phase	Unit Address	Unit ID	Status*	Purchase Type	VP Date	Request Defect Rectification	Request Feedback on Common Area
BANDAR BUKIT RAJA	BR14B2-ELSA	31 JALAN SUMAZAU 4A/KUS, BANDAR BUKIT RAJA	76170	Owned	New	01/07/2020	Add Request	Add Request

Total: 1

1. To submit defect rectification request, click on **My Property(s)** and click **Add Request** button under **Request Defect Rectification**.

2. To submit general feedback, click at **Add Request** button under **Request Feedback on Common Area**

My Dashboard > My Properties > Defect Rectification Request

Defect Rectification Request

Township	BANDAR BUKIT RAJA
Unit Address	31 JALAN SUMAZAU 4A/KUS, BANDAR BUKIT RAJA
Title	Defect Rectification for 31 JALAN SUMAZAU 4A/KUS, BANDAR BUKIT RAJA
Remarks	<input type="text"/>

Defect Rectification Items

[Reminder - Up to 30 items per submission!] [Add Defect Rectification Item](#)

There are no Defect Rectification Items to display.

Notwithstanding the submission of your notice of defect, the notice is only deemed received by us when the key (s) have been delivered to us and/ or access to your property has been granted to us.

[Save as Draft](#) [Review And Submit](#)

3. Click **Add Defect Rectification Item** to add new defect item

Step-by-Step Guide to Submit Defect Report

The screenshot shows the PRIME PORTAL interface for submitting a defect report. The navigation bar includes Dashboard, Rewards, Happenings, Partners, and Contact Us. The breadcrumb trail is My Dashboard > My Properties > Defect Rectification Request. The form is titled "Defect Rectification Items" and contains the following fields:

- Type/Product: A dropdown menu with "--None--" selected.
- Description of Defect: A dropdown menu with "--None--" selected and a downward arrow.
- Location: A dropdown menu with "--None--" selected.
- Description: A large text area for entering the defect details.
- Upload Image (Max size: 10MB): A "Choose File" button with "No file chosen" text.

At the bottom of the form, there are three buttons: "Cancel", "Done", and "Add more defects". A red reminder text states: "[Reminder - Up to 30 items per submission!]". Below the buttons, a small disclaimer reads: "Notwithstanding the submission of your notice of defect, the notice is only deemed received by us when the key (s) have been delivered to us and/ or access to your property has been granted to us."

4. Choose all required field in drop down menu for **Type/Product**, **Description of Defect** & **Location**. Fill up description if any.

5. Photos submitted must be in **jpg, jpeg, gif or tiff formats** only.

6. If you want to add more defect, click at **“Add more defects”** and click **“Done”** after finish.

Step-by-Step Guide to Submit Defect Report

PRIME PORTAL

Dashboard Rewards Happenings Partners Contact Us


My Dashboard > My Properties > Defect Rectification Request

Defect Rectification Request

Township	BANDAR BUKIT RAJA
Unit Address	31 JALAN SUMAZAU 4A/KU5, BANDAR BUKIT RAJA
Title	Defect Rectification for 31 JALAN SUMAZAU 4A/KU5, BANDAR BUKIT RAJA
Remarks	

Defect Rectification Items

[Reminder - Up to 30 items per submission!] [Add Defect Rectification Item](#)

No.	Type / Product	Location	Description of Defect	Uploaded Photo	Description	Action
1	SF-Sanitary Fitting	Bathroom 1	01-Broken/Damage		WC broken	Delete Edit

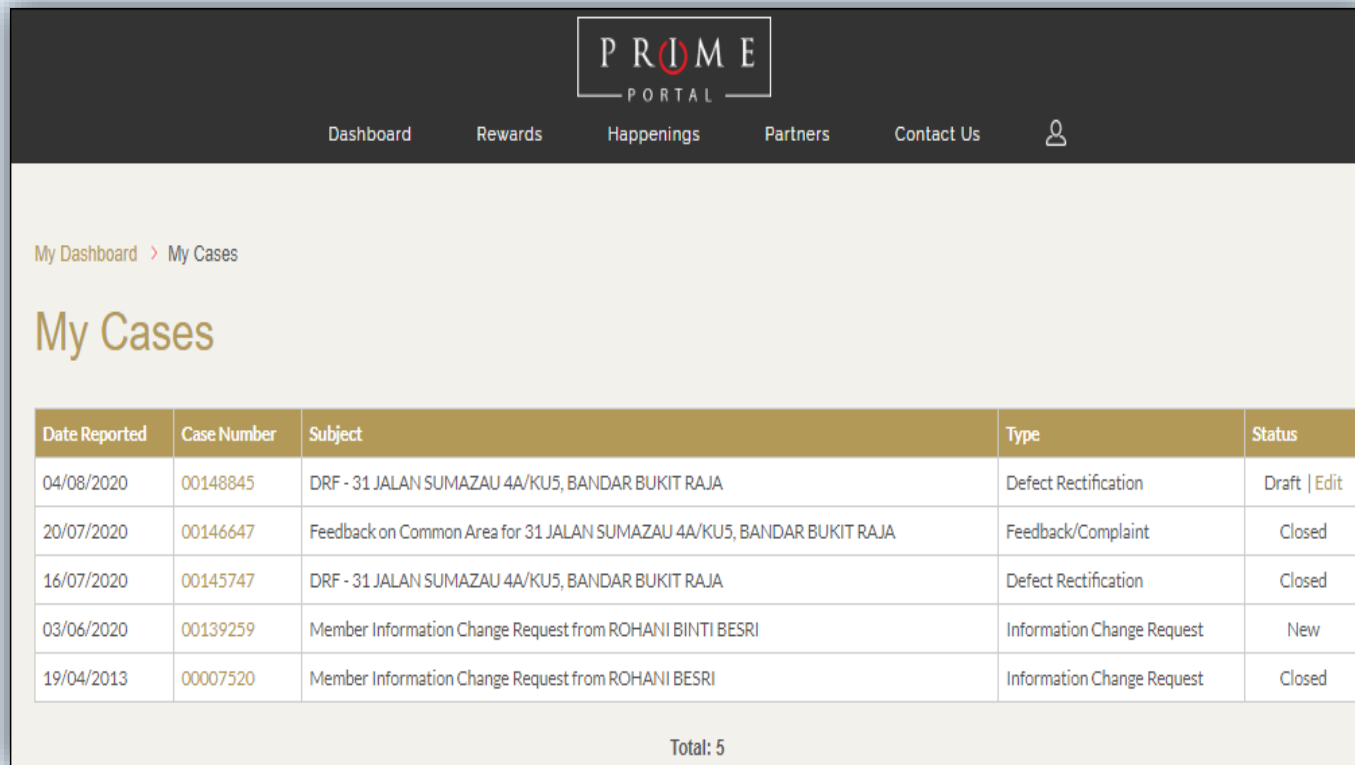
Notwithstanding the submission of your notice of defect, the notice is only deemed received by us when the key (s) have been delivered to us and/ or access to your property has been granted to us.

[Save as Draft](#) [Review And Submit](#)

7. After clicking “Done”, it will go to **Defect Rectification Request** page.

8. To review and submit the list of defect items, click “**Review and Submit**”.

Step-by-Step Guide to Submit Defect Report



The screenshot shows the PRIME PORTAL interface. At the top, there is a navigation bar with links for Dashboard, Rewards, Happenings, Partners, and Contact Us, along with a user profile icon. Below the navigation bar, the breadcrumb path is 'My Dashboard > My Cases'. The main heading is 'My Cases'. A table displays a list of cases with columns for Date Reported, Case Number, Subject, Type, and Status. The table contains five rows of data. At the bottom of the table, it indicates 'Total: 5'.

Date Reported	Case Number	Subject	Type	Status
04/08/2020	00148845	DRF - 31 JALAN SUMAZAU 4A/KU5, BANDAR BUKIT RAJA	Defect Rectification	Draft Edit
20/07/2020	00146647	Feedback on Common Area for 31 JALAN SUMAZAU 4A/KU5, BANDAR BUKIT RAJA	Feedback/Complaint	Closed
16/07/2020	00145747	DRF - 31 JALAN SUMAZAU 4A/KU5, BANDAR BUKIT RAJA	Defect Rectification	Closed
03/06/2020	00139259	Member Information Change Request from ROHANI BINTI BESRI	Information Change Request	New
19/04/2013	00007520	Member Information Change Request from ROHANI BESRI	Information Change Request	Closed

Total: 5

9. For record of case submission, go to **My Dashboard** and click **“My Cases”**.

Note:
For your reference and future communications with the Township team, please refer to the attached **Case Number**.

Contact Us



senada.klgcc@simedarbyproperty.com

SENADA
Customer Service Email



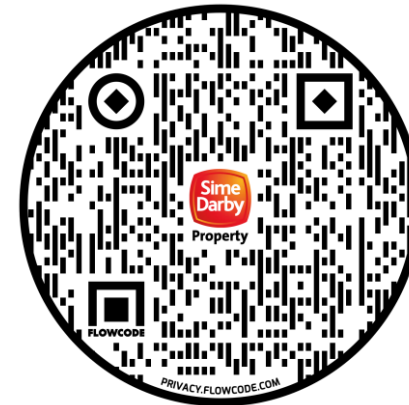
019-6386882

Phone Number



www.simedarbyproperty.com/prime

Web Portal URL



Thank You

Customer Experience, Marketing & Sales

