

IEI-ANCHOR PENSIONS IN Q4 2017

“The successful companies will be the ones that put quality of life first. Do this and the rest - quality of product, productivity of workers, profits for all - will follow.” - Ricardo Semler.

This is the reason the Board and Management of IEI-Anchor Pensions began the year 2018 by giving the Head office in Abuja alongside other branches a facelift. Renovations are ongoing at the Customer Service Department to ensure more comfort and improved customer satisfaction.

As Ricardo Selmer rightly said in the quote above, “successful companies put quality of life first...” The structures of our offices were not only improved on, staff welfare and motivation were not left out in the drive to pursue excellence. This and many more are some of the great developments the organization has achieved thus far in the year 2018.



CLIENTS SURVEY/FEEDBACK

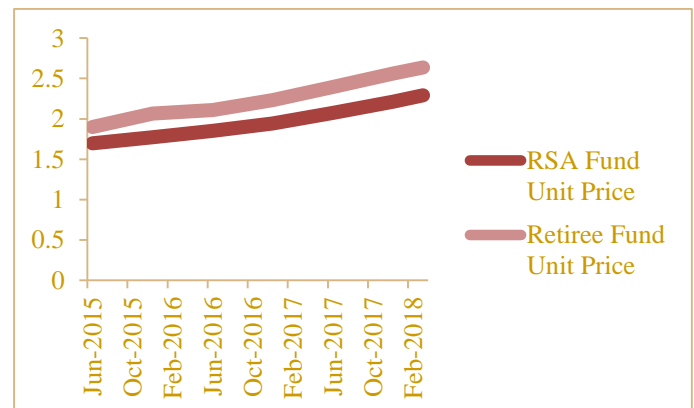
Over 540 clients completed our 2017 Customer Satisfactory Survey. 70% of our clients were satisfied with our services and indicated that complaints were resolved within 30mins to 24hrs, another 90% promised to recommend us to their colleagues or friends based on the quality of services rendered.

UNIT PRICE, AUM & BENEFIT PAYMENTS

Our unit price has been on a constant upward trend. RSA unit price increased from 2.2139 to 2.2841 between January 2018 and March 2018 while Retiree unit price increased from 2.5624 to 2.6328 in same period. Our Asset Under Management (AUM) has increased from N47 Billion in 2015 to over N75 Billion in 2017 and our goal is to achieve over N100 Billion AUM by 2019.

Between January and March 2018, a total number of **2,414** benefits have been processed and paid amounting to **N192,027,100.83** as shown below:

BENEFIT TYPE	COUNT
25% PAYMENT	85
ANNUITY	5
ARREARS	133
DEATH BENEFIT	11
ENBLOC	22
LUMPSUM	25
MONTHLY WITHDRAWN	1,855
EXCESS CONT. REFUND	158
VOLUNTARY CONTRIBUTION	2
GRAND TOTAL PAYOUT	N192,027,100.83



PENCOM DESK



The National Pension Commission (PENCOM) has released a circular for the Biodata & Biometric Recapture of Registered Contributors/Retirees on The Contributor Registration System (CRS). Some of the objectives of the exercise are highlighted below:

1. To obtain complete and accurate data of all RSA holders (both active and retired) in line with the provisions of Section 23(e) of the PRA 2014.
2. To capture the 10 fingerprints of their RSA holders and their National Identity Number (NIN) to ensure compliance with NIMC's minimum biodata and other biometric requirements and the use of NIN as a unique identifier for all Nigerians.
3. It would provide a platform for the collation of relevant information on employees of Federal and State Government Treasury Funded MDAs who transited from the erstwhile Defined Benefit (DB) Scheme to the Contributory Pension Scheme (CPS).
4. To enable the identification and elimination of multiple registrations from the RSA Registration Database.
5. Finally, the Exercise would ensure that all PFAs implement the minimum standards and requirements set by the Commission for the registration of contributors in the pension industry.

CHAT ON WHATSAPP

In our bid to reach out to you our dear client through easy accessible and convenient means, a Whatsapp enabled number has been added to our social media channels.

Simply save this number **08165722731** on your phone and send your enquiries and complaints, our representatives will attend to you immediately.

WE ARE NOW ON WHATSAPP!



UPCOMING CUSTOMER & RETIREE FORUM IN APRIL 2018.

- FCT
For info call 08095353116.
- Lagos
For info call 08095352155

JUST FOR LAUGHS!

70-year-old George went for his annual check-up. He told the doctor that he felt fine, but often had to go to the bathroom during the night.

Then he said: "But you know Doc, I'm blessed. God knows my eyesight is going, so he puts on the light when I pee, and turns it off when I'm done!" A little later in the day,

Dr. Smith called George's wife and said: "Your husband's test results were fine, but he said something strange that has been bugging me. He claims that God turns the light on and off for him when he uses the bathroom at night."

Wife: "That old fool! He's been peeing in the refrigerator again!"

