

Q2 2018 DIGEST

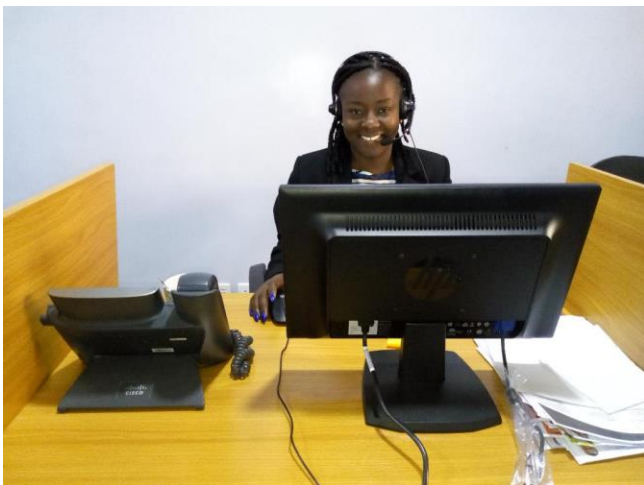
"A dream does not become reality through magic; it takes sweat, determination and hard work."

– Colin Powell.

IEI-Anchor Pensions your PFA of choice, knows this principle of life and that is why we work hard to guarantee your happiness by securing your retirement funds.

We started the second quarter with increased effort and zeal towards ensuring your benefits are paid as and when due. This we did via updates and further developments in all the departments of the organization especially the Customer Service Department.

We are glad to let you know that our call centre is now live and you can get immediate solutions to your RSA related problems in 5 different languages. What this means is that our agents can now respond to your queries and enquires in English, Pidgin, Yoruba, Hausa and Igbo.



Our *Interactive voice response (IVR)* makes it easy for you to access self service options. Enquiries such as your RSA balance, date of last remittance, the employee and employer’s contribution etc could be available without having to speak with an agent.

The call centers are opened from 8am-5pm Mon-Fri while the *website and mobile app* are accessible to you 24/7 for self services options at your convenience.

This is with a view to ensuring excellent customer satisfaction.

RECOGNITION & AWARD

Our efforts in the second quarter did not go unnoticed as we bagged yet another award during the period. “The Service Delivery” award was given to us by The Bureau of State Pension, Governor’s Office, Asaba in recognition of our efforts in Effective Customer Relation & Service to Workers & Retirees of the Delta State Public Service.

We participated in the Lagos and Abuja based PFA Games and emerged winners in Football, Table tennis and Egg race categories.

UNIT PRICE & BENEFIT PAYMENTS

The second quarter recorded an increase in our RSA Unit Price from 2.2841 to **2.3381** within April & June 2018 while the Retiree Unit Price increased from 2.632 to **2.7104** in same period.

Between April and June 2018, a total of **830** beneficiaries were paid amounting to **₦179,152,630.63**

BENEFIT TYPE	COUNT
25% PAYMENT	98
ANNUITY	3
DEATH BENEFIT	18
ENBLOC	33
LUMP SUM	25
PROGRAMMED WITHDRAWAL	650
VC	3

MULTI-FUND STRUCTURE

The Multi-Fund structure is an emerging framework that aims at aligning the age and risk profile of a **Retirement Savings Account (RSA)** holder by splitting the **RSA Fund into four (4) fund types** including the retiree fund. What this means is that, if you're below the retirement age of 50, you can now have a say on how to invest your Pension Fund to get the best returns on investment.

The Multi Fund Structure commenced on July 1st 2018. Anyone interested in migrating from one Fund to another can do so by visiting any of our offices closest to them to fill a simple form to get started.

To learn more about the Multi-Fund Structure options available to you, [Click Here](#)



PENCOM DESK

The National Pension Commission (PENCOM) on its annual visit to PFAs to ensure compliance and monitor its activities visited us during the second quarter.

In December 2017, we informed you via the last email for the year that PENCOM released a circular on the need for the Biodata & Biometric Recapture of Registered Contributors/Retirees on The Contributor Registration System (CRS). We are therefore using this medium to inform you that the exercise will commence next month and all information regarding it will be passed through mail, website, text messages and our social media pages.

The major objective of this exercise is 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 among other objectives.

UPCOMING CUSTOMER & RETIREE FORUM IN JANUARY 2018.

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

PHOTO SPEAKS

