



Withdrawal Enquiries on the Exemption of the Military and Security Services Agencies from the Contributory Pension Scheme

- How do I access my funds since Military and Security Service Agencies (SSA) Personnel have been exempted from the Contributory Pension Scheme?
- What documents do I need to provide to enable the payment of my contributions?
- Where it appears that my monthly contributions are less than the amount deducted from my monthly salary, what can I do?
- I am a military personnel, I recently discovered that my RSA was never credited with my contributions despite regular deductions from my salary?
- How will I know when approval is received for my refund, will I be notified?
- I am a Military retiree; will my RSA balance be paid to me?
- The amount paid to me is far less than the balance on my last statement, what is the cause of this difference?

Q: How do I access my funds since Military and Security Service Agencies (SSA) Personnel have been exempted from the Contributory Pension Scheme?

A: Following the enactment of the enabling legislation exempting all Military and Security Services Agencies personnel from the Contributory Pension Scheme, we are pleased to inform you that the National Pension Commission (PenCom) has directed the payment of the employee portion of contributions remitted for Military and SSA personnel to their personal bank accounts while the employer portion would be refunded to the Commission through the Central Bank of Nigeria (CBN).

The verification is being done in batches by PenCom in conjunction with Military Pension Board after which PenCom advises the various Pension Fund Administrators of the amount payable (inclusive of interest) to the individual clients.

Kindly liaise with your pension fund administrator (PFA) for further directives.

Q: What documents do I need to provide to enable the payment of my contributions?

A: To facilitate payment when approval is received, you are required to provide us with evidence of your 10-digit bank account details which could be any of the following listed below:

- A copy of your cheque leaf **OR**
- A banker's confirmation letter **OR**
- A copy of your bank account statement

Refund being made to exempted military & SSS personnel (for names not on batch)

With the enactment of the enabling legislation exempting all Military and Security Service Agencies (SSA) personnel from the Contributory Pension Scheme, the National Pension Commission (PenCom) has directed the payment of the employee portion of contributions remitted for Military and SSA personnel to their personal bank accounts while the employer portion would be refunded to the Commission through the Central Bank of Nigeria (CBN).

The verification is being done in batches by PenCom in conjunction with Military Pension Board after which PenCom advises the various Pension Fund Administrators of the amount payable (inclusive of interest) to the individual clients.

We have so far received payment approval for three batches of clients. However, to facilitate the on-going verification by PenCom, you are required to submit your correct service number and bank account details (evidence of your bank document is required) for reconciliation.

We have so far received payment approval for three batches of clients. However, to facilitate the on-going verification by PenCom, you are required submit your correct service number and bank account details (evidence of your bank document is required) for reconciliation.

To this end, kindly fill the [attached excel sheet](#) and [form](#) then scan along with evidence of your bank document (which could be any of the following listed below) to us via our email address pensionsolution@stanbicibtc.com;

- A copy of your cheque book
- A banker's confirmation letter
- A stamped & duly signed bank account statement

Upon receipt, it will be forwarded to PenCom accordingly. It is important to state that payment will be promptly made upon receipt of approval and confirmation of your bank account information.

We will notify you when your batch is treated and approval is received.

Q: I am a military personnel, I recently discovered that my RSA was never credited with my contributions despite regular deductions from my salary?

A: For clients with unfunded RSA, Military Pension Board/PenCom will be responsible for the payment of their employee portion.

Q: How will I know when approval is received for my refund, will I be notified?

A: You will be notified via text message when your refund batch is received. If you have changed your mobile telephone number, please visit any Stanbic IBTC branch to update your details.

Q: I am a Military retiree; will my RSA balance be paid to me?

A: We await PenCom's advice on how payments will be made to the retired Military and Security Service Agencies personnel. You will be notified as soon as we receive the Commission's directives.

Q: The amount paid to me is far less than the balance on my last statement, what is the cause of this difference?

A: The reason for the difference is that the National Pension Commission (PenCom) directed the payment of only the employee portion (2.5%) of contributions remitted for Military and SSA personnel to their personal bank accounts while the employer portion (12.5%) is to be refunded to the Commission through the Central Bank of Nigeria (CBN).

COMPLAINT

Q: How can I lodge a complaint?

A: You can lodge a complaint through any of our contact details below:

- Send an email to pensionsolution@stanbicibtc.com
- Visit any of our locations near you
- Our 24 hours 7 days a week multilingual Contact Centre on **01 2716000**
- Write a letter to us with the address below:

**Stanbic IBTC Pension Managers
Plot 1678 Olakunle Bakare Close
Off Sanusi Fafunwa Street
Victoria Island
Lagos.**



At Stanbic IBTC Pension Managers, we value your feedback and assure you that your complaint will be addressed and resolved promptly.