

Quarter 3 2013

Stanbic IBTC Pension Managers recently launched her “Pension on Wheels” mobile service channel. This latest addition to the existing service channels is a mobile pension-clinic/office, fitted with internet-enabled computer equipment, that conveys customer service staff to various locations with the objective of providing quality service and solutions to clients’ enquiries and requests at their door steps.



In addition to this service, our clients can easily reach us via our:

- 24 hours 7 days a week via Multilingual Contact Center on - (01) 271-6000
- Over 210 service locations across Nigeria
- Email pensionsolution@stanbicibt.com
- Via the internet - www.stanbicibtcpension.com

Pension Industry Updates

Exemption of Military and Security Service Personnel from Contributory Pension Scheme

Sequel to the approval given by the Commission for refund of Batch 3 serving personnel of the Military and Security Service Agencies, the Commission wrote to the Pension Fund Administrators (PFAs) of her directive to obtain the correct service numbers of personnel whose names were not in Batch 3. Should the clients contact their PFAs for refund of their contributions, they are to provide their correct service numbers through their PFAs to the Commission. PFAs are required to forward the collated information to the Commission through the advised email address on a weekly basis.

The Stanbic IBTC RSA Fund

The Stanbic IBTC RSA Fund (“The Fund”) which opened on 02 May 2006 at N1.0000 closed at **Nxxxx** as at 30 September 2013. In line with investment guidelines issued by the National Pension Commission, the Fund’s portfolio allocation was as follows on 30 September 2013: Government Securities (**xxxx%**), Money Market (**xxxx%**), Quoted Equities (**xxxx%**), and Other Fixed Income (**xxx%**).

Short Code updates



- To sign up to receive your Retirement Savings Account (RSA) statement by email only: text **MAIL RSA number** and **email address** using your registered mobile number on our database (e.g. MAIL PEN***** abc@gmail.com) to **30388**.
- To check the status of your benefit application: text **APP RSA number** using your registered mobile number on our database (e.g. APP PEN*****) to **30388**.

Important Information

Stanbic IBTC Pension Managers Limited will NOT ask for gratification (e.g. money, recharge card, dash etc) before or after processing your benefits application. Kindly disregard ANY request for gratification neither should you offer money (“Dash”) to any organization, agent or staff for the processing of your retirement benefit.