

Our Contact Channels

Visit our website to:

- View/monitor your pension contributions
- Print your statements
- Update your personal details
- Monitor your benefit applications
- Download various pension-related forms
- Read our FAQs
- And so much more on - www.stanbicibtcpension.com



Call us on our 24 hours 7 days a week multilingual contact center - (01) 2716000



Walk into any of our 210 locations nationwide. – to locate a branch near you, visit our website and click on the “Contact Us” tab



Use our short code service from your mobile to:

- Confirm your balance
- Verify your PIN
- Sign up on the e-statement platform
- Get your benefit application status
- Know your last contribution
- Update your staff ID



To get the format for any of the above, simply text “Help” to 30388

Our mobile pension office “Pension on Wheels” conveys customer service staff to various locations to bring quality service and solutions right to your door steps.



Send us an email on - pensionsolution@stanbicibtcc.com



Main features of programmed withdrawal and annuity modes of benefit payment:

Features	Programmed Withdrawal (PW)	Annuity
Payment Period	The PW payment calculations are based on an expected lifespan; payments will be made until the balance in the Retirement Savings Account (RSA) runs out or the retiree passes on.	Payment is made to the retiree as long as he lives (with a minimum guaranteed payment period of 10 years).
Payment to Beneficiary when the retiree dies	Whenever a retiree dies, the RSA balance goes to named beneficiaries of the deceased as inheritance.	If the retiree dies within the guaranteed payment period of 10 years, the monthly annuities will be paid to the named beneficiaries for the remaining period of the 10 years. However, if the retiree dies after 10 years, the named beneficiary does not receive any payment.
Commencement of payment	Monthly payments are calculated to commence from the date of retirement.	Monthly payments commence once the Insurance Company receives the premium.

The Stanbic IBTC RSA Fund

The Stanbic IBTC RSA Fund (“The Fund”) which opened on 02 May 2006 at N1.0000 closed at N 2.3699 as at 31 December 2013. In line with investment guidelines issued by the National Pension Commission, the Fund’s portfolio allocation was as follows on 31 December 2013: Government Securities (74.13%), Money Market (6.46%), Quoted Equities (17.14%), and Other Fixed Income (2.27%).

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.