

**Vision:** To be the leading Schemes in the region that provides best-in-class service to its Members.

**Mission:** To deliver on its' commitments through prudent Investments.

**Core Values:** Customer Focus, Integrity & Innovation.

### External Service Delivery Charter

#### SERVICE

#### DELIVERY TIME

Visitors	5 minutes upon arrival or up to 15 minutes after the previous visitor has been attended to
Telephone	Will be answered by the 2nd ring with immediate action provided to directed to appropriate Department
Queries on Emails	Will be responded to within 24 hours
Queries and Feedback on Social Media	Will be responded to within 48 hours
Complaints	Will be responded to within 48 hours
Pensioners' and Members' Education Forums	Biannually
Member's Beneficiaries nomination and update	Within 7 working days upon receipt of nomination form
Benefit Payments for withdrawals	Within 21 days upon receipt of notification
Payment for Death Benefits	Within 30 days upon documents finalization
Processing of Monthly Pension Payments	26th of Every month
Issuance of Annual Member Statements	Before 30th of June every calendar year
Convening of the Annual General Meeting	Before 30th July every calendar year
Application for Additional Voluntary Contribution	By 15th of every month
Provision of Certificate of Confirmation to Pensioners	Before 30th of April every calendar year
Payment of Service Providers	Within 30 days upon delivery of the Services/Goods/Works
Communication to Service Providers/Tenderers on bids outcome	Within 14 days after evaluation

#### REDRESS MECHANISM

The Scheme aims to provide quality services to all its stakeholders. However, we acknowledge the fact that things can sometimes go wrong, and we therefore need to know when you are not happy with our services. We are open to complaints, suggestions and views which serves as an opportunity to improve our services.

Where services are perceived not to conform to the stated standards, complaints or suggestions can be made in person, by phone, letter or e-mail to: