



NATIONAL PENSION COMMISSION

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REVISED CIRCULAR

REF: PENCOM/INSP/CIR/SURV/13/03

DATE: 25 March 2013

TO: All Licensed Pension Fund Administrators

SUBJECT: MINIMUM INFORMATION TO BE DISPLAYED ON PFA'S WEBSITE

- 1.0 In keeping with the spirit of transparency and to ensure that all stakeholders, particularly RSA holders, have access to vital basic information, this circular is issued to notify all PFAs of the minimum information to be posted on their websites.
- 2.0 Every PFA is required to post the under-listed minimum information on its official website:
 - i. Current List of Members of Board, Executive Management and approved Heads of Department;
 - ii. Administrative Fees Charged and number of RSAs registered;
 - iii. Pencom Approved Rate of Return, in line with the Guidelines for the Publication of Rates of Return on RSA Funds by PFAs, RR/P&R/07/10 and a 3 Year Rolling Average Rate of Return on the Active and Retiree Funds in line with Section 8.2 of the Regulation on Investment of pension Fund Assets;
 - iv. Daily Unit Prices for the RSA and Retiree funds (for the last 7 days);
 - v. List of Requirements for Accessing Retirement Benefits under "Programmed Withdrawal" and "Life Annuity" options;

- vi. List of Branches and Service Centers detailing the following:
 - Addresses
 - General telephone numbers
 - Name of Branch head and his/her contact details including e-mail address
 - General email address
- vii. Name of PFC appointed for the RSA and Retiree Funds
- viii. Structure of investment portfolio for the RSA and Retiree Funds for the last 7 days
- ix. Periodic newsletter on the activities of the PFA and the pension industry

3.0 Every PFA shall post the following on its official website.

- i. Latest approved audited accounts of the Company, RSA and Retiree Funds
- ii. Guidelines issued by the Commission in the following areas:
 - Accessing retirement benefits
 - Whistle blowing
 - Transfer of RSAs
- iii. Copies of the following forms:
 - RSA Opening Form
 - NSITF Application Form

4.0 Every PFA should have a link:

- To PenCom's website
- Where RSA holders can lodge their complaints and get feedback Instantly
- For NSITF issues

- 5.0 Every PFA is required to have a streamer on their websites with a caption “**caveat**” informing RSA holders/retirees not to give money to any staff of a licensed Operator in form of charges for services rendered or to be rendered.

This circular shall take immediate effect and supersedes the earlier Circular dated 23 June, 2008 with Ref: RR/CIR/P&R/08/06.

A handwritten signature in blue ink, appearing to read 'M.Y. Datti', with a long horizontal stroke extending to the left.

M.Y. Datti
Head, Surveillance Department