



NATIONAL PENSION COMMISSION

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CIRCULAR

REF: PenCom/INSP//CIR/Surv/2026/927

DATE: 3 July 2026

TO: All Licensed Pension Fund Administrators

**SUBJECT: CIRCULAR ON DIGITALIZATION OF CLIENT
REGISTRATION/ONBOARDING AND BENEFITS PAYMENT
PROCESSES**

1.0 BACKGROUND

1.1 The National Pension Commission (the Commission) has introduced transformative reforms to revolutionize the Nigerian pension industry, leveraging technology and innovation to enhance service delivery and democratize pension access. This aligns with global best practices for digitalizing processes to strengthen transparency, efficiency, and sustainability of the Contributory Pension Scheme (CPS).

1.2 In furtherance of this drive, the Commission hereby issues this Circular to establish the adoption of digital onboarding registration and electronic processes for all benefits payment processes for beneficiaries. These tools will streamline the registration process of new clients into the scheme and facilitate the process of benefits payment.

2.0 OBJECTIVE

2.1 The objectives of this Circular are to provide PFAs with standardized options for electronic registration of new Contributors and digital benefits payment processes under the CPS.

2.2 Specifically, the Circular seeks to:

- I. Enhance efficiency in Pension and Benefit administration.
- II. Reduce paperwork and manual errors.
- III. Improve accessibility for clients across Nigeria and in the diaspora.
- IV. Ensure secure storage and retrieval of client data.
- V. Strengthen data protection and fraud prevention.
- VI. Promote financial inclusion and improve access to pension services through secure digital channels.

3.0 APPROVED DIGITAL SERVICE CHANNELS

- 3.1 PFAs shall establish and maintain secure digital platforms to facilitate the electronic delivery of pension services and interactions with RSA holders, retirees, beneficiaries, employers and other stakeholders. Such platforms may include web portals, mobile applications, USSD services, customer self-service channels, digital retirement portals, electronic document management systems, virtual engagement platforms, secure system integrations and other technology solutions approved by the Commission and in line with the approved Pension Industry ICT Guidelines.
- 3.2 PFAs shall ensure that these platforms are adequately secured, continuously available, resilient and capable of supporting the digital onboarding, administration and processing of pension-related transactions.
- 3.3 Electronic platforms for accessing these critical services shall complement the existing processes that allow physical submission of applications and documentation to allow clients use their preferred options.

4.0 IDENTITY VERIFICATION AND AUTHENTICATION

- 4.1 PFAs shall implement robust identity verification and authentication mechanisms for all digital transactions. The system must validate the user using their unique Personal Identification Number (PIN), National Identification Number (NIN), and any other approved identity credentials. Such controls shall be designed to ensure the integrity of transactions, prevent unauthorised access and mitigate the risk of fraud.
- 4.2 To support secure digital service delivery, PFAs may adopt one or more authentication mechanisms, including One-Time Passwords (OTP), biometric verification, facial recognition technology, NIN-based verification, digital certificates, device authentication and other risk-based security measures deemed appropriate. The authentication framework adopted by PFAs shall be

commensurate with the nature, complexity and risk profile of the transaction being processed.

5.0 RSA REGISTRATION AND ONBOARDING

- 5.1 PFAs shall provide secure electronic channels for the registration of new contributors, and digital registration systems must comply with all applicable PenCom Guidelines on RSA Registration.
- 5.2 PFAs shall maintain adequate controls to prevent duplicate registrations and identity fraud.

6.0 PROCESSING BENEFITS APPLICATIONS AND PAYMENTS

- 6.1 PFAs shall establish secure digital platforms for the administration of all retirement and benefit-related applications, including retirement benefits, Programmed Withdrawal, Retiree Life Annuity, temporary loss of employment withdrawals, residential mortgage equity contributions, death benefits, additional benefits, and such other benefits as may be approved by the Commission. The benefits payment process shall be in line with the Regulation for Administration of Terminal and Retirement Benefits, and all extant regulations relating to benefit process and payments.
- 6.2 The digital platform shall provide RSA holders, retirees, beneficiaries, and other eligible applicants with the capability to electronically initiate and manage benefits-related transactions, including the submission of applications and supporting documentation, access to educational and retirement planning resources, review of benefit options and projections, completion of identity verification and authentication requirements, electronic execution of applications, agreements and consents, receipt of notifications, monitoring of application status, and access to other services necessary for the efficient administration of pension benefits.

7.0 CYBERSECURITY AND DATA PROTECTION

- 7.1 PFAs shall comply with all applicable laws, regulations, standards, and guidelines relating to cybersecurity, data protection, privacy, and information security in the deployment and operation of digital pension services in line with the Pension Industry Cybersecurity Framework.

8.0 AUDIT TRAILS AND RECORD RETENTION

- 8.1 PFAs shall maintain comprehensive and tamper-evident audit trails for all digital transactions and activities conducted through their digital platforms. The

system must lock the document post-execution using a cryptographic hash to prevent subsequent tampering. An audit log must record the precise IP address, timestamp, device identifier, and OTP logs associated with the signing event.

9.0 Effective Date:

This Circular shall take effect from 1 January 2027.

10.0 Enquiries

All enquiries regarding this Circular should be directed to the undersigned.

Thank you.

A handwritten signature in black ink, appearing to read 'A. M. Saleem', written over a horizontal line.

A. M. Saleem

Director, Surveillance Department.