

FREQUENTLY ASKED QUESTIONS ON REBRANDING OF LEGACY PENSION TO FCMB PENSIONS

1. What is a brand?

A brand means an overall experience of a customer which differentiates an organization or product from its competitors in the eyes of the customer.

2. What does rebranding mean?

Rebranding means the changing of the corporate name of a company or organization. This is a marketing strategy in which a new name, term, symbol, design, or combination is created for an established brand with the intention of developing a new differentiated identity in the minds of customers, competitors and other stakeholders.

3. Why did you change to FCMB Pensions Limited?

Following the acquisition of majority shareholding by FCMB Group Plc with the approval of the Board of Directors, the company name has changed from Legacy Pension Managers Limited to FCMB Pensions Limited.

4. What is the effective date for this change?

Following the acquisition of majority shareholding in the company by FCMB Group Plc and the approval of the Board of Directors, the effective date for the name change is October 17, 2018.

5. What changes will the name change to FCMB Pensions Limited bring?

Our Brand name, Logo, Social Media handles and Website address to align with our new brand name.

6. What are your communication channels? You will no longer be able to reach us at Legacy Pension addresses, our new communication channels are;

- **Website:** <https://www.fcmbpensions.com>
- **Live Chat:** <https://www.fcmbpensions.com>
- **Twitter:** <https://twitter.com/fcmbpensions>
- **Facebook Page:** <https://www.facebook.com/fcmbpensions>
- **LinkedIn:** <https://www.linkedin.com/company/fcmb-pensions>
- **Instagram:** <https://www.instagram.com/fcmbpensions>

7. Does this affect the current Corporate Structure?

1. We are now a subsidiary of FCMB Group which includes other Wealth Management Service Providers such as First City Monument Bank, CSL Stockbrokers Ltd, FCAM and FCMB Microfinance Bank.
2. FCMB Group's ownership has increased from 28.2% to 91.6% over the years.

Our Corporate structure remains the same; other spheres of our operations remain focused on our company's mission and vision which are;

Mission: To provide pension services that support individuals in building financial security for their retirement.

Vision: To be the preferred Pension Fund Administrator and an industry leader delivering superior value to customers.

Our Core Values: Our core values have changed to;

EPIC

- **E** - Execution
- **P** - Professionalism
- **I** - Innovation
- **C** - Customer focus

8. What remains unchanged?

We assure you that the following traits have not changed.

- Strong corporate governance.
- Credible, experienced, diversified and balanced Board of Directors.
- Sound, professional and dedicated Management Team and staff.

9. How does this impact a Contributor?

Assured better services; leveraging our years of experience and the strength of the FCMB Group to offer superior/world class service delivery to our customers as well as branch network.

10. How does this change affect relationships with members, affiliates, and vendors?

Our company remains the same legal entity, all contracts and agreements remain legal and valid.

11. Has the Management of FCMB Pensions Limited changed?

No, Management remains intact.

12. What are the benefits of rebranding to our esteemed Customers?

- Broadened channels of communication
- Prolific investment skills and consistent superior returns.
- Excellent customer experience
- World class user-friendly IT infrastructure and communication platforms
- Easy accessibility

13. I am a HR Personnel, what are your new pension remittance details?

To make remittance on behalf of Employees in your organization, please refer to our remittance details below;

BANK: UNITED BANK FOR AFRICA PLC

ACCOUNT NAME: UPCL/FCMB PENSIONS RSA CONTRIBUTION ACCOUNT

ACCOUNT NUMBER: 1005385514

SORT CODE: 033153665

14. Can I find FCMB Pensions Limited in FCMB Branches in any state?

Yes, we have FCMB Pensions Limited located in several FCMB branches in all states of the Federation.

15. Are my funds safe with FCMB Pensions Limited?

Absolutely, custody of your funds is with our Pension Fund Custodian (PFC) which is responsible for the safety of pension funds of contributors.

16. Has the office moved?

Our head office is located at Plot 207, Zakaria Maimalari Street, Cadastral Zone AO, CBD, Abuja. However, we advise that you visit ... for a list of our office addresses and contact details.

17. How will I do data recapture with FCMB Pensions Limited?

Please visit <https://web.fcmbpensions.com/datarecapture> to update your data online. However, we would require submission of the physical copies of the requirements at our nearest office.

18. As a retiree, does the name change affect the payment of my monthly pension?

Not at all, as a retiree, you would receive your monthly Programmed Withdrawal on the 18TH of every month.

19. As a client of FCMB Pensions Limited, can I access loan from First City Monument Bank?

Yes, you can access loan from FCMB. However, terms and conditions apply. For enquiries regarding loans, please do not hesitate to visit any First City Monument Bank nationwide for further advice or visit www.fcmb.com

20. What do I do if I have a complaint or enquiry regarding my Retirement Savings Account?

We can be reached via the following communication channels;

Phone: 07080633004, 08059580002 and 08032752888

Email: info@fcmbpensions.com

Website: www.fcmbpensions.com

Live Chat: www.fcmbpensions.com

21. What are the self-service channels of FCMB Pensions Limited?

Online Portal: <https://web.fcmbpensions.com/clientportal>

Mobile App: FCMB Pensions Mobile App is available on Android and iOS

24. Can I get my welcome letter with the FCMB Pensions Limited logo?

Yes, we issue welcome letters with FCMB Pensions logo. To request, kindly send us an email via info@fcmbpensions.com or chat with our Live Chat representative via www.fcmbpensions.com between 80:00am and 5:00pm on workdays.

25. Can I get my RSA Statement with the FCMB Pensions Limited logo?

Yes, we issue RSA Statements with FCMB Pensions logo. To request, kindly send us an email via info@fcmbpensions.com or chat with our Live Chat representative via www.fcmbpensions.com between 80:00am and 5:00pm on workdays.

26. Can I update my details online?

Yes, through our **Client Portal** you can update your phone number, email and residential address.

Please visit <https://web.fcmbpensions.com/clientportal/Account/Login> to proceed.