FCMB

PENSIONS

Operations Department
Policy and Procedures Manual Version 4

Feb 2023

TABLE OF CONTENTS

FOREWORD

This manual documents the employable policy and procedures by the operations function of FCMB Pensions Limited to facilitate the performance of the activities within Operations Department.

The Units constituting Operations Department **(see appendix 3.01 for structure of Operations Department)** are as follows:

- ➢ Enrolment Processing Unit
- ➢ Schedules Management Unit
- ➢ Contributions Processing Unit
- ➢ Contributions Reconciliation Unit

The manual has been prepared to assist Staff and Management, who are responsible for performing the tasks and carrying out oversight of the operations functions in understanding:

- The nature of the business transactions within FCMB Pensions.
- Relevant Circulars, Frameworks, Guidelines and Regulations and how they apply to internal processes.
- How transactions are processed and the teams responsible for processing them.
- Steps that should be adopted during processing of transactions.

The manual is designed to:

- Serve as procedural guide to Staff of FCMB Pensions.
- Ensure uniformity, completeness and consistency in the performance of operations tasks and transaction processing.
- Enable clear definition of job responsibilities in operations functions.
- Prevent or minimise information gap in the event of staff turnover.
- Avoid discretionary and inconsistent definitions and applications of operations policy and procedures.
- Clearly spell out disciplinary measures or sanctions that may be imposed in the event of default or breach of policy and procedures.

The manual is segmented into three main sections:

1. **Operations Policy**-these describe the key operating policy for administering the operations processes.

2. **Operations Processes and Procedures**-these describe the processes to be performed within the operations functions on a systematic basis. They also identify the key reports, which serve as performance indicators for effectiveness and efficiency.

3. **Appendices**-these give pictorial presentations of relevant forms, documents and Applications or Systems that apply to the Department, as may have been mentioned under any of the two sections above.

This document is strictly for Operations Department and is the property of FCMB Pensions Limited. It shall be consistent with Circulars, Frameworks, Guidelines and Regulations issued by PenCom and it shall conform to the Pension Reform Act (2014) in all respects; in the unlikely event of conflict, it shall be dropped in favour of the document issued by the overriding Authority.

The following Laws, Circulars, Frameworks, Guidelines and Regulations are references used in developing this manual:

- Framework for the Transfer of RSAs to NPF Pensions (2013)
- Guidelines for Transitional Contributions Fund (2013)
- Pension Reform Act (2014)
- Regulations on Fees Sharing with States and Local Government (2016)
- Guidelines for Micro-Pension Plan (2018)
- Guidelines on RSA Multi-Fund Structure (2018)
- Revised Guidelines for Cross Border Arrangements (2018)
- Revised Working Guide and Appendices on Data Recapture (2018)
- Revised RSA Registration Guidelines (2019)
- Voluntary Contribution Guidelines Under Contributory Pension Scheme (2019)
- Framework for the Transfer of RSAs to NUPEMCO (2019)
- Circular on Flagging and Deletion of PINs on PFAs Databases (2019)
- Nigeria Data Protection Regulation (2019)
- Regulation for the Transfer of Retirement Savings Accounts (2020)
- Operational Framework for Non-Interest Fund (2021)

This Manual is the fourth version to be produced; below table shows the production history:

VERSION	REASON FOR PRODUCTION/AMENDMENT/REMOVAL/INSERTION	NUMBER OF PAGES	APPROVAL DATE
1	First Production	139	Jan 2014
2	Introduction of Fees Sharing with States and Local Government	151	Dec 2017
3	Introduction of Multi-Fund Structure, Revised Fund Accounting Guidelines, Micro Pension Plan, Enhanced Contributor Registration System, Net Promoter Score and Data Privacy Consent	180	Jul 2020
4	Transfer of customer service activities to Client Services Department, change in manual overall review period from 2 years to every year, introduction of Non-Interest Fund (Fund VI) and opening of window for transfer of RSAs	181	Feb 2023

This document should also be **thoroughly** reviewed and presented to the Board for approval at least once every year on an on-going basis to reflect operational changes and current business realities. Modifications may be made and approval sought for highlighted pages within the intervening period.

The responsibility for periodically reviewing, updating and ensuring availability of this document rests with the Head, Operations.

DOCUMENT APPROVALS

Head, Operations:

....	....	....
Name	Signature	Date

Executive Director (Business Development and Operations):

....	....	....
Name	Signature	Date

Managing Director/ CEO:

....	....	....
Name	Signature	Date

Chairman, Board Risk Committee:

....	....	....
Name	Signature	Date

Chairman, Board of Directors:

....	....	....
Name	Signature	Date

LIST OF ACRONYMS AND ABBREVIATIONS

S/NO	ACRONYM/ABBREVIATION	DESCRIPTION
1.	API	Application Program Interface
2.	BAD	Benefit Administration Department
3.	BBF	Balance brought Forward
4.	BDD	Business Development Department
5.	CAC	Corporate Affairs Commission
6.	CD ROM	Compact Disc Read Only Memory
7.	COS	Correction of Schedules
8.	CPS	Contributory Pension Scheme
9.	CPU	Contributions Processing Unit
10.	CRD	Corporate Resources Department
11.	CRS	Contributor Registration System
12.	CRU	Contributions Reconciliation Unit
13.	CSO	Customer Service Officer
14.	CSU	Customer Service Unit
15.	CSV	Comma Separated Values in Excel File Format
16.	CTS	Consolidated Contribution Schedules
17.	DB	Database
18.	DBA	Death Benefit Account
19.	DMS	Document Management System
20.	DOB	Date of Birth
21.	DUP	Duplicates
22.	ECDRF	Existing Contributor Data Recapture Form
23.	ECRS	Enhanced Contributor Registration System
24.	ED	Executive Director
25.	EPN	Employer Payment Notification
26.	EPU	Enrolment Processing Unit
27.	ETN	Employer Transaction Notification
28.	ETD	Effective Transfer Date
29.	FAU	Fund Accounting Unit
30.	FGN	Federal Government of Nigeria
31.	FTP	File Transfer Protocol
32.	GEMCO	General Management Committee
33.	GL	General Ledger
34.	GNTP	Global Net Transfer Position
35.	IBS	Integrated Business System
36.	ID	Identification
37.	ISO	International Standards Organization
38.	ITSD	Information Technology & Systems Department
39.	JPEG	Joint Photographic Experts Group
40.	JPG	Joint Photographic Group
41.	KB	Kilobytes

42.	MD	Managing Director
43.	MDAs	Ministries, Departments & Agencies
44.	MPP	Micro-Pension Plan
45.	MS	Microsoft
46.	NDB	National Databank
47.	NGN	Nigerian Naira
48.	NIMC	National Identity Management Commission
49.	NIN	National Identity Number
50.	NOK	Next-of-Kin
51.	NPS	Net Promoter Score
52.	NSITF	Nigerian Social Insurance Trust Fund
53.	NTP	Net Transfer Position
54.	RPC	RSA Processing Centre
55.	PDF	Portable Document Format
56.	PenCom	National Pension Commission
57.	PFA	Pension Fund Administrator
58.	PFC	Pension Fund Custodian
59.	PIN	Personal Identification Number
60.	RMD	Risk Management Department
61.	RPFA	Receiving PFA
62.	RSA	Retirement Savings Account
63.	RTGS	Real Time Gross Settlement
64.	RTR	RSA Transfer Register
65.	RTS	RSA Transfer System
66.	SMU	Schedules Management Unit
67.	SMS	Short Message Service
68.	SQL	Structured Query Language
69.	SWIFT	Society for Worldwide Interbank Financial Telecommunications
70.	TCF	Transitional Contributory Fund
71.	TH	Transaction History
72.	TPFA	Transferring PFA
73.	TPIN	Temporary PIN
74.	TQ	Transfer Quarter
75.	UBA	United Bank for Africa
76.	UCID	Un-Credited Contributions ID
77.	UPCL	UBA Pension Custodian Limited
78.	URL	Universal Resource Locator
79.	VAT	Value Added Tax
80.	VC	Voluntary Contribution
81.	XML	eXtensible Markup Language

1   Operations Policy

1.1   Policy on Enrolment Processing

S/N	Policy Description
1.1.1	**Registration of RSA Applicants.** • Every Account Opening Form must carry a unique and pre-printed form number **(see appendix 3.02 for copy of Account Opening Form)**. Printing of Account Opening Forms for offline enrolments shall be out-sourced and the Printer shall be required to maintain form serial numbering in ascending order from 00000001 to 19999999 for Formal Sector and Cross Border Applicants and from 20000000 and above for MPP Applicants. Maintenance of the seriality is mainly for ID of each form and accountability for the forms printed and distributed to the market. • The fields in Account Opening Form for applicants that enrol digitally shall be the same as those in the form for applicants that enrol via paper. For online enrolments, the form shall be printed in-house following successful on boarding of the RSA holder via digital means, and the form shall have form number algorithm of form submission date followed by a serial number, i.e. YYYYMMDDNNNNNNNN. The form numbers shall be generated by the online platform automatically. • All mandatory fields (including the signature) as indicated on the Account Opening Forms must be completed. Fields marked as conditional mandatory must be completed where certain option(s) selected in one or more previous fields make it mandatory. Non-mandatory fields may or may not be completed. • Every passport photograph must have the name (and possibly, form number) of the Formal Sector, Cross Border or MPP Applicant written behind it at the point of receipt, and must be properly stapled to the Account Opening Form. This is to avoid passport photograph mismatch. • Every passport photograph must be a recent passport sized colour photograph of the applicant, taken against a white background and with the following specifications: full frontal 24-bit colour images (all facial features from bottom of the chin to top of the forehead including both edges of the applicant's face) must be clearly shown, the photo shall be well focused on the eye, nose, mouth, forehead and chin region, the photo shall capture any tribal marks, the photo shall have neutral facial expression with mouth closed and eyes opened, the picture illumination shall be bright and equally distributed with no shadows, and there shall be no eyeglasses on the photo. • When converted to electronic form, the facial image and signature shall meet the following Regulatory Specifications: quality shall be at least 8-bit grey-scale/24-bit colour depth, resolution of 96 pixels/inch and true format such as JPEG 2000, JPEG

S/N	Policy Description
	or JPG with compression ratio of 10, and the image size after compression should not be less than 11KB as per ISO standards.

- For finger impaired applicants who cannot sign the Account Opening Forms, letter of indemnity signed by two authorized signatories of FCMB Pensions must be provided to PenCom, as well as photograph of the individual showing the missing finger(s) or hand(s) where he/she is an amputee.

- Every Account Opening Form must have a Sales Agent Code and Sales Agent Name indicated in the relevant section of the form. Internally, these fields shall be made mandatory in the enrolment portal and enrolment records cannot be uploaded for PIN without these details. For online registrations where Sales Agents may not be indicated, they shall be automatically assigned from the Sales Agent Table at the back end in a serial order per location of the applicant as he/she may have inputted it into the registration system. The tagging of Sales Agents to RSAs shall be used for reporting and performance measurement along the lines of registrations, AUM, CRM and other purposes deemed by Management.

- Re-assignment of RSAs tagged to a Sales Agent may be done. Re-tagging shall primarily be due to staff exit or change in job roles; when required, it must be authorized by the BDD leadership and directed to the Head, ITSD for implementation.

- A field known as referral code in the system shall enable recognition of FCMB staff/agents that bring in enrolments. The referral codes, which would be the same as the staff IDs, shall be pre-populated in a table by ITSD.

- RPCs shall consist of selected Branches approved by Management for account opening. Each RPC shall capture the data on the Account Opening Forms received from prospective clients in its location and Forms received from other locations (Branches and Service Centres) approved for cover under it.

- Users in EPU (located in the Head Office) as well as Users in RPCs shall have access to the enrolment portal for data capture and PIN generation. The policy, processes and procedures relating to enrolment processing in this manual shall guide the operations of EPU and RPCs.

- Users of laptops and mobile devices used in the field for enrolment shall also have access to the enrolment portal and be subject to the entire policy, processes and procedures stated in this manual. The Users will operate as sub-RPCs.

- For offline enrolments, the Processing Officer in the RPC shall ensure that the physical Account Opening Form and Passport Photograph gets to the Head Office in at most **10 workdays** after PIN generation for hard copy and soft copy storage.

- For online enrolments, each Account Opening Form shall be automatically sent to the email address of the Sales Agent as a PDF file after successful registration of the RSA Applicant and the Sales Agent shall be required to print the form, obtain

S/N	Policy Description
	the original passport photograph and signature of the RSA holder, and ensure they get to the Head office in at most **30 workdays** after PIN generation for hard copy and soft copy storage.
	• Where the Account Opening Forms are not accompanied by support documents within the **30** days allowed for forms to get to EPU, the support documents shall be required to get to EPU within a period of **6 months** after PIN generation, in line with the Registration Circular issued by PenCom.
	• Each RPC shall take responsibility for printing the Registration Certificates of the clients whose data they have respectively captured and uploaded for PIN successfully; Consequently, Account Opening Forms without PINs are to be withheld in the RPC until they have PINs.
	• Correspondences on enrolment activities from RPCs to EPU shall be done from staff's official email address to the group email address: enrolment@fcmbpensions.com. Select staff in EPU based on their functions shall be in the group.
	• The minimum support documents for Formal Sector Contributors include Letter of Employment or Letter of Appointment, National ID Card or Enrolment Slip issued by NIMC indicating the NIN, Staff ID Card or any of National Driver's License, Permanent Voter's Card or International Passport.
	• The minimum support documents for Cross Border Contributors who are Nigerians working abroad include National ID Card or Enrolment Slip issued by NIMC indicating the NIN, Staff ID Card or any of National Driver's License, Permanent Voter's Card or International Passport, evidence of nationality, evidence of employment in host country, evidence of work permit in host Country, evidence of remuneration (e.g. pay advice) where applicable, clearance from relevant authorities against money laundering and letter of undertaking to bear exchange rate fluctuations. All the presented documents must be certified by a Notary Public if presented from abroad.
	• The minimum support documents for Cross Border Contributors who are foreigners working in Nigeria include National ID Card or Enrolment Slip issued by NIMC indicating the NIN, Employment Letter from Company or Business registered in Nigeria, Valid Green Card issued by Nigerian Immigration Service, International Passport, Introduction Letter from the Embassy/Consulate of the Applicant stating that he/she is a Nationality of the Country and Application Letter to participate in the Scheme.
	• The minimum support documents for Cross Border Contributors who are returning Nigerians include National ID Card or Enrolment Slip issued by NIMC indicating the NIN, clearance from relevant authorities with respect to money laundering, evidence of employment in foreign country, evidence of termination/resignation of appointment or transfer and document indicating previous employer's willingness

S/N	Policy Description
	to repatriate pension benefits.
	• The minimum support documents for MPP Contributors include National ID Card or Enrolment Slip issued by NIMC indicating the NIN, evidence of membership in a registered association or trade union or in the case of self-employed persons, Certificate of Business Registration.
	• At the point of opening each account, the system shall default its active Fund to Fund II, with the exception of MPP Contributors that shall be defaulted to Fund V in line with the Guidelines for MPP as issued by PenCom. The system logic for defaulting MPP Contributors to Fund V shall be their registered employer codes which shall all have the prefix "MPP" in them.
	• There is a provision for an employer to open temporary RSAs on behalf of its employees who failed to register after 6 months of assumption of duty. The minimum support documents for employer-initiated registrations include duly completed Temporary Contributor Registration Form containing date of assumption of employee and biodata (excluding NOK, NIN and biometric data only) of the employee, Indemnity/Mandate Letter from the employer certifying that the employee has not submitted evidence of opening an RSA and requesting for opening of temporary RSA, and Employment/Appointment Letter. Based on the Registration Guidelines, temporary RSAs shall be wound down in at most 6 months after TPIN generation.
	• The TPIN regularization procedure shall be followed when an employee seeks to regularize the temporary RSA. This is done by presenting the same TPIN earlier generated on ECRS for generation of RSA PIN.
	• A Branch or Service Centre shall not discretionarily change the RPC that has been approved for it to send its Account Opening Forms to. Where an RPC is down due to network or other issues and this occurs for an extended period of time, the RPC may send its forms to the Head Office (and not to another RPC) for data capture, PIN generation and Registration Certificate printing. Where it is expedient that the forms must be processed in another RPC, approval must first be given by the Head, BDD.
	• Unnumbered Account Opening Forms shall be maintained on the website where prospective clients (or Pension Desk Officers) may print the form for completion. All such completed forms must be sent to either the Head Office or an RPC. A number range outside of those with the Printer will be maintained in the Head Office for this purpose, and RPCs having unnumbered forms with them shall make request to enrolment@fcmbpensions.com for numbers to write out on the form(s) for processing.
	• A phone call may be placed to an RSA applicant by staff in EPU or an RPC to obtain missing information or to verify unclear information on the Account Opening Form. Any Account Opening Form with missing signature or passport photo cannot

S/N	Policy Description
	be treated and must be returned to the Sales Agent, State Representative or Marketing Executive that enrolled the RSA Applicant.

- Information, updates and any changes included/ effected by authorised staff of EPU or an RPC on the physical Account Opening Forms shall be done using red ink only and his or her name written at the back of the form with signature. Under no circumstance should any type of correction fluid be applied on forms or alterations without signatures be accepted for processing.

- Subsequent updates and changes made by clients to their data after PIN generation shall not be made on the Account Opening Form. Clients shall request for such updates by filling the Data Update Form **(see appendix 3.03 for sample of Data Update Form)** or by issuing an instruction letter and these updates shall be processed by CSU and not by EPU or by an RPC.

- PINs shall be generated for RSA applications latest 24 hours after receipt of well-completed Account Opening Forms at EPU or the RPC, except where there are network or other technical issues, where the employer does not yet have an employer code, where FCMB Pensions has not been added on the ECRS to the list of PFAs allowed for particular State Government MDAs as may be allocated in the State Pension Law, or where the upload to ECRS has returned with error.

- The unique identity adopted by PenCom is the NIN issued by NIMC. The basic validation fields are the NIN, surname, first name, gender and DOB. Upon upload to the ECRS for PIN generation, the PFA data validates to match against data in similar fields with NIMC. Where they match exactly, the NIMC test returns successful. Where any of the fields does not match exactly, the test returns a failed result with a description of the error.

- PIN generation upload of a record may return with NIMC errors or other errors. For errors that are not correctable, the error shall be written on the Account Opening Form by the capturer and returned along with its support documents to the RSA applicant via the Sales Agent, State Representative or Marketing Executive, in at most 7 working days after receipt. These include errors such as "NIN already exists". Errors that are correctable can be classified into external and internal errors. Internal errors such as "Invalid Picture Image Format" are those that can be corrected without recourse to the RSA applicant while external errors such as "Provided NIN does not exist" or "DOB mismatch with NIMC record" are those that require the intervention of the RSA applicant before correction can be effected and re-upload attempted. For external errors, the capturer shall revert to the RSA applicant via the Sales Agent, State Representative or Marketing Executive while internal errors shall be corrected by EPU or the RPC depending on the error description/type.

- There shall be a hand shake between the Enrolment Portal, ECRS and the core Pension Administration Software (EnPower) such that records processed in the Enrolment Portal and exported to the ECRS shall, upon PIN generation, be

S/N	Policy Description
	automatically synchronized to the Enrolment Portal and updated to EnPower.
	• Enquiries may be made and reports downloaded via the ECRS from time to time to confirm the information with the NDB. The modules in the ECRS relating to enrolment include Registration, Data Recapture, TPIN Regularization, Dashboard, Reports and Downloads.
	• Monthly review of all records that do not have PIN in the Enrolment Portal shall be done to ascertain whether they are work-in-progress, belong to erroneously skipped forms or forms that were captured but eventually returned to source due to un-correctable error. ITSD shall be advised by form number as the unique identifier to archive the latter group from the Enrolment Portal.
	• As stated earlier, Registration Certificates for newly enrolled clients shall be printed in the location of data capture. Every Registration Certificate shall bear the image of the RSA holder. Registration Certificates shall only be generated from EnPower (not manually); where printed for clients, they must be on the customer service letterhead and the signature of the MD must reflect on every hard or soft copy **(see appendix 3.04 for sample of Registration Certificate)**. Registration Certificates for PINs generated each day shall be printed before 12:00 noon of the following workday for despatch.
	• PIN notification via SMS shall be auto-generated and sent by the SMS engine to the mobile phones of newly registered clients as a daily batch.
	• Errors or exceptions on enrolments observed after PIN generation must be passed on to the Head, Internal Audit for advice. The register of exceptions must have columns for RSA PIN and name of client, name of the Officer (Capture Officer, Verification Officer or Sales Agent) that made the error, description of the error, date of discovery/correction and corrective action taken. Errors on biometrics, employer name and date of first employment must first be corrected through the bio-data module of ECRS before they can be corrected in EnPower. Errors are not likely to occur with employee name, gender and DOB since these fields are validated against NIMC by PenCom before success of registration.
1.1.2	**<u>Data Recapture of Existing RSA Holders.</u>**
	• On **24 June 2019,** PenCom changed its Registration Application from CRS to ECRS. In other words, all the RSA holders whose PINs were generated before 24 June 2019, were registered on the CRS. The CRS did not have the uniqueness of identity, which led to various issues such as multiple registrations hence the origination of ECRS by PenCom.
	• By implication of the above, Data Recapture shall be required to be carried out on every RSA holder registered before 24 June 2019. RSA holders registered from this

S/N	Policy Description
	date require no recapture as their PINs were generated on the ECRS. The recapture process serves the purpose of moving valid records from CRS to ECRS with their updated individual unique identity.

- Every RSA holder whose PIN was generated under the CRS regime shall be required to complete a Data Recapture Form **(see appendix 3.05 for copy of Existing Contributor Data Recapture Form)**. Each ECDRF will not be required to have a form number. While the primary key for recognizing an Account Opening Form before registration is the form number as shown on pre-printed Account Opening Forms or in the system for online registration, the primary key for recognizing an ECDRF is the RSA PIN, which shall be required to be written by the RSA holder at the point of completing the form.

- An RSA holder may opt to do his/her data recapture online using the access code to gain entry. After successfully submitting the details digitally, an email notification will be auto generated to the registered Sales Agent who shall take steps to contact the RSA holder with a printed copy of the ECDRF for collection of the original passport photo, signature and other required documents as well as follow up on data recapture upload to the ECRS.

- The records of all existing RSAs in the CRS have been pre-populated into the data recapture portal from which processing will proceed for upload to the data recapture module of the ECRS.

- The documentation requirements/specifications as well as RPC and EPU structural arrangement for processing as stated earlier for account opening shall equally apply to data recapture.

- As stated earlier, the unique identity adopted by PenCom is the NIN issued by NIMC. The basic validation fields are the NIN, surname, first name, gender and DOB. Upon upload to the ECRS for data recapture, the PFA data validates to match against data in similar fields with NIMC. Where they match exactly, the NIMC test returns successful. Where any of the fields does not match exactly, the test returns a failed result with a description of the error.

- There shall be a handshake between the data recapture portal, ECRS and EnPower such that records processed in the portal and exported to the ECRS shall, upon success of data recapture, be automatically synchronized to the data recapture portal and updated to EnPower.

- Data recapture carried out by Consultants (if any) for the Industry, shall flow in to the Data Recapture Portal via an API and into EnPower via a synchronization process.

- NIN charges due to NIMC, as well as charges for data recapture carried out by Data Recapture Consultants (if any), shall be invoiced by PenCom. Payment of such charges shall be directly from the Company Account to the nominated accounts.

S/N	Policy Description
	- For an RSA holder that exists in the CRS with multiple PINs whether intra-PFA or inter-PFA, the first PIN rule to determine validity as obtained in the pre-ECRS era no longer holds; post-ECRS, **the subsisting general rule shall be first PIN to be successfully recaptured**. - In line with the Circular from PenCom, any RSA holder requesting to access his/her benefits in whatever category shall be required to be successfully recaptured before submitting application for benefits access. - Data recapture uploads that return with correctable errors that require the attention of the RSA holder, i.e. external correctable errors such as "Provided NIN does not exist" or "surname mismatch with NIMC record", shall be communicated to the RSA holder by an automated system via SMS notification. Data recapture uploads that return with correctable errors that do not require the attention of the RSA holder, i.e. internal correctable errors such as "Invalid Picture Image Format", shall be sorted out in-house. After correction, the upload shall be re-initiated. - Success of data recapture shall also be communicated to the RSA holder via SMS notification.
1.1.3	**Document Management System.** - Docuware, a DMS shall be maintained in the Head Office as an Enterprise Solution for storage of office documents and retrieval of the documents in their stored form. - Account Opening Forms captured in the Head Office shall be stored in Docuware as soon as PINs have been generated for the RSA applicants. - Account Opening Forms captured in an RPC or those generated from online registration shall be stored in Docuware as soon as the physical forms are received in the Head Office from the RPC. - All passport photographs must be properly affixed to their respective Account Opening Forms before storage in Docuware. - The Account Opening Form shall be the first document to be stored in Docuware for each RSA, and the record shall be created by form number. In line with the multi-factor authentication and verification policy of the Company, a user shall be created to import documents and a superior user created to verify the imported documents. - On bi-fortnightly basis, the Head EPU shall advise ITSD to update the PINs of new forms stored in Docuware, using the corresponding form number in EnPower to carry out the update. The same process will also update the employee name and employer name as text data to Docuware. Consequently, the primary key for

S/N	Policy Description
	retrieval of Account Opening Forms shall be the RSA PIN while the secondary keys shall be the form number, employee name or employer name.
	• Only the form number of Account Opening Forms stored in Docuware without PIN can be edited. PIN cannot be edited; neither can any form once stored be deleted.
	• Subsidiary documents such as copy of ID or data update form for each RSA holder shall be attached through electronic stapling to the Account Opening Form of the same client in Docuware. The key for attaching new documents to existing documents is PIN.
	• For day-to-day operational needs including documentation requests from BAD or other internal customers, copies of Account Opening Forms and their attachments may be called up and printed from Docuware. However, there will be need to revert to the physical archives where original copies of documents are required by Institutions such as PenCom, Auditors, Nigerian Police, Law Courts, Economic and Financial Crimes Commission, Independent Corrupt Practices Commission or other permitted financial or economic regulator.
1.1.4	**<u>Archiving Policy.</u>** • All Account Opening Forms and other documents shall be transferred to the Archive Centre as soon as they have been stored in Docuware. Prior to this, the document type must be ticked off on the central register of documentation, which shall be maintained in Excel File Type. • Upon receipt of Account Opening Forms in the Archive Centre, the Member ID of each form shall be written on it and the forms stored by their IDs in boxes placed on racks in the Archive Centre. Member ID is an internal unique serial number generated by EnPower for each PIN. • An Excel file of all records in EnPower by PIN and by Member ID shall be kept by Officers manning the Archive Centre. This would enable easy attachment of secondary documents such as data update forms which have PINs written on them to their corresponding Account Opening Forms which must have been stored by member IDs in the boxes. • The Head, Operations shall conduct periodic spot checks (at least once a month) of the Archive Centre to ensure the proper storage of documents and maintenance of the environment. • A register of documents' movement shall be kept in the Archive Centre, indicating PIN, RSA holder name, giver and receiver of documents with their signatures, date of receipt and date of return. • In the closed transfer window regime of exit of RSAs to NPF Pensions Limited and

S/N	Policy Description
	Nigerian University Pension Management Company Limited, photocopies of the Account Opening Forms were required to be retained in the Archive Centre while the original Account Opening Forms were required to be transferred along with copies of support documents which were printed from Docuware. • The boxes for Contributors shall be maintained separately from those for Retirees. As Retiree files containing retirement documents are received from BAD, the existing documents stored during the period of service of the Client are taken out, merged with the Retiree documents and inserted into the next serial ordering for Retirees. BAD shall take responsibility for attaching the Retiree documents to existing documents in Docuware, before handing over the physical documents to the Archive Officers.
1.1.5	**Documents obtained from NSITF Contributors.** • NSITF applications shall be captured in an excel file according to the schedule specification by PenCom and TrustFund. A staff in EPU shall be responsible for all documentation requirements of NSITF. • Photocopies of every batch of NSITF documents shall be sent under cover of a letter to TrustFund and PenCom with an accompanying schedule. A copy of each of the documents shall also be attached to the individual RSA's record in Docuware. The photocopied documents must be arranged in the same order as on the schedule before submission. • All NSITF schedules and documents received within a month shall be sent to TrustFund and PenCom latest the first week of the following month. • Upon receipt of clearance from TrustFund, originals of every batch of NSITF documents approved shall be sent under cover of a letter to the NSITF's Custodian with its accompanying schedule. The original documents must be arranged in the same order as on the schedule before submission. • Applications that are unapproved by TrustFund shall be returned to the applicant(s) with the reason(s) for return. • Quarterly reconciliation of NSITF documents received against the file of NSITF submissions made and other files should be carried out so as to classify the submissions into different categories for the purpose of reporting and escalation when there is delay in response from TrustFund or when there is delay in payment from the NSITF's Custodian.

S/N	Policy Description
1.1.6	**Management, Statutory and Other Reports.** • Daily report on PINs generated shall be prepared by the Head, EPU and rendered to the MD, EDs, Head BDD, Zonal/Business Managers and the Head, Internal Audit. • Performance report on PINs generated per Sales Agent grouped into Zones and Sectors shall be generated at the end of each month by the Head, EPU for reporting to the Head, BDD and the Head, Financial Control and Strategy. • Cumulative report on outstanding documentation per RSA shall be sent by the Head, EPU monthly to the group email for BDD. • Based on request by an Employer for the purpose of funding, schedule preparation or reconciliation, a schedule of registration data shall be prepared by the Head, Operations and forwarded to the employer via the Relationship Officer. This schedule will be generated from EnPower or CTS Validator. • Data Recapture Report as well as any other report required by PenCom shall be generated from Crystal Reports, CTS Validator, EnPower, Enrolment Portal or other Applications by the Head, EPU and reviewed by the Head, Operations for rendition to the appropriate Department of PenCom before the set deadline date. However, internal deadline date is set at 48 hours before PenCom's deadline date. All PenCom reports must conform to required standards and must be timely and accurate, bearing in mind that there are in-house sanctions for default **(see appendix 3.06 for in-house sanctions)**. • Registration and Data Recapture activities shall form part of GEMCO presentations to be made by the Head, Operations.

1.2   Policy on Schedules Management

S/N	Policy Description
1.2.1	**Conversion of Contribution Schedules.** • Every contribution schedule shall be stored in MS Excel file format in the server's operations drive per contribution period grouped per employers in folders. Contribution schedules that come in hard copy form shall be stored in their raw form in cabinet in order of capture date. • A file containing brief details on every contribution schedule received from inception (global soft breakdown) shall be kept. This file will include employer name, bank cleared date, contribution period and date transmitted to PFC. • Contribution schedules that have been processed previously for any employer shall not be recycled and used as contribution schedules for subsequent remittances made by the same employer, even where the remittance value is the same as previous. Each remittance must come with its own contribution schedule. • All contribution schedules shall be received by SMU from BDD in about two batches daily; the designated group email address for BDD shall be **econtributions@fcmbpensions.com**. Receipt of both soft and hard copy contribution schedules shall be acknowledged or signed for by the Head, SMU; the only exception to contributions schedule receipt from BDD may be contribution schedules received directly from PenCom. Contribution schedules whose lodgements are not yet reflected in the contributions bank account statement or whose lodgements have not cleared into the bank account shall remain with BDD until value is received. • With the exception of PIN correction, any correction made on a contribution schedule shall be done with red ink (or red font), or by a footnote giving explanations on the correction. This is regardless of any correction indicated on a letter or in an e-mail. • Hard copy contribution schedules as well as other contribution schedules not in Excel format must first be converted into Excel format, before forwarding all schedules as a batch or batches to the PFC. Contribution schedules to be posted with separate or additional narrations or descriptions such as Accrued Rights, Pre-Scheme, Outstanding Contributions, NSITF, Nominal Roll, Accrued Interest, etc. shall either be batched separately or have the narrations or descriptions indicated in the header of the contribution schedules. • The Unit shall update the status of every received contribution schedule on the file of bank lodgements (which would always be available on the operations drive for file sharing), before sending the contribution schedules in Excel format to the PFC. • The Unit shall be responsible for reviewing and ensuring that every un-credited

S/N	Policy Description
	lodgement is classified correctly with its reason for being outstanding for processing in the file of bank lodgements. Besides "No Schedules", other reasons for non-processing include "Over-Payments", "Short-Payments", etc.
	• Where computation or other errors are observed on any contribution schedule and the errors cannot be immediately resolved, the contribution schedule shall be returned to the remitting employer via BDD, after updating the status on the file of bank lodgements. Where the source of the errors can be spotted and accommodated, the contribution schedule shall be adjusted on the authority of the Head, Operations and processed, and feedback given on actions taken via BDD to the remitting employer.
	• On no account must assumptions be made on contribution schedules where mandatory data are not included in either the remittance schedules or in the contribution schedule file name or in the body of the email. The mandatory data include contributor's name, RSA PIN, employee contribution, employer contribution and contribution period. Where contribution schedules are to be returned for any reason, they must be routed via BDD with the exception of contribution schedules from PenCom which must be taken back to source via Compliance Department.
1.2.2	**Generation of Employer Codes.**
	• The Head, SMU shall be responsible for liaising with PenCom on employer code generation processes and issues. Employers are required to submit Certificate of Incorporation issued by CAC, Tax Clearance Certificate and an application letter on Company letter-head for generation of employer code. The complete set of documents shall be uploaded via the employer code generation module of the ECRS.
	• In the event that an employer could not be found in the DB of CAC, the employer shall be required to obtain a letter of good standing duly addressed to the Director General, PenCom from CAC.
	• Where there is a change in an employer name, a Certificate of Change of Name must be submitted to PenCom for name change in the NDB.
	• Employer code will only be generated once for each Employer, and it is not dependent on the PFA that got it generated.
	• Every new employer shall be set-up in EnPower upon first time funding or upon first time enrolment under it. This shall be done by the Head, Operations.
	• Any required employer code for update to EnPower must be copied from the live search portal on the website of PenCom. Employer codes must not be gotten from

S/N	Policy Description
	any other external source other than that of PenCom.
	• All employer codes and employer names in the DB must correspond with those in the NDB at all times, except where a change has been requested for by another PFA and FCMB Pensions was not notified by the employer.
	• PenCom requires that generation of employer codes for Federal and State Government MDAs should be requested for directly by the MDA to it. FCMB Pensions can, however, facilitate the process.
	• Each MPP Contributor must belong to a business, trade or vocational group and each group has an employer code generated by PenCom for it, e.g. Repair of Motor Vehicles and Motorcycles.
1.2.3	**Management, Statutory and Other Reports.** • The Head, SMU shall send a file containing details of lodgements without schedules to the BDD group email address econtributions@fcmbpensions.com, at the beginning and end of each work day. • The Head, SMU shall send to the group email address for BDD BusDevAll@fcmbpensions.com, a file containing details of employers that have made documentary submission and gotten employer codes as they are received from PenCom. Also to be included in the file are outstanding employers for employer code generation and their age analysis as well as those that returned without employer codes and the reasons. • Upon request, the Head, SMU shall be required to provide remittance details to employers that want to submit evidence of remittances to PenCom in order to secure compliance certificate, or employers that are being audited by PenCom-appointed Recovery Agents or their appointed Auditors. The employer statement shall be under a signed cover letter. • Monthly report on remittances made by State and Local Governments including the Federal Capital Territory that have adopted the Contributory Pension Scheme, as well as the Research Report shall be generated by the Head SMU, reviewed by the Head, Operations and rendered to the appropriate Department of PenCom before the set deadline date. • The SMU shall be responsible for investigating remittance and schedule issues as they arise from time to time. • Schedule-related issues shall form part of GEMCO presentations to be made by the Head, Operations.

1.3 Policy on Contributions Processing

S/N	Policy Description
1.3.1	**Processing of Contribution Schedules.** • Access to the internet banking application of the bank shall be restricted to designated personnel only. • Lodgements for Formal Sector Contributors shall be made into the RSA Contributions Account by remitting employers. • Lodgements for Retirees in the form of Accrued Rights and Outstanding Contributions in favour of Treasury-Funded MDAs by PenCom shall be made into the Retiree Contributions Account. • Lodgements for MPP Contributors shall be made into the MPP Contributions Account individually by the Contributors themselves. • Lodgements for Cross Border Contributors working abroad, if received in foreign currency, shall be transferred into the RSA Contributions Account by the PFC after conversion at the official Naira exchange rate prevailing as at the date the contribution was received. • While contribution schedule will be required from each Employer of Formal Sector Contributors at the point of every remittance, it will not be required from MPP Contributors. Each MPP Participant will be required to provide his/her phone number or RSA PIN at the point of remittance and an API (between FCMB Pensions and the PFC) shall return the name of the Contributor to ensure that the MPP Contributor pays into a valid and correct RSA. Furthermore, the API will accept the remittance only if the registered employer code of the PIN in the DB is with the prefix "MPP", as all MPP employer codes are created in the NDB by PenCom as such. • For RSA and Retiree Contribution Accounts, the bank statement for previous work day's contributions by cleared date shall be downloaded by the Head, CPU from the bank's website not later than 10:00 a.m. on a daily basis, to update the Excel file of bank lodgements maintained under operations drive and to upload the bank statement into EnPower. • For MPP Contribution Account, the bank statement for previous work day's contributions by cleared date shall be downloaded by the Head, CPU from the bank's website not later than 09:00 a.m. on a daily basis, to update the Excel file of bank lodgements maintained under operations drive and to upload the bank statement into EnPower. The bank statement should be compared with the API report; they should have the same value. The API report shall be used for contributions scheduling. • Where for some reason the bank's website cannot be accessed up till 10:00 a.m.,

S/N	Policy Description
	the Head, CPU shall request the PFC to send an Excel copy of the bank statements by e-mail. • The Head, CPU shall receive the validated CTS for processing each day from the Head, CRU and check it against the network file of un-credited lodgements. The Head, CPU is expected to escalate any contributions in the CTS whose lodgement cannot be found in the network file of un-credited lodgements or any reversal or returned cheque posting in the bank statement whose corresponding credit lodgement cannot be found in the un-credited lodgement work sheet, to the PFC. • The Head, CPU shall ensure the total value of lodgements for processing (plus or minus reconciling items such as approved over-payments over contribution schedules) is equal to the total CTS before moving the lodgements now to be processed from un-credited to credited lodgements work sheet in the network file. • Bank statements shall be imported into EnPower; the system shall maintain self-reconciliation of bank statement against CTS and shall not allow the value of any imported CTS to exceed the value of the corresponding lodgement **(see appendix 3.07 for screen shot of bank statement)**. Internally generated lodgement ID by serial numbering inserted on the imported bank statement shall serve as index against the inserted corresponding lodgement ID on imported CTS. Bank statements precede CTS; as the CTS for each lodgement is posted, EnPower reduces the balance of the un-credited lodgement to zero (where no contribution record within that lodgement is invalid) or leaves a balance in an un-credited lodgement where one or more contribution records within that lodgement are invalid **(see appendix 3.08 for sample of un-credited lodgements report)**. EnPower shall reject processing where the balance of the un-credited lodgement tends to a negative value. • The Head, CPU shall convert the final CTS into CSV file import format and distribute to users for processing. Processing for each effective/value date should not commence until valuation has been completed by FAU and the new prices automatically updated from IBS (the application used by FAU) to EnPower. • EnPower shall validate employer codes as listed in the CSV against the employer codes registered in the DB. Consequently, contributions for an employer without employer code cannot be processed in EnPower until the employer code is first created in the DB. • The latest time for valuation notification from FAU to Operations Department shall be 01:00 p.m. daily. The prices for all Funds must be available at this time to enable processing of inter-fund movements. • The price table in EnPower will have a bid price and an offer price for each fund, on each effective/value date. Date T in this manual refers to a work day. • Price generated by valuation for date T (valuation date) shall be imported into EnPower as the offer price for date T and this will be the price at which clients'

S/N	Policy Description
	accumulated units will be valued. Price generated by valuation for date T (valuation date) shall be imported into EnPower as the bid price for date T+1 and this will be the price at which units for transactions with value date T+1 will be bought or redeemed. • CTS of date T shall be downloaded on date T+1 and they shall enter into EnPower with effective/value date of T+1 after valuation of date T by FAU. Valuation for date T by FAU shall be completed for all funds latest 01:00 p.m. of date T+1. • MPP schedules with cleared date of T shall be downloaded from the API on date T+1 and they shall enter into EnPower with effective/value date of T before valuation for date T is run by FAU. • For Formal Sector, contributions described as voluntary in contribution schedules shall be posted as voluntary contributions and contributions described as mandatory in contribution schedules shall be posted as mandatory contributions. RSA holders wishing to subscribe to VC shall be advised in the VC procedure to inform their pay points to ensure such contributions are clearly separated from mandatory contributions in scheduling, in order to avoid difficulties in computing the VC portion of total contributions at the point of withdrawals amongst other reasons **(see appendix 3.09 for copy of Voluntary Contribution Instruction Form)**. • For MPP Participants and in line with the Guidelines, every contribution shall be split into two comprising 40% for contingent withdrawal and 60% for retirement benefits. The 40% contingent contribution shall be posted into the voluntary contribution column while the 60% contribution set aside for retirement shall be posted into the employee contribution column. • Users shall use their respective log-in IDs to import, validate, verify and process their files in EnPower. The system audit trail reports as well as the daily report sign-offs show who does what and each user shall take responsibility for whatever they import, validate, verify and process. • For Formal Sector, correct batch/transaction type as indicated by the transaction type codes in the CTS and correct contribution period/accounting date must always be used, as they automatically determine the Administration Fees recoverable and the descriptions/narrations that eventually show on RSA statements **(see appendix 3.10 for sample of RSA statement)**. A pre-posting Administration Fee Checker shall be used to determine if there is a need to correct contribution period/accounting date imported from the CTS. • For MPP Participants, the month in which the contribution was made shall be taken as the contribution period/accounting date. Consequently, an MPP Contributor may have several transaction lines with the same contribution period/accounting date if he/she remits contributions more than once within the same month.

S/N	Policy Description

- Validation of individual records carried out by the API at the point of remittance by MPP Participants will prevent the occurrence of invalid contribution PINs or PIN-name mismatches for this sector. However, these issues may not be avoidable for Formal Sector Contributors since scheduling are done by employers and no validation of PIN or names are done at point of remittances. Such contribution records shall be sent into the un-credited contributions table by CPU during processing where CRU shall take them over for correction and crediting or transfer as applicable.

- The following internal rules shall be applied by contributions import users during verification to determine contribution records that have PIN-name mismatches:

  - Where the PIN listed in the CTS is valid (i.e. existing in EnPower) and the beneficiary of the contribution has three names as imported from the employer's contribution schedule, then at least two of the names on the schedule must match those in EnPower, regardless of whether the PIN is for a male or a female RSA holder.

  - Where the PIN listed in the CTS is valid (i.e. existing in EnPower) and the beneficiary of the contribution has two names as imported from the employer's contribution schedule, then the two names on the schedule must match those in EnPower except where the PIN is a female's PIN, where at least one name (first name) would be required to match. By the algorithm of PIN issuance from the ECRS, RSA holders of male gender will have their PINs start with "PEN1" while RSA holders of female gender will have their PINs start with "PEN2".

  - Where the PIN listed in the CTS is valid (i.e. existing in EnPower) and the beneficiary of the contribution has one name as imported from the employer's contribution schedule, then the one name on the schedule must match any of the names in EnPower, regardless of whether the PIN is for a male or a female RSA holder.

  - Where the PIN listed in the CTS is valid (i.e. existing in EnPower) and the beneficiary of the contribution has one name with initials as imported from the employer's contribution schedule, then the one name and at least one of the initials on the schedule should match the names in EnPower. Where the one name on schedule does not match with any name in EnPower and the PIN is a female's PIN, then the two initials on the schedule must match exactly with the initials of the names in EnPower.

- The Head, CPU shall confirm all the imported, validated, verified and processed batches for the effective/value date, generate daily contributions, payments, inter-fund movement reports and balance the CTS against the EnPower reports **(see appendix 3.11 for sample of daily contributions report, appendix 3.12 for sample of daily payments report and appendix 3.13 for sample of daily inter-fund movement report)**.

S/N	Policy Description
	• The Head, Operations shall do an automated daily export of net inflows and outflows to Investment as one of the end of day processes. • FAU shall do an automated daily unit price export per fund from IBS to the unit price table in EnPower. • With the exception of MPP contributions, transactions for each effective/value date shall be completed before 08:00 p.m. of the same day, to ensure that all the contributors in that daily batch receive contribution notification via SMS in the evening or night of that same day. The API shall ensure delivery of real time SMS to MPP Contributors as their contributions are received. • Contribution notification via SMS shall be generated without human intervention by the SMS Application interfacing EnPower and sent to the mobile phones of Contributors. This will commence as from 08:00 p.m. on day T for transactions with value date T and will be sent in structured batches according to the number pre-set per batch by ITSD.
1.3.2	**Inter-Fund Movement.** • The Multi-Fund Structure was conceived by PenCom to optimize the various pension fund portfolios and increase the aggregate amount of retirement benefits available to Contributors at retirement. Aside the TCF set up for TPINs, Six Funds shall be maintained namely Fund I and Fund II (default fund) for Formal Sector Contributors below 50 years of age, Fund III for Formal Sector Contributors that are 50 years of age and above, Fund IV for Retirees, Fund V for MPP Contributors while Fund VI shall be maintained as a Non-Interest Fund. In line with the Guidelines on Multi-Fund Structure, there are allowable and there are restricted inter-fund movements as explained below. • When a TPIN is regularized through completion of the registration requirements and a regular PIN is generated, an inter-fund movement of the TPIN shall be carried out simultaneously, to move the balance from TCF to Fund II. • An RSA holder defaulted at Fund II can choose to transfer to Fund I to take advantage of its investment returns. This must be applied for by the RSA holder in writing **(see appendix 3.14 for copy of Inter-Fund Transfer Instruction Form)**. The RSA holder may subsequently apply for re-transfer to Fund II as long as he/she is still within the age bracket of 49 years and below. • In line with the Guidelines, an RSA holder that turns 50 years old shall be moved from current active fund (Fund I or Fund II) to Fund III same day or the following work day if it falls on a weekend or a holiday. This requires no mandate from the RSA holder and the movement shall be system-prompted. The RSA holder may subsequently apply in writing for return to Fund II and re-transfer to Fund III; but

S/N	Policy Description
	RSA holders that are 50 years and over cannot be in Fund I.
	• Retirees shall be maintained in Fund IV. Active Contributors shall not be eligible for transfer into Fund IV, except upon retirement and Members of Fund IV are not allowed to move out of the Fund. Submission of retirement documents is enough to move an RSA holder to Fund IV; a request from BAD to CPU in the form of a schedule specifying PINs, RSA holders' names, employer codes and employer names is sufficient. RSA holders that apply to BAD for temporary access due to disengagement shall not be moved to Fund IV but they shall remain in their active Fund. Also, transfer to Fund IV shall be carried out by CPU based on receipt of Outstanding Contributions for Retirees or based on receipt of Accrued Rights for Federal Government Employees funded from the National Treasury by PenCom, or based on receipt of Death Benefits (or Life Insurance proceeds) for employees in any sector.
	• MPP Participants shall be maintained in Fund V. In line with the Guidelines, the MPP Contributor shall convert to Mandatory Contribution when he/she secures employment in the Formal Sector. This requires an instruction in writing and the destination fund may either be Fund I, Fund II or Fund III depending on the age of the RSA holder as at time of conversion and his/her choice.
	• An RSA holder can choose to transfer to Fund VI to take advantage of the opportunity of investing the RSA in non-interest and ethical instruments, in line with the Framework for Non-Interest Fund. An RSA holder in Fund II or Fund III may transfer to Fund VI Active while an RSA holder in Fund IV may transfer to Fund VI Retiree. The transfer must be applied for by the RSA holder in writing. The RSA holder may subsequently apply for re-transfer to Fund I, Fund II, Fund III or Fund IV as applicable at point of application.
	• Schedule of inter-fund transfers containing PINs, names and current value must be passed through Internal Control Unit for signed concurrence before carrying the transfers out.
	• Each inter-fund movement shall be done in EnPower by CPU with the latest effective/value date and there shall be no manual computation as far as balance for transfer is concerned. The current balance (even if it is zero balance) in the originating fund should immediately reflect in the destination fund as a BBF.
	• DBAs were required to be opened for RSA holders who became deceased without opening an RSA, for the purpose of settling their NOK. They were created directly in EnPower as retiree accounts by the Head, Operations upon receipt of photocopies of DBA opening forms from BAD. However, creation of DBAs was stopped forthwith by PenCom in March 2020.
1.3.3	**Processing of Refunds and Inter-PFA Transfers.**

S/N	Policy Description
	- All refund and inter-PFA transfer schedules and letters must pass from source to the Head, Operations for authentication. Refunds to Employers will require approval seeking from PenCom, which will be initiated by the Head, Operations via an official letter stating reasons and attaching proof of remittances. - Only refunds and inter-PFA transfers that involve bank lodgements or direct debits to RSAs shall get to CPU for processing. Upon receipt of refund or inter-PFA transfer schedule from the Head Operations, the Head CPU shall assign the schedule to a user to import into EnPower. - Refunds or inter-PFA transfers must be posted with current effective/value date and should be reconciled by the Head, CPU at end of day along with other debit transactions having the same effective/value date. - The refund or inter-PFA transfer shall form part of the daily reports generated by the Head, CPU, for the Head, CRU to issue instruction to refund or transfer the value through the PFC.
1.3.4	**Reversal of Contributions.** - Imported, validated, verified and processed batches of CTS that are erroneous can be archived only if they have not been confirmed. Archived batches will not show on RSA statements or contributions/payments reports but they will show on audit trail reports. The balance of the corresponding lodgement on the bank statement in EnPower will still be the same as the amount lodged, as balances of un-credited lodgements reduce only after imported batches have been confirmed; hence the CTS can be re-imported, re-validated, re-verified and re-processed after archiving. - Reversals will be necessary to correct either quantitative or qualitative errors on transactions that have, at least, been confirmed. System reversal shall be applicable where a transaction or a batch has been confirmed but not exported to investment. System reversal transactions will not show on statements and contributions/payments reports. Non-System Reversal shall be applicable where the exact units in the initial credit are to be reversed with an option of selecting the desired effective/value date, which would mean reversal of the current value of the initial credit. Both the credit transaction and the reversal transaction will show on statements and contributions/payments reports. - The system shall maintain self-embedded controls to ensure that debit transactions or reversals effected do not throw any RSA into a debit balance. - Contribution batches or transactions may be reversed and reposted without recourse to the affected RSA holders, if the error correction is a qualitative one and total contribution per PIN will not change. However, if earlier credited amounts will

S/N	Policy Description
	change, the affected RSA holders must be notified. Where an employer requires that an employee under it be debited for recovery due to a previous over-payment or due to funding beyond disengagement date of the employee, a consent letter duly signed by the RSA holder shall be required.
1.3.5	**Administration Fee Application.** • Administration Fee category shall be created by the Head, Operations in EnPower as soon as a new Administration Fee amount is negotiated by and agreed to with an Employer. The statutory Administration Fee is ₦100 per monthly contribution; negotiated Administration Fee will be any amount lesser than ₦100. Any Administration Fee concession for Employees of an Employer must be in documentary form approved by the MD. • Every new Employer shall be set-up with its own fee type (default of ₦100) at the point of employer creation. This shall be done by the Head, Operations. Subsequently, the charge may be changed to reflect Administration Fee concessions negotiated (if any). • Administration Fees shall be charged to each contribution record based on the Employer specified in the import CSV and the Administration Fee type set up for that Employer in EnPower. The registered employment information of the RSA holder in EnPower will not be used; this is in recognition of the fact that the RSA holder may not have updated his/her information with FCMB Pensions following a change in employment and the two different Employers may have been set up in the system with different Administration Fee charges. • A contribution record may span a range of contribution/accounting dates, e.g. January-December 2013. Administration Fees recovered will always be a product of the applicable monthly Administration Fee and the number of months in the range. For instance, a 12-month accounting date range such as in above example for Employees that are charged ₦70 monthly shall attract total Administration Fees of ₦840 per Employee. • Notwithstanding the above, EnPower shall limit the number of months in the contribution/accounting date range for Administration Fee computation to start from the month of registration of the RSA holder, e.g. if the contribution/accounting date range in the CSV is January-December 2013 and the RSA holder got RSA PIN in June 2013, the system shall compute the Administration Fees based on 7 months (June-December 2013) and not based on 12 months (January-December 2013). This is in line with the regime of fees in PenCom's Circular. • Certain contribution transaction types shall be set up not to charge Administration Fees, e.g. pre-act contributions, NSITF contributions and pre-act Accrued Rights.

S/N	Policy Description
	All debit transaction types including reversals and refunds shall attract no Administration Fee charge, with the exception of Monthly Programmed Withdrawals.
	• Contributions received in favour of RSAs that have exited to other PFAs shall be simultaneously transferred out to the other PFA; the credit and debit entries shall have the same effective/value date. Consequently, in order to preserve the principal amount, Administration Fees shall not be charged on the contributions.
	• EnPower shall take Administration Fees from total contribution per transaction record. For Employers that remit the employee contributions and the employer contributions differently, the contribution confirmed first in time (i.e. the contribution with earlier operations date/time) shall be charged Administration Fees while the contribution confirmed later in time shall not be charged Administration Fees. In other words, the system shall consider contribution periods/accounting dates that are re-occurring so as to ensure RSAs are not charged multiple times for the same period. RSA holders that have contributions and also interest (e.g. penalty interest) for the same period, or RSA holders that have shortfalls in contribution amounts later made up, or RSA holders whose employer and employee contributions are remitted and processed at different times were part of the considerations in coming up with this arrangement.
	• EnPower shall not take Administration Fees for any contribution record whose contribution value is below the Administration Fee that has been set up for the employer of the contributor, e.g. Administration Fee shall not be charged on a contribution of ₦95 if the Administration Fee that has been set up for the employer of the contributor is ₦100.
	• The above Policy on Administration Fee charges apply to Formal Sector Contributors and not to MPP Contributors. In line with the Guidelines for MPP, a maximum Administration Fees of ₦80 shall be charged for contributions of ₦4,000.00 and above while a maximum Administration Fees of ₦20 shall be charged for contributions below the sum of ₦4,000.00. Since MPP Contributors are not bounded by a frequency of monthly contribution and may decide to effect daily or weekly contributions, the Administration Fee charge shall be applied only at the last effective/value date of the month, on the sum of MPP contributions for the month.
	• EnPower shall be globally set to automatically take VAT on every Administration Fee recovered and there will be no manual intervention in this.
	• In line with the Guidelines on Multi-Fund Structure, a Contributor may migrate from one Fund to another a maximum of twice in a **calendar year**, i.e. a January to December cycle. The first transfer in a calendar year shall be at no cost to the Contributor, while any subsequent transfer in the same calendar year shall be at a flat rate of N1,000.00; exception to the count in these rules being the Regulatory-

S/N	Policy Description
	induced movements such as Fund II to Fund III or Fund V to Fund II.
	• Back-dated reversals due to wrong Administration Fee applications on transactions that have already been concluded in EnPower should not be effected, as this would affect incomes and VAT already recorded and recognized, apart from distorting accumulated units carried in EnPower. Any Administration Fee under-charge observed should be recovered from the RSAs by using the manual Administration Fee charge template and posting at the current effective/value date. Where there has been an Administration Fee over-charge earlier, concurrences and approval must be secured from the Head, Internal Audit, ED (Operations & Services) and the MD, to enable the Company pay the value from the Company Account into the Contributions Account and have the affected RSA holders credited.
1.3.6	**De-activation and Re-activation of PINs.**

• Under some circumstances, PINs will be required to be de-activated in the system to serve as triggers for carrying out certain actions and prevent credit or debit entries from being made unrestricted into such accounts. These circumstances include the following:

   - In line with PenCom's instruction that RSAs decided as invalid due to multiple registrations be de-activated

   - PINs that have been discounted by State Government as Pre-Legislation PINs

   - Exits in accordance with PenCom Regulation, Guidelines and Framework; such as in the Regulation for the Transfer of Retirement Savings Accounts, or in the Framework for transfer of RSAs to NPF Pensions Limited and Nigerian University Pension Management Company Limited

   - Other categories of exits including RSA holders that have been discharged through Death Benefits, En-Bloc, Annuity, Refunds and Contributors/Retirees Exempted from the Contributory Pension Scheme

• The bio-data of de-activated PINs can still be viewed in the Customer Service Module of EnPower and all reports (whether enrolment or contributions) will still carry the records.

• At the point of processing contributions, de-activated records shall be temporarily re-activated to enable accommodation of contributions. Ultimately, such inflows must be transferred out to either the other PFA or to the bank account of the beneficiary/retiree.

• In line with the multi-factor authentication and verification policy of the Company, both de-activation and re-activation processes in the system shall be carried out by at least two staff before completion; one of whom shall be the Head, Operations. |

S/N	Policy Description
1.3.7	**Management, Statutory and Other Reports.**
	• Based on request by an employer and for the purpose of funding, audit, reconciliation or schedule preparation, a schedule of funded and unfunded RSAs as well as their contributions data shall be generated from EnPower or CTS Validator by the Head CPU, reviewed by the Head, Operations and forwarded to the requester via BDD.
	• Monthly and quarterly MPP report on Contributions, Administration Fees, Investment Returns and Balance Transfer upon conversion to Formal Sector shall be generated by the Head CPU, reviewed by the Head, Operations and rendered before the deadline date set by PenCom.
	• Semi-annual reconciliation report on Normal Contributions, Outstanding Contributions and Accrued Rights received as well as refunds in respect of PenCom-funded MDAs shall be generated by the Head CPU, reviewed by the Head, Operations and rendered before the deadline date set by PenCom.
	• Contributions processing activities shall form part of GEMCO presentations to be made by the Head, Operations.

1.4   Policy on Reconciliation

S/N	Policy Description
1.4.1	**CTS Management.** • In order to ensure an excellent PFA/PFC mirror in terms of transactions processing, all raw schedules shall first be processed by the PFC before being processed by FCMB Pensions. The product from PFC comes out consolidated as CTS. • CTS shall be downloaded daily from the FTP site designed for this purpose by the Head, CRU the following work day, i.e. CTS for date T shall be downloaded on date T+1. This download shall be done latest 10:00 a.m. on daily basis. • Where for some reason the site cannot be accessed up till 10:00 a.m. the Head, CRU shall request the PFC to send copies of the CTS via e-mail. • The CTS, in a batch, shall be validated by the Head, CRU using the CTS Validator in order to separate the valid records from the invalid records. The invalid records are those contribution records that cannot be processed as a result of wrong PINs in the CTS. The entire CTS shall be submitted to the Head, CPU for processing latest 11:00 a.m. • The Head, CRU shall in the first instance, submit the total count and the total value of the valid and invalid contribution records to the PFC in a daily reconciliation summary for agreement. • The Head, CRU shall maintain consolidated files of CTS in a network folder under operations drive and make reference to them where needed during reconciliations. Statements per PIN may also be obtained from the PFC when needed during reconciliations.
1.4.2	**Validation of Un-Credited Contributions.** • In line with the Revised Fund Accounting Guidelines, regular PINs shall have their value in Fund I, Fund II, Fund III, Fund IV and Fund V; TPINs shall have their value in TCF; un-credited contributions shall have their value in Reconciliation Account while un-credited lodgements (depending upon their age) shall have their value between Allocation and Reconciliation Account. All these accounts shall be unitized daily and their individual unit prices pushed by FAU from IBS to EnPower daily. • In line with the Registration Guidelines and TCF Guidelines, contributions received in favour of TPINs shall be credited into the accounts whose values shall make up the Fund. The TCF shall be an Investment Account very similar to Fund I and other Fund Accounts.

S/N	Policy Description
	• The Head CRU shall periodically, export the invalid and mismatch contribution records from the table of un-credited contributions warehoused in EnPower and send them to BDD for contribution PIN correction and where applicable, PFA name correction.
	• BDD shall liaise with the Remitting Employers to get the invalid and mismatch contribution records cleaned up by inserting correct PIN and PFA name in the files. Employers are expected to correct the wrong PIN or and PFA name as applicable on the template of their contributions schedule and revert with an official letter or email requesting that the un-credited contributions be credited (where the Contributor is registered with FCMB Pensions) or the un-credited contributions be transferred (where the Contributor is registered with another PFA). The letter shall also seek to clarify differences in contributor's names where the PIN on contribution schedule is correct but the name written on the schedule differs slightly from the name in the DB of FCMB Pensions.
	• A unique ID known as UCID shall be generated automatically by EnPower for each contribution record sent by CPU to the Un-Credited Contributions Table. This ID which is contained as one of the columns in the files sent by CRU and received from BDD after clean up, shall be the common denominator upon upload for the system to change the wrong PIN held in the Un-Credited Contributions Table to the correct PIN in the files received, for subsequent crediting by CPU. The crediting process will be at current effective/value date and it will take into account the investment gains on the un-credited contributions for the duration of the period they were outside of the RSAs and in the Reconciliation Account; the principal (contributions) and gains clearly separated by amount and description.
	• For un-credited contributions identified eventually as belonging to an RSA holder registered with another PFA via a letter from the employer backed up by the beneficiary's Registration Certificate, the current value of the contributions shall be computed based on the current unit price of the Reconciliation Account and scheduled out for transfer by CRU.
	• All refunds with the exception of those instructed by PenCom for return to the Contributory Pension Account or Retirement Benefit Bond Redemption Fund Account, and Inter-PFA transfer schedules must be concurred to by Internal Control Unit.
1.4.3	**Movements between Bank Accounts.**
	• The cleared balances of both RSA and Retiree Contributions Accounts shall be swept daily and automatically at end of day into RSA Allocation Account by the bank.
	• In line with the Fund Accounting Guidelines, remittances that have stayed **5** work

S/N	Policy Description
	days in the RSA Allocation Account without being processed, shall be moved to Reconciliation Account. CPU will provide the sum daily to CRU for such movements and when they are eventually processed, they will be moved to the destination Investment Accounts through the RSA Allocation Account. • Upon receipt of daily contributions report from the Head, CPU, the Head, CRU shall originate and send movement instructions to the PFC via FAU. The cut-off time for Operations Department to issue daily instructions to FAU via internal memo shall be 10:00 a.m. on day T+1 for transactions with value date T carried out on operations date T. • For valid contributions that go into Fund I, Fund II, Fund III and Fund IV, total net contributions (total gross contributions less total administration fees and VAT) shall be moved from RSA Allocation Account to the respective Investment Account while the total administration fees and VAT shall be moved from RSA Allocation Account to Fees Account. Any remittance residing in the Reconciliation Account shall first be moved to RSA Allocation Account before they are transferred as above. • For contributions that go into Fund V (where invalid PIN contributions are not expected due to the API developed for MPP contributors), total gross contributions shall be moved from MPP Allocation Account to Fund V Account. The total administration fees and VAT shall be debited to the MPP Account at the end of each month and transferred to the Fees Account. • In line with the Regulation on Administration Fee sharing with State or Local Government Bureau, Boards or Commission, and FCT Pension Board or FCT Pension Department, 40% of the fees recovered shall be remitted to the nominated bank account of the State or Local Government or FCT, subject to the condition that the contributions are complete, i.e. from both Employee and Employer in line with the State Pension Law. The transfers shall be done on daily basis, simultaneous with the transfers from Allocation Account to Investment and Fees Account. • For incoming invalid PIN contributions, total gross contributions shall be moved from RSA Allocation Account to Reconciliation Account. • For contributions previously invalidated now to be validated, total gross contributions along with their computed gains so far shall first be moved from Reconciliation Account to RSA Allocation Account; before their net are moved from RSA Allocation Account to the respective Investment Accounts and the total administration fees and VAT are moved from RSA Allocation Account to Fees Account. • For Inter-Fund movements under the Multi-Fund arrangement, total investment balances of RSAs as at transfer date shall be moved from one Fund to another. • All instructions on cash movements between fund accounts must specify

S/N	Policy Description
	instruction date and effective/value date and must pass through FAU, so that equivalent units are created and redeemed on the fund valuation side.
1.4.4	**Reconciliation of Bank Accounts and RSAs.** • While the Head, CPU will be responsible for reconciling the RSA and Retiree Contributions Accounts as well as the RSA and MPP Allocation Accounts, the Head, CRU shall be in charge of reconciling the Reconciliation Account. • Investments shall be made by Investment Department from RSA Allocation and Reconciliation Accounts, which must as a result be unitized. The Unit Prices of both Accounts shall be made available daily by FAU. • Each time an invalid contribution record is reconciled and agreed with the PFC and the value is to be transferred to an RSA with another PFA (based on a letter from the contributor's employer as well as Registration Certificate of the contributor), CRU shall first archive the contribution record in EnPower. The Head, CRU shall then generate an instruction letter to the PFC via FAU requesting that the gross contributions and the computed investment gain be transferred to the other PFA and debited to the Reconciliation Account. A transfer schedule clearly separating the gross contributions from the investment gain shall be created, concurred to by Internal Control Unit and then sent via email to the other PFA. • Where contributions are to be transferred due to multiple registration, above process will still operate. However, in this case the Investment Account shall be debited and not the Reconciliation Account. • Inter-Member Contribution Transfer shall be applicable where contributions are to be reversed from a wrongly credited RSA to the right RSA; this shall automatically be at the effective/value date of the initial wrong credit. The credit transaction and the reversal transaction will show on statements but they will not show on contributions/payments reports. These movements will show on the audit trail reports and the Head, CRU shall be required to keep a record of these movements. • All refunds to employers require PenCom's approval and any requesting employer has to officially apply in this regard. Where a lodgement is to be refunded, the Head, CRU shall advise the Head, CPU to archive the un-credited lodgement record in the bank statement in EnPower and to move the same record in the network file of un-credited lodgements. The Head, CRU shall then instruct the PFC to refund the lodgement value and the computed investment gain from the Allocation or Reconciliation Account to the employer. Where the balance of an RSA or a part of an RSA is to be refunded, CPU is to be advised to debit the RSA; CRU will then send a memo to FAU advising the Unit to instruct the PFC to debit the Investment Account and refund the value to the employer's bank account. • It should be noted that refund value should be with gain/loss where its source can

S/N	Policy Description
	be traced to particular previous contributions with Accounting Units; the associated units shall be multiplied by the current unit price to determine the value payable. The refund value shall be without gain/loss where its source cannot be traced to particular previous contributions. The only exception to this are PenCom's instructions that come with Principal and Accrued Interest.
	• Accounting Units differences in the Funds, resulting from round up and down of values, must be kept within acceptable levels all throughout the financial year. The differences, which must not be greater than ₦100 summed up across all Funds, shall be written off at the end of each financial year. The Funds under reconciliation are as follows: Fund I, Fund II, Fund III, Fund IV, RLA Suspense, Fund V, Fund VI Active, Fund VI Retiree, TCF, and any other Contributory Fund approved by PenCom for special management for Employees under an Employer.
	• All instruction letters and supporting documents such as employer's letter to transfer or refund must be entered into Docuware and subsequently filed appropriately in order of memo/letter date. Storage into Docuware shall be by subject or key word. In line with the multi-factor authentication and verification policy of the Company, a user shall be created to import documents and a superior user created to verify the imported documents.
	• The Head, CRU shall also be in charge of reconciling complaints surrounding missing contribution/accounting dates in RSA statements, as soon as it is established by SMU that payment was made and schedule transmitted to PFC. A combination of one or more of bank statement, un-credited lodgements table, un-credited contributions table, consolidated CTS or raw schedule from the employer may be checked before explanations can be given on contribution update issues raised.
	• Where there is an adjustment to historical unit values due to a revaluation or based on audit recommendations, the changes must be reflected in the price table in EnPower. However, it must be established from reports that no RSA was thrown in to debit position as a result of the price change.
	• EPN shall be auto-generated from the server and sent to the registered email addresses of relevant employers if schedules have not been received on work day T+5 after payment value is received on work day T. This service is expected to speed up the schedules collection effort by BDD.
	• ETN shall be auto-generated from the server and sent to the registered email addresses of all employers whose employees were credited on day T. This will commence as from 02:00 p.m. on day T+1 for transactions with value date T and will be sent in structured batches according to the number pre-set per batch. This service is expected to inform the employer of successful processing of the contributions schedule and to display credited contribution records and if any, un-credited contribution records.

S/N	Policy Description
1.4.5	**Management, Statutory and Other Reports.** • The Head, CRU shall on monthly basis, send a file containing corrected and uncorrected contribution records to BDD. • The Head CRU shall as and when due, report all refunds made into the Contributory Pension Account or the Retirement Benefit Bond Redemption Fund Account to PenCom, attaching evidence of remittance. • Report on un-credited contributions shall be presented by the Head, Operations at the GEMCO meeting, as well as the position of the Allocation and Reconciliation Accounts. • Other reconciliation matters shall form part of GEMCO presentations to be made by the Head, Operations.

1.5 Policy on Transfer of Retirement Savings Accounts

S/N	Policy Description
1.5.1	**RSA Transfer System.** • Section 13 of the Pension Reform Act (PRA) 2014 specifies that an RSA holder may transfer his RSA from one PFA to another. It further specifies that such transfer should not be more than once a year. • To facilitate the implementation of Section 13 of the PRA 2014, PenCom deployed the RSA Transfer System (RTS). This is an Application used for coordinating all the processes relating to the transfer of RSAs from one PFA to another. The RTS is designed to provide an electronic platform through which RSA transfers are initiated, processed and monitored; and Global Net Transfer Positions (GNTPs) for all affected PFAs are determined. It also warehouses data generated during the RSA transfer process. • The Regulation for the Transfer of RSAs provides the modalities by which RSA transfers are carried out. This Regulation supersedes the Frameworks issued by PenCom for the transfer of RSAs to NPF Pensions Limited and NUPEMCO Limited. • While the RTS Client serves the purpose of submission of RSA transfer requests to RTS, the RTS Portal serves the purpose of processing RSA transfer requests. The former is a front office Application while the latter is a back office Application.
1.5.2	**General Rules for the Transfer of RSAs.** • Request for RSA transfer shall be initiated by the RSA holder (including an MPP Contributor or a Retiree) through the Receiving PFA (RPFA) and submitted to PenCom through the RTS. • Processing of RSA transfer requests shall only be possible for RSA holders registered on the ECRS and those that have been successfully recaptured on ECRS. • The Transfer Quarter (TQ) refers to a three-month period regarded as one of four parts of a calendar year. RSA transfers shall be carried out on a quarterly basis as follows: 1 January to 31 March (1st TQ); 1 April to 30 June (2nd TQ); 1 July to 30 September (3rd TQ); 1 October to 31 December (4th TQ). • Transfer requests shall be processed on the basis of their Effective Transfer Date (ETD), which shall be the last day of the last month of each TQ namely 31 March, 30 June, 30 September and 31 December. Consequently the ETD for any RSA transfer request shall be the last day of the TQ within which that transfer request is received on RTS, irrespective of whether such a day is a working day or not. • RSA Transfer requests received in the first two months of a TQ shall be assigned

S/N	Policy Description
	the ETD of the current TQ, while requests received in the third month of a TQ shall be assigned the ETD of the next TQ.
	• An RSA Holder shall only be eligible for a subsequent RSA transfer after 365 days from the date of his/her last approved RSA transfer, irrespective of whether it is a leap year or not.
	• RSA transfers from one PFA to another shall be free of charge to the RSA holder.
	• The unique identification of each transferring RSA Holder (i.e. Fingerprint or Iris images) must match the RSA holders' details contained in NIMC database. In line with the Regulation for the Transfer of RSAs, FCMB Pensions shall bear the cost of identity verifications carried out at NIMC for RSAs transferred to it as an RPFA.
	• An electronic register shall be maintained at the backend of the RTS to record the status of RSA transfer requests undergoing processing, at any point in time. This register shall be called RSA Transfer Register (RTR) and for every transferring RSA, both the RPFA and the Transferring PFA (TPFA) will have its view on their tables.
	• By Regulation, printed confirmation is required to be issued to an RSA holder that initiates transfer requests with FCMB Pensions, as an RPFA. Such printed confirmation, which shall be a pre-designed printout from the RTS Client, must be signed by the RSA holder to confirm that he/she initiated the RSA transfer request. One copy of the signed confirmation shall be retained and stored while the other copy will be given to the RSA holder for his/her records.
	• Provisional balances shall be uploaded by each PFA to RTS at the end of the RSA transfer request cycle, i.e. 28 February for ETD 31 March, 31 May for ETD 30 June, 31 August for ETD 30 September, and 30 November for ETD 31 December. This enables each PFA to have a very good estimate of the value of RSAs that will come to it at the end of the TQ, and hence the NTP.
	• Based on the Provisional Balances uploaded, the Head Operations shall inform FAU and the Investment Team copied to the Risk Management Team of the outgoing value uploaded to RTS, so that provisioning for liquidity can start preparatory towards ETD. This information should be made available within the first week of the third month of the TQ.
	• Detailed and accurate statement of account of an RSA holder, starting from inception when the RSA holder joined the CPS, up to the ETD specified for the transfer, shall be uploaded to RTS by the TPFA. This statement shall be referred to as Transaction History (TH).
	• Based on the afore-mentioned, the RTS shall aggregate the balances of RSAs to be transferred in to it in a TQ and call it Total Inflow. Similarly, it shall aggregate the balances of RSAs to be transferred out in a TQ and call it Total Outflow. The difference between the Total Inflow and Total Outflow in any given TQ shall be the GNTP.

S/N	Policy Description
	• Where Total Inflows from other PFAs to FCMB Pensions exceeds Total Outflows to other PFAs in a TQ, FCMB Pensions shall be in Credit GNTP. Credit Advice will be issued by RTS and it will state the amount to be received from specific PFA(s) with Debit GNTP(s). • Where Total Outflows from FCMB Pensions exceeds Total Inflows from other PFAs in a TQ, FCMB Pensions shall be in Debit GNTP. Payment Demand Notice will be issued by RTS and it will state the amount to be remitted to specific PFA(s) with Credit GNTP(s). • The RSA Transfer Control Account shall be utilized to warehouse the balances of RSAs exited from their various Investment Accounts at ETD, pending completion of the RSA transfer operational processes including TH Upload, TH Confirmation, and Clearing and Settlement. Consequently, the Account Balance of the RSA Transfer Control Account (which will include Principal Amounts and Accrued Interest Earning) should return to zero at the end of the RSA transfer processes for each TQ. • The RSA Transfer Allocation Account shall be utilized to receive RSA transfer values, as a PFA with Credit GNTP, from paying PFAs with Debit GNTPs. • FCMB Pensions must conform to all the rules regarding RSA transfers, bearing in mind that PenCom shall impose administration sanctions for failure to abide by the rules. **See appendix 3.15 containing table of RTS sanctions.**
1.5.3	**Back Office Portal for RSA Transfers.** • The Back Office Portal as an in-house built Application shall be used to record, manage and monitor transfer window activities as they occur on an almost real time basis. • ITSD will be required to download data on RTS for the current TQ **on daily basis**, and upload such data into the Back Office Portal. • The Business Teams and CSOs primarily responsible for bringing in RSAs via the RTS Client, shall at the point of on-boarding, request for information on the RSA balance of the prospective transferor. This will be uploaded to the Back Office Portal and stored in tables to enable it provide the expected inflow for such RSA holder. • The Portal will interface EnPower and provide information on the balances of RSAs whose holders have made transfer requests in other PFAs to transfer out. This will enable it provide the actual outflows for such RSA holders. • Based on the available information in the Portal of expected inflows and actual outflows, the Portal will provide management information at any particular time in

S/N	Policy Description
	details, summary and on dashboard. The reports may be produce-able per TPFA and RPFA, per Agent and per Zone, and per other parameters desired. The NTP therefore becomes determinable to some degree of accuracy, throughout the journey of each TQ up on to the end of the transfer initiation cycle when every PFA will upload the provisional balances of its outgoing RSAs to RTS and the actual NTP can be determined. • The Transaction History (TH) Manager, which is one of the Menu on the Back Office Portal, will be the back office tool for managing TH of Transferors in and out. The Portal shall be used as an interface between EnPower and RTS.
1.5.4	**Transfer of Mandate Files.** • Mandate Files of all transferred RSAs to RPFAs shall be done not later than one week (i.e. 5 working days) after the ETD for Retirees and not later than one month after the ETD for Non-Retirees. • Mandate files moved to RPFAs must be up to date and shall contain the documents specified by PenCom in the Revised Guidelines for RSA Registration, as well as other documents acquired in the course of administering the RSA. • The Mandate Files of outbound transferors shall be done directly to the respective RPFAs in either hard or electronic formats. • Scanned documents in Mandate Files moved electronically must be very legible and should be saved with names that indicate the nature of the documents. • Further to the above, the documents must be saved in electronic folders dedicated to respective RSAs and the electronic folders must be named appropriately with the Surname, First Name, Middle Name and PIN of the RSA holder. • Documents in Mandate Files moved in hard copies must be arranged in an orderly manner in the files and the Surnames, First Names, Middle Names and PINs of the RSA holders must be written on the front outer covers of the Mandate Files.
1.5.5	**Post ETD Contributions.** • Upon receipt of any pension remittance on behalf of an RSA holder whose RSA has been transferred to an RPFA, the inflow shall be transferred within one (1) working day of receipt of such funds to the Contributions Account of the RPFA with a schedule containing at least the following information: RSA holder's Name, PIN, Employer Name and description of the remittance. • There shall be no charge of administration fees for such remittances received as post ETD contributions.

2   Operations Processes and Procedures

This section outlines the sequence of tasks and activities to be performed by the operations function. It also highlights the key input and output documents/ reports used or generated in executing the processes.

2.1   Enrolment Processing Unit

The Unit is responsible for all activities involved in the storage of clients' details onto the DB, the generation of PINs from PenCom's DB and the storage of clients' personal information and documentation.

The Unit performs the following processes:

- Receipt of Account Opening Forms.
- Offline and Online Enrolment and PIN Generation.
- Printing of Registration Certificates.
- Document Management System Operations.
- Archiving Operations.
- Processing of NSITF Documents.

However, Account Opening Forms will also be received for processing by RPCs, which shall capture the data and upload to the National Databank for PIN generation. Amongst the processes highlighted above, the RPCs will be operationally involved in the receipt of Account Opening Forms, Account Opening Form data capture, PIN generation and printing of Registration Certificates.

2.1.1   Receipt of Account Opening Forms

This includes all activities involved in the receipt of all Account Opening Forms for data capture and PIN generation. A form log is required to be maintained to keep track of the Account Opening Forms received from BDD.

Step	Responsibility	Task	Job Resource
		Start	
2.1.1.1	Administrative Officer, EPU/RPC.	Receive Account Opening Forms and checklist, verify the number of physical forms received against the checklist and sign off on the checklist. Where the forms are incomplete or the checklist does not tally with the forms Inform the Sales Agent, State Representative or Marketing Executive for resolution of the issue.	BDD checklist.

Step	Responsibility	Task	Job Resource
		<u>Where the forms and checklist are okay</u> Go to step 2.1.1.2. <u>Note:</u> A copy of the checklist must be filed by the Administrative Officer, EPU/RPC.	
2.1.1.2	Administrative Officer, EPU/RPC.	Enter brief details of forms received into the account opening Excel file log. This file should have employee name, employer name, form number and agent code.	Account opening Excel file log.
2.1.1.3	Administrative Officer, EPU/RPC.	Batch the RSA forms to be processed per employer and carry out a quality check concurrently. Check the forms to ensure all mandatory fields have been completed and confirm that the following meet required specification/quality: - Passport photographs. - Signature. <u>Where there is need to confirm whether specifications and business rules requirements are met</u> Go to step 2.1.1.4. <u>Where specifications and business rules requirements are met</u> Go to step 2.1.1.6. <u>Where specifications and business rules requirements are not met</u> Go to Step 2.1.1.7.	PenCom's ECRS business rules.
2.1.1.4	Administrative Officer, EPU/RPC.	Send to Head, EPU/ Branch Head, RPC for review and clarification on next steps.	
2.1.1.5	Head, EPU/Branch Head, RPC.	Review forms to ascertain their acceptability for processing. <u>Where specifications and business rules requirements are met</u>	PenCom's ECRS business rules.

Step	Responsibility	Task	Job Resource
		Go to step 2.1.1.6. <u>Where specifications and business rules requirements are not met</u> Go to step 2.1.1.7.	
2.1.1.6	Administrative Officer, EPU/RPC.	Send Account Opening Forms that meet quality checks to Scanning Officer, EPU/RPC for electronic data capture.	
2.1.1.7	Administrative Officer, EPU/RPC.	Make comments on bad forms with red ink, update account opening Excel file log with form status i.e. returned form, indicating appropriate narration, generate memo to respective Sales Agent, State Representative or Marketing Executive indicating the number of forms returned per employer and then send forms and memo to Head, EPU/Branch Head, RPC. <u>Note:</u> This will include forms to be returned due to inability to generate PIN.	Account opening Excel file log and internal memo.
2.1.1.8	Administrative Officer, EPU/RPC.	Sign off the memo as the preparer, get the Head, EPU/Branch Head, RPC to concur and the Head, Operations/Zonal Manager or Business Manager to approve the return. Send memo and Account Opening Forms to source with copy for acknowledgement.	Internal memo and MS Outlook.
		Proceed to Offline and Online Enrolment and PIN Generation	

2.1.2 Offline and Online Enrolment and PIN Generation

These include all activities involved in the capture of data from Account Opening Forms on to the DB for offline enrolments, capture of data directly by the applicant into the portal for online enrolments, and the subsequent generation of PIN. They comprise the following sub-processes:

- Form Scanning
- Data Entry
- PIN Generation

Step	Responsibility	Task	Job Resource
		From Receipt of Account Opening Forms	
2.1.2.1	Scanning Officer, EPU/RPC.	Obtain all Account Opening Forms for processing from Administrative Officer, EPU/RPC and sort them by organization.	
2.1.2.2	Scanning Officer, EPU/RPC.	Batch and scan RSA forms, and then crop the biometrics: signature and passport photograph. Note 1: Each batch should contain at most five (5) forms. Note 2: Passport photograph must be a recent passport sized colour photograph of the applicant, taken against a white background and with a full frontal view at 24-bit colour image, along with other requirements as stated earlier under the Policy for Enrolment Processing. Note 3: the facial image and signature shall be at least 8-bit grey-scale/24-bit colour depth, along with other requirements as stated earlier under the Policy for Enrolment Processing.	HP Digital Flatbed Scanner.
2.1.2.3	Scanning Officer, EPU/RPC.	Save the scanned and cropped biometrics individually by account opening form number and biometric type, e.g. 1,134,907S; 1,134,907P; where 1,134,907 is the form number, S indicates signature and P indicates passport photograph. The consent provision signed by the Applicant for release of NIN information by NIMC to PenCom, should also be scanned as 1,134,907C. Saving should be done to a folder named "source" on the storage server by the Scanning Officer, EPU and to network folder by the Scanning Officer, RPC.	Storage Server or Network Folder.
2.1.2.4	Scanning Officer, EPU/RPC.	Distribute the Account Opening Forms per organization to Data Capture Officer(s) for processing.	

Step	Responsibility	Task	Job Resource
2.1.2.5	Data Capture Officer, EPU/RPC.	First check each form for completeness and availability of employer code for processing. **For Account Opening Forms with incomplete mandatory fields** Place calls to RSA applicants (or respective Sales Agents, State Representatives or Marketing Executives where RSA applicants cannot be reached) and fill the blank spaces with red ink **For Account Opening Forms of employees without employer codes in local DB but with employer codes in PenCom's DB** Send an email to the Head, Operations for employer creation in FCMB Pension's DB. The following information should be provided: - Employer name. - Employer code. - Employer Address. **For Account Opening Forms of employees without employer codes in PenCom's DB** Send the employer details to the respective Sales Agent, State Representative or Marketing Executive and request by e-mail for a copy of the Certificate of Incorporation issued by CAC, Tax Clearance Certificate and an application letter on Company letter-head for generation of employer code. Upon receipt of the complete documents, they should be forwarded by email to the Head, SMU and tracked based on periodic reports provided on outstanding employer records for employer codes. Hold the Account Opening Forms till employer codes are available. **Note:** PenCom's table of employer codes can be accessed via the URL https://apps.pencom.gov.ng/ecrsexternal/faces/employers.jsf; every employer record must be existing in FCMB Pension's employer management	Internet Access, EnPower and Employer Codes Table.

Step	Responsibility	Task	Job Resource
		table for the data capture to be successful.	
2.1.2.6	Data Capture Officer, EPU/RPC.	Launch the Portal: https://web.fcmbpensions.com/onlineenrollment/backOffice and log in with user name and password. Carry out the following functions: - Click on the menu "New Enrolment". - Pick an Account Opening Form and capture the details on the form into the appropriate fields, grouped in EnPower according to the following classifications in tabs: Biodata, Residential Address, Employment Record, Next-of-Kin and Biometric Page. - To capture the biometric information, access its scanned copy by form number from the folder "source" or from desktop and upload the biometrics (signature and passport photograph) into the appropriate boxes in the system. The same goes for the consent provision. - After data capture of all mandatory fields and conditional mandatory fields where applicable, click on the "Upload" tab. Some defined in-house validations will take place to ensure all mandatory fields are completed and data are in the right format, followed by transmission of data to PenCom for PIN. To determine the PIN generation status, go to step 2.1.2.9. Note: Audit trail of user activities is stored by date and time of data capture.	Internet Access and Storage Server.
2.1.2.7	RSA Applicant	For prospective customers desirous of completing the Account Opening Form online, first ensure that the following critical information and documents are available:	Internet Access, Scanner, Document Storage, MS Outlook and

Step	Responsibility	Task	Job Resource
		- NIN and its exact biodata information, which are surname, first name, DOB and Gender. - Electronic copy of recent coloured passport photograph with white background, and that meets all the ECRS specifications. - Electronic copy of signature signed on a white plain background, and that meets all the ECRS specification. - Employer Name in full. - These and other documentary requirements shall be displayed on the website. Launch the Portal: https://web.fcmbpensions.com/onlineenrollment/ and click on "create profile" after inserting First Name, Middle Name (optional), Last Name, Phone Number, Email Address and Employer Name. A response will be provided that a profile activation code has been sent to the registered email and mobile phone. Enter the activation code received into the dialog box displayed and click "Continue". The next page is for password creation, where Applicant will be required to enter intended profile password and give a confirmation of the password. After successful password creation, Applicant can start the online enrolment at any time by entering the email address and password to log in, and entering details for registration along the following pages: - Enter Bio Data, click "Save & Proceed". - Enter Residential Address, click "Save & Proceed". - Enter Employment Record, click "Save & Proceed". - Enter Next-of-Kin, click "Save & Proceed".	Telephone.

Step	Responsibility	Task	Job Resource
		- Upload Biometrics, click "Save & Proceed". - Agree to the NIMC release of information to PenCom by ticking the Attestation/Consent, click "Save & Proceed". - Review details typed, click "Submit Application". Where the password has been forgotten, a password reset can be done. Launch the Portal: https://web.fcmbpensions.com/onlineenrollment/Account/RecoverPassword and enter the registered email address. A password reset code will be sent to the email address, which when entered into the dialog box provided, will enable insertion of a new password to be used onwards. Note 1: The online profile password for Applicants should be a minimum of **6** characters, which must contain at least 1 capital letter, 1 small letter and 1 special character. Note 2: The Applicant may save and continue the enrolment data entry at any time up till submission time, simply by signing on as a returning Applicant with the registered email address and password each time. Note 3: Where the Applicant has selected an employer name that does not exist in the DB at the point of profile creation, an email requesting employer creation is automatically triggered to enrolment@fcmbpensions.com; this will be created by the Head, Operations in EnPower if it exists in the NDB. If the employer name exists in the NDB but is wrongly entered by the Applicant, he/she should be called or emailed to enter the employer name properly. If the employer name does not exist in the NDB, the employer should be communicated to by the Head, EPU via the	

Step	Responsibility	Task	Job Resource
		assigned Sales Agent for the documents relating to employer code generation. The RSA Applicant shall be communicated to at all stages of the processes. Note 4: The Head, EPU shall review the menu: "Uncompleted Forms" daily for Applicants that start the online data entry process but do not submit after **5 days**, before placing calls to them to determine if they need help with completion. For anyone that opts for offline enrolment or cannot open an account for some reason, the Head, EPU shall click on "Archive" for the record in the grid under the menu: "Uncompleted Forms" and state the reason for archiving it.	
2.1.2.8	Head, EPU.	As soon as the online enrolment application is submitted by the Applicant, an email is triggered to enrolment@fcmbpensions.com as well as to the Sales Agent. To effect PIN generation for online enrolment application, launch the Portal: https://web.fcmbpensions.com/onlineenrollment/ backOffice and carry out the following functions: - Click on the menu "Completed Forms" under "Online Enrolment". - Select the record in the grid and click on "View Details". Review all the fields in all the pages particularly the biometrics to ensure the ECRS specifications are met. - After completing the review, click on "Reject" and state reasons if the application does not meet the ECRS requirements. This will trigger an email to the Applicant. If the application meets ECRS requirement, click on "Generate PIN".	Internet Access and MS Outlook.
2.1.2.9	Data Capture Officer, EPU/RPC.	To obtain the status of a record uploaded for PIN under offline enrolment, click on the menu: "Generated PINs" for offline enrolments and search for the record using details such as Name	Internet Access, MS Outlook and EnPower.

Step	Responsibility	Task	Job Resource
		and Phone Number. If it is in the grid, write the PIN on the form. If it is not in the grid, then click on the menu: "Pending Enrolments" and search for the record using details such as Name and Phone Number. A column in the grid shows PenCom's response; click on "Continue Registration" to open up the form uploaded earlier and make any correction (if it can be done in-house) for initiation of another PIN generation upload. If the error cannot be corrected, then write the error on the form and return to the Sales Agent for revert to the Applicant **(see appendix 3.16 for table of upload error translation)**. Note 1: Where an online application sent for PIN returns with error, an automated email will be sent to the email address of the assigned Sales Agent and that of the Applicant. Note 2: Records of all PINs generated shall automatically synchronize and update from the Portal to EnPower. PenCom's position and reports on PINs generated can also be downloaded via the Registration Module of the ECRS on URL: https://apps.pencom.gov.ng/ecrsexternal/faces/login.jsf Note 3: All PINs generated are automatically defaulted at Fund II in EnPower; with the exception of MPP PINs which are automatically defaulted to Fund V upon the recognition of MPP Business Codes as the employer code.	
		Proceed to Printing of Registration Certificates	

2.1.3 Printing of Registration Certificates

This includes all activities involved in the printing of Registration Certificates for newly generated PINs.

Step	Responsibility	Task	Job Resource
		From Offline and Online Enrolment and PIN Generation	
2.1.3.1	Head, EPU	Before 08:30 a.m. of the day following PIN generation, a report of all PINs generated the previous day should be downloaded from Crystal Reports, using the PIN generation date, and sent in PDF and Excel file format by e-mail to the Zonal/Business Managers copied to the Head, Internal Audit, Head, Operations, Head BDD and Executive Management **(see appendix 3.17 for sample of daily generated PINs report)**. The Head, EPU shall add the daily generated PINs report to a consolidated Excel File on documentary receipts in the Head Office, a file maintained as from 24 June 2020 when the ECRS started. The file will have columns for PIN, name, PIN generation date and a column for each mandatory document; these include employment/appointment letter, Certificate of Business Registration (for MPP Contributor), ID Card/NIN slip, and Account Opening Form. As the documents arrive in the Head Office, the consolidated file will be updated to keep track of outstanding documentation yet to be received. This will include documents on the online enrolments. The report will be rendered monthly to Capture Officers and Sales Agents.	Crystal Reporting Tool, MS Outlook and MS Excel.
2.1.3.2	Data Capture Officer, EPU/RPC.	Registration Certificates for PINs generated each day shall be printed before 12:00 noon of the following work day. Head Office and RPCs shall generate and print Registration Certificates for forms processed in their various locations as follows.	
2.1.3.3	Data Capture Officer, EPU.	Log into EnPower with user name and password and carry out the following functions: - Click on the menu "Customer Service' and	EnPower and Printer.

Step	Responsibility	Task	Job Resource
		select "Welcome Letter".	
		- Click on the field named Search and select "Advance Search" in the drop-down.	
		- Select the User based on Capture Officer in the Head Office; select date range and then click on "Search".	
		- A grid showing the list of records captured by the selected user(s) are displayed. Click on the boxes to select records whose Registration Certificates are to be printed.	
		- Where the Registration Certificates are to be first saved, click on the option "Choose Save Folder", click on "Generate Letter" and then click "ok" to save to the folder selected.	
		- Where the Registration Certificates are to be printed directly without saving, click on the option "Print Welcome Letter" to print for all records selected.	
		- Sort and group the Registration Certificates by States (where applicable). Insert them into envelopes and despatch to State Representatives.	
		- Hand over the Account Opening Forms and Support Documents to the Archiving Officer through the Head, EPU for archiving and storage.	
2.1.3.4	Data Capture Officer, RPC.	Launch the Portal: https://web.fcmbpensions.com/clientportal/Branch log in with user name and password and carry out the following: - Search with PIN, name or mobile phone number. - Click on the tab: "view details" within the grid showing the client's record. - Click on the menu "RSA Navigation" and select the sub-menu: "Reports/PIN	Internet Access and Printer.

Step	Responsibility	Task	Job Resource
		Registration Letter" or "Reports/PIN Registration Letter with logo". - Right click and select "Print" or "Save as" option. - Sort and group the Registration Certificates by States (where applicable). Insert them into envelopes and despatch to State Representatives. - Batch and send all Account Opening Forms whose owners have PIN, together with their Support Documents to the Head Office within the stipulated time shown earlier in the Policy section of this manual.	
		Proceed to Document Management System Operations	

2.1.4 Data Recapture

These include all activities involved in the recapture of data from ECDRF on to the DB for upload to the ECRS. They comprise the following sub-processes:

- Form Scanning
- Data Entry
- Record Upload

Step	Responsibility	Task	Job Resource
		Start	
2.1.4.1	Scanning Officer, EPU/RPC.	Obtain all ECDRF for processing from Administrative Officer, EPU/RPC and sort them by organization.	
2.1.4.2	Scanning Officer, EPU/RPC.	Batch and scan the forms, and then crop the biometrics: signature and passport photograph. Note 1: Each batch should contain at most five (5) forms.	HP Digital Flatbed Scanner.

Step	Responsibility	Task	Job Resource
		Note 2: Passport photograph must be a recent passport sized colour photograph of the applicant, taken against a white background and with a full frontal view at 24-bit colour image, along with other requirements as stated earlier under the Policy for Enrolment Processing. Note 3: the facial image and signature shall be at least 8-bit grey-scale/24-bit colour depth, along with other requirements as stated earlier under the Policy for Enrolment Processing.	
2.1.4.3	Scanning Officer, EPU/RPC.	Save the scanned and cropped biometrics individually by PIN and biometric type, e.g. PEN100020003000S; PEN100020003000P; where PEN100020003000 is the form number, S indicates signature and P indicates passport photograph. The consent provision signed by the Applicant for release of NIN information by NIMC to PenCom, should also be scanned as PEN100020003000C. Saving should be done to a folder named "source" on the storage server by the Scanning Officer, EPU and to network folder by the Scanning Officer, RPC.	Storage Server or Network Folder.
2.1.4.4	Scanning Officer, EPU/RPC.	Distribute the ECDRF per organization to Data Capture Officer(s) for processing.	
2.1.4.5	Data Capture Officer, EPU/RPC.	First check each form for completeness and availability of employer code for processing. For ECDRF with incomplete mandatory fields Place calls to RSA applicants (or respective Sales Agents, State Representatives or Marketing Executives where RSA applicants cannot be reached) and fill the blank spaces with red ink For ECDRF of employees without employer codes in local DB but with employer codes in PenCom's DB	Internet Access, EnPower and Employer Codes Table.

Step	Responsibility	Task	Job Resource
		Send an email to the Head, Operations for employer creation in FCMB Pension's DB. The following information should be provided: - Employer name. - Employer code. - Employer Address. For ECDRF of employees without employer codes in PenCom's DB Send the employer details to the respective Sales Agent, State Representative or Marketing Executive and request by e-mail for a copy of the Certificate of Incorporation issued by CAC, Tax Clearance Certificate and an application letter on Company letter-head for generation of employer code. Upon receipt of the complete documents, they should be forwarded by email to the Head, SMU and tracked based on periodic reports provided on outstanding employer records for employer codes. Hold the ECDRF till employer codes are available. Note: PenCom's table of employer codes can be accessed via the URL https://apps.pencom.gov.ng/ecrsexternal/faces/employers.jsf; every employer record must be existing in FCMB Pension's employer management table for the data recapture to be successful.	
2.1.4.6	Data Capture Officer, EPU/RPC.	Launch the Portal: https://web.fcmbpensions.com/datarecapture/Logon.aspx and log in with user name and password. Carry out the following functions: - Pick an ECDRF and enter the RSA PIN. - The 4 sections of the form namely Personal Data, Employment Records, Next-of-Kin Data and Biometric Information are displayed, with each field pre-populated with the existing details as may be in CRS.	Internet Access, Storage Server, Network Folder, Scanner and MS Outlook.

Step	Responsibility	Task	Job Resource
		Edit each field including the biometrics and consent according to the new information provided in the form, while the fields that had no change in information may be left as they are. - After data recapture of all mandatory fields and conditional mandatory fields where applicable, click on the "Save" button and the "Submit" button. Some defined in-house validations will take place to ensure all mandatory fields are completed and data are in the right format, before a response of successful submission is received. - Where the RSA holder has decided to recapture electronically, the ECDRF should be completed online using the RSA PIN and Access Code to log into the Portal. Subsequently the support documents should be submitted in any of FCMB Pensions' Offices, for completion of the recapture process. - After successful submission of the form, the Officer in the RPC shall be required to scan the form and support documents to enrolment@fcmbpensions.com, for data verification. - For submissions made by the RSA holders themselves and all the RPCs including Abuja RPC, the Data Capture Officer, EPU shall carry out the upload process to the NDB as follows; launch the Portal: https://web.fcmbpensions.com/enrollment/ log in with user name and password, review the submissions by verifying the information in the Portal against the scanned copy of form and documents received, select the tab "Generate and Upload Data Recapture Files" and then click the button "Generate XML" to receive a response that XML has been successfully generated.	

Step	Responsibility	Task	Job Resource
		Send an email to ITSD for XML transmission to the data Recapture Module of the ECRS.	
2.1.4.7	Data Capture Officer, EPU/RPC.	To obtain the status of a record uploaded for data recapture, launch the Portal: https://web.fcmbpensions.com/enrollment/ log in with user name and password, click on the tab: "Data Recapture Report", select "Start Date" and "End Date", proceed to export the report to MS Excel. The exported report will indicate RSA holders with accepted data recapture, as well as those with errors and the errors clearly described according to the table of upload error translation given in appendix 3.16. Where the status is error that can be corrected, Launch the Portal: https://web.fcmbpensions.com/datarecapture/Logon.aspx once again, log in with user name and password and edit current information on the data recapture of the 4 sections described earlier, submit and generate XML. If the error cannot be corrected, e.g. NIN exist meaning that the RSA holder had done multiple registration in the CRS and had already done data recapture in the ECRS on one of the PINs, then write the error on the form and return to the Sales Agent for revert to the RSA holder. Note: Records of all PINs successfully recaptured shall automatically synchronize and update from the Portal to EnPower. PenCom's position and reports on Data Recapture can also be downloaded via the Data Recapture Module of the ECRS on URL: https://apps.pencom.gov.ng/ecrsexternal/faces/login.jsf	Internet Access, MS Outlook and EnPower.
		Proceed to Document Management System Operations	

2.1.5 Document Management System Operations

This includes all activities involved in the conversion of Account Opening Forms to soft copy form as well as the attachment of subsidiary documents to them, before they are transferred to the Archive Centre for permanent storage.

Step	Responsibility	Task	Job Resource
		From Printing of Registration Certificates	
2.1.5.1	Archiving Officer, EPU.	Obtain Account Opening Forms from the Head, EPU. Sort the forms in alphabetical order of employer name.	
2.1.5.2	Archiving Officer, EPU.	Batch Account Opening Forms into a maximum of fifty (50), scan them into source path on the storage server and name them with their respective form numbers in JPEG file format.	HP Digital Flatbed Scanner and Storage Server.
2.1.5.3	Archiving Officer, EPU.	Launch the Docuware Application and log in with user name and password.	Docuware.
2.1.5.4	Archiving Officer, EPU.	Highlight all the desired Account Opening Forms under source path and drag them into the Account Opening Forms basket. Next highlight all the desired Account Opening Forms under the basket and drag them into the Account Opening Forms cabinet. The viewer page containing an Account Opening Form at a time and the store dialog box are automatically displayed.	Storage Server and Docuware.
2.1.5.5	Archiving Officer, EPU.	Click "Store" on the menu bar. Then select "Pending.	
2.1.5.6	Archiving Officer, EPU.	The indexing process can now commence on the store dialog box. For each displayed Account Opening Form, enter the corresponding details as follows: - Form Number (enter form number). - Company Name (leave blank). - New-Number (leave blank). - PIN (leave blank). Note: Where an Account Opening Form has been re-	Docuware.

Step	Responsibility	Task	Job Resource
		numbered during enrolment, the new form number (which should have been indicated on the form with red ink) should be used.	
2.1.5.7	Archiving Officer, EPU.	Click "ok" to save update, tick off on Account Opening Forms that have been stored in to Docuware and then transfer them to the Head, EPU for confirmation of the imported Account Opening Forms. Note 1: "Delete from basket" would have been seen as ticked and as a default setting before clicking on ok to save. After saving, the particular Account Opening Form disappears from the basket and the next one in series appears; this control measure is to avoid duplication of Account Opening Forms that have already been stored. Note 2: If a form number already exists in the DB, another form cannot be saved with the same form number. Where this occurs, it should be brought to the attention of the Head, EPU.	Docuware.
2.1.5.8	Head, EPU.	The Head, EPU shall launch the Docuware Application, log in with user name and password and then confirm the Account Opening Forms imported as follows: - Select "Status" on dialogue box. - Right click on "Select List". - Click on "Pending Approval" and on "OK". - Select first column to open Account Opening Form. - Select "Approve RSA" on the top left side of the window. - Drag the stamp to a clear zone on the Account Opening Form and input Confirmation Officer's password. This will automatically stamp the name of the authorizer on the form. - Repeat the above steps on each of the Account Opening Form.	Docuware.

Step	Responsibility	Task	Job Resource
2.1.5.9	Head, EPU.	At the end of each month, inform the Head, ITSD to populate PINs and employer names to the records of Account Opening Forms stored in Docuware without PIN. ITSD shall do this by running scripts to obtain the form numbers for all Account Opening Form records stored with blank PIN cells in Docuware, obtaining the PINs for those same form numbers from EnPower and then indexing the corresponding PIN for each of such form number to Docuware. Immediately upon update, any form number stored in Docuware not found in EnPower should be escalated to the Head, Operations for resolution. Also, brief details including PIN, form number, member ID, employee name and registration date for any record in EnPower not found in Docuware should be escalated to the Head, Operations for resolution (expectedly, only newly generated PINs yet to go into Docuware should come up in this file). Note: Account Opening Forms for old generated PINs not found in Docuware should be retrieved from the Archive Centre and subjected to steps 2-8 above for storage in Docuware.	EnPower and Docuware.
2.1.5.10	Head, EPU.	Investigate form numbers found in Docuware not found in EnPower and proceed as below to either correct the form number text information (where the form number was wrongly stored by the Archiving Officer into Docuware) or annotate the Account Opening Form (where the form number was changed during enrolment processing but the change was not reflected on the physical Account Opening Form).	EnPower and Docuware.
2.1.5.11	Head, EPU.	To edit the text information on a stored Account Opening Form, carry out the following steps: - Double click on the Account Opening Forms cabinet. - Enter form number to display the Account Opening Form on the standard search dialog	Docuware.

Step	Responsibility	Task	Job Resource
		box. - Click on the info-box icon to display info-box dialog window. - Edit the Form Number and change it to the correct Form Number. - Click on "store" to save changes. Note: Access to edit the PIN field is not permitted. Also, by policy, an Account Opening Form, once stored, cannot be deleted under any circumstance.	
2.1.5.12	Head, EPU.	To annotate a stored Account Opening Form, carry out the following steps: - Double click on the Account Opening Forms cabinet. - Enter PIN or form number to display the Account Opening Form on the standard search dialog box. - Click on the text box icon and then click on the middle top section of the form. Type in the correct form number in red ink, click on the select drawing object icon to activate the save button and then click on "store annotation" to save. - Carry out above steps to edit the form number as stored in Docuware, so that it corresponds with the annotation and with the record in EnPower.	Docuware.
2.1.5.13	Archiving Officer, EPU.	To retrieve and print a stored Account Opening Form, carry out the following steps: - Double click on the Account Opening Forms cabinet. - Enter PIN or form number to display the form on the standard search dialog box. - Click on "print" on the standard search dialog box, check the printer settings on the print window and click on "ok" to send to the printer.	Docuware and Printer.
2.1.5.14	Archiving Officer, EPU.	To retrieve and print stored Account Opening Forms for all records stored under an organization,	Docuware and Printer.

Step	Responsibility	Task	Job Resource
		carry out the following steps: - Double click on the Account Opening Forms cabinet. - Leave form number blank but enter employer name (as stored in the DB) in the field "Company Name", to display the first Account Opening Form on the standard search dialog box; other Account Opening Forms can be viewed by clicking on the page up or page down icon at the base of the displayed Account Opening Form. - Click on "print" on the standard search dialog box, check printer settings on the print window and click on "ok" to send all to the printer. Page numbers as shown at the base of the Account Opening Forms view can also be selected on the print window to print specific Account Opening Forms only.	
2.1.5.15	Archiving Officer, EPU.	To retrieve soft copy of an Account Opening Form, carry out the following steps: - Double click on the Account Opening Forms cabinet. - Enter PIN or form number to display the form on the standard search dialog box. - Right click on the RSA record to display the Account Opening Form in Picture Manager File Format on another window. - Click on "File" and "Save as" in the selected folder (desktop) with desired file name.	Docuware.
		Proceed to Archiving Operations	

2.1.6 Archiving Operations

This includes all activities involved in the storage of operations transaction documents in hard copy form. The categories of documents include Account Opening Form, Data Update Form and supporting documents.

Step	Responsibility	Task	Job Resource
		From Document Management System Operations	
2.1.6.1	Archiving Officer, EPU.	Receive Account Opening Forms from Head, EPU and other documents such as Data Update Form and support documents from CSU.	
2.1.6.2	Archiving Officer, EPU.	Prior to filing a new batch of Account Opening Forms, an update file in excel format containing PIN, form number, member ID and employee name must have been obtained from ITSD. These data are expected to be consolidated with those of previous Account Opening Forms at the Archive Centre as an archive directory.	MS Excel.
2.1.6.3	Archiving Officer, EPU.	For each Account Opening Form selected for storage, use the form number on the Account Opening Form to locate the record in the archive directory. Write the corresponding member ID for the record on the Account Opening Form and insert the form into the right position in the hard paper box labelled to accommodate the member ID range that the form falls into.	MS Excel, Hard Paper Boxes and Racks.
2.1.6.4	Archiving Officer, EPU.	For the Data Update form or support document selected for storage, use the PIN written on it to locate the record in the archive directory. Write the corresponding member ID for the record on the document and insert it as an attachment to the Account Opening Form in the hard paper box labelled to accommodate the member ID range that the Account Opening Form falls into.	MS Excel, Hard Paper Boxes and Racks.
2.1.6.5	Archiving Officer, EPU.	Where there is request for original Account Opening Form and its support documents use the PIN to find the member ID on the archive directory; then go straight to the hard paper box labelled to accommodate the member ID range that the documents fall into. When the collected documents are returned to the Archive Centre, this same process will be followed to return the documents to the same location they were picked from. The archive movement register must be duly signed by the collector of any document both at	MS Excel, Hard Paper Boxes, Racks and Archive Movement Register.

Step	Responsibility	Task	Job Resource
		the point of receipt and at the point of return, including where the collection is for update to Docuware or request by BAD. Note: The archive movement register should have columns for date of collection, Account Opening Form number, number of documents per Account Opening Form, name and signature of collector, name and signature of giver and date of return. Support documents are not to be detached from their Account Opening Forms.	
2.1.6.6	Archiving Officer, EPU.	Conduct a fortnightly review of the archive movement register to ascertain documents which are yet to be returned after two weeks of collection. <u>Where documents are outstanding for more than two weeks</u> Prepare report on the list of outstanding documents and send to the Head, EPU and the Head, Operations by email, indicating the following in tabular form: - Number of Account Opening Forms. - Name of collector. - Name of Archiving Officer. - Date of collection.	Archive Movement Register, MS Excel and MS Outlook.
2.1.6.7	Head, Operations.	Send email to the collector of any outstanding document and follow up till receipt of the document into the Archive Centre.	MS Outlook.
2.1.6.8	Archiving Officer, EPU.	At the point of retirement and upon receipt of retiree file from BAD, the Account Opening Form and support documents residing in the active section of the Archive Centre shall be retrieved from its box. These shall be combined with the contents of the retiree documents and then archived in the retiree section of the Archive Centre based on the next retiree ID. Note: Retiree ID shall follow a serial order of receipt of	Hard Paper Boxes and MS Excel.

Step	Responsibility	Task	Job Resource
		retiree files into the Archive Centre. A single archive directory shall be maintained; with a last column indicating the retiree ID for those that have moved from active to retired.	
		End	

2.1.7 Processing of NSITF Documents

This includes all activities involved in the receipt of NSITF documents from clients and the clearing of such documents with TrustFund, to facilitate smooth transfer of funds accumulated under NSITF to clients' RSAs.

Step	Responsibility	Task	Job Resource
		Start	
2.1.7.1	Documentation Officer, EPU.	The following documents should be submitted by RSA holders that were part of the NSITF Scheme: - Application Form **(see appendix 3.18 for sample of NSITF Application Form)**. - Copy of ID (which may be either current employer ID, employer ID under NSITF or any of Drivers' License, International Passport or National ID). - Original NSITF Certificate (where the client is still in possession of the NSITF Certificate). - At least two (2) of the following documents: Marriage certificate, Newspaper Publication and Court Affidavit where client's name on FCMB Pension's DB is different from contributor's name on NSITF Certificate or the contributor's name on any of the following substitutes for NSITF Certificate.	
2.1.7.2	Documentation Officer, EPU.	Where the original NSITF Certificate is no longer in the possession of the RSA holder, any of the following substitutes should be submitted as applicable: - Letter of Indemnity and Letter of	

Step	Responsibility	Task	Job Resource
		Identification from employer (where the client was never issued an NSITF certificate). - Letter of Indemnity, Letter of Identification from employer and Court Affidavit (where the client has misplaced or lost NSITF Certificate). - Letter of Indemnity signed by authorized signatory in FCMB Pensions and authenticated in a competent court, after the ex-employer of the client has been confirmed by FCMB Pensions to be liquidated.	
2.1.7.3	Documentation Officer, EPU.	Check all the documents received for authenticity and completeness and confirm from EnPower that the PIN indicated is correct.	EnPower.
2.1.7.4	Documentation Officer, EPU.	Make a photocopy of the Application Form and give to the Head, CSU for update of NSITF number to personal details of client's record in EnPower. Collect back the copy immediately after update.	Photocopier and EnPower.
2.1.7.5	Documentation Officer, EPU.	Update the following details to columns of an excel file schedule of NSITF documents received: - PIN. - Employee names as in DB. - Employee names as on NSITF Certificate. - NSITF number. - Employer name. - Employer code. - Contributed amount (leave blank if unavailable). - Documents submitted.	MS Excel.
2.1.7.6	Documentation Officer, EPU.	Make three (3) photocopies of all the documents received.	Photocopier.
2.1.7.7	Documentation Officer, EPU.	At the start of a new month, generate and print a covering letter, save schedule to CD ROM, and send schedule, letter and the photocopied documents arranged in the same order as on schedule to TrustFund. All these should be replicated and sent (together with the 2nd photocopies) to PenCom.	Printer and CD ROM.

Step	Responsibility	Task	Job Resource
2.1.7.8	Documentation Officer, EPU.	Keep the 3rd photocopies as well as the originals in an office cabinet, pending when response in the form of an official letter and payment schedule are received from TrustFund either approving or rejecting a transfer application. For transfer applications that are rejected Go to step 2.1.7.9. For transfer applications that are approved Go to step 2.1.7.10.	
2.1.7.9	Documentation Officer, EPU.	Retrieve the original documents and their photocopies from the cabinet, write reason for return on the application form in red ink and return all to the source with a covering memo and acknowledgement.	Internal Memo.
2.1.7.10	Documentation Officer, EPU.	Retrieve the original documents and their photocopies from the cabinet; send the original copies to NSITF's PFC with a cover letter for payment and the batched photocopies to the Archiving Officer, EPU for Docuware update and permanent storage.	Letter Head.
2.1.7.11	Documentation Officer, EPU.	Send a copy of the payment schedule from TrustFund by email to BDD on econtributions@fcmbpensions.com for matching of schedule to lodgement when the fund is transferred into FCMB Pensions' Contributions Account by NSITF's PFC.	MS Outlook.
2.1.7.12	Documentation Officer, EPU.	At the start of each month, NSITF applications received from inception should be reconciled against the file of NSITF payments made and other files so as to classify each application received into the following categories - Submissions that have been paid. - Submissions that are work in progress with TrustFund. - Submissions that are work in progress	MS Excel.

Step	Responsibility	Task	Job Resource
		with NSITF's PFC. - Submissions that are work in progress with FCMB Pensions. - Submissions that have been rejected and returned to client. This is for the purpose of reporting and escalation when there is delay in funding or delay in response from TrustFund.	
		End	

2.2 Schedules Management Unit

The Unit is primarily responsible for all activities involved in the reporting of lodgements without contribution schedules or schedules with issues to BDD, liaising with BDD to obtain schedules from employers that make lodgements as well as the conversion and archiving of contribution schedules received from employers. The Unit performs the following processes:

- Update of Un-credited Lodgements.
- Contributions Schedule Conversion and Archiving.

2.2.1 Update of Un-Credited Lodgements

This includes all activities involved in updating of the file of bank lodgements in the operations folder and actions to be taken to resolve schedules with issues.

Step	Responsibility	Task	Job Resource
		Start	
2.2.1.1	Head, SMU.	Obtain contribution schedules (hard copy and soft copy) from BDD as a batch and sign off receipt on summary of schedules. Note: Batch of schedules must be received latest 02:00 p.m. each day.	
2.2.1.2	Head, SMU.	Open the sheet "un-credited lodgements" in the Excel file named "Bank Lodgements", located in the network folder.	MS Excel and Operations Drive.
2.2.1.3	Head, SMU.	Match each schedule received against the un-credited lodgements. For schedules that cannot be matched Go to step 2.2.1.4. For schedules that have discrepancies Go to step 2.2.1.5. For schedules that can be matched Go to step 2.2.1.6.	MS Excel and Operations Drive.
2.2.1.4	Head, SMU.	Schedules that cannot be matched should be further checked in the sheet for credited or	MS Excel and Operations Drive.

Step	Responsibility	Task	Job Resource
		reversed lodgements to see if the received schedule has been processed already or the corresponding lodgement has been reversed. Where the schedule has been processed or the lodgement has been reversed, discard the schedule. Where the lodgement is not found, mark the schedule as not being found in the bank statement (with red ink if it is in hard copy form) and return the schedule to BDD via econtributions@fcmbpensions.com.	
2.2.1.5	Head, SMU.	Where schedule discrepancies cannot be handled in-house, the remarks cell for the lodgement in the un-credited lodgements sheet should be changed from "No Schedule" to reflect the issue with the schedule. The schedule should then be returned to BDD with the reason clearly stated on the schedule with red ink if it was received as hard copy or via econtributions@fcmbpensions.com if the schedule was received as soft copy. Reasons for schedule return may include any of the following: - Short payment. - Over payment. - Unspecified contribution period or description. - Unspecified Contributors' names. - Unspecified individual contributions. - Missing pages. - Unclear pages. - Others. Schedule discrepancies due to short payment or over payment should first be brought to the attention of the Head, SMU and the Head, Operations, who will exercise discretion on whether to refer the issue to BDD or resolve it in-house.	MS Excel, Operations Drive and MS Outlook.

Step	Responsibility	Task	Job Resource
2.2.1.6	Head, SMU.	Change the remarks cell for any lodgement that has been matched in the un-credited lodgements sheet from "No Schedule" to "Schedule Received YYYYMMDD" where YYYYMMDD represents the date of receipt of schedule.	MS Excel and Operations Drive.
2.2.1.7	Head, SMU.	Assign and hand over hard copy schedules to Officers in the Unit to convert to Excel file format. The soft copy schedules not in excel file format should be placed in the user's respective folder under Operations Drive for conversion to Excel file format. Note The minimum details that should be on a contribution schedule before it can be processed are employer name, contribution period/description, employee name, PIN, employee contribution and employer contribution. Processing can still proceed without other details such as file number or ID, voluntary contribution and total contribution.	Operations Drive.
2.2.1.8	Head, SMU.	At the end of each day, filter the sheet containing un-credited lodgements to obtain the "No Schedule' list. Send by e-mail to designated staff in BDD with copy to the EDs, Head BDD, Head Internal Audit and Head, Operations.	Operations Drive, MS Excel and MS Outlook.
		Proceed to Contributions Schedule Conversion and Archiving	

2.2.2   Contributions Schedule Conversion and Archiving

This includes all activities involved in the conversion of hard copy contribution schedules to soft copy form, storage of the schedules and follow up with the PFC to get them processed.

Step	Responsibility	Task	Job Resource
		From Update of Un-credited Lodgements	

Step	Responsibility	Task	Job Resource
2.2.2.1	Officer, SMU.	Receive contribution schedules that have been matched from the Head, SMU and proceed to convert them. Where a schedule is of LaserJet quality Where a schedule is of LaserJet quality and the volume of contributors is large, use a scanner and the ABBYY fine reader to convert the schedule into Excel file format. Otherwise, use the manual approach below. Where a schedule is not of LaserJet quality Where a schedule is not of LaserJet quality or the volume of contributors is relatively low, type out the relevant details on assigned schedules into blank Excel files and name the files with respective employer name and contribution period/description.	Scanner, ABBYY Fine Reader and MS Excel.
2.2.2.2	Officer, SMU.	Upon completion of conversion, copy the Excel files to the network folder of the Unit. Note 1: Any part of a schedule that is an adjustment to the original schedule from the employer should be indicated in red font. Note 2: Totals of hard copies that do not tally with totals of soft copies should be returned to the Head, SMU separately for resolution.	Operations Drive.
2.2.2.3	Head, SMU.	Collect all the converted schedules, batch them together with others received from BDD in Excel file format and send to the PFC via e-mail for processing. Note 1: Schedules that are too large to be sent by e-mail (e.g. schedules larger than 10 Megabytes) should then be uploaded onto the PFC's FTP site; the PFC should also be informed about the upload.	Operations Drive and MS Outlook.

Step	Responsibility	Task	Job Resource
		Note 2: Schedules that are for other credit lodgements besides monthly contributions (e.g. Accrued Rights, Life Insurance and NSITF) should be sent to the PFC in a separate batch so that they can be described appropriately at the point of processing.	
2.2.2.4	Head, SMU.	Update the schedules tracker with a summary of all schedules sent to the PFC and store all the soft copy schedules in the network folder under OPERATIONS/SCHEDULES MANAGEMENT by employer name. File away all the hard copy schedules arranged in order of capture date.	Operations Drive.
2.2.2.5	Head, SMU.	Upon receipt of the PFC's schedules tracker following day, review to ensure that all schedules that were sent to the PFC previous day are in the file. If any was missed out, escalate to the PFC.	MS Outlook.
2.2.2.6	Head, SMU.	At the end of each month, review the sheet containing un-credited lodgements, to identify lodgements that are outstanding with remark status "Schedule Received". Resend schedule and follow up through to end of processing with the PFC.	Operations Drive, MS Excel and MS Outlook.
		End	

2.2.3 Employer Code Request and Change of Employer Name

This includes all activities involved in the request for employer code generation from PenCom as well as employer name change.

Step	Responsibility	Task	Job Resource
		Start	
2.2.3.1	Head, SMU.	The Relationship Officer will be required to submit the following documents in respect of employer code generation for Private Sector employers:	Scanner, Internet Access, MS Excel and MS Outlook.

Step	Responsibility	Task	Job Resource
		- Photocopy of Certificate of Incorporation issued by CAC. - Application Letter on Company's Letterhead. - Valid Tax Clearance Certificate. The Relationship Officer will be required to submit the following documents in respect of change of employer name for Private Sector employers: - A letter requesting for the change of name, addressed to PenCom copying FCMB Pensions on Company Letter Head. - Photocopy of Change of Name Certificate issued by CAC. - Registered Company address if different from the previous one. The Relationship Officer will be required to submit the following documents in respect of employer code generation for FGN MDAs: - Letter to the Commission on the MDA's Letter Head, requesting for the issuance of employer code. The letter should indicate the Chart of Account Number. The Relationship Officer will be required to submit the following documents in respect of employer code generation for State MDAs: - Letter to the Commission from the State Pension Bureau/Board/Commission or State Head of Service, as the case may be, on its Letter Head, requesting for the issuance of employer code. The letter should indicate the State ID Number. To request for new employer code from the Commission for Private Sector Employers, access the ECRS Portal via the URL: https://apps.pencom.gov.ng/ecrsexternal/faces/login.jsf, log in with user name and password and perform the following functions: - Click on the Module: "Employer Codes" and select the menu "Single Employer Code	

Step	Responsibility	Task	Job Resource
		Request". - Complete the fields displayed on the page, which include Registration Code, Employer Type, Name, Address, Sector Code, Nature of Business, Tax ID and Email Address of the Employer, most of which are mandatory. Click on the box for supporting documents, attach the required documents from the folder they are stored, and click "Save". - A response will be received on successful upload. To request for name change for an existing registered employer from the Commission for Private Sector Employers, access the ECRS Portal via the URL: https://apps.pencom.gov.ng/ecrsexternal/faces/login.jsf, log in with user name and password and perform the following functions: - Click on the Module: "Employer Codes" and select the menu "Name and Address Change Request". - Search by employer code to display the employer's old information; proceed to complete the grid for the new information by editing the old information (new name and new address). Click on the box for supporting documents, attach the required documents from the folder they are stored, and click "Upload File & Save". - A response will be received on successful upload. Subsequently, responses on the success or otherwise of the upload will be delivered by the Commission to the group email address: ecrs@fcmbpensions.com. The details for successful uploads including the employer codes can be confirmed and retrieved via the URL https://apps.pencom.gov.ng/ecrsexternal/faces/employers.jsf; while the email delivered will state the reason for any rejection.	

Step	Responsibility	Task	Job Resource
		Note 1: Employer Type Codes shall be according to the following specifications, as stated in the ECRS Guidelines: - Federal Government (PU). - State Government (ST). - Limited and Public Registered Companies (PR). - Business Names (BR). - Foreign Agencies (FR). - Embassies (EM). - Non-Government Organizations (NG). - Unions (UN). - Micro Pension Plan Employers (MP). - Cross Border Employers (CB). Note 2: The supporting documents uploaded must all be in PDF Format. Note 3: Requests that return with errors will be immediately communicated to the staff in BDD that initiated the request, for resolution with the employer. Note 4: Requests that return with unusual error messages will be followed up by a physical visit to the employer code desk of the Commission for clarification. Note 5: New employer codes shall be communicated to the Business Teams as they are received. A weekly report showing the status of outstanding applications will also be rendered to the Business Teams.	
		End	

2.3   Contributions Processing Unit

The Unit is primarily responsible for all activities involved in the processing of contribution schedules submitted by employers of RSA Holders in FCMB Pension's DB, as well as other related activities. The Unit performs the following processes:

- Contributions Bank Accounts Update and Import of Bank Statement.
- Preparation of CSV Import Files from CTS.
- Import, Validation, Verification and Confirmation of Credit Transactions.
- Import and Confirmation of Refunds.
- Inter-Fund Movement.
- System Reversal and Non-System Reversal.
- Payments Reversal.
- End of Day Balancing.

2.3.1   Contributions Bank Accounts Update and Import of Bank Statement

This includes all activities involved in the download and upload of the Contributions Bank Account Statement and maintenance of the data in the file of bank lodgements on an on-going basis.

Step	Responsibility	Task	Job Resource
		Start	
2.3.1.1	Head, CPU.	Download of the bank statements for RSA Contributions Account and Retiree Contributions Account to obtain transactions that cleared the previous work day must be done daily. Where internet connectivity is unavailable by 10:00 a.m. of any day, send an e-mail to the PFC requesting for the required bank statements in excel file format.	Internet Access and MS Outlook.
2.3.1.2	Head, CPU.	Launch the internet banking page of the bank via Internet Explorer, Google Chrome or other browser. Note The web address for the bank is ibank.ubagroup.com	Internet Access.
2.3.1.3	Head, CPU.	Select Corporate Account and enter the following details to log in to the site: - Corporate ID.	Internet Access.

Step	Responsibility	Task	Job Resource
		- User ID. - Password.	
2.3.1.4	Head, CPU.	Click on "Account and Statements" and on "Operative Accounts and Statements". In the Operative Account list, on the customer ID column, click on the arrow head to view the account statement "UPCL/FCMB Pensions RSA Contribution A/C" or "UPCL/FCMB Pensions Retiree Contribution A/C" as required, Click the "View Account Statement" option.	Internet Access.
2.3.1.5	Head, CPU.	In the query criterion box, select the desired transaction date start and end, select statement format "save as Excel", click on the statement tab and then click on the open or save option. Note 1: The download is by transaction date but transactions that cleared the previous work date are the ones of interest. Note 2: The date range selected must span a 5 work day period to terminate on the cleared date of interest (previous work date), to ensure that all transactions including clearing cheques that cleared on the desired date are inclusive.	Internet Access.
2.3.1.6	Head, CPU.	Sort the Excel file in increasing order of transaction date and cleared date and reduce the file to lodgements with cleared date of previous work date as well as to lodgements (if any) that have transaction date of previous work day but cleared date that is before the transaction date, i.e. back-dated transactions.	MS Excel.
2.3.1.7	Head, CPU.	Copy the data in the following columns of the filtered download into the sheet containing un-credited lodgements in the file of bank lodgements maintained under the folder OPERATIONS/CONTRIBUTIONS PROCESSING in Operations Drive:	MS Excel and Operations Drive.

Step	Responsibility	Task	Job Resource
		- Bank description/narration. - Amount (debit or credit). - Transaction date. - Cleared date. Note Separate files are maintained for lodgements into RSA Contributions Account and lodgements into Retiree Contributions Account, and the downloaded data depending on the Account will be copied into the respective files.	
2.3.1.8	Head, CPU.	Update the status "No Schedule" to the remarks column of all the new entries in the un-credited lodgements sheet and assign serial numbers to all the new lodgements in the lodgement ID column, starting from N+1 where N was the last number assigned to the last entry before copying in the new lodgements. Note 1: Lodgement IDs will have the structure RSAN, e.g. RSA1000 meaning 1000th lodgement into RSA Contributions Account and RETN, e.g. RET1000 meaning 1000th lodgement into Retiree Contributions Account. Note 2: Care must be exercised to ensure that lodgement IDs are not duplicated, as duplicated lodgement IDs will not be allowed entry when the bank statement is imported into EnPower. Note 3: Back-dated lodgements (if any) should be inserted after the last lodgement with the same cleared date. If, for example, the lodgement ID of the last lodgement with the same cleared date was RSA12345, lodgement IDs of RSA12345.01 and RSA12345.02 should be assigned to two back-dated lodgements with the same cleared date. This	MS Excel and Operations Drive.

Step	Responsibility	Task	Job Resource
		is because the next lodgement IDs in series, i.e. 12346 would have been assigned already to lodgements that cleared the following work day.	
2.3.1.9	Head, CPU.	Remove/delete the daily sweep transaction which is usually a debit entry from the un-credited lodgements sheet and is identifiable by the transaction descriptions. Check through the entries for the current cleared date of interest and observe if there are other debit entries.	MS Excel and Operations Drive.
2.3.1.10	Head, CPU.	Where there is a debit entry and a corresponding credit lodgement for the same employer and with same description/narration which may or may not be with the same cleared date, highlight both records in red font for archiving action in EnPower after bank statement import and for movement from un-credited lodgements sheet to the reversals sheet.	MS Excel and Operations Drive.
2.3.1.11	Head, CPU.	Where there is a debit entry that cannot be tied to a corresponding credit lodgement, escalate to the PFC by e-mail for resolution. Where there is a corresponding credit lodgement but which has been processed already and moved to credited lodgements sheet, liaise with the PFC for a debit posting to the RSAs in the related schedule. This rare situation occurs only when a payment cheque is returned unpaid after the lodgement has cleared and credited to the RSAs.	MS Excel, Operations Drive and MS Outlook.
2.3.1.12	Head, CPU.	Save changes made to file, close file and inform Officer, CPU to update other columns for the new lodgements in the un-credited lodgements sheet.	MS Excel and Operations Drive.
2.3.1.13	Officer, CPU.	For the un-credited lodgements just introduced into the file, open the bank lodgements file and update the following data columns: - Employer code. - Employer name. - Pay region. - Pay state.	MS Excel and Operations Drive.

Step	Responsibility	Task	Job Resource
		- Employer sector code (PR, PU and ST). Note This update to the bank lodgements file is necessary for future reporting purposes.	
2.3.1.14	Head, CPU.	Open the bank statement import template and save to desktop with the cleared date, i.e. previous work day. The columns to be populated in the bank statement import file include lodgement ID, employer code, description, amount (₦), cleared date (DD/MM/YYYY), sort code (033153665) and bank name (United Bank for Africa PLC); the required data should be copied from the just added un-credited lodgements.	MS Excel and Operations Drive.
2.3.1.15	Head, CPU.	Check through the bank statement import file to ensure the following before import: - Special characters such as commas, hyphen, underscore, brackets, apostrophe, inverted commas, question marks, colons and so on are removed, with the exception of backward slash which is recognized as the date separator. - All unused rows and columns are deleted of any data. - Any footer is deleted. Note Excel files are imported with headers.	MS Excel.
2.3.1.16	Head, CPU.	Log into EnPower with user name and password and carry out the following functions to import the bank statement: - Click on the menu "Contributions" and select "Bank Lodgements". - Click on the tab "Import Bank Lodgements" and on the button "Import". - Navigate to the folder or desktop where the	MS Excel and Operations Drive.

Step	Responsibility	Task	Job Resource
		import file was saved. Select the import file and click on "Open" to bring in the file into EnPower. - Click on the button "Save". The number of successful records will be displayed in a pop-up. Note: Import will be rejected where the import file is not in a recognized format or lodgement IDs are duplicated whether within the file or between the file and the DB.	
2.3.1.17	Head, CPU.	Where lodgements that have been imported into EnPower are to be archived due to reversals, returned cheques, refunds or other reasons, log into EnPower with user name and password and carry out the following functions: - Click on the menu "Contributions" and select "Bank Lodgements". - Click on the tab "Manage Bank Lodgements". - Enter the start and end cleared dates that cover the range of cleared dates for the lodgements to be archived. All the bank lodgements within the entered cleared dates will be displayed in the grid. - Filter by using either Lodgement ID, Lodgement Code, Amount or Employer Code to identify each lodgement record to be archived. Double-click on the comment field and change the comment to reflect reversal, returned cheque, refund, other PFA, etc as the case may be. - Next tick the checkboxes for the lodgement records to be archived. Click on the button "Archive" and enter "Ok" to confirm action. Note 1: Lodgements that have been applied cannot be	EnPower, MS Excel and Operations Drive.

Step	Responsibility	Task	Job Resource
		archived. Note 2: Both credit and debit entries must be archived. Note 3: Lodgements, once archived in EnPower, should also be simultaneously moved from un-credited lodgements sheet to reversals sheet, to maintain a balance.	
2.3.1.18	Head, CPU.	Where a single schedule is covered by two or more lodgements, it would be necessary to group or merge the lodgements into one before importing the CSV file. To carry this out, log into EnPower with user name and password and carry out the following functions: - Click on the menu "Contributions" and select "Bank Lodgements". - Click on the tab "Manage Bank Lodgements". - Enter the start and end cleared dates that cover the range of cleared dates for the lodgements to be merged. All the bank lodgements within the entered cleared dates will be displayed in the grid. - Filter and use the Lodgement ID to identify the records. - Tick the checkboxes for the lodgement records, click on the button "Group" and enter "Ok" to confirm action. Note: The Lodgement Code criteria can also be used to merge and follow the steps as explained in step 2.3.1.18.	EnPower.
		Proceed to Preparation of CSV Import Files from CTS	

2.3.2 Preparation of CSV Import Files from CTS

This includes all activities involved in the conversion of processed and consolidated contribution schedules received from the PFC as CTS into the import format required by EnPower.

Step	Responsibility	Task	Job Resource
		From Contributions Bank Accounts Update and Import of Bank Statement	
2.3.2.1	Head, CPU.	For Formal Sector Contributions, pick up CTS files containing transactions processed by the PFC previous work day. The files should have been named by process date and dropped by the Head, CRU into the contributions processing network folder, latest 11:00 a.m. for the Head, CPU to pick-up. For MPP Contributions, launch MPP Portal via Internet Explorer, Google Chrome or other browser. The web address for MPP is https://web.fcmbpensions.com/mpp/; enter the username and password to log in, select the transaction date and export data into the bank statement and the CSV file. Note 1: For Formal Sector Contributions, if the PFC processes on date T, effective/value date as well as operations date shall be T+1. Note 2: For MPP Contributions, if the PFC processes on date T, effective/value date shall be T as well while operations date shall be T+1. This is because of the validation opportunities created by the API at the point of payment by the MPP contributor.	Operations Drive.
2.3.2.2	Head, CPU.	Open the CTS files as well as the un-credited lodgements sheet. Sort the CTS by employer name and cleared date and begin to match contribution records in the CTS against lodgements in the un-credited lodgements sheet. Insert the effective/value date in to the relevant column in the un-credited lodgements sheet and copy the	MS Excel and Telephone.

Step	Responsibility	Task	Job Resource
		lodgement ID for each corresponding lodgement already in the un-credited lodgements sheets into the relevant column in the CTS. Note 1: Unit price for valuation date T shall be offer price for date T and bid price for date T+1 on the administration side in EnPower. Hence units shall be purchased and redeemed on operations date T+1 with effective/value date T+1, where T is the valuation date. FAU shall make unit price for valuation date T available by e-mail before 01:00 p.m. of date T+1. Note 2: Contribution records in the CTS that cannot be matched to un-credited lodgements should be escalated to the PFC by telephone for immediate resolution. Note 3: Contribution records that exceed lodgement amount by insignificant amounts (usually in kobo) should be adjusted and apportioned to the employer contributions for those records, as EnPower will not accept contributions in import CSV files that exceed lodgements in already imported bank statements.	
2.3.2.3	Head, CPU.	Reformat the CTS into EnPower's CSV format, i.e. copy each relevant column from the CTS and paste into the corresponding column for that data as shown by the headers in a blank CSV import template. The columns to be populated in the contributions CSV file include the following: - Serial Number (column A). - Schedule ID (column B). - Schedule date/contribution period (column C). - Value date (column D).	MS Excel.

Step	Responsibility	Task	Job Resource
		- Cleared date (column E).	
		- Accounting month (column F).	
		- Accounting year (column G).	
		- Employer code (column H).	
		- Employer name (column I).	
		- RSA contributions bank account number, 1005385514 or Retiree contributions bank account number 1012930673 (column J).	
		- Staff ID (column K).	
		- PFA name, FCMB Pensions Limited (column L).	
		- Employee name (column M).	
		- PIN (column N).	
		- Employee contribution (column O).	
		- Employer contribution (column P).	
		- Employee VC (column Q).	
		- Employer VC (column R).	
		- Employee legacy contribution (column S).	
		- Employer legacy contribution (column T).	
		- Employee accumulated contribution (column U).	
		- Employer accumulated contribution (column V).	
		- Total contribution (column W).	
		- Sort code, 033153665 (column X).	
		- Lodgement ID (column Y).	
		- CSV name (column Z).	
		- Remark (column AA).	
		- Transaction code (AB).	
		- Payment date (AC).	
		- CTS date (AD).	
		Note 1:	

Step	Responsibility	Task	Job Resource
		The transaction codes copied from the CTS enable proper description according to transaction types such as Normal Contributions, Accrued Rights, Death Benefits, Life Insurance, NSITF, Recovery Agents Fees, etc, before import. Note 2: Since MPP Contributors are required to be charged on the aggregate contributions for each month on the last work date of each month (in line with the Guidelines on MPP), all the contributions for this class of contributions will be processed at zero charge every value date except for the last work date and the last value date of the month, by placing 40% of the total contribution in the employee legacy contribution column and 60% of the total contribution in the employer VC column.	
2.3.2.4	Head, CPU.	Check through the contributions import file to ensure the following: - All dates in the CSV import file are in the YYYYMMDD format. - Special characters such as commas, hyphen, underscore, brackets, apostrophe, inverted commas, question marks, colons and so on are removed. - That the contribution components for each record add up to total contributions. Where there is a discrepancy, total contributions take precedence. - That employer codes internally generated by the PFC (if any) are corrected. - That any contribution that may have been put in the wrong column, e.g. employer instead of employee or employee instead of employee VC is adjusted based on transaction types. For example, Accrued Rights, Death Benefits and Life Insurance should be made to be on the employer column only; NSITF should be made to be	MS Excel.

Step	Responsibility	Task	Job Resource
		on the employee column only, etc. - All unused rows and columns are deleted of any data. - Any footer is deleted. Note: CSV files are imported with headers.	
2.3.2.5	Head, CPU.	Assign the import files to Officers in CPU and drop them into their respective network folder.	Operations Drive.
		Proceed to Import, Validation, Verification and Confirmation of Credit Transactions	

2.3.3 Import, Validation, Verification and Confirmation of Credit Transactions

This includes all activities involved in the crediting of RSAs after converting received schedules into the CSV import format required by EnPower.

Step	Responsibility	Task	Job Resource
		From Preparation of CSV Import Files from CTS	
2.3.3.1	Officer, CPU.	Pick up CSV import files from user's own folder on the network.	Operations Drive.
2.3.3.2	Officer, CPU.	Isolate the contribution records that have PIN-name mismatches by doing the following: - Separate the combined names in one column into three columns containing surname, first name and middle name. - Launch the "CTS Validator" page via Internet Explorer, Google Chrome or other browser. - On the CTS Validator Menu, click on "Import CTS File New", choose the file from the location it was saved and click "Import" button. The CTS Validator automatically	MS Excel and EnPower.

Step	Responsibility	Task	Job Resource
		divides the imported file into four tables, i.e. Matched Records, Likely Matched Records, Unmatched Records and Invalid Records. The User will go through the Likely Matched Records and the Unmatched Records to determine those that did not match due to spelling errors in names or due to other reasons as stated in the policy section of this manual, and re-classify them as Matched Records. - Export the final table of Unmatched Records to Excel and save. From the exported file, verify "name on CSV" against "name on Database". After verifying, identify the mismatched records and save. - Go to the initial CSV File and cut the records grouped as mismatched PINs, then save as a new CSV file. Note The URL for the CTS Validator is http://web.fcmbpensions.com/CTS%20Validator/default.aspx	
2.3.3.3	Officer, CPU.	Filter the CSV file(s) according to transaction type and contribution period, and save each filtered data as a new CSV file named with transaction type and contribution period, for example, Normal Contributions November 2017, Accrued Rights Jan 2005, Death Benefits June 2017, Life Insurance August 2017, NSITF Jun 2004, Penalty Charges Dec 2015, etc, into user's network folder. Save and close each file. Note: Ensure that the sum of all the newly saved CSV files by transaction types and contribution periods add up to the initial CSV file received from the Head, CPU.	MS Excel and Operations Drive.
2.3.3.4	Officer, CPU.	After receipt of confirmation from the Head, CPU that unit prices on Fund I, Fund II, Fund III, Fund IV	EnPower.

Step	Responsibility	Task	Job Resource
		and Fund V for the current date have been imported into EnPower, log into EnPower with user name and password and carry out the following functions to bring in credit transactions: - Click on the menu "Contributions" and select "Contributions Import". - Select the import parameters in the following tabs: ➢ Fund. ➢ Description (transaction type). ➢ Start period. ➢ End period. ➢ Value date. - Click on the button "Import" and navigate to the folder where the import file was saved. Select the import file and click on "Open" to bring in the file into EnPower. - Next click on the button "Validate"; this action is to bring out any contribution record with invalid PIN, in-existent employer code, does not belong to the fund, insufficient amount (where the sum of contributions for any lodgement exceeds the lodgement amount), etc. Validation of invalid PINs should be left to CRU to handle later; all other errors should be addressed immediately by either correcting the import CSV or updating the DB as appropriate and then bringing back the CSV after terminating the current import. - Tick the checkboxes for the records with invalid PINs, click on "Generate UCID" then click on "Save". Tick the checkboxes for the records with valid PINs and then click on "Generate UCID". - Next click on the button "Verify". The names and PINs of the validated records are displayed on the left hand side of the grid	

Step	Responsibility	Task	Job Resource
		while the names corresponding to the same PINs are displayed on the right hand side of the grid. Re-run through the records to ensure there is a match in names. - Next click on the button "Process". A process ID is generated for every batch. - Carry out above processes in turn per Fund to bring in all CSV import files. Note 1: Each user can only view his/her transaction batches. Note 2: Process IDs are 16-digit unique numbers that are generated by EnPower, used to identify each transaction batch. Note 3: UCIDs are 7-digit unique numbers that are generated by EnPower, used to identify individual contribution(s) in a transaction batch.	
2.3.3.5	Officer, CPU.	Prepare the user's daily report in an Excel file, print it out and hand over to the Head, CPU (or send by email) for the purpose of confirming the transactions in EnPower. Basically, the report should include effective/value date, description, process ID and amount per batch and per Fund and should be summed up and agreed to the total in the CSV import files received from the Head, CPU. Note Archived contribution records will have to be accounted for in the report, in order to balance totals.	MS Excel, Printer and MS Outlook.
2.3.3.6	Head, CPU.	Obtain the user's hard copy daily report, log into EnPower with user name and password and carry out the following functions:	EnPower.

Step	Responsibility	Task	Job Resource
		- Click on the menu "Contributions" and select "Confirm Contributions". - A grid appears showing all the contribution batches that are queued up for confirmation. The process ID in the report may be used to identify each batch in the system. Review the data (by batch or in detail); tick the checkbox for each transaction batch in the system and click on "Confirm" and "Ok". - Upon completion of confirmation of all batches, sign-off the report and return to respective users for filing. Note 1: There is a button "Archive" in case there is an issue with an imported batch to be corrected in the import CSV and brought back in. Note 2: At the end of each month, all MPP contributions will be aggregated per PIN and Administration Fees applied at the rate of ₦20 for Contributions below ₦4000; while ₦80 will be charged for contributions from ₦4,000.	
		Proceed to Import and Confirmation of Refunds	

2.3.4 Import and Confirmation of Refunds

This includes all activities involved in the debiting of RSAs after converting received schedules into the format required by EnPower. All refunds to employee or employer must be approved by PenCom, and concurred to via sign off by the Head, Operations on the approval letter, before they are applied in the system by CPU.

Step	Responsibility	Task	Job Resource
		From Import, Validation, Verification and Confirmation of Credit Transactions	

Step	Responsibility	Task	Job Resource
2.3.4.1	Head, CPU.	Receive refund schedule via the contributions processing network folder from the Head, CRU or from the Head, Operations. Drop the schedule in the network folder of the user assigned to process the schedule.	Operations Drive.
2.3.4.2	Officer, CPU.	Create the Excel file from the raw schedule by copying each relevant column from the schedule and pasting it into the corresponding column for that data as shown by the headers in a blank Excel payment template. The columns to be populated in the payment Excel file include the following: - PIN. - Amount. - Value date. - Start period. - End period.	MS Excel.
2.3.4.3	Officer, CPU.	Check through the payment Excel file to ensure the following: - All dates in the Excel import file are in the DD/MM/YYYY format. - Special characters such as commas, hyphen, underscore, brackets, apostrophe, inverted commas, question marks, colons and so on are removed. However, backward slash (/) should not be removed, as it is in the date format. - All unused rows and columns are deleted of any data. - Any footer should be deleted before saving and closing the file. - Excel files are imported with headers.	MS Excel.
2.3.4.4	Officer, CPU.	Log into EnPower with user name and password and carry out the following functions: - Click on the menu "Benefits" and select	EnPower.

Step	Responsibility	Task	Job Resource
		"Payment".	
		- Select the import parameters in the following tabs/drop downs:	
		➢ Fund.	
		➢ Payment type (e.g. refund, reversal, etc).	
		➢ Bank (United Bank for Africa PLC).	
		➢ Bank branch (Head Office).	
		➢ Start period.	
		➢ End period.	
		➢ Value date.	
		➢ PenCom approval date.	
		- Click on the button "Import Payment" and navigate to the folder where the import file was saved. Select the import file and click on "Open" to bring in the file into EnPower.	
		- Tick the checkboxes for imported records in the grid and click on "Update Grid Values".	
		- Click on the button "Compute" and "OK".	
		- Click on the button "Pay" and "OK".	
		- Carry out above processes in turn per Fund.	
		- Write down the payment type on the hard copy of refund instruction or schedule and hand over to the Head, CPU for confirmation.	
		<u>Note:</u> Payment records with higher payment amounts than investment values will be highlighted for rejection at the point of clicking "Compute" in the system.	
2.3.4.5	Head, CPU.	Obtain the refund instruction or schedule, log into EnPower with user name and password and carry out the following functions: - Click on the menu "Benefits" and select	EnPower.

Step	Responsibility	Task	Job Resource
		"Payments Confirmation".	
		- Enter the same value date in the start and end dates and click on the tab "Get Unconfirmed Items'.	
		- The grid appearing below shows all the payment batches that are queued up for confirmation. The payment type written on the instruction or schedule may be used to identify each batch in the system. Review the data; tick the checkbox for each transaction batch in the system and click on "Confirm" and "Ok".	
		- Upon completion of confirmation of all batches, sign-off the instruction or schedule and return to user for filing. Note: There is a button "Archive" in case there is an issue with an imported batch to be corrected in the payment import file and brought in again.	
		Proceed to Inter-Fund Movement	

2.3.5 Inter-Fund Movement

This includes all activities involved in the transfer of RSA holders from one Fund to another, in line with the Guidelines for Multi-Fund Structure. Within the RSA Multi-Fund Structure, the movement of RSA holders as they turn 50 years of age from Fund II to Fund III or from Fund I to Fund III is regulatory-induced, while the movement of RSA holders from Fund II to Fund I, Fund I to Fund II, Fund III to Fund II, or return to Fund III from Fund II is client-induced. Regulatory-induced movement will be carried out on the due date without the client asking for it. RSA holders will be moved to Fund IV from whichever Fund they are in upon retirement, while MPP contributors will be strictly limited to Fund V except if there is a change to Formal Sector employment.

Step	Responsibility	Task	Job Resource
		From Import and Confirmation of Refunds	

Step	Responsibility	Task	Job Resource
2.3.5.1	Officer, CPU.	Upon receipt of transfer schedule from CSU or from BAD to transfer RSA holders from Fund I to Fund II, Fund II to Fund I, Fund III to Fund II, Fund II to Fund III, or from any of these Funds to Fund IV, which must have been approved by the Head, Operations and the Head, Internal Control Unit, carry out the following actions: - create the schedule on an Excel file containing PIN, Destination Fund Code and Status (PenCom or Self-induced) as the columns. - Log into EnPower with user name and password. - Click on the menu "Benefits" and select "Fund Movement". - Click on the button "Import" and select the Excel file to bring in the records into the fund movement grid. - Select the desired option in each of the following tabs: "From Fund", "Movement Type", and enter value date. - Tick the checkboxes for the records and click on the button "Load All Balances". This action is to display the VC, Pre-Act and Normal Balances as at current date in the grid. - Click on "Save" and "Ok". - Hand over the schedule to the Head, CPU for confirmation of fund movement.	EnPower and MS Excel.
2.3.5.2	Head, CPU.	Log into EnPower with user name and password and carry out the following actions: - Click on the menu "Benefits" and select "Fund Movement Confirmation". - Select the desired option in the tab "Movement Type" and enter the same value date in the start and end dates. Click on the button "Show" to display the records that	EnPower.

Step	Responsibility	Task	Job Resource
		are queued up for fund movement confirmation in the grid. - Review the data, tick the checkboxes for the records in the system and click on the button "Confirm" and "Ok". - Hand back the source schedules to the same officer that did the fund movement, for filing.	
2.3.5.3	Officer, CPU.	On daily basis, RSA holders that turn 50 years of age must be moved to Fund III. These are Regulatory-Induced Movements. Log into EnPower with user name and password and carry out the following functions: - Click on the menu "Benefits" and select "Members Due for Movement". - Click on the button "Members Not Previously Moved". - Click on "Fund Name" to select either Fund I or Fund II. - Click on the button "Start Period" to select Date. This should be selected at several days back, particularly on a Monday to ensure that those that turned 50 years of age over the weekend are moved. - Click on the search button and export grid to Excel. - From the file exported, copy the PIN, Fund Code and Status (PenCom or Self-induced) columns, and save to another Excel sheet. - Proceed to carry out the procedures for Fund Movement and Fund Movement Confirmation stated under steps 2.3.5.1 and 2.3.5.2 above, together with the Head CPU, to complete the movement. Note: RSA holders that request Inter-Fund Movement	EnPower and MS Excel.

Step	Responsibility	Task	Job Resource
		more than once within a calendar year shall be automatically charged **N1,000** at the second or subsequent request, with the exception of Regulatory-Induced Movements in line with the Guidelines on Multi-Fund Structure.	
2.3.5.4	Head, CPU.	Generate the Inter-Fund Movement Reports at end of day.	EnPower.
		End	

2.3.6 System Reversal and Non-System Reversal

System reversal includes all activities involved in the reversal of batches or contributions that have been confirmed but not exported to investment while non-system reversal includes all activities involved in the reversal of batches or contribution records that have already been exported to investment. Reversals must be approved by the Head, Operations before they are applied in the system by CPU.

Step	Responsibility	Task	Job Resource
		Start	
2.3.6.1	Head, CPU.	Where a confirmed batch of contributions has not been exported to investment and either the entire batch is to be reversed or one of the contribution records in the batch is to be reversed, log into EnPower with user name and password and carry out the following functions: - Click on the menu "Contributions" and select "Contributions Reversal". - Click on the tab "System Reversal". - Select the parameters under each of the following tabs/drop downs to call up the contribution records to be reversed: Fund Type, Value Date From, Value Date To and PIN or Process ID, and click on the button "Search" to display all the contribution records that have the entered parameters in	EnPower.

Step	Responsibility	Task	Job Resource
		the grid below the tabs.	
		- Review the data; tick the checkboxes for the records to be reversed and click on the button "Reverse" and "Ok". Note Contributions reversed via system reversal will not show in RSA statements or daily reports; they will only show on audit trail reports.	
2.3.6.2	Head, CPU.	Where a confirmed batch of contributions has been exported to investment and either the entire batch is to be reversed or one of the contribution records in the batch is to be reversed, log into EnPower with user name and password and carry out the following functions: - Click on the menu "Contributions" and select "Contributions Reversal". - Click on the tab "Non-System Reversal". - Select the parameters under each of the following tabs/drop downs to call up the contribution records to be reversed: Reversal Type, Value Date From, Value Date To and PIN or Process ID, and click on the button "Search" to display all the contribution records that have the entered parameters in the grid below the tabs. - Enter the reversal value date, tick the checkboxes for the records to be reversed and click on the tabs "Update" and "Recalculate". This action is for the system to determine the naira differential as a result of using a different value date in the reversal (a debit entry) from the value date in the contributions (a credit entry). - Review the data; tick the checkboxes for the records to be reversed and click on the button "Reverse" and "Ok".	EnPower.

Step	Responsibility	Task	Job Resource
		Note Contributions reversed via non-system reversal will show in RSA statements and daily reports.	
		End	

2.3.7 Payments Reversal

This includes all activities involved in the reversal of debit transactions that have been confirmed. Payment reversals must be approved by the Head, Operations before they are applied in the system by CPU.

Step	Responsibility	Task	Job Resource
		Start	
2.3.7.1	Head, CPU.	Where a debit transaction has been exported to investment and it is to be reversed, log into EnPower with user name and password and carry out the following functions: - Click on the menu "Benefits" and select "Payments Reversal". - Enter the following criteria in the tabs to call up the payment records to be reversed: Value Date From, Value Date To, PIN and click on the tab "Search". - The payment records appear in the grid below the tabs. Tick the checkboxes for the payment records to be reversed and click on the button "Add to Reversal" to display the records in a lower grid named "Reversal List". - In the lower grid, enter the reversal value date, tick the checkboxes for records to be reversed and click on the tab "Change" to apply the value date to the data in the grid. Tick or un-tick the checkbox for reversal of administration fees and VAT (as desired) and then click on "Reverse Pay" and "Ok".	EnPower.

Step	Responsibility	Task	Job Resource
		Note Payments reversed via payments reversal will show in RSA statements and daily reports.	
		End	

2.3.8 End of Day Balancing

This includes all activities involved in the balancing of transactions carried out for each effective/value date.

Step	Responsibility	Task	Job Resource
		Start	
2.3.8.1	Head, CPU.	After all the contributions, refunds, reversals and inter-fund movements have been concluded for the value date, log into EnPower with user name and password and follow the process below to generate daily reports: - Click on the menu "Reports" and select "EnPower Reports". - Select "Daily Contributions" Report, enter the start and end value date, select the fund and click on the button "View Report" to display the daily contributions. - Click on the export icon and save to desktop as a PDF file. - Click on the menu "Reports" and select "EnPower Reports". - Select "Fund Movements" Report, enter the start and end value date and click on the button "View Report" to display the fund movements. - Click on the export icon and save to desktop as a PDF file.	EnPower and Printer.

Step	Responsibility	Task	Job Resource
		- Click on the menu "Benefits" and select "Reports". - Select "Confirmed Payments" Report, enter the start and end value date, select the payment type and click on the button "View Report" to display the daily payments by transaction type. - Click on the export icon and save to desktop as a PDF file. - Having generated all reports, print the last page of each which contains the totals.	
2.3.8.2	Head, CPU.	Reconcile the reports generated from EnPower against the CTS total, refund files received from the Head, CRU, inter-fund movement, as well as any other transaction carried out.	
2.3.8.3	Head, CPU.	Indicate the operations date and the name(s) of the importing users on the daily reports and then sign off the reports that the data have been reconciled. Give a photocopy of the reports to the Head, CRU and file the original copies.	Photocopier.
		End	

2.4   **Contributions Reconciliation Unit**

The Unit is primarily responsible for all activities involved in the following processes:

- Validation of Contribution Schedule Files.
- Allocation, Reconciliation, TCF and Investment Accounts Update.
- Validation of Previously Invalidated Contribution Records.
- Inter-Member Transfer.
- Refunds to Employers.
- Refunds to other PFAs.
- Movement Instructions to PFC.
- Transfer of Retirement Savings Accounts

2.4.1 **Validation of Contribution Schedule Files**

This includes all activities involved in the download of the CTS from the designated site and the subsequent validation run against FCMB Pensions' DB.

Step	Responsibility	Task	Job Resource
		Start	
2.4.1.1	Head, CRU.	At the start of each work day, launch Filezilla Client (software to download CTS). Click on "quick connect", click on "sftp//FCMB@196.216.144.9" and when connection is established with the bank, a section called "Remote Site" is viewed. Click on "PFA" and other sections will come up with CTS; select a folder on desktop or network files where the download is to go to and then right click on the CTS desired for download in turn, based on the CTS date required. Since this is done daily, operations date should be T+1, where T is the CTS date. Note 1: The CTS are distinguished from one another by their file name structure of process date and serial number. Note 2: Uploaded CTS are removed from the site by the PFC after several days, in order to create space for incoming ones. Where old CTS are required,	Filezilla Client and MS Outlook.

Step	Responsibility	Task	Job Resource
		request has to be made to the PFC by email.	
2.4.1.2	Head, CRU.	Open the file in the folder on desktop or network where the download is and delete the following data columns: - United Bank for Africa PLC (column T & V). - Cheque (Column X). - NGN (Column AA). - UPCL (Column AB). Also delete the blank space before the payment code (Column AC).	
2.4.1.3	Head, CRU.	Launch the CTS Validator via the web. Click on the CTS validator menu and select "Import CTS File" and click on the tab "Matching PINs". Click on the button "Browse" to navigate and select the CTS for import. Next click "Open" to upload the file, taking the user to the Validator screen. Next click on "Import" to run validation of the CTS. When the validation process is completed, a pop-up message stating "Validation complete" is seen. Note The URL for the CTS Validator is http://web.fcmbpensions.com/CTS%20Validator/default.aspx	CTS Validator.
2.4.1.4	Head, CRU.	Click on "Save Invalid Records" and on "Save Valid Records' and save to desktop.	CTS Validator.
2.4.1.5	Head, CRU.	Repeat the validation process in steps 3-4 above for other downloaded files where the number of files is more than one (1).	CTS Validator.
2.4.1.6	Head, CRU.	Drop all the CTS files in the contributions processing network folder for the Head, CPU to pick up. This must be done latest 11:00 a.m. of each work day.	Operations Drive.
2.4.1.7	Head, CRU.	Send a reconciliation sheet showing the total volume and value of valid and invalid PIN	MS Excel and MS Outlook.

Step	Responsibility	Task	Job Resource
		contribution records per RSA and Retiree CTS to the PFC and obtain their concurrence.	
		End	

2.4.2   Allocation, Reconciliation, TCF and Investment Accounts Update

This includes all activities involved in the download of the Allocation, Reconciliation, TCF and Investment Accounts.

Step	Responsibility	Task	Job Resource
		Start	
2.4.2.1	Head, CRU.	Download of the bank statements to obtain transactions entry should be done periodically; Allocation, Reconciliation, TCF and Investment Accounts to ascertain that refunds or transfers have been done or when reports are required to be rendered.	Internet Access.
2.4.2.2	Head, CRU.	Launch the internet banking page of the bank by entering the web address www.ubadirect.com via Internet Explorer, Google Chrome or other browser.	Internet Access.
2.4.2.3	Head, CRU.	Select Corporate Account and enter the following details to log in to the site: - Corporate ID. - User ID. - Password.	Internet Access.
2.4.2.4	Head, CRU.	Click on "Manage Accounts" and on "Operative Accounts". In the Account Nickname box that comes up, drop down the accounts and click on the relevant account, e.g. "UPCL/FCMB Pensions Allocation A/C", drop down the account statement options and select "Download Account Statement" and then click on "Go".	Internet Access.

Step	Responsibility	Task	Job Resource
2.4.2.5	Head, CRU.	In the query criterion box, select the desired transaction date start and end, select statement format "save as excel", click on the statement tab and then click on the open or save option. Note The download is by transaction/operations date and should be from the last date download was done to the previous work day.	Internet Access.
2.4.2.6	Head, CRU.	Open the file "Bank Statement from Inception to Date" under the folder OPERATIONS/ RECONCILIATION in Operations Drive and copy all the transactions from the downloaded files into the respective sheet created for each bank account consolidated in the file. Save file. Note Movement Instructions that have been sent to FAU but yet to be applied by the bank, or wrongly posted by the bank, if any is discovered, should be escalated to FAU immediately.	MS Excel and Operations Drive.
		End	

2.4.3   Validation of Previously Invalidated Contribution Records

This includes all activities involved in the validation of contribution records that failed the CTS validation test and emerged as invalid PIN contribution records.

Step	Responsibility	Task	Job Resource
		Start	
2.4.3.1	Head, CRU.	Upon validation of the CTS in above processes and after the valid PIN contribution records have been given to the Head, CPU for processing, collect all the invalid PIN contribution records per CTS date and consolidate into a single file. Alternatively, obtain the invalid PIN contribution	MS Excel, EnPower and Operations Drive.

Step	Responsibility	Task	Job Resource
		records directly from EnPower by doing the following: - Log into EnPower with user name and password. - Click on the menu "Contributions" and select "Bulk Un-credited contributions correction". - Select the value date range (start and end date) for the invalid records required. - Click on "Show Summary" to display the invalid contribution records for the date range entered. - Click on "Export to Excel" to export the file and then save as an Excel copy in the Reconciliations Folder on the network drive. This will be the correction file.	
2.4.3.2	Head, CRU.	Request for COS files from the PFC. This may be required for comparison with the correction file.	
2.4.3.3	Head, CRU.	On the correction file, insert a blank column after the PIN column and name the header "Correct PIN". Then assign the files to the Officers in the Unit to insert the correct PINs into this column and return without altering any other data. Note The major data columns in the correction file typically include the following: Account Code (SLG02), Schedule ID, Schedule Date or Period, Input or CTS Date, Wrong RSA PIN, Corrected RSA PIN, Name, Employee Contribution (₦), Employer Contribution (₦), Employee VC (₦), Employer VC (₦), Total Contribution (₦), Schedule Value (₦), Employer Name, Employer Code and Staff ID.	MS Excel.
2.4.3.4	Officer, CRU.	Log into EnPower with user name and password and then follow the process below to search out the correct PINs: - Click on the menu "Customer Service" and select "Member Search".	MS Excel and EnPower.

Step	Responsibility	Task	Job Resource
		- Select "Name" as the search criteria, type in the full name or sub-set of the full name into the blank field for this purpose and click on the tab "Search". - All the clients that have the name are displayed in a grid. Click the headers to sort by surname, first name, middle name or employer name, in order to locate the contributor in good time. - Where the contributor is found and is certain, double click on the PIN cell for the record in EnPower and copy the PIN to paste it into the correct PIN column for the same record in the excel file. Where there is any doubt or uncertainty as to the actual contributor due to similarity in employee names in the DB, simply type "PEN" in the correct PIN column and move on to the next contribution record.	
2.4.3.5	Officer, CRU.	After completing insertion of correct PINs, save file and return to the Head, CRU via the individual user's network folder.	MS Excel and Operations Drive.
2.4.3.6	Head, CRU.	Separate the contribution records with corrected PINs from contribution records with uncorrected PINs.	MS Excel.
2.4.3.7	Head, CRU.	The file containing the corrected PINs is sent to the PFC in the COS format as follows: - PFA code (LEG030), schedule ID, schedule date/accounting date, wrong RSA PIN, correct RSA PIN, employee contribution (₦), employer contribution (₦), employee VC (₦), employer VC (₦), total contribution (₦), schedule value/ amount lodged, employer name, employer code and Staff ID/file number. Note The PFC is expected to give FCMB Pensions a	MS Excel and MS Outlook.

Step	Responsibility	Task	Job Resource
		feedback within 24 hours after receiving the files.	
2.4.3.8	Head, CRU.	To compute the investment gains, the Head, CRU has to first update the unit price table for Reconciliation Account into the CTS Validator as follows: - Format the import file containing unit prices to contain two columns without headers; column 1 with value dates and column 2 with unit prices. - Open CTS Validator Menu to display a dropdown. - Click on "Compute COS Gain" to display a grid. - Browse to choose import file from the folder where it was stored and click on "Upload Unit Price" to update the price table. To finally compute the investment gains, the following has to be done: - Format the correction file containing the un-credited contributions data exported from EnPower by removing headers and footers. - Open CTS Validator Menu to display a dropdown. - Click on "Compute COS Gain" to display a grid. - Select Process Date, i.e. the value date for which the investment gains are to be computed. - Browse to choose import file from the folder where it was stored and click on "Process" to display the file with an additional column containing the investment gain. - Click on "Export to Excel". Note The unit prices for Reconciliation Account are	MS Excel and CTS Validator.

Step	Responsibility	Task	Job Resource
		made available by FAU.	
2.4.3.9	Head, CRU.	Upon receipt of positive response from the PFC, give both files (the file containing the principal values and the file containing the investment gains) to the Head, CPU, who will use the first file to validate the contribution records sitting in EnPower as un-credited contributions and the second file will be imported. Note: The Head, CPU will assign the schedules to his/her team members to validate the un-credited contribution items, which the system automatically knocks off the un-credited contributions table using the unique UCIDs and makes them available for confirmation with other files imported for the day.	MS Outlook and Operations Drive.
2.4.3.10	Head, CRU.	Log in the volume and value of both corrected and uncorrected contribution records in to the file named "Invalids Monitor" under the folder OPERATIONS/ RECONCILIATION in Operations Drive for record purposes.	MS Excel and Operations Drive.
2.4.3.11	Head, CRU.	Advise the Head, CPU to confirm the batch and include the sum in the daily reconciliation.	EnPower.
		End	

2.4.4 Inter-Member Transfer

This includes all activities involved in the automated reversal of contribution records from a wrongly credited RSA to the right RSA.

Step	Responsibility	Task	Job Resource
		Start	
2.4.4.1	Head, CRU.	Where contributions have been exported to investment and one or more contributions are to	EnPower, Printer and Telephone.

Step	Responsibility	Task	Job Resource
		be reversed from one RSA to another due to wrong crediting, do the following: - Print copy of the statement of the account to be debited and highlight the transaction rows to be reversed on the statement. - Check the balance of the RSA and ensure that reversal of the wrong entries will not throw the RSA into debit balance. - Where the client is not previously aware of the wrong entry to be reversed, place a call to the client, explaining that reversals are to be carried out on the RSA. - Forward the statement together with the source documents, e.g. employer's letter to the Head, Operations for approval.	
2.4.4.2	Head, Operations.	Go through the source documents and the RSA statement and give approval evidenced on the RSA statement.	
2.4.4.3	Head, CRU.	Log into EnPower with user name and password and carry out the following functions: - Click on the menu "Contributions" and select "Contributions Reversal". - Click on the tab "Member Contribution Transfer". - Select the transfer type, i.e. regular. - On the grid named "Transfer From" which is on the left hand side of the window, select the parameters under each of the following tabs/drop downs to call up the contribution records to be reversed: Transfer Type, Value Date From, Value Date To and PIN or Name, and click on the button "Search" to display all the contributions within the value date range and in the selected RSA, in the grid below these tabs. Tick the checkboxes for the contribution records to be transferred.	EnPower.

Step	Responsibility	Task	Job Resource
		- On the grid named "Transfer To" which is on the right hand side of the window, enter the PIN or name and click on the tab "Search" to display the RSA to receive the credit(s). Tick the checkbox for the RSA record. - Click on the button "Add" to display a third grid which is below the "Transfer From" and the "Transfer To" grid. This grid is a consolidation of both grids. - Review this grid, tick the checkbox for each record in the consolidated grid and click on the button "Transfer" and "Ok". - Pass the statement and source documents to the Head, Operations to confirm.	
2.4.4.4	Head, Operations.	Log into EnPower with user name and password and carry out the following functions: - Click on the menu "Contributions" and select "Confirm Contributions". - A grid appears showing the batch of contribution records to be reversed. Review the data (by batch or in detail); tick the checkbox for the transaction batch in the system and click on "Confirm" and "Ok". - Return the documents to the Head, CRU. Note Contributions reversed via member contribution transfer will show in RSA statement and audit trail.	EnPower.
2.4.4.5	Head, CRU.	Log in details of the reversal into the electronic log register of inter-member transfer.	Register.
		End	

2.4.5 Refunds to Employers

This includes all activities involved in the refund of erroneous lodgements, lodgements that are in excess of the contributions schedule or excess funding in an RSA, back to the remitting employer.

Step	Responsibility	Task	Job Resource
		Start	
2.4.5.1	Head, CRU.	Upon receipt of official letter from the remitting employer, affix date of receipt on the original copy and verify the following: - That the letter is signed and is on the Organization's Letter Head. - That the details of the remittance such as the amount lodged and the schedule total is specified. - That the reason for requesting a refund is stated. - That the bank account details of the employer are specified. - That the contribution schedule is attached. This is optional if the schedule had been received previously. <u>Note 1</u>: Any lodgement made by cash cannot be refunded. <u>Note 2</u>: The letter must be confirmed via BDD.	Received Stamp.
2.4.5.2	Head, CRU.	Where the requirements in step 1 are not met, prepare and print a response letter to the employer requesting for another letter to meet above requirements and or for the schedule to be attached. The letter may be signed by the Head, Operations and another authorized signatory.	MS Word, Official Letter Head and Printer.
2.4.5.3	Head, CRU.	Where the requirements in step 1 are met, open the file named "Bank Lodgements" maintained under the folder OPERATIONS/CONTRIBUTIONS PROCESSING in Operations Drive as "read only" and confirm that the lodgement is outstanding as un-credited, or that the excess amount is outstanding for refund. Indicate the confirmation by signing on the employer letter, then pass on the	Operations Drive and MS Excel.

Step	Responsibility	Task	Job Resource
		request letter and schedule to the Officer, CRU. Note In some remote cases, refunds may be made to employers from investment account, e.g. credited RSA whose owner is not meant to be part of the Contributory Pension Scheme or over-credited RSA whose excess funding is to be recovered.	
2.4.5.4	Officer, CRU.	Prepare and print a refund approval request to PenCom using the standard letter template. Attach copies of the supporting documents (relevant portion of the bank statement, schedule and employer letter), get authorized signatories to sign the letter and then send to PenCom.	MS Word, Official Letter Head and Printer.
2.4.5.5	Head, CRU.	Where the refund request is approved by PenCom, inform the Head, CPU to transfer the lodgement record in the un-credited lodgements sheet to the reversal sheet in the file "Bank Lodgements" and do likewise in EnPower by archiving the lodgement.	
2.4.5.6	Officer, CRU.	Upon confirmation from the Head, CRU that above step 2.4.5.5 has been carried out by the Head, CPU, prepare and print a transfer instruction to the PFC, with a copy to the employer. Send the instruction (and all supporting documents) to FAU for signing and bank movement; despatch the employer's copy to the employer and file a copy of the instruction letter in the pending folder. Note 1: Refunds to PenCom on RSAs of Federal Government employees funded by PenCom follow the same steps as above except that there is no need to request for approval. However, RTGS or SWIFT slips evidencing refund must be attached. Note 2: The accounting entry for the bank movement is either debit to Allocation Account, Reconciliation Account or Investment Account, depending on the state of the fund to be refunded. Debits to	MS Word, Official Letter Head and Printer.

Step	Responsibility	Task	Job Resource
		Investment Account must be preceded by a debit to an RSA. Note 3: The pending folder is reviewed daily after the bank statement has been downloaded and any instruction outstanding for more than 48 hours after passing on to FAU is escalated.	
		Proceed to Refunds to other PFAs	

2.4.6 Refunds to other PFAs

This includes all activities involved in the transfer of contributions erroneously remitted to FCMB Pensions for RSA holders that are not registered with FCMB Pensions but with other PFAs or for funded RSA holders that have multiple PINs with the other PFA decided as having the valid PIN based on first to recapture.

Step	Responsibility	Task	Job Resource
		From Refunds to Employers	
2.4.6.1	Head, CRU.	Upon receipt of official letter from the remitting employer, affix date of receipt on the original copy and verify the following: - That the letter is signed and is on the Organization's Letter Head. - That at least the employee name is specified. - That a transfer to the other PFA due to misdirection of contributions is stated. - That evidence of client registration such as Registration Certificate or Statement of Account with the other PFA is attached. If it is not attached, it can be requested for by email from the PFA. Note	Received Stamp and MS Outlook.

Step	Responsibility	Task	Job Resource
		Refunds to other PFAs may also be triggered by a confirmation of the RSA by PenCom, in which case the documentation requirements stated above will not be necessary for refund to other PFA to take place.	
2.4.6.2	Head, CRU.	Where the requirements in step 1 are met, carry out in EnPower by archiving the contribution records; or request the Head, CPU to archive the lodgement if applicable.	MS Excel and Operations Drive.
2.4.6.3	Officer, CRU.	Where the requirements in step 1 are not met, prepare and print a response letter to the employer requesting for another letter to meet above requirements. The letter may be signed by the Head, Operations and another authorized signatory.	MS Word, Official Letter Head Paper and Printer.
2.4.6.4	Head, CRU.	Send the contribution records to the PFC for concurrence.	MS Outlook.
2.4.6.5	Officer, CRU.	After the PFC's concurrence, copy the required data such as name, PIN, employee contribution and employer contribution from the CTS into the standard transfer schedule template (except where the lodgement itself was meant for the other PFA, in which case the employer's schedule is used). Also prepare a transfer instruction to the PFC, with a copy each to the employer and the other PFA. Print out both documents and get the Head, CRU and the Head, Operations to sign off the schedule. Then send the instruction (and all supporting documents) to FAU for signing and bank movement; despatch the employer's copy and the other PFA's copy and file a copy of the instruction letter in the pending folder. Note 1: The accounting entry for the bank movement is either debit to Allocation Account, Reconciliation Account or Investment Account, depending on the state of the fund to be refunded. Debits to Investment Account must be preceded by a debit to an RSA.	MS Excel, MS Word, Official Letter Head and Printer.

Step	Responsibility	Task	Job Resource
		Note 2: The instruction letter should be moved out of the pending folder into the permanent arch file after the debit entry has hit the Allocation, Reconciliation or the Investment Account.	
		End	

2.4.7 Movement Instructions to PFC

This includes all activities involved in the movement of funds between Allocation, Reconciliation, TCF, Investment and Fees Accounts.

Step	Responsibility	Task	Job Resource
		Start	
2.4.7.1	Head, CRU.	Obtain all the daily contributions reports, payments reports and inter-fund movement reports for the day from the Head, CPU. Hand them over along with other transactions that are not on the reports, e.g. refunds or transfers from Allocation or Reconciliation Accounts to Employers or other PFAs, to a team member to prepare the daily instructions.	PDF, MS Word and MS Excel.
2.4.7.2	Officer, CRU.	Prepare all the required instructions based on the reports received from the Head, CRU. Every instruction will consist of a summary table and an internal memo with provision for signatories to append their signatures. After preparation, forward reports to the Head, CRU and the Head, Operations to sign.	PDF, MS Word and MS Excel.
2.4.7.3	Head, CRU; Head Operations	The Head, CRU reviews the instructions for accuracy, returns to the Officer, CRU for any correction required before signing and getting the Head, Operations to counter-sign.	
2.4.7.4	Head, CRU;	Pass the instructions on to the Officer, CRU.	

Step	Responsibility	Task	Job Resource
2.4.7.5	Officer, CRU.	Make photocopies of the instructions, forward original copies to FAU and file the photocopies.	Photocopier and MS Outlook.
		End	

2.4.8 Transfer of Retirement Savings Accounts

This includes all activities involved in the transfer of RSAs to and from other PFAs, namely upload of Provisional Balances, TH Validation and Correction, TH Generation and Upload to RTS, TH Confirmation, Clearing and Settlement, and Transfer of Mandate Files.

Step	Responsibility	Task	Job Resource
		Start	
2.4.8.1	Head, CRU; Head, Operations.	The first major step in the Back Office Operational Processes for RSA Transfer shall be Upload of Provisional Balances of RSAs transferring out. This shall be done on the first working day of the third month of the applicable TQ and the balances shall be as at the last day of the second month of the applicable TQ (i.e. 28th/29th February, 31st May, 31st August or 30th November). The Head CRU shall follow the steps below to generate provisional balances: - Log in to TH Manager with user name and password. - Click on "Provisional Balance to PenCom". - Select the Value Date. - Click on "Generate". - Export to Excel and pass on to the Head Operations via email to confirm the balances generated independently. The export shall be in the format below as required for submission to RTS. **TRANSFER_REF** **RSA_BALANCE** **AS_AT_DATE** 050-270822-0003 25000000.00 31-Aug-2022	Internet Access, CTS Validator, TH Manager, MS Outlook, MS Excel and RTS.

Step	Responsibility	Task	Job Resource
		053-270822-0001 1000000.00 31-Aug-2022 062-270822-0001 45000000.95 31-Aug-2022 056-270822-0003 25000000.00 31-Aug-2022 057-270822-0001 1000000.00 31-Aug-2022 The Head, Operations shall generate the applicable report in MS Excel via http://hub.fcmbpensions.com/CTS%20Validator/ImportCTS.aspx - Generate Member ID-New and confirm the accuracy of the balances generated; then give the Head, CRU the go-ahead to proceed with upload to RTS. The Head, CRU logs into RTS with User Name, Password, Token and Image Characters **(see appendix 3.19 for RTS Home Page, Dashboard and Provisional Balance Upload)** and proceed as follows: - Click on the Menu "Transaction History". - Select the Process "Upload Provisional RSA Balances". - Click and select the file in the folder where file is stored, and click "Upload".	
2.4.8.2	Head, CRU; Head, Operations.	The second major step in the Back Office Operational Processes for RSA Transfer shall be TH Validation and Correction. These are strictly in-house processes to ensure that the TH of every outbound RSA is clean and meets the validation criteria of RTS, before the THs are actually uploaded to RTS at ETD and ETD+1. These processes shall be carried out at various dates within the third month of the applicable TQ, as transactions would still be occurring on the RSAs. The Head CRU shall follow the steps below to obtain biodata of outbound transferors: - Log into ECRS via https://apps.pencom.gov.ng/ecrsexternal/fa	Internet Access, ECRS, TH Manager, MS Outlook, MS Excel and EnPower.

Step	Responsibility	Task	Job Resource
		ces/ecrsmain.jsf - Click on "Contributor RSA PIN Query". - Select "Export CSV" to download Contributors details. - Save file as Excel Workbook. - Log in to TH Manager. - Select "ECRS Import" and click on "Select an Excel File for Import". - Pick the Contributors details downloaded from ECRS in Excel Format and upload to TH Manager **(see appendix 3.20 for ECRS Import Window).** The Head CRU shall follow the steps below for TH Generation and Validation: - Log in to TH Manager. - Click on "Outward TH Generation". - Select Value Date as at last valuation. - Click on "Generate TH for the Quarter" and confirm the "Number of records" generated. - At conclusion of all THs generated, click on the "Validate" button. - After validation, all validated THs move to the next window "Outward TH Validation". - Click on the "Outward TH Validation" Menu to view the remarks (VALID/INVALID) and validation errors **(see appendix 3.21 for TH Manager Window).** - Click on Export Result to Excel. - For invalid THs, the validation error is prompted and the files shared amongst the various responsibility owners depending on the errors shown, for correction. For example, issues of employee name or employer code inconsistent with ECRS are given to CSU to update, issues of invalid contribution dates, invalid transaction types or summation issues are given to the Head, Operations to work with ITSD to resolve, etc. - After the correction, the invalid THs are re-	

Step	Responsibility	Task	Job Resource
		validated using the "Revalidate" button.	
2.4.8.3	Operations Department; Internal Control Unit.	The third major step in the Back Office Operational Processes for RSA Transfer shall be TH Generation and Upload to RTS. On ETD, upon completion of valuation by FAU with value date of ETD-1, the following processes will take place. The Head, Operations shall generate posting schedule from CTS Validator and hand over to the Head, CPU to debit the outbound RSAs with the balance of the RSAs, and with the appropriate description "Transfer to other PFAs". At end of day, the RU Team shall raise instructions for transfer from the various Investment Accounts to RSA Transfer Control Account, where the funds shall reside invested in short term deposits until clearing and settlement by PenCom is over. The Head, Operations shall also generate all the information relating to each transferring RSA and hand over to designates in Operations Department involved in the TH processes, and to the Head CRU for sharing to users in Operations Department that will upload the TH of individual RSA to RTS. The information, to be derived from both Back Office Portal and CTS Validator, shall contain the following information in Excel per PIN: RSA PIN, RSA Holder's Name, Employer Code, Employer Name, RPFA, Fund Type/Code, Fund Price, Number of Units, RSA Balance, Principal Amount and Investment Gain. The Head, CRU shall follow the steps stated under 2.4.8.2 above for TH Validation, Correction and Generation, and all the records will be pushed for Approval and Verification in the Back Office Portal. Users will make reference to the file given by the Head, Operations Department and perform operations as follows:	Internet Access, CTS Validator, Back Office Portal, MS Outlook, MS Excel, EnPower, ECRS, TH Manager and RTS.

Step	Responsibility	Task	Job Resource
		- The Head, Operations and designates shall log into the Back Office Portal with respective User Names and Passwords. Click on "TH Approval" under the Transfer Window Menu, filter by each PIN, click to open summary and detailed TH, and click "Approve". The TH automatically moves to the next grid for verification. Where there is any observed issue with a TH, it should be exported to Excel for investigation **(see appendix 3.22 for Format of TH Summary and Details).** - The Head, Internal Control Unit and designates shall log into the Back Office Portal with respective User Names and Passwords. Click on "TH Verification" under the Transfer Window Menu, select each PIN as would have been approved, click to open summary and detailed TH, and click "Verify". The TH automatically moves to the next grid for upload to RTS. - The various users assigned upload to RTS by the Head, CRU shall log into the Back Office Portal with respective User Names and Passwords. Click on "TH Generation" under the Transfer Window Menu, select each PIN as would have been approved and verified, and then click to download to Excel **(see appendix 3.23 for Back Office TH Generation Window).** - The Users should subsequently open each Excel File, confirm basic details (Surname, First Name, Middle Name and RSA Balance) against the reference list with them, log in to RTS (https://rts.pencom.gov.ng/rts/faces/rtspfamain.jsf) and then proceed to upload each Excel File. - To upload TH, Click on the Menu "Transaction History", Click "Submit Transaction History" on the left pane of the window, insert the RSA PIN and click the search button to bring out details relating to	

Step	Responsibility	Task	Job Resource
		the PIN. After confirming that the PIN/Name on the grid corresponds to the file to be uploaded, Click on "Import" and select the file from the location folder where it was saved. Click "Upload File" and the system runs the file uploaded to confirm if it passes the completeness test. If it passes, the status "**OK**" will be displayed and if it does not pass, an error notification will be displayed. If "OK", Click on the "Validate" Button and the system runs to confirm if it passes the correctness test. If the validation is successful, the status "**VALID**" will be displayed and if it does not pass, an error notification will be displayed showing the transaction line with the issue. Upon receipt of the **"VALID"** notification, click on the **"SAVE"** Button. The notification "**TH Successfully Saved**" will be displayed **(see appendix 3.24: Window for TH Upload to RTS).** - The above TH Upload processes will be carried out in the same manner for RSAs with zero TH, i.e. unfunded RSAs, but the Sub Menu used shall be "Submit Unfunded RSAs" and not "Submit Transaction History". - The upload of TH shall be per PIN, and all the processes must be carried out between ETD and ETD+1, as PenCom will close this stage of processing immediately it is ETD+2. The Validation Rules for TH in RTS are built into the TH Manager and consist of the following: - All amounts indicated on the TH must be in Naira value and must be rounded up to two (2) decimal places, except the Fund Unit Price which must be in four (4) decimal places. - All amounts on the TH must not contain any	

Step	Responsibility	Task	Job Resource
		special character, except comma (,) and dot (.). - Amounts in debit, other than withdrawals and fees, shall be presented in parenthesis e.g. (5,000.00) and not -5,000.00 - The details of the RSA Holder on the header of the TH (i.e. Surname, First Name, Middle Name and Employer Code) shall be the RSA Holder's current information on ECRS, at ETD. - The RSA PIN on the header of the TH shall be a valid PIN on ECRS and must belong to the RSA Holder. The PIN must be attached to the RSA Holder's name on ECRS. - The Fund Unit Price on the header of the TH shall be the Unit Price applicable to the RSA Holder's Fund type as at ETD-1 and must correspond with the unit price in the Fund Valuation Report submitted via RMAS to PenCom. - The Fund Code on the header of the TH shall be the code applicable to the RSA Fund to which the RSA Holder belongs as at ETD. - The Total Fund Units on the header of the TH shall reflect the number of Units held by the RSA Holder in the applicable RSA Fund, at ETD. - The RSA Balance on the header of the TH shall be a product of the Fund Unit Price and the Total Fund Units; or the sum of the Total Net Contributions and the RSA Gain/Loss.	

Step	Responsibility	Task	Job Resource
		- The RSA Gain/Loss on the header of the TH shall be the cumulative investment income/loss on the RSA as at ETD.	
		- Column 1 of the TH (i.e. Pay Receive Date) shall be a date field containing the actual transaction date on which either an inflow or outflow was recorded in the RSA. The date shall not be a date earlier than 15 June 2004 and should not be a date later than the ETD. The Pay Receive Date shall be written in the format DD-MMM-YYYY.	
		- Column 2 of the TH (i.e. Related Month Start) shall be a date field containing the month beginning the period to which the transaction in Column 1 relates. It shall be written in the format DD-MMM-YYYY and shall not be a date later than the ETD.	
		- Column 3 of the TH (i.e. Related Month End) shall be a date field containing the month ending the period to which the transaction in Column 1 relates. It shall be written in the format DD-MMM-YYYY and shall be a month not later than the month of the ETD.	
		- Columns 2 and 3 may contain the same month, where the transaction relates to only one month e.g. Related Month Start: 31-Aug-2022 and Related Month End: 31-Aug-2022. Where the transaction represents arrears that span over a period of time, the two columns shall represent a range of months e.g. in the case of remittance of Accrued Rights, it could be presented as, Related Month Start: Feb-1998 and Related Month End: Jun-2004. These columns cannot be blank.	

Step	Responsibility	Task	Job Resource
		- Column 4 of the TH (i.e. Transaction Type) shall contain a description of the transaction being reported. The description shall be expressed using the standardized transaction codes prescribed by PenCom **(see appendix 3.25: Transaction Type Codes in RTS).** Each transaction type in EnPower shall be mapped to its RTS equivalent on the Back Office Portal by the Head, Operations or his designate. - Column 5 of the TH (i.e. Employer Contribution) shall contain the value of the employer portion of pension contribution received on the transaction date reported in Column 1. The field shall be 0.00 where no employer contribution was received. Contribution cannot be less than zero. - Column 6 of the TH (i.e. Employee Contribution) shall contain the value of the employee portion of pension contribution received on the transaction date reported in Column 1. The field shall be 0.00 where no employee contribution was received. Contribution cannot be less than zero. - Column 7 of the TH (i.e. Voluntary Contingent) shall contain the amount received as the contingent portion of Voluntary or Micro Pension contributions on the transaction date reported in Column 1. It shall be 0.00 if such contribution was not received. Contribution cannot be less than zero. - Column 8 of the TH (i.e. Voluntary Retirement) shall contain the amount received as the retirement portion of	

Step	Responsibility	Task	Job Resource
		Voluntary or Micro Pension contributions on the transaction date reported in Column 1. It shall be 0.00 if such contribution was not received. Contribution cannot be less than zero. - Column 9 of the TH (i.e. Other Inflow) shall contain any amount received as an inflow into the RSA, which does not have a specific Column on the TH. The transaction codes that appropriately describe the inflow shall be indicated in the column for transaction type. Contribution cannot be less than zero. - Column 10 of the TH (i.e. Total Contributions) shall contain the sum of all inflows into an RSA (i.e. Employer Contribution + Employee Contribution + Voluntary Contingent + Voluntary Retirement + Other Inflow). It shall reflect 0.00 where no contributions or inflows were received on the transaction date reflected in Column 1. Total Contribution cannot be less than zero. - Column 11 of the TH (i.e. Number of Units) shall contain the number of units assigned to the RSA Holder for contributions received, or the number of units related to withdrawals from the RSA, on the transaction date reflected in Column 1. The number of units shall be based on the Unit Price of the Fund Type applicable to the RSA Holder at the transaction date. - Column 12 of the TH (i.e. Fees) shall contain administrative charges on the RSA for the period indicated in Columns 2 and 3, while VAT charged on the fees shall be disclosed	

Step	Responsibility	Task	Job Resource
		under the column "Other Withdrawals".	
		- Column 13 of the TH (i.e. Other Withdrawals) shall contain the amounts paid out from the RSA, other than administrative fees. The transaction codes that appropriately describe the withdrawals shall be indicated in the column for transaction type.	
		- Column 14 of the TH (i.e. Net Contributions) shall contain the net position of total inflows into the RSA on a particular transaction date, after deducting all outflows that occurred on that date. It shall be Total Contributions, less the sum of Fees and Other Withdrawals.	
		- Column 15 of the TH (i.e. Related PFA Code) shall contain the Codes of the respective PFAs that generated the entries on each transaction date reflected on the TH. The Code shall be a valid PFA code issued by PenCom and must be imputed in Text Format.	
		- Contributions, Fees and Withdrawal cannot all be zero.	
2.4.8.4	Head, Operations, Deputy Head Operations and Unit Heads in Operations Department.	The fourth major step in the Back Office Operational Processes for RSA Transfer shall be TH Confirmation. It shall be carried out on RTS between ETD+2 and ETD+3.

The Head, Operations, Deputy Head Operations and assigned Unit Heads shall be involved in this process to confirm the balances uploaded. This stage provides an opportunity to submit a revised TH in case a wrong TH had been earlier uploaded to the RTS. Still using the file shared by the Head, | Internet Access, RTS, MS Excel, MS Word, Scanner and Printer. |

Step	Responsibility	Task	Job Resource
		Operations for reference, the steps are as follows: - Log into ECRS via https://apps.pencom.gov.ng/ecrsexternal/faces/ecrsmain.jsf - Select "Confirm RSA Balances", insert each PIN, confirm that the balance uploaded corresponds to that of the Excel File shared, and Click "Confirm'' if okay. - If the balance is not okay, then there will be need to submit a Revised TH. After preparing a revised TH in Excel and a letter in PDF Format addressed to PenCom stating the reason for the re-submission and signed by authorized signatories, Click on "Not Confirmed" (a warning will be displayed that it cannot be reversed), Select Letter File to Upload Supplementary Document, Click "Submit New TH", Click on left hand side of the pane to open the file, Upload Excel, Click "Validate" and "Save" sequentially. A message that "TH successfully accepted" will be displayed.	
2.4.8.5	Head CRU, Head CPU, Head Operations, ITSD.	The fifth major step in the Back Office Operational Processes for RSA Transfer shall be Clearing and Settlement. Based on the TH and Balances uploaded by all TPFAs, RTS shall determine the GNTP on ETD+4 for every PFA, using their final NTPs. PenCom will issue Payment Demand Notice to FCMB Pensions if it ends up with a Debit GNTP and Credit Advice if it is in Credit GNTP. The Notice or Demand shall be made available on the Settlement Menu of RTS, in a table indicating the PFAs to be remitted to and their respective amounts if in Debit GNTP, or indicating the PFAs to expect remittance from and their respective amounts if in Credit GNTP. All settlements must be done within 1	Internet Access, RTS, MS Excel, ECRS and EnPower.

Step	Responsibility	Task	Job Resource
		working day of receipt of Demand Notice, or on ETD+5. Where FCMB Pensions is in Debit GNTP, it would be required to transfer the value of the RSAs in the RSA Transfer Control Account to the RSA Transfer Allocation, and then split the value into the Debit GNTP to be paid to other PFAs, and the balance to be credited to RSAs transferred in within the TQ via the RSA Allocation Account. Where FCMB Pensions is in Credit GNTP, it would be required to transfer the value of the RSAs in the RSA Transfer Control Account to the RSA Transfer Allocation, receive the Credit GNTP from other PFAs in the RSA Transfer Allocation, and then effect transfer of both values to credit the RSAs transferred in within the TQ via the RSA Allocation Account. The Head, CRU shall carry out similar process to that earlier stated for ECRS Import; Launch the TH Manager, Click "Inward RSA Import" and Select "Download Transfer Inward from PenCom". The records of incoming RSAs are automatically synchronized to EnPower, with the biodata and biometrics of incoming RSA holders. The Head, CRU shall also download THs from RTS and upload to the Back Office Portal by Launching TH Manager, Click "Inward TH Import" and Select "Download TH for the Quarter". This activity populates the actual AUM in the Back Office Portal, as what has been there from point of on-boarding is expected AUM. The THs will be exported and handed over to the Head Operations. ITSD shall upload the THs to the Branch Portal for TH statement generation or enquiry by Field Officers. The Head, Operations shall use the THs received to aggregate Employee Contributions, Employer Contributions and Voluntary Contributions, and along with the Accrued Interest earned in the RSA	

Step	Responsibility	Task	Job Resource
		Transfer Control Account for the period warehoused in the Account, prepare a posting schedule for the CPU Team to post into the Receiving RSAs in EnPower at the current value date. Unfunded RSAs will be credited a value of No.01, to enable Field Officers know from RSA statement that the RSA was transferred in via Transfer Window. A dummy employer code shall be used to post these inflows with the Transaction Type for Transfer Window Inflows (Principal and Accrued Interest), to ensure Administration Fees are not charged but the employer codes will be updated by ITSD after posting to reflect the actual employer codes, as contained in the TH Summary from the TPFA.	
2.4.8.6	Head EPU.	The sixth and last major step in the Back Office Operational Processes for RSA Transfer shall be Transfer of Mandate Files. At ETD+4, RTS shall re-assign all RSAs approved for transfers within the TQ, from the various TPFAs to the RPFAs. The biodata and biometrics of all incoming RSAs shall be downloaded from RTS via an API from RTS, and through the TH Manager as stated earlier under 2.4.8.5. As stated earlier under the Policy for Transfer of Mandate Files, the EPU shall transfer the mandate files of all outbound RSAs as either hard copies or in electronic form, and same expectation shall be required of all incoming RSAs from other PFAs. The transfers will be done directly between TPFA and RPFA, within the stipulated timelines stated under the Policy for Retirees and Active RSA Holders.	
		End	

2.5 Administration and Set Up

Administration and Set Up shall be carried out by the Head, Operations as well as any Staff in Operations Department authorized by the Head, Operations to carry them out. This will apply to EnPower as well as to other Applications used in the performance of tasks in the Department and they shall include the following:

- Export to Investment.
- Employer Set Up.
- Administration Fee Set Up.
- Contribution Type and Payment Type Set Up.
- De-activation and Re-activation of PINs.

2.5.1 Export to Investment

This includes all activities involved in the export of net inflows and outflows to investment. It is an end of day process that enables FAU confirm agreement with the hard copy instructions received from Operations Department

Step	Responsibility	Task	Job Resource
		Start	
2.6.1.1	Head, Operations.	- Obtain the daily instructions from the Head, CRU. - Confirm from the Head, BAD that posting has been completed for the value date.	Intercom.
2.6.1.2	Head, Operations	- Launch the internet browser (Internet Explorer, Google Chrome or other browser) and enter the web address, https://web.fcmbpensions.com/exporttoinvestment/ - Select the value date, T of the transactions, where the operations date is T+1. Click on "View". - A table appears beneath, showing the transactions for the value date selected. Compare the figures for transactions posted by Operations Department in the table to the figures on the daily reports and the instructions generated. - Where ok, press "Ctrl + P" and send to printer.	Internet Access and Printer.

Step	Responsibility	Task	Job Resource
		- Sign on the export report and send to the Head, BAD to confirm the transactions posted by the Department, before appending his/her signature likewise. - Go back to the table in the web page and click on "Export". - Hand back the reports including the signed export report to the Head, CRU.	
2.6.1.3	Head, CRU.	- Send a copy of the signed export report to the Head, FAU while a copy is retained and filed.	
		End	

2.5.2 Employer Set Up

This includes all activities involved in the creation of new employers in EnPower. New employers are brought in to the DB at the point of enrolling an Applicant in an organization that is yet to be created in the DB, or when an RSA holder requests for change in employment details to an organization that is yet to be created in the DB, or when contributions are received from an organization that is funding for the first time with FCMB Pensions.

Step	Responsibility	Task	Job Resource
		Start	
2.6.2.1	Head, Operations.	Receive Account Opening Form from EPU (for RSA applicants whose employer is new to FCMB Pension's DB) or receive update form from CSU (for existing registered clients that are changing employers to new employers that are not currently existing in the DB) or receive schedule from CPU (for contributors that have changed employment to new employers that are not currently in the DB).	
2.6.2.2	Head, Operations.	PenCom's table of employer codes can be accessed via the URL https://apps.pencom.gov.ng/ecrsexternal/faces/e	Internet Access.

Step	Responsibility	Task	Job Resource
		mployers.jsf; search for the employer using either employer code or employer name amongst the list of employers in the table. Where the employer does not yet have employer code, give feedback to the source. Where the employer has employer code, proceed to step 2.6.2.3.	
2.6.2.3	Head, Operations.	Log into EnPower with user name and password and carry out the following functions: - Click on the menu "Administration" and select "Employer Management" from the drop down. - Click on the tab "Find Employers". - Copy the employer name or employer code from PenCom's employer code table, paste into the search field and click on the button "Search" to confirm that the employer does not currently exist in the DB. Duplication of employer records must not be allowed to happen. - Click on the tab "Employer Set Up" and input all the required data into the following mandatory fields: employer name, employer code, fee type, sector, sub sector, address, country, State and Local Government Area. Click on the button "Save" and "Ok". - Confirm that the employer has been set up by clicking on the tab "Find Employers"; Click on the button "Refresh" and enter the employer name or employer code into the search field. Note The employer code, employer name and physical address for each employer being set up are to be copied from the table of employer codes and pasted into the relevant fields; they are not to be typed manually.	Internet Access and EnPower.

Step	Responsibility	Task	Job Resource
2.6.2.4	Head, Operations.	Give feedback on employer set up to the source.	MS Outlook.
		End	

2.5.3 Administration Fee Set Up

This is the process of setting up Administration Fee categories in EnPower. A new Administration Fee category shall be set up when Management approves an administration fee amount per monthly contribution for employees of an employer which no group of employees have enjoyed before, and therefore not previously set up.

Step	Responsibility	Task	Job Resource
		Start	
2.6.3.1	Head, Operations.	Where approval is given by the MD for Administration Fee concession in an amount that has not been set up in EnPower, log into EnPower with user name and password and carry out the following functions: - Click on the menu "Settings" and select "Fee Set Up" from the drop down. - Click on the tab "Fee Set Up". - Input the fee name and the description and click on the button "Update" and "Save". - Click on the tab "Fee Details" to display the fee name just created. Populate the other fields; fee amount, minimum value and maximum value. Click on the button "Update" and "Save". - Confirm that the fee has been set up by clicking on the tab "Fee Set Up" to view the table of current Administration Fee types. <u>Note</u> The minimum and maximum values are the	EnPower.

Step	Responsibility	Task	Job Resource
		Administration Fees that should be charged where any contribution is below or above those values, e.g. if administration fee + VAT charge is ₦73.50, then contributions equal to or below ₦73.50 should be made to have zero charge while contributions above ₦73.50 should be charged ₦73.50.	
2.6.3.2	Head, Operations.	Give feedback on Administration Fee set up to the source.	MS Outlook.
		End	

2.5.4 Contribution Type and Payment Type Set Up

This is the process of setting up contribution descriptions/narrations in EnPower. The descriptions will depend on the transaction types; whatever contribution or payment type that is selected by users is what will show on RSA statements.

Step	Responsibility	Task	Job Resource
		Start	
2.6.4.1	Head, Operations.	Where there is need for creation of a new contribution type in EnPower, log into EnPower with user name and password and carry out the following functions: - Click on the menu "Settings" and select "Contribution Type Set Up" from the drop down. - Select the contribution group (either normal, VC or pre act) and then type in the required data into the following fields: contribution type and description. Click on the button "Update" and "Save". - Check through the table of contribution types to confirm that the contribution type has been set up.	EnPower.

Step	Responsibility	Task	Job Resource
2.6.4.2	Head, Operations.	Where there is need for creation of a new payment type in EnPower, log into EnPower with user name and password and carry out the following functions: - Click on the menu "Settings", select "Predefined Set up Items" and "Payment Type Definition" from the drop down. - Type in the payment type and description into the relevant fields. Select the fee type and the payment source (either regular, VC or pre act) and then click on the button "Update" and "Save". - Check through the table of payment types to confirm that the payment type has been set up.	EnPower.
		End	

2.5.5 De-activation and Re-activation of PINs

De-activation is the process of preventing contributions from being credited into, or payments from being made from an RSA, except with some level of intervention from a superior user. De-activation or flagging of PINs could arise in situations of multiple registration, pre-legislation PINs, exits, etc. When transactions are to be made into those RSAs that have been de-activated, a superior user will be required to remove the flag temporarily, for the transaction to be effected before the RSA is re-flagged. It serves as a trigger whenever contributions are received into RSAs already transferred to other PFAs, to do a simultaneous transfer of such contributions to the other PFA since those RSAs have exited FCMB Pensions. It also serves as a trigger to inform BAD whenever additional life insurance proceeds or other additional credit transactions are received into such RSAs that may have exited.

Step	Responsibility	Task	Job Resource
		Start	
2.6.5.1	Deputy Head, Operations.	Upon receipt of list of PINs to be de-activated, format the PINs using Excel with a comma separator between them, log into EnPower with	MS Excel and EnPower.

Step	Responsibility	Task	Job Resource
		user ID and password and carry out the following actions: - Select the Menu "Administration" and click on "Member Activation Status". - Copy the PINs from the Excel Sheet and paste them into the Search Field. Click on the "Search" button to display the following information in the grid beneath the Search Field: First Name, Last name, Middle name, PIN, Status and Reason. - The status of every PIN is indicated by a box in the column. A box that is ticked indicates that the PIN is currently active. A box that is un-ticked indicates that the PIN is currently inactive. - To de-activate a PIN, the status box must be currently un-ticked and should be ticked. To tick simply click on the status box for the PIN, click on the first column of the grid to highlight the entire grid and then click the "Save" button. - After successful save, pass on the file to a user profiled to be an Authorizer.	
2.6.5.2	Head, Operations.	Log into EnPower with user ID and password and carry out the following actions: - Select the Menu "Administration" and click on "Member Activation Status Confirmation". - Select the "Start date" and the "End date" which is the same date of the import action. Click on the "Search" button to display the following information in the grid beneath the Date Fields: First Name, Last name, Middle name, Changed By, Date Changed and Request (default: De-activate). Review the displayed records to ensure that they are the same as those brought in by the Importer, click on the first column of the grid to highlight the entire grid and then click the "Confirm" Button. The system	EnPower.

Step	Responsibility	Task	Job Resource
		responds to confirm success of the de-activation process.	
2.6.5.3	Deputy Head, Operations.	Upon receipt of list of PINs to be re-activated, format the PINs using Excel with a comma separator between them, log into EnPower with user ID and password and carry out the following actions: - Select the Menu "Administration" and click on "Member Activation Status". Copy the PINs from the Excel Sheet and paste them into the Search Field. Click on the "Search" button to display the following information in the grid beneath the Search Field: First Name, Last name, Middle name, PIN, Status and Reason. The status of every PIN is indicated by a box in the column. A box that is ticked indicates that the PIN is currently active. A box that is un-ticked indicates that the PIN is currently inactive. - To re-activate a PIN, the status box must be currently un-ticked and should be ticked. To tick, simply click on the status box for the PIN, click on the first column of the grid to highlight the entire grid and then click the "Save" Button. - After successful save, pass on the file to a User profiled to be an Authorizer.	MS Excel and EnPower.
2.6.5.4	Head, Operations.	Log into EnPower with user ID and password and carry out the following actions: - Select the Menu "Administration" and click on "Member Activation Status Confirmation". - Select the "Start date" and the "End date" which is the same date of the import action. Click on the "Search" button to display the following information in the grid beneath the Date Fields: First Name, Last name, Middle name, Changed By, Date Changed and Request (default: Activate). Review the displayed records to ensure that they are	EnPower.

Step	Responsibility	Task	Job Resource
		the same as those brought in by the Importer, click on the first column of the grid to highlight the entire grid and then click the "Confirm" Button. The system responds to confirm success of the re-activation process.	
		End	

TABLE OF APPENDICES

APPENDIX 3.01   STRUCTURE OF OPERATIONS DEPARTMENT

Grade/Level	Number
SM - GM	1
AM - MGR	4
APO - SPO	9
EO2 – EO1	7
Vacancies	3
Total	**24**

APPENDIX 3.02   ACCOUNT OPENING FORM (PAGE 1 of 4)

FCMB PENSIONS
RC No: 620900
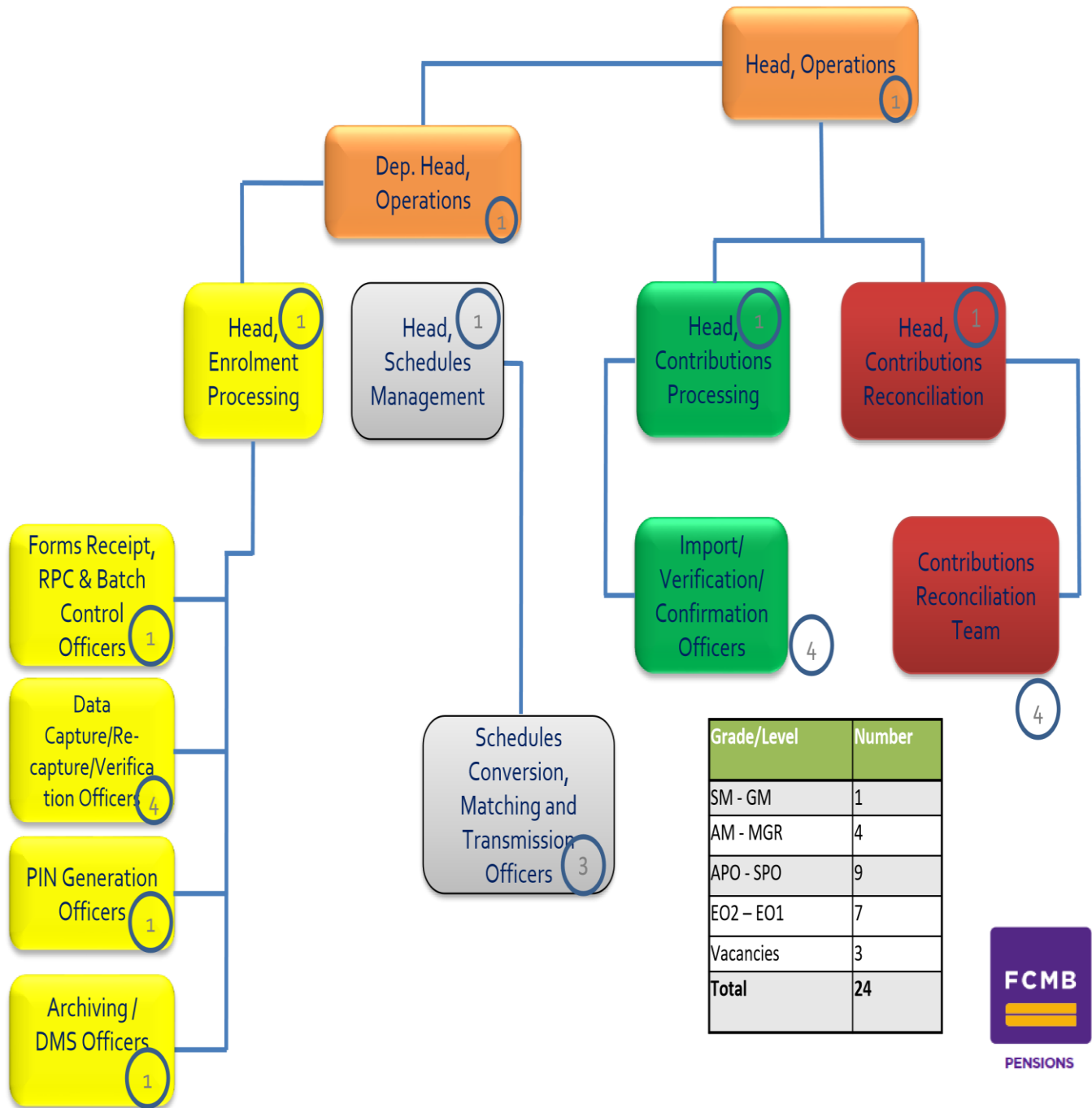
ACCOUNT OPENING FORM

RSA/1,134,907

[ ] Formal Sector   [ ] Informal Sector

NOTES:
* indicates Mandatory Fields
** indicates Conditional Mandatory Fields

Section 1: Personal Data
*Registration Type (Pls tick as appropriate):

*Recent Passport Photograph (With White Background)

New Registration [ ]
Temporary PIN (TPIN) Regularization [ ]

*Form Reference No.

*Title (Mr, Mrs, Miss & Ms)

*First Name

Middle Name

*Surname

Maiden/Former Name

*Gender: (M/F)

*Marital Status (MD/SG/DV/WD/SP)

*Nationality

**State of Origin

**Local Government Area of Origin

*Place of Birth (City)

Bank Verification Number (BVN)

*National Identity Number (NIN)

*Date of Birth (DD-MON-YYYY)

Residential Address: *Location   Nigeria [ ]   Abroad [ ]

House No./Name

Street Name

**Village/Town/City

**Local Government Area Code

**State of Residence Code

*Country of Residence Code

**Zip Code

P.O. Box/P.M.B

Personal E-Mail Address

*Phone (Country Code + Mobile Number)

APPENDIX 3.02   ACCOUNT OPENING FORM (PAGE 2 of 4)

Section 2: Employment Records

*Sector Classification:

Public Sector (Fed & State) (01) ☐   Micro Pension Plan Contributor (03) ☐

Private Sector (02) ☐   Cross Border (04) ☐

**Employer/Association/Trade Name (In full) ☐

Employer/Association/Trade Address:

*Location   Nigeria ☐   Abroad ☐

Building No./Name ☐

Street Name ☐

** Village/Town/City ☐

**Local Government Area Code ☐

**State Code ☐

*Country Code ☐

**Zip Code ☐

P.O. Box/P.M.B ☐

Employer's Phone (Country Code + Mobile No) ☐

*Nature of Business (Informal Sector Only) ☐

*Date of Employment (DD-MON-YYYY) ☐

Section 3: Next of Kin's Personal Data

*Title (Mr, Mrs, Miss, Ms) ☐

*Gender (M/F) ☐

*First Name ☐

Middle Name ☐

*Surname ☐

*Relationship ☐

NOK's Correspondence Address:

*Location   Nigeria ☐   Abroad ☐

NOK House No./Name ☐

NOK Street Name ☐

** NOK Village/Town/City ☐

** NOK Local Government Area Code ☐

** NOK State of Residence Code ☐

* NOK Country of Residence Code ☐

NOK Zip Code ☐

NOK P. O. Box/P.M.B. ☐

NOK Email ☐

*NOK Phone No (Country Code + Mobile No): ☐

APPENDIX 3.02   ACCOUNT OPENING FORM (PAGE 3 of 4)

Section 4: *Attestation

I hereby certify that the information provided in this form is correct. I further consent and authorize the National Identity Management Commission to release my NIN information (as may be required) to the National Pension Commission (PenCom), upon request by my Pension Fund Administrator, for the maintenance and operation of my Retirement Savings Account. It is my understanding that PenCom shall exercise due care to ensure that my information is secure and protected.

**Signature	Left Thumbprint	Right Thumbprint

Section 5: PFA Certification (for official use)

I hereby certify that the information provided in this form is correct to the best of my Knowledge.

*Sales Agent Code
*Name
*Designation
*Date

*Signature

APPENDIX 3.02   ACCOUNT OPENING FORM (PAGE 4 of 4)

DOCUMENTATION REQUIREMENTS FOR FORMAL SECTOR (Please tick)

*Passport Photograph

*Letter of First Appointment/ Letter of Employment

*Staff ID Card
(or National Driver's License; Permanent Voter's Card or International Passport)

*Birth Certificate or Declaration of Age

*National Identity Card or Enrolment Slip
(Issued by the National Identity Management Commission, indicating the NIN)

Bank Verification Number (BVN).
(Card or any other form of BVN authentication)

**Promotion letter or Payslip Indicating GL
(2004, 2007, 2010, 2013, 2016, Current Year)

** Evidence of Transfer of Service

**IPPIS Enrolment Slip

DOCUMENTATION REQUIREMENTS FOR MICRO PENSION PLAN ACCOUNT (Please tick)

*Passport Photograph

**Certificate of Business Registration

**Evidence of Membership of Trade Union/Association

*Other Forms of Identification
(International Passport, Voters Card, Drivers's Licence etc.)

*Birth Certificate or Declaration of Age

*National Identity Card or Enrolment Slip
(Issued by the National Identity Management Commission, Indicating the NIN)

Bank Verification Number (BVN).
(Card or any other form of BVN authentication)

APPENDIX 3.03   DATA UPDATE FORM

FCMB PENSIONS

	FOR OFFICE USE ONLY				
	Agent Code				
	Origin State Code				

DATA UPDATE FORM

RSA PIN | P | E | N | | | | | | | | | |

Name (Surname, First Name, Middle Name)

Please tick the data section you want to update

Personal Data ☐	Employer Data ☐	NoK Data ☐	Salary/Contributions Data ☐

PERSONAL DATA

Name (Surname, First Name, Middle Name)

Title		Marital Status (S/M/D/W)		Mobile Number								

Email Address

Residential Address

Town		LGA		State	

Permanent Home Address

Town		LGA		State	

PLEASE ATTACH AT LEAST 2 SUPPORT DOCUMENTS FOR NAME CHANGE AND TICK BELOW THE DOCUMENTS PROVIDED

Newspaper Publication ☐	Employer Letter ☐	Marriage Certificate ☐	Sworn Affidavit ☐

EMPLOYER DATA

Employer Name

Office Address

Town		LGA		State	
Unit/Department			Staff ID		Designation/Rank	
Employer RC No.						

PLEASE ATTACH A SUPPORT DOCUMENT FOR EMPLOYER CHANGE AND TICK BELOW THE DOCUMENT (S) PROVIDED

Employment Letter ☐	Pay Slip ☐	Employer ID ☐

NEXT OF KIN (NoK) DATA

Name (Surname, First Name, Middle Name) of NoK

Relationship of NoK		Gender of NoK (M/F)		NoK Mobile Number								

Residential Address of NoK

Town		LGA		State	

SALARY/CONTRIBUTIONS (N: K) DATA

Annual Basic Salary	Annual Transport Allowance	Annual Housing/Rent Allowance	Monthly Employee Contribution	Monthly Employer Contribution	Voluntary Contribution

PUBLIC SECTOR (Only)

Salary Structure		Grade Level		Step	

FOR OFFICE USE ONLY

RSA Holders Mandate		**CSO's Signature; Date/Stamp**
Current Signature & Date	*New Signature (where applicable)& Date*	

PLEASE ATTACH AT LEAST 1 MEANS OF ID (National ID, Driver's License, International Passport, or Voters Card) FOR SIGNATURE CHANGE

Agent/CSO's Attestation

Please ensure signature is according to your mandate. info@fcmbpensions.com

APPENDIX 3.04   REGISTRATION CERTIFICATE

FCMB
PENSIONS

Date: 9 Feb 2023

Mr UMOH, OLIVER ASOQWO
HALOGEN SECURITY CO.LTD
NO 19B MOBOLAJI BANK ANTHONY WAY
LAGOS
07037227942

STAFF No:

PIN: PEN110101014174
REGISTRATION DATE: 14-Jul-2022

Dear OLIVER,

CONFIRMATION OF REGISTRATION

We hereby confirm your registration in the Contributory Pension Scheme.

Your Personal Identification Number (PIN) PEN110101014174 is unique to you and should be well guarded.

You can check the status of your Retirement Savings Account (RSA) by calling any of our customer service lines 070-8063-3002 and 070-8063-3003, or by visiting any of our offices. Aside from these numbers you can reach your Account Officer on 07055129238.

To access your RSA online you can visit our website: www.fcmbpensions.com and click on 'Client Login'. You can also download our Mobile App on Android and iOS to access your RSA at anytime. You can obtain your access code by calling our Customer Care numbers mentioned above.

Kindly give a copy of this letter to your Human Resource or Personnel Manager, Pension Desk Officer or any person responsible for pension matters in your organization, to ensure your contributions are remitted timely.
Our account details for remittance of pension contributions is provided below:

Bank:	**UNITED BANK FOR AFRICA PLC**
A/C Name:	**UPCL/FCMB Pensions RSA Contribution Account**
A/C No:	**1005385514**

Yours faithfully,
For: FCMB Pensions Ltd.

Christopher Bajowa
Managing Director & CEO

APPENDIX 3.05   EXISTING CONTRIBUTOR DATA RECAPTURE FORM (PAGE 1 OF 4)

FCMB PENSIONS RC No: 620900

EXISTING CONTRIBUTOR DATA RECAPTURE FORM

NOTES:
* indicates Mandatory Fields
** indicates Conditional Mandatory Fields

Section 1: RSA Details

RSA status   Active ◯   Reitiree ◯

RSA PIN   P E N ☐☐☐☐☐☐☐☐☐☐☐☐☐

PFA Name

List of Other RSAs:

RSA PIN   P E N

PFA Name

RSA PIN   P E N

PFA Name

RSA PIN   P E N

PFA Name

Section 2: Personal Data
Section 2a. Non-Updatable Fields

*Title (Mr, Mrs, Miss & Ms)

*First Name

*Surname

Section 2b. Updatable Fields

Middle Name

Maiden/Former Name

*Gender: (M/F)

*Marital Status (MD/SG/DV/WD/SP)

*Nationality

**State of Origin

**Local Government Area of Origin

*Place of Birth (City)

Bank Verification Number (BVN)

*National Identity Number (NIN)

*Date of Birth (DD-MON-YYYY)

Residential Address

**Location   Nigeria ◯   Abroad ◯

House No./Name

Street Name

APPENDIX 3.05   EXISTING CONTRIBUTOR DATA RECAPTURE FORM (PAGE 2 OF 4)

**Village/Town/City

**Local Government Area

**State of Residence

*Country of Residence

**Zip Code

P.O. Box/P.M.B

Personal E-Mail Address

*Phone (Country Code + Mobile Number)

Section 3: Employment Records

*Sector Classification:

Public Sector (01) ◯   Private Sector (02) ◯   Micro Pension Contributor (03) ◯   Cross Border (04) ◯

**Employer under IPPIS?   YES ◯   NO ◯

** Date Employee Joined IPPIS (DD-MON-YYYY)

** Employee's IPPIS No.

*Employer Name (In full)

Employer Address:

**Location   Nigeria ◯   Abroad ◯

Building No./Name

Street Name

** Village/Town/City

**Local Government Area

**State

**Country

**Zip Code

P.O. Box/P.M.B

Employer's Phone

**Nature of Business (Informal Sector Only)

**Employee Id/No. (Where applicable)

**Service Id/No. (Police & Paramilitary Only)

**Designation/Rank

**Date of First Appointment (FG & State Only) (DD-MON-YYYY)

Date of Current Employment (DD-MON-YYYY)

**Date of Transfer of service (FG & State Only) (DD-MON-YYYY)

APPENDIX 3.05   EXISTING CONTRIBUTOR DATA RECAPTURE FORM (PAGE 3 OF 4)

Section 4: Salary Structure

**Harmonised Salary Structure as at 2004 Salary Structure	**Grade Level as at June 2004	**Step as at June 2004	
**Consolidated Salary Structure as at 2007 Salary Structure	**Grade Level as at January 2007	**Step as at January 2007	
**Enhanced Salary Structure as at 2010 Salary Structure	**Grade Level as at January 2010	**Step as at January 2010	
** Enhanced Salary Structure as at 2013 Salary Structure	**Grade Level as at January 2013	**Step as at January 2013	
**Enhanced Salary Structure as at 2016 Salary Structure	**Grade Level as at January 2016	**Step as at January 2016	
**Current Salary Structure (e.g. CONTISS) Salary Structure	**Current Grade Level	**Current Step	

Section 5: Next of Kin's Personal Data

*Title (Mr, Mrs, Miss, Ms)

*Gender (M/F)

*First Name

Middle Name

*Surname

*Relationship

NOK's Correspondence Address:

**Location   Nigeria   Abroad

NOK House No./Name

NOK Street Name

** NOK Village/Town/City

** NOK Local Government Area

** NOK State of Residence

** NOK Country of Residence Name

** NOK Zip Code

NOK P. O. Box/P.M.B.

NOK Email

*NOK Phone No.:

Section 6: Biometrics

I hereby certify that the information provided in this form is correct. I further consent and authorize Nigeria Inter-bank Settlement System Plc and National Identity Management Commission to release my BVN and/or NIN information (as may be required) to the National Pension Commission (PenCom) for the maintenance and operation of my Retirement Savings Account. It is my understanding that PenCom shall exercise due care to ensure that my information is secure and protected.

**Signature

*Photo

APPENDIX 3.05 EXISTING CONTRIBUTOR DATA RECAPTURE FORM (PAGE 4 OF 4)

Section 7:PFA Certification

I hereby certify that the information provided in this form is correct to the best of my Knowledge.

*Agent Code

*Name

*Designation

*Date (DD-MON-YYYY)

*Signature

DOCUMENTATION REQUIREMENTS (Please tick)

*Passport Photograph

*Letter of First Appointment/ Letter of Employment

*Staff ID Card (or National Driver's License; Permanent Voter's Card or International Passport)

**IPPIS Enrolment Slip

*Birth Certificate or Declaration of Age

National Identity Card or Enrolment Slip
(Issued by the National Identity Management Commission, indicating the NIN)

Authenticated Bank Verification Number (BVN).

(Card or any other form of BVN authentication)

Certificate of RSA Registration .

(i.e. Welcome Letter or recent RSA Statement showing name and PIN)

**Promotion letter or Payslip indicating GL

2004	2007	2010	2013	2016	Current

APPENDIX 3.06   IN-HOUSE SANCTIONS

S/NO	OPERATIONAL ISSUE	MINIMUM STANDARD	SANCTION FOR BREACH
1.	Wrong verification of data captured on Account Opening Form or recaptured on Data Recapture Form.	Personal, Employment, Next of kin and Biometric Information must all be confirmed for completeness and accuracy.	1st time - caution letter and recovery of any penalty imposed on the Company. 2nd time - final warning letter and recovery of any penalty imposed on the Company. 3rd time - suspension for 2 weeks without pay and recovery of any penalty imposed on the Company. 4th time – a month suspension without pay and recovery of any penalty imposed on the Company. 5th time - recovery of any penalty imposed on the Company and termination of employment.
2.	Submission of wrong, swapped or mismatched documents, e.g. NIN slip, DOB certificate, consent form, passport on coloured background and swapped passport.	All supporting documents must meet ECRS standards and must not be swapped or mismatched.	1st time - warning letter and recovery of any penalty imposed on the Company. 2nd time - final warning letter and recovery of any penalty imposed on the Company. 3rd time - Demotion by a grade and recovery of any penalty imposed on the Company. 4th time - recovery of any penalty imposed on the Company and termination of employment.
3.	Submission of forms for recapture or PIN generation with uncompleted mandatory fields.	All mandatory fields must have been checked by Sales Agent and Capture Officer for completeness before submission.	1st time - caution letter. 2nd time - warning letter. 3rd time - final warning letter. 4th time – a month suspension without pay.
4.	Deliberate use of wrong employer code to generate PIN.	Every RSA opening form for an employee whose employer does not yet have employer code must wait until PenCom generates employer code for the employer.	1st time - final warning letter and recovery of any penalty imposed on the Company. 2nd time - a month suspension without pay and recovery of any penalty imposed on the Company.

			3rd time - recovery of any penalty imposed on the Company and termination of employment.
5.	Unjustifiable delay in PIN generation, printing and delivery of welcome letters to the clients.	PIN must be generated timely for every captured and verified record in accordance with the required standards.	1st time - caution letter. 2nd time - warning letter. 3rd time - a month suspension without pay.
6.	Imposition of administrative sanction or penalty on the Company.	All minimum standards as contained in the current Guidelines for ECRS must be strictly complied with.	1. Payment of fine or 2. Demotion by a grade. Termination of employment may be considered where negligence is established.
7.	Unjustifiable delay in bulk quarterly statement generation, printing and delivery to RSA holders.	RSA Statements (whether hard or soft copies) are expected to be delivered on or before the last day of the month following the quarter.	1st time - caution letter. 2nd time - final warning letter. 3rd time - a month suspension without pay.
8.	Wrong archiving of RSA opening forms or associated documents.	Every RSA opening form must be stored correctly in the archive centre and every associated document must be attached to the correct RSA opening form.	1st time - caution letter. 2nd time - final warning letter. 3rd time - a month suspension without pay.
9.	Misplacement of contribution schedules.	Every contribution schedule must be filed appropriately.	1st time - caution letter. 2nd time - final warning letter. 3rd time - a month suspension without pay.
10.	Late crediting to RSAs.	RSAs are to have value latest 48 hours after receipt of CTS.	1st time - caution letter. 2nd time - final warning letter. 3rd time - a month suspension without pay.
11.	Poor verification leading to crediting of RSA with a completely different name from name specified on schedule.	All contribution records (with the exception of the monthly Federal Government contributions funded by PenCom, as stated earlier in this manual) must be verified for PIN-name match.	1st time - warning letter. 2nd time - final warning letter. 3rd time - a month suspension without pay.
12.	Unjustifiable delay in refund to PenCom, other	All refunds to PenCom must be done within the time	1st time - warning and recovery of any penalty imposed on the

	PFAs or Employers.	frame specified by PenCom while those to other PFAs or Employers must be done within a reasonable time frame.	Company. 2nd time - final warning and recovery of any penalty imposed on the Company. 3rd time - a month suspension without pay and recovery of any penalty imposed on the Company.
13.	Refusal to give information or respond to enquiries.	Usual requests such as request for individual welcome letters and RSA statements must be responded to latest 24 hours after receipt of request.	1st time - caution letter. 2nd time - warning letter. 3rd time - a month suspension without pay.
14.	Refusal to update Client information.	Every update form or written instruction must be updated after confirmation of authenticity or otherwise returned to source if irregular.	1st time - caution letter. 2nd time - warning letter. 3rd time - final warning letter. 4th time - a month suspension without pay.
Insertion	Deliberate refusal or omission to update activity with RSA holder to the CRM System.	Every interaction with client must be recorded in the CRM System for maintenance of case history.	1st time - caution letter. 2nd time - warning letter. 3rd time - final warning letter. 4th time - a month suspension without pay.
15.	Extortion of money from a Client.	Gift or inducement of any kind must not be solicited for, either before or after Client request is treated or complaint is resolved.	1st time - demotion by a grade. 2nd time - summary dismissal.
16.	Divulging confidential information to wrong party.	Confirmation of the other party (by either of the means mentioned in the Operations manual) must be done before confidential information is divulged.	1st time - demotion by a grade and recovery of any litigation fees/expenses that may result. 2nd time - summary dismissal and recovery of any litigation fees/expenses that may result.
17.	Submission of incomplete	Returns must be rendered	1st time - caution letter and

	or inaccurate returns.	completely and accurately.	recovery of any penalty imposed on the Company. 2nd time - warning letter and recovery of any penalty imposed on the Company. 3rd time - final warning letter and recovery of any penalty imposed on the Company. 4th time - recovery of any penalty imposed on the Company and termination of employment.
18.	Late or non-submission of periodic returns.	Periodic returns must be rendered before the deadline dates given by PenCom.	1st time - warning letter and recovery of any penalty imposed on the Company. 2nd time - final warning letter and recovery of any penalty imposed on the Company. 3rd time - recovery of any penalty imposed on the Company and termination of employment.
19.	Using the on-line client portal to recapture any client that submits hard copy Data Recapture Form.	Data Recapture input should only be carried out through the staff on-line portal. Staff must not use the client on-line portal for recapture.	1st time - caution letter. 2nd time - warning letter. 3rd time - final warning letter. 4th time - a month suspension without pay.

APPENDIX 3.07   BANK STATEMENT

APPENDIX 3.08   UN-CREDITED LODGEMENTS REPORT

APPENDIX 3.09 VOLUNTARY CONTRIBUTION INSTRUCTION FORM

FCMB PENSIONS

VOLUNTARY CONTRIBUTION INSTRUCTION FORM

To: **Employer** Agent Code ☐☐☐

RSA PIN P E N ☐☐☐☐☐☐☐☐☐☐ Origin. State Code ☐☐

Surname ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

First Name ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Middle Name ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Name of Employer/Organisation

☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Please take this as authority to debit my salary and remit Voluntary Contributions (VC) as follows along with my Mandatory Contributions:

Amount (N:K) ☐☐☐☐☐☐☐☐

Commencement Date ☐☐☐☐☐☐ MM/YYYY

Frequency ☐ Monthly

☐ Quarterly

☐ Bi-annually

☐ Annually

Employee to note: In line with Section 10(4) of the Pension Reform Act 2014, any income earned on voluntary contribution made shall be subject to tax at the point of withdrawal where withdrawal is made before the end of 5 years from the date the voluntary contribution was made. The appropriate and relevant rules issued by the National Pension Commission will apply at the point of withdrawals.

Employer to note: Voluntary Contribution should be remitted in the same contribution schedule with Employee/Employer (Mandatory) Contribution and should be clearly indicated as voluntary.

....
RSA Holder (Signature & Date)

Customer Service Contact: 07080633004, 08059580002, 08032752888   info@fcmbpensions.com

APPENDIX 3.10   RSA STATEMENT

FCMB PENSIONS LIMITED
(Formerly Legacy Pension)

PENSIONS RETIREMENT SAVINGS ACCOUNT STATEMENT FOR THE PERIOD 1/5/2017 TO 21/7/2020

RC No: 620900
PIN: PEN100087461626

YOU HAVE IN YOUR RSA: NGN 1,658,530.86

Mr ABUBAKAR TSYAKA

POLICE FORMATION & COMMAND

DIVISIONAL HEAD QUARTER
DAURAN ZAMFARA ZAMFARA

STAFF ID: 20556

Phone: 094613500   Email: partner@legacypension.com

Mandatory Contributions

DESCRIPTION	UNITS	UNIT PRICE OF FUND	Amount (=N=)	Percent (%)
Opening Balance	361,152.04	3.0767	1,111,156.49	
Contributions Received in the Period	14,642.32		46,026.16	
Total Withdrawals in the Period	0.00		0.00	
Gain (Loss) in the Period			501,348.18	43.32%
Closing Balance	375,794.36	4.4134	1,658,530.83	
Contributions to Date			702,358.02	
Total Withdrawals to Date	0.00		0.00	
Gain (Loss) to Date			956,172.81	136.14%

Voluntary Contributions (VC)

DESCRIPTION	UNITS	UNIT PRICE OF FUND	Amount (=N=)	Percent (%)
Opening Balance	0.00	3.0767	0.00	
Contributions Received in the Period	0.00		0.00	
Total Withdrawals in the Period	0.00		0.00	
Gain (Loss) in the Period			0.00	
Closing Balance	0.00	4.4134	0.00	
Contributions to Date			0.00	
Total Withdrawals to Date	0.00		0.00	
Gain (Loss) to Date			0.00	

Details of Transactions for the Period 1/5/2017 TO 21/7/2020

Value Date	Description	Employer(=N=)	Employee (=N=)	AVC(=N=)	Admin Fees (=N=)	Net(=N=)	Withdrawals (=N=)	Unit Price	Units
1/5/2017	Opening Balance	332,365.97	332,365.89	0.00	(8,400.00)	656,331.86	0.00		361,152.04
8/5/2017	Aug '16 - Sep '16 Contr. From PU0000230001	5,858.27	5,858.27	0.00	(210.00)	11,506.54	0.00	3.0856	3,729.11
8/5/2017	Oct '16 - Dec '16 Contr. From PU0000230001	8,787.41	8,787.40	0.00	(315.00)	17,259.81	0.00	3.0856	5,593.66
24/8/2017	Jan '17 - Mar '17 Contr. From PU0000230001	8,787.41	8,787.40	0.00	(315.00)	17,259.81	0.00	3.2446	5,319.55
	Closing Balance	**355,799.06**	**355,798.96**	**0.00**	**(9,240.00)**	**702,358.02**	**0.00**		**375,794.36**

LEGEND

PU0000230001	POLICE FORMATION & COMMAND

NOTES:

1. For any query, update or online access, please feel free to contact our call centre on 08059580002, 08032752888, 07080633002-4 or by email to info@fcmbpensions.com or via our live chat platform on www.fcmbpensions.com. You can also download our Mobile App on Android or iOS.

2. In line with the Guidelines from PenCom, the charges on your RSA are Administration Fee of NGN100 (VAT exclusive) per monthly contribution or NGN50.00 (VAT exclusive) per monthly Programmed Withdrawal charged directly to RSA, Asset Management Fee of 2.025%, 1.650%, 1.500% p.a. charged to RSA Fund I, II, III respectively and Asset Management Fee of 7.500% of income p.a. charged to Retiree Fund IV.

3. In line with the Guidelines from PenCom, the charges on Micro Pension Accounts are Administration Fee of NGN80 or NGN20 (VAT exclusive) as applicable per monthly contribution charged directly to account and Asset Management Fee of 7.500% of income p.a.

4. Please note that it is your right to have a group life insurance policy carried out by your Employer.

APPENDIX 3.11 DAILY CONTRIBUTIONS REPORT

ENPOWER REPORTS

DailyContributionReport

From ___ To ___ View Report

Select a Fund: Fund II

| | 1 of 7 | | 100% | | Find | Next |

Daily Contributions

Fund II   Print Date: July 2, 2020

SN	Process ID	Employer Name	Employer Code	Start Period	End Period	Value Date	Unit Price	Gross(=N=)	Fee(=N=)	VAT (=N=)	Net(=N=)	Units(=N=)	Count
1	2020 63016 829943 2348	ACCESS BANK NIGERIA PLC	PRBNK0000044	2020-06-30	2020-06-30	2020-06-30	4.3651	6,844,499.9400	21,000.0000	1,575.0000	6,821,924.9400	1,562,833.5990	210
2	2020 63016 829943 2348	ADELEKE UNIVERSITY EDE	PRSCH0005860	2020-04-30	2020-04-30	2020-06-30	4.3651	84,000.6400	1,700.0000	127.5000	82,173.1400	18,825.0303	17
3	2020 63016 829943 2348	ADELEKE UNIVERSITY EDE	PRSCH0005860	2020-05-31	2020-05-31	2020-06-30	4.3651	83,998.6800	1,700.0000	127.5000	82,171.1800	18,824.5813	17
4	2020 63016 829943 2348	ADELEKE UNIVERSITY EDE	PRSCH0005860	2020-01-31	2020-01-31	2020-06-30	4.3651	84,000.0000	1,700.0000	127.5000	82,172.5000	18,824.8837	17
5	2020 63016 829943 2348	ADELEKE UNIVERSITY EDE	PRSCH0005860	2020-02-29	2020-02-29	2020-06-30	4.3651	84,000.0000	1,700.0000	127.5000	82,172.5000	18,824.8837	17
6	2020 63016 829943 2348	ADELEKE UNIVERSITY EDE	PRSCH0005860	2020-03-31	2020-03-31	2020-06-30	4.3651	84,000.6800	1,700.0000	127.5000	82,173.1800	18,825.0395	17
7	2020 63016 829943 2348	ADEMAKINWA ADEMILUYI & CO	BRLF00000040	2020-05-31	2020-05-31	2020-06-30	4.3651	7,338.2400	200.0000	15.0000	7,123.2400	1,631.8618	2
8	2020 63016 829943 2348	AFRINVEST(WEST AFRICA) LIMITED	PR0000261272	2019-09-30	2019-09-30	2020-06-30	4.3651	69,295.7200	200.0000	15.0000	69,080.7200	15,825.6901	2
9	2020 63016 829943 2348	AFRINVEST(WEST AFRICA) LIMITED	PR0000261272	2019-07-31	2019-07-31	2020-06-30	4.3651	69,295.7200	200.0000	15.0000	69,080.7200	15,825.6901	2
10	2020 63016 829943 2348	AFRINVEST(WEST AFRICA) LIMITED	PR0000261272	2019-05-31	2019-05-31	2020-06-30	4.3651	69,295.7200	200.0000	15.0000	69,080.7200	15,825.6901	2
11	2020 63016 829943 2348	AFRINVEST(WEST AFRICA) LIMITED	PR0000261272	2019-06-30	2019-06-30	2020-06-30	4.3651	69,295.7200	200.0000	15.0000	69,080.7200	15,825.6901	2
12	2020 63016 829943 2348	AFRINVEST(WEST AFRICA) LIMITED	PR0000261272	2019-12-31	2019-12-31	2020-06-30	4.3651	144,185.8700	300.0000	22.5000	143,863.3700	32,957.6344	3
13	2020 63016 829943 2348	AFRINVEST(WEST AFRICA) LIMITED	PR0000261272	2019-11-30	2019-11-30	2020-06-30	4.3651	101,748.1200	300.0000	22.5000	101,425.6200	23,235.5776	3
14	2020 63016 829943 2348	AFRINVEST(WEST AFRICA) LIMITED	PR0000261272	2019-08-31	2019-08-31	2020-06-30	4.3651	69,295.7200	200.0000	15.0000	69,080.7200	15,825.6901	2
15	2020 63016 829943 2348	AFRINVEST(WEST AFRICA) LIMITED	PR0000261272	2019-10-31	2019-10-31	2020-06-30	4.3651	69,295.7200	200.0000	15.0000	69,080.7200	15,825.6901	2

APPENDIX 3.12   DAILY PAYMENTS REPORT

Confirmed Payment Report for (Lump Sum Payment, Add. Lump Sum Payment, Programmed Withdrawal, Arrears, EnBloc, Annuity, AVC Payment, Death Benefit, Life Insurance Payment, NSITF Payout, Payoff, Pension Payments OLD, Pre-Act Payment, Refund (Accrd Rights), Refund (Contr), Refund (Excess Remt), Refund (Outstd Contr), Retiree Balance B/F as at 2010-12-31, Reversal, RSA Pay-Out, Adj. Nominal Roll, 25% Payment, Account Nil Off, Investment Income, Adj. Balance Brought Down, RSA Transfer to PFA (Principal), RSA Transfer to PFA (Inv Gain), Refund (Contr) to EE, Refund (Contr) to ER, Refund (Contr) to PenCom, Refund (Inv Gain) to PenCom, Refund (Inv Gain) to EE, Refund (Inv Gain) to ER, Fund Transfer to PFA (Principal), Fund Transfer to PFA (Inv Gain), VC Tax, Fund Transfer to Valid PIN (Contr), Fund Transfer to Valid PIN (Inv Gain)) From 10-Jul-2020 To 10-Jul-2020

SN	Value Date	Payment Type	Member	PIN	Member Type	Start Period	End Period	Amount	VAT	Admin Fee	Gross Amount	Unit Price	Unit Value	Account Name	Account No.	Bank Name
1	10 Jul 2020	RSA Transfer to PFA (Inv Gain)	LAWAN BASHIR LAWAN	PEN100057805766	Fund II	31 Jul 2020	31 Jul 2020	1,039,267.84	0.00	0.00	1,039,267.84	4.4062	235864.8813	UPCL/FCMB Pensions RSA Contribution Account	1005385514	UNITED BANK FOR AFRICA PLC - HEAD OFFICE
2	10 Jul 2020	RSA Transfer to PFA (Inv Gain)	DABOER JULIUS SHITNAM	PEN100060961013	Fund II	31 Jul 2020	31 Jul 2020	906,788.24	0.00	0.00	906,788.24	4.4062	205798.2479	UPCL/FCMB Pensions RSA Contribution Account	1005385514	UNITED BANK FOR AFRICA PLC - HEAD OFFICE
3	10 Jul 2020	RSA Transfer to PFA (Inv Gain)	ABUBAKAR ABDULLAHI	PEN100146831836	Fund II	31 Jul 2020	31 Jul 2020	743,377.21	0.00	0.00	743,377.21	4.4062	168711.6359	UPCL/FCMB Pensions RSA Contribution Account	1005385514	UNITED BANK FOR AFRICA PLC - HEAD OFFICE
4	10 Jul 2020	RSA Transfer to PFA (Inv Gain)	DANJUMA DANIEL DUNG	PEN100132855517	Fund II	31 Jul 2020	31 Jul 2020	1,055,871.18	0.00	0.00	1,055,871.18	4.4062	239633.0580	UPCL/FCMB Pensions RSA Contribution Account	1005385514	UNITED BANK FOR AFRICA PLC - HEAD OFFICE
5	10 Jul 2020	RSA Transfer to PFA (Inv Gain)	HABIBU HUSAINI HABIBU	PEN100078505739	Fund II	31 Jul 2020	31 Jul 2020	1,047,168.31	0.00	0.00	1,047,168.31	4.4062	237657.9161	UPCL/FCMB Pensions RSA Contribution Account	1005385514	UNITED BANK FOR AFRICA PLC - HEAD OFFICE
6	10 Jul 2020	RSA Transfer to PFA (Inv Gain)	ODOEMENAM FRANKLIN IFEANYICHUKWU	PEN100127882415	Fund III	31 Jul 2020	31 Jul 2020	3,301,506.97	0.00	0.00	3,301,506.97	1.2451	2651599.8474	UPCL/FCMB Pensions RSA Contribution Account	1005385514	UNITED BANK FOR AFRICA PLC - HEAD OFFICE
7	10 Jul 2020	RSA Transfer to PFA (Principal)	IBRAHIM MURNA	PEN200149278522	Fund II	31 Jul 2020	31 Jul 2020	277,881.02	0.00	0.00	277,881.02	4.4062	63065.9117	UPCL/FCMB Pensions RSA Contribution Account	1005385514	UNITED BANK FOR AFRICA PLC - HEAD OFFICE
8	10 Jul 2020	RSA Transfer to PFA (Principal)	BAWA MOHAMMED	PEN100146456000	Fund II	31 Jul 2020	31 Jul 2020	401,758.10	0.00	0.00	401,758.10	4.4062	91180.1779	UPCL/FCMB Pensions RSA Contribution Account	1005385514	UNITED BANK FOR AFRICA PLC - HEAD OFFICE
9	10 Jul 2020	RSA Transfer to PFA (Principal)	ABUBAKAR ABDULLAHI	PEN100146831836	Fund II	31 Jul 2020	31 Jul 2020	1,154,259.80	0.00	0.00	1,154,259.80	4.4062	261962.6435	UPCL/FCMB Pensions RSA Contribution Account	1005385514	UNITED BANK FOR AFRICA PLC - HEAD OFFICE

1

APPENDIX 3.13   DAILY INTER-FUND MOVEMENT REPORT

ENPOWER REPORTS

Fund Movements

Select From [   ]   To [   ]   View Report

| 1 | of 1 | | 100% | | Find | Next |

Print Date: 2 Jul 2020

Report Name: Fund Movements

Fund Movements

SN	PIN	Member	Employer Name	Employer Code	Value Date	From Fund	From Units	From UnitPrice	To Fund	To Units	To UnitPrice	PreActs Amt	AVC Amt	Normal Amt	Gross Amt
1	PEN100489742321	YAHAYA ZAKARI	NIGERIAN SECURITY AND CIVIL DEFENCE CORPS	PU000039B008	30 Jun 2020	Fund II	0.0000	4.37	Fund III	0.0000	1.24	0.0000	0.0000	0.0000	0.0000
2	PEN100059115716	UMAR IBRAHIM	AHMADU BELLO UNIVERSITY - ZARIA	PU000032D006	30 Jun 2020	Fund III	1984008.3104	1.24	Fund IV	668099.8499	3.68	0.0000	0.0000	2456202.2882	2456202.2882
3	PEN100010785216	TASIE LEKWAUWA	OAGF	PU000035ED01	30 Jun 2020	Fund III	9206753.5688	1.24	Fund IV	3100304.8955	3.68	0.0000	0.0000	11397960.9180	11397960.9180
4	PEN200070538803	TAIWO FALOKUN	MINISTRY OF DEFENCE	PU000050D001	30 Jun 2020	Fund III	1290588.8699	1.24	Fund IV	434596.0779	3.68	0.0000	0.0000	1597749.0208	1597749.0209
5	PEN100094701216	SYLVESTER IBE	UNIVERSITY OF AGRICULTURE UMUDIKE	PU000032D026	30 Jun 2020	Fund III	4890188.5072	1.24	Fund IV	1646734.1344	3.68	0.0000	0.0000	6054053.3718	6054053.3719
6	PEN100146735411	SHAIBU YUSUF	KOGI	STKGPAR00042	30 Jun 2020	Fund II	0.0000	4.37	Fund III	0.0000	1.24	0.0000	0.0000	0.0000	0.0000
7	PEN200073556625	SALOMEY NNAJI	MINISTRY OF SPORTS & SOCIAL DEVELOPMENT	PU000045A001	30 Jun 2020	Fund III	2163112.2934	1.24	Fund IV	728411.7667	3.68	0.0000	0.0000	2677933.0192	2677933.0192
8	PEN200070788888	SALIMAT AHMED	NATIONAL ORIENTATION AGENCY	PU000038B012	30 Jun 2020	Fund III	2658109.6613	1.24	Fund IV	895098.4007	3.68	0.0000	0.0000	3290739.7606	3290739.7606

APPENDIX 3.14   INTER-FUND TRANSFER INSTRUCTION FORM

FCMB PENSIONS

INTER-FUND TRANSFER INSTRUCTION FORM

FOR OFFICE USE

Agent Code ☐☐☐

Origin. State Code ☐☐

Please take this as authority to effect transfer of my Retirement Savings Account (RSA) balance from (please select only one of the options below):

1. **Fund I to Fund II** ☐
2. **Fund I to Fund VI** ☐
3. **Fund II to Fund I** ☐
4. **Fund II to Fund III** ☐
5. **Fund II to Fund VI** ☐
6. **Fund III to Fund II** ☐
7. **Fund III to Fund VI** ☐
8. **Fund IV to Fund VI** ☐

9. **Fund V to Fund I** ☐
10. **Fund V to Fund II** ☐
11. **Fund V to Fund III** ☐
12. **Fund VI to Fund I** ☐
13. **Fund VI to Fund II** ☐
14. **Fund VI to Fund III** ☐
15. **Fund VI to Fund IV** ☐

Note that an RSA holder that is up to 50 years of age cannot be in **Fund I**. Without completion of this form, submission of complete retirement documents is constructive notice to move a member from either **Fund I, II or III** to **Fund IV** which is for Retirees. Micro Pension Contributors are limited to **Fund V** and will be required to switch Fund upon engagement in Formal Sector. **Fund VI** is purely an Ethical/ Non-Interest Fund based on choice for both active and retired RSA holders.

RSA Personal Identification Number (PIN)   P E N ☐☐☐☐☐☐☐☐☐☐☐

Surname ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

First Name ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Middle Name ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Kindly give reasons below for this transfer request (if any)

....

....

I declare that I understand the Multi-Fund Structure and accept full responsibility for the outcome of the investments made by my PFA on my behalf.

I also accept that the Administration Fee (where applicable) on this transfer will be charged to my RSA.

Last Transfer Date: ☐☐☐☐☐☐☐☐

....
RSA Holder (Signature* & Date)   **Customer Service Officer (Signature & Date)**

*Note-Signature must be the same as in our database   **info@fcmbpensions.com**

APPENDIX 3.15   RTS SANCTIONS

S/N	DESCRIPTION OF INFRACTION	INFRACTION CODE	PENALTY (N)
1	Non-submission of TH	INF01	N100,000 for the first RSA Transfer Quarter; and ii) N300,000 for each subsequent Transfer Quarter
2	Failed TH validation (completeness and correctness/accuracy)	INF02	N50,000 per TH.
3	Late settlement of Payment Demand Notice	INF03	N2,000,000 per PFA
4	Shortfall in settlement of Payment Demand Notice or shortfall in RSA Balance declared by TPFA	INF04	2.5% (flat) of the shortfall
5	Upload of illegible documents on RTS	INF05	N50,000 per RSA
6	Upload of documents in wrong format	INF06	N50,000 per RSA
7	Failure to move Mandate Files to RPFA	INF07	N20,000 per RSA
8	Illegible documents in Mandate Files	INF08	N15,000 per RSA
9	Late submission of RSA Provisional Balance	INF09	N20,000 per RSA
10	Non-submission of RSA Provisional Balance	INF10	N50,000 per RSA
11	Submission of wrong RSA Provisional Balance that greatly impacts on another PFA's Debit GNTP	INF11	N1,000,000 flat
12	Deliberate attempt not to recapture an RSA holder intending to transfer his/her RSA	INF12	N100,000 (per RSA)
13	Failure to notify a fingerprint impaired RSA Holder of a failed verification of Fingerprint Impaired status at NIMC	INF13	N15,000 (per RSA)
14	Understatement of RSA Balance on TH	INF14	5% (flat) on the amount understated (per RSA)

APPENDIX 3.16   UPLOAD ERROR TRANSLATION

S/N	Error Code	Description
1	EC01U300	EC01U300: Employer Code Not Found
2	EC01U300AP01	EC01U300AP01: Employer Code Invalid
3	EC01U300AP04	EC01U300AP04: Invalid Character(s) Detected in Surname
4	EC01U300AP07	EC01U300AP07: Invalid Character(s) Detected in Maiden Name or Former Name
5	EC01U300AP10	EC01U300AP10: Place Of Birth Required
6	EC01U300AP13	EC01U300AP13: Town/City Required
7	EC01U300AP15	EC01U300AP15: Employer Street Name Required
8	EC01U300AP17	EC01U300AP17: Employer Town/City Required
9	EC01U300AP23	EC01U300AP23: Employer Telephone Number Contains Invalid Character(s)
10	EC01U300AP26	EC01U300AP26: Next of Kin Surname with Special Character(s)
11	EC01U300AP27	EC01U300AP27: Next of Kin First Name with Special Character(s)
12	EC01U300AP28	EC01U300AP28: Next of Kin Middle Name with Special Character(s)
13	EC01U300AP39	EC01U300AP39: Age cannot be less than 16 years as at date of first appointment
14	EC01U300AP43	EC01U300AP43: LGA of Origin Not For Provided State or Invalid
15	EC01U300AP44	EC01U300AP44: LGA of Residence Not For Provided State or Invalid
16	EC01U300AP45	EC01U300AP45: Employer LGA Not For Provided State or Invalid
17	EC01U300AP46	EC01U300AP46: NOK LGA Not For Provided State
18	EC01U300AP54	EC01U300AP54: Surname mismatch with NIMC record
19	EC01U300AP55	EC01U300AP55: First Name mismatch with NIMC record
20	EC01U300AP57	EC01U300AP57: Gender mismatch with NIMC record
21	EC01U300AP58	EC01U300AP58: DOB mismatch with NIMC record

22	EC01U300AP69	EC01U300AP69: NIN Exist
23	EC01U300AP71	EC01U300AP71: Form Number Exist
24	EC01U300AP73	EC01U300AP73: Invalid Character Detected in BVN
25	EC01U300AP75	EC01U300AP75: Middle Name Must Be More Than One Character
26	EC01U300AP85	EC01U300AP85: NOK Gender and Title Mismatch
27	EC01U300AP86	EC01U300AP86: Employer Zip Code May Be Invalid
28	EC01U300AP88	EC01U300AP88: Provided NIN Does Not Exist
29	EC01U300AP89	EC01U300AP89: NOK Middle Name must be more than one character
30	EC01U300AP90	EC01U300AP90: Employer does not belong to specified PFA
31	EC01U300AP93	EC01U300AP930: null
32	EC01U300AP96	EC01U300AP96: Invalid Consent Form Image Format. Kindly upload a jpg, pdf file
33	EC01U300AP97	EC01U300AP97: Invalid Picture Image Format. Kindly upload a jpg file
34	EC01U300AP98	EC01U300AP98: Invalid Signature Image Format. Kindly upload a jpg file
35	ER04U300SP13	ER04U300SP13: Nature of Business Invalid
36	ER254430SP01	ER254430SP01: Date of First Appointment must be provided for specified sector class
37	ER25U330SP01	ER25U330SP01: Date of Registration Greater Than Date of First Appointment
38	NK08U300	NK08U300: NOK Street Name Invalid
39	NK09U300	NK09U300: NOK Village/Town/City - Invalid
40	NK16U300	NK16U300: NOK P.O.BOX/P.M.B - Invalid
41	NK17U300	NK17U300: NOK Email Address - Invalid
42	PD19U330SP01	PD19U330SP01: Age must not be less than 15 years as at date of registration
43	PD21U300	PD21U300: Village/Town/City Invalid
44	PD27U310	PD27U310: P.O.BOX/P.M.B Invalid
45	PD28U300	PD28U300: Personal Email Address Invalid
46	PD34U310SP01	PD34U310SP01: PIN Does Not Exist
47	PD34U310SP02	PD34U310SP02: Contributor does not belong to the provided PFA

48	PD34U310SP03	PD34U310SP03: Surname and Provided PIN do not match
49	PD34U310SP04	PD34U310SP04: PIN has already been recaptured
50	PD35U310AP01	PD35U310AP01: Gender and Title Mismatch
51	SC01U300SP01	SC01U300SP01: Sector Classification Invalid

APPENDIX 3.17   DAILY GENERATED PINs REPORT

LIST OF PINS GENERATED BETWEEN 20/07/2020 AND 20/07/2020

PIN	First Name	Last Name	Middle	Gend	Mobile	Email	Form No	Reg Date	EmployerName	StateNa
PEN210034448542	SHAFAATU	MUSA		F	07038235224		1140547	20/07/2020 :: PM	ABUTH ZARIA	KADUN
PEN210034449464	ZAINAB	ALIYU	IBRAHIM	F	08037971466		20013809	20/07/2020 :: PM	ABUTH ZARIA	KADUN
PEN110034506836	JUVENTIUS	ANYANWU	NWABU	M	08039296584	ROYAJU	1113796	20/07/2020 :: PM	BEMIL NIGERIA LIMITED	OYO
PEN110034445745	OLUGBENGA	OLOGUN	MICHAEL	M	08143968712	MIEPRAS	1144283	20/07/2020 :: AM	BENCHMARK EVENTS	FCT
PEN110034476528	EMMANUEL	OGUNSAN	OLUWAS	M	08120395556	dupsolinte	FPL/2020	20/07/2020 :: PM	DANGOTE TRANSPORT	OGUN
PEN210034499542	NAHEEMOH	DAWUD	ADEOLA	F	07039851686	NAHEEM	20060706	20/07/2020 :: PM	EDUCATION SUPPORT	OSUN
PEN210034540138	RISQOT	HUSSAIN	YETUND	F	08160608214	ADEBAY	20054746	20/07/2020 :: PM	EDUCATION SUPPORT	OSUN
PEN210034535519	RUKAYAT	AREMU		F	07066855270	AREMUR	20054688	20/07/2020 :: PM	EDUCATION SUPPORT	OSUN
PEN210034538346	KUDIRAT	AREMU	OMOLAY	F	08165660329	KUDIRAT	20054684	20/07/2020 :: PM	EDUCATION SUPPORT	OSUN
PEN110034435938	PAUL	OBAFEMI	ODUNAY	M	08140340873		1130212	20/07/2020 :: AM	EKITI STATE UNIVERSITY	EKITI
PEN110034429382	KAMAL-DEEN	SULAIMAN	OLAWAL	M	09068298472	DRSULAI	1130213	20/07/2020 :: AM	EKITI STATE UNIVERSITY	EKITI
PEN210034428242	FUNMILAYO	OLUSEGU	GRACE	F	08039408304	GRACEF	1130214	20/07/2020 :: AM	EKITI STATE UNIVERSITY	EKITI
PEN110034421684	OKAFOR	AGBALU	JOHN	M	08068551130		1126232	20/07/2020 :: AM	ENUGU ELECTRICITY	ANAMB
PEN110034498585	ONYEKAJAH	IZUOBA	JOSHUA	M	07067529117		1126228	20/07/2020 :: PM	ENUGU ELECTRICITY	ANAMB
PEN110034507093	IYYA	BILYAMIN		M	08036027659	BILYAMIN	1144085	20/07/2020 :: PM	FEDERAL CAPITAL	FCT
PEN110034416347	LAWALI	UMAR	SIFAWA	M	07036280221		1151263	20/07/2020 :: AM	FEDERAL POLYTECHNIC	KOGI
PEN110034416722	SADIKU	ABDULMU		M	08075381945	OZIZ4RE	1151264	20/07/2020 :: AM	FEDERAL POLYTECHNIC	KOGI
PEN110034412936	NURA	ABDULLA		M	08030867636	NURASIF	1151262	20/07/2020 :: AM	FEDERAL POLYTECHNIC	KOGI
PEN110034409855	YAHAYA	ATONU	AROME	M	07035104975	AROMEA	1151259	20/07/2020 :: AM	FEDERAL POLYTECHNIC	KOGI
PEN110034414174	MUHAMMAD	SHAMSUD		M	08069003842	SHAMSU	1151261	20/07/2020 :: AM	FEDERAL POLYTECHNIC	KOGI

APPENDIX 3.18   NSITF APPLICATION FORM

FCMB PENSIONS

NSITF CONTRIBUTION TRANSFER APPLICATION FORM

A. PARTICULARS OF MEMBER:
(i) Surname...

(ii) Other Names..

(iii) Date of Birth..

(iv) Telephone...

B. Particulars of Employers:

S/n	Name of Employer	Address	Period	NSITF Membership No.
i				
ii				
ii				
iv				
v				

NSITF membership No. All 13 characters (employee IDs) should be entered with hyphens e.g. 00-00-000000-0

C. CONTRIBUTIONS:
(i) Beginning Month/Year of Contribution……………………………………………………

(ii)End Month/Year of Contribution……………………………………………………………

(iii)Total Contribution………………………………………………………….....................

(Members can view their Statement of Account on-line from Trustfund Website www.trustfundpensions.com)

NAME PFA…………………………………………………………………………………………….

RSA PIN												

I hereby apply for my contributions made under NPF/NSITF Scheme together with

any accrued income thereof to be transferred to my RSA as stated above.

Name..

Signature/Thumbprint...

Date..

Note: *This application form should be submitted along with the following:*
- *Original certificates of membership/card issued to member under the schemes*
- *Means of identification (preferably employer ID or Drivers License)* www.fcmbpensions.com

APPENDIX 3.19   RTS HOME PAGE, DASHBOARD AND PROVISIONAL BALANCE UPLOAD
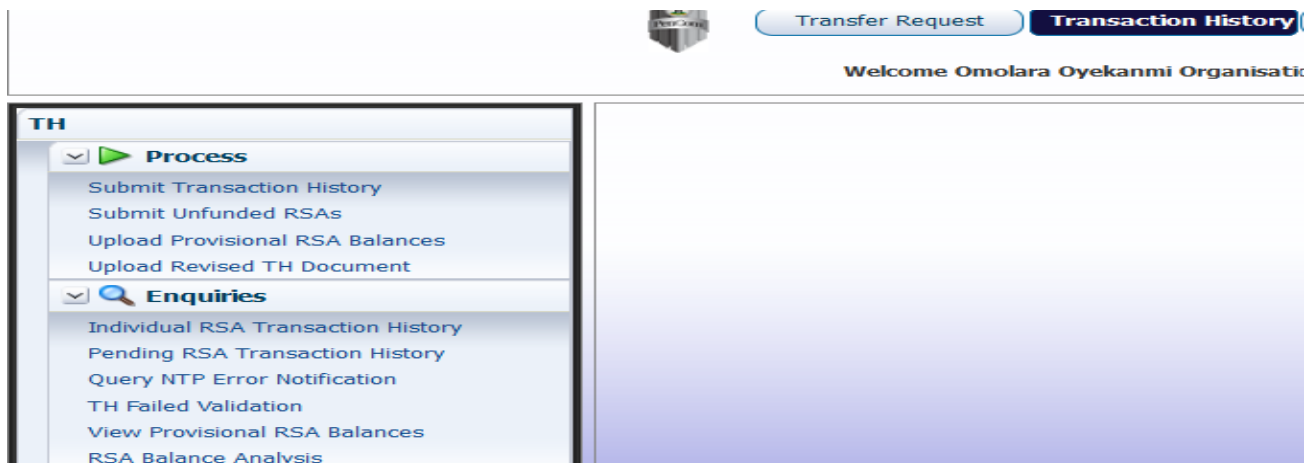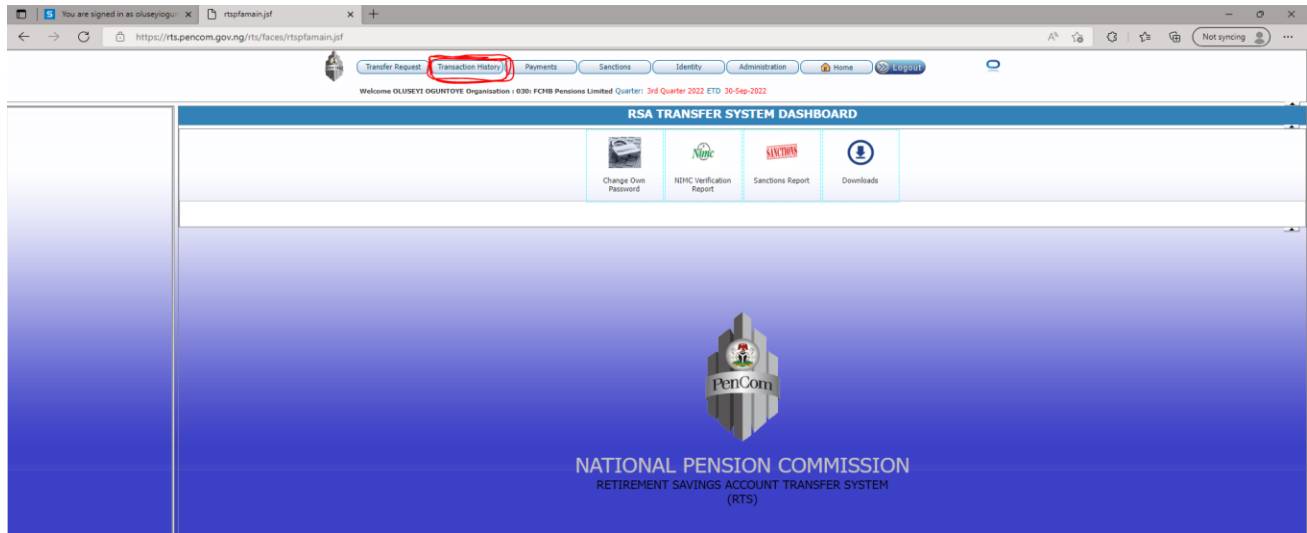
APPENDIX 3.20   ECRS IMPORT WINDOW

Provisional Balance to PenCom	
Provisional Balance Download	**Select an excel file for Import**
ECRS Import	
Outward TH Generation	Found 140,002.00 records. Preparing for import. Please wait...
Outward TH Validation	

Provisional Balance to PenCom	
Provisional Balance Download	**Select an excel file for Import**
ECRS Import	
Outward TH Generation	Data update complete!

APPENDIX 3.21   TH MANAGER WINDOW

APPENDIX 3.22   FORMAT OF TH SUMMARY AND DETAILS

SURNAME	FIRSTNAME	MIDDLENAME	RSA_PIN	EMPLOYER_CODE	FUND_CODE	FUND_UNIT_PRICE	TOTAL_FUND_UNITS
xxxxx	xxxxxx	xxxxxx	PENxxxxxxx	xxxxxxx	FUND3	3.5001	0.00
PAY_RECEIVE_DATE	RELATED_MONTH_START	RELATED_MONTH_END	TRANSACTION_TYPE	EMPLOYER_CONTRIBUTION	EMPLOYEE_CONTRIBUTION	VOLUNTARY_CONTINGENT	VOLUNTARY_RETIREMENT
Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8

RSA_BALANCE	RSA_GAIN_LOSS					
0.00	0.00					
OTHER_INFLOWS	TOTAL_CONTRIBUTIONS	NUMBER_OF_UNITS	FEES	OTHER_WITHDRAWALS	NET_CONTRIBUTIONS	RELATED_PFA_CODE
Column 9	Column 10	Column 11	Column 12	Column 13	Column 14	Column 15

SURNAME	FIRSTNAME	MIDDLENAME	RSA_PIN	EMPLOYER_CODE	FUND_CODE	FUND_UNIT_PRICE	TOTAL_FUND_UNITS
xxxxx	xxxxxx	xxxxxx	PENxxxxxxx	xxxxxxx	FUND3	3.5001	49,046,881.12
PAY_RECEIVE_DATE	RELATED_MONTH_START	RELATED_MONTH_END	TRANSACTION_TYPE	EMPLOYER_CONTRIBUTION	EMPLOYEE_CONTRIBUTION	VOLUNTARY_CONTINGENT	VOLUNTARY_RETIREMENT
07-Feb-2018	Jul-2007	Jan-2018	TF003	44,000,000.00	54,500,000.00	0.00	0.00
12-Mar-2018	Aug-2007	Feb-2018	MC001	640,000.00	284,444.44	100,000.00	40,000.00
16-Apr-2018	Sep-2007	Mar-2018	MC001	640,000.00	284,444.44	100,000.00	40,000.00
10-May-2018	Oct-2007	Apr-2018	WT001	0.00	0.00	0.00	0.00
10-May-2018	Nov-2007	Apr-2018	TAX01	0.00	0.00	0.00	0.00
19-Jun-2018	Dec-2007	Jun-2004	AR001	0.00	0.00	0.00	0.00
19-Jun-2018	Jan-2008	May-2018	CREF1	0.00	0.00	0.00	0.00
01-Jul-2018	Feb-2008	Jun-2004	AR001	0.00	0.00	0.00	0.00
03-Sep-2018	Mar-2008	Aug-2018	LS001	0.00	0.00	0.00	0.00
04-Oct-2018	Apr-2008	Sep-2018	PW001	0.00	0.00	0.00	0.00
19-Nov-2018	May-2008	Oct-2018	PW001	0.00	0.00	0.00	0.00
01-Dec-2018	Jun-2008	Nov-2018	PW001	0.00	0.00	0.00	0.00
02-Jan-2019	Jul-2008	Dec-2018	PW001	0.00	0.00	0.00	0.00
03-Feb-2019	Aug-2008	Jan-2019	PW001	0.00	0.00	0.00	0.00
04-Mar-2019	Sep-2008	Feb-2019	PW001	0.00	0.00	0.00	0.00
Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8

RSA_BALANCE	RSA_GAIN_LOSS					
171,668,988.61	924,399.73					
OTHER_INFLOWS	TOTAL_CONTRIBUTIONS	NUMBER_OF_UNITS	FEES	OTHER_WITHDRAWALS	NET_CONTRIBUTIONS	RELATED_PFA_CODE
0.00	98,500,000.00	27,120,044.05	100.00	0.00	98,499,900.00	030
0.00	1,064,444.44	297,497.05	100.00	0.00	1,064,344.44	030
0.00	1,064,444.44	297,497.05	100.00	0.00	1,064,344.44	030
0.00	0.00	0.00	0.00	80,000.00	(80,000.00)	030
0.00	0.00	0.00	0.00	4,000.00	(4,000.00)	030
55,000,000.00	55,000,000.00	15,967,947.97	0.00	-	55,000,000.00	030
0.00	0.00	0.00	0.00	1,600,000.00	(1,600,000.00)	030
23,000,000.00	23,000,000.00	6571240.82	0.00	-	23,000,000.00	030
0.00	0.00	0.00	0.00	5,000,000.00	(5,000,000.00)	030
0.00	0.00	0.00	0.00	200,000.00	(200,000.00)	030
0.00	0.00	0.00	0.00	200,000.00	(200,000.00)	030
0.00	0.00	0.00	0.00	200,000.00	(200,000.00)	030
0.00	0.00	0.00	0.00	200,000.00	(200,000.00)	030
0.00	0.00	0.00	0.00	200,000.00	(200,000.00)	030
0.00	0.00	0.00	0.00	200,000.00	(200,000.00)	030
Column 9	Column 10	Column 11	Column 12	Column 13	Column 14	Column 15

APPENDIX 3.23 BACK OFFICE TH GENERATION WINDOW

APPENDIX 3.24   WINDOW FOR TH UPLOAD TO RTS

APPENDIX 3.25   TRANSACTION TYPE CODES IN RTS

S/n	Code	Transaction Type		S/n	Code	Transaction Type
1	ADF01	Administrative Fees		39	TFD12	Transfer from FUND 6 (Active)
2	ADCR1	Additional Contribution		40	EXC01	Excess Contribution Reversal
3	TFD13	Transfer to FUND 6 (Retiree)		41	EXMP1	Exempted from CPS
4	TFD14	Transfer from FUND 6 (Retiree)		42	OST01	Outstanding Contribution
5	MPP01	Micro Pension Contribution		43	NST01	NSITF
6	MPP02	Micro Pension Contingent		44	PT025	25% Withdrawal
7	MPW03	Contingent Portion Withdrawal		45	TRF04	Transfer from Other PFA
8	RFD01	Refund to Valid PIN		46	STF09	Rent Allowance
9	DFP01	Default Payment		47	STF10	Yearly Allowance
10	CAP01	Capitalised Interest		48	STF11	Car Grant
11	LEG01	Legacy Payment		49	STF12	Increment
12	VLC01	Voluntary Contribution		50	ENB01	En-Bloc
13	MC001	Monthly Contribution		51	ENB02	Addtional En-Bloc
14	WT001	Withdrawal from VC		52	DB001	Death Benefit
15	TAX01	Tax on VC Withdrawal		53	ANT01	Annuity
16	AR001	Accrued Rights		54	PREM1	Pre-Merger PFA Transaction
17	CREF1	Excess Contribution Refund to CPA at CBN		55	STF01	CBN Exited Staff
18	LS001	Lump Sum		56	STF02	Differential
19	PW001	Pension - Programmed Withdrawal		57	STF03	Final Entitlement
20	AACR1	Additional Accrued Rights		58	STF04	13th Month
21	ACR03	Recoveries-Accrued Rights		59	STF05	Gratuity
22	ARR01	Contribution Arrears - PenCom		60	STF06	Group-Life
23	NC001	Normal Contribution-Employer		61	STF07	Housing Allowance
24	NC002	Normal Contribution - PenCom		62	STF08	Leave Allowance
25	NC003	Normal Contribution - IPPIS		63	LS002	Additional Lump-sum Payment
26	NR001	Nominal Roll		64	ENH01	Enhancement Payment
27	REV01	Transaction Reversal		65	RTD01	Returned Payment
28	TRF02	Transfer within PFA		66	RFD02	Refund to Employee
29	TFD01	Transfer to FUND 1		67	RFD03	Refund to Employer
30	TFD02	Transfer to FUND 2		68	CPFA1	CPFA Transfer
31	TFD03	Transfer to FUND 3		69	TB001	Terminal Benefit
32	TFD04	Transfer to FUND 4		70	INP01	Interest Penalty
33	TFD05	Transfer to FUND 5		71	NEFT1	NEFT Return
34	TFD07	Transfer from FUND 1		72	TFD06	Transfer to Fund 6 (Active)
35	TFD11	Transfer from FUND 5		73	AVCT1	AVC Transfer
36	TFD08	Transfer from FUND 2		74	ARR02	Arrears
37	TFD09	Transfer from FUND 3		75	TRF03	Transfer to other PFA
38	TFD10	Transfer from FUND 4				

APPENDIX 3.26   DATA PRIVACY CONSENT

What we collect

We collect the following information in order to provide you exceptional service delivery which includes PIN generation.

Personal Identification—we collect and use some information about you to administer our services. The information collected shall include your contact information including email address, location, telephone number and any other information we may deem necessary.

How we protect your information

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic procedures to safeguard the information we gather. In addition, we adopt proper data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, transactional information as well as data collected through our website. We transmit sensitive and private data between our site and its users over a secured communication channel which is encrypted and protected.

Consent

FCMB Pensions will not share with other parties, information which you may provide as our client or when using the site, except to the extent necessary to provide services to you such as PIN generation, further to obtaining your consent. This Policy applies to usage of the Site as well as information contained on the site, particularly, information related to products and services offered by FCMB Pensions. FCMB Pensions is committed to ensuring that your privacy is protected. Should we request that you provide certain information through which you can be identified as our customer or when using this site, then you can be rest assured that it will only be used in accordance with this Policy.

FCMB Pensions hereby guarantees adequate protection and privacy of your personal information in line with the National Data Protection Regulation (NDPR) and will ensure at all times that the Information/ Data collected (online or offline) from you will only be used for lawful purposes.