

CUSTOMER SERVICE CHARTER

1.0 OUR SERVICES

We are a wholly owned subsidiary of First Bank of Nigeria Ltd set up to provide Custody of Pension Assets. The vision of the company is “true to our name, to be the custodian of first choice”, and its mission is “to provide best quality custodian services and optimum protection of contributor’s assets”. Both vision and mission drive our service commitment using requisite technology and knowledgeable people to achieve this. We provide the following basic custodial services:

- Receive Pension contributions.
- Advise clients of contributions received.
- Hold Pension Fund assets under safe custody.
- Settle transactions based on instructions received from clients.
- Timely Benefit Payment nationwide to retirees/ annuitants
- Follow up on and execution of relevant proxies for all Corporate Actions Due.
- Execute relevant proxies for voting- Corporate Action.
- Undertake statistical analysis on investments and returns.
- Prepare Portfolio Valuation reports.
- Statutory reporting periodically to regulators on assets under custody.
- Compliance Monitoring.
- Cash Management Services.

In addition to the above, we will partner with all stakeholders to provide value-adding services that strive to achieve straight-through processing of transactions.

2.0 OUR CLIENTS

Our clients are Pension Fund Administrators, Closed Pension Fund Administrators and Assurance Companies, that engage FPCNL to provide custodian services for either Retirement Savings Accounts (RSA), Retiree funds, Defined Benefit Schemes, Annuity and Micro Pension Plan.

Our commitment to our clients

We recognize that the service we provide is integral to our client’s needs and impacts upon their ability to achieve their corporate objectives. We are committed to providing all clients with the service required to meet these obligations in a responsive and professional manner to a very high standard.

Our customer service principles

We are guarded by a set of principles that highlight the delivery of our customer service promises. In providing these services, we will:

Be responsive –respond promptly to all client enquiries via phone, e-mail ora web service. We will provide accurate and up-to-date information at all times.

Be accountable – be open and accountable and implement customer surveys to regularly measure our performance and obtain customer feedback. As well as adopt performance metrics to measure our performance.

Be consultative – develop and imbibe a coordinated and integrated approach to the delivery of our service, by paying attention to all requirements and responding to ensure we satisfy them.

Strive for continuous improvement – endeavour to continuously improve the services that we provide to all our clients. We will be innovative in designing new and progressive ways of doing things, be it the way we interact with clients or develop new processes, to better support them.

Communicate – ensure easy accessibility of information on the services we provide to our clients and how we provide them. We will provide accurate and up to date information when our clients require it.

In delivering on the foregoing, FPCNL will

1. Make it as convenient as possible for all clients to contact us and do business so that we can better serve them.
2. Respond to all enquiries and process transactions accurately, thoroughly and promptly.
3. Respond to emails within a few hours or inform our clients if it is going to take longer.
4. Provide accurate and up-to-date information when they are required.
5. Exercise the utmost integrity in providing service to clients, acting with honesty and integrity.
6. Serve all clients in a professional, courteous and friendly manner, treating them with dignity and respect.
7. Escalate all unresolved issues internally based on the Escalation Policy.
8. Respect and protect the privacy of customer information.
9. Hold regular meetings to discuss and address operational issues.
10. Listen carefully to our clients to ensure we can provide them with assistance effectively.
11. Aim to make our electronic platforms and websites available 99% of the time.
12. Not disclose any information that may adversely affect our clients without their consent, except where we are under legal obligation to do so.
13. Invite feedback, conduct regular customer satisfaction surveys, and acknowledge comments, so we can continue to improve the quality of our services.

3.0 PEOPLE

Our customer service experience shall be delivered by staff who display courtesy and are well supported and trained, with the capability to understand client issues.

Our staff have up to date knowledge on policy, procedures and processes and are committed to understanding client needs and the context of the environment within which we operate.

Staff are trained to effectively delegate, empower and establish a follow-up and feedback process.

What we expect from our clients

1. To be courteous and respectful towards our staff.
2. To understand that our staff have processes they must follow.
3. A recognition and understanding of customer responsibilities and accountability.
4. The responsibility to attend all scheduled meetings and appointments punctually and with adequate representation.
5. To work with us to resolve issues.
6. To respond to our inquiries accurately and timely.

7. To escalate all outstanding or unresolved issues.
8. To provide us with feedback on our services for continuous improvement purpose.
9. To help us recognize our staff by telling us when excellent customer service has been provided.
10. We ask that all customers apply the same standards of behavior towards our staff as would be expected from us.

Feedback and Enquiries

We briefly outline how service delivery and regulatory feedback and enquiries can be made and will be managed.

General feedback

First Pension Custodian is committed to providing excellent service. We value the feedback we receive about our service delivery and will use it to continually improve our service and performance, to ensure we are able to serve our clients excellently, not just by going the extra mile, but by going the extraordinary mile!

You can provide general feedback by:

- using our online portal: www.firstpensioncustodian.com
- sending an e-mail to: info@firstpensioncustodian.com
- calling us on 01 2777800 / 012777801
- writing to us at:
First Pension Custodian Nigeria Ltd
Plot 1297 Akin Adesola Street, Victoria Island, Lagos
- By providing periodic ratings by completion of scorecard
- Response to Surveys instituted by FPCNL

4.0 FEEDBACK

Complaints about our service delivery

We are committed to delivering superior customer service. Whenever our clients have feedback about the service they have received, we will try to resolve those concerns instantly. If required, concerns can be escalated to a manager, or person of appropriate level for assessment and resolution. Clients will be advised of the outcome of such pain points.

Complaints about the conduct of our staff

Our staff will act professionally and without bias. Whenever there is feedback about the professional conduct of a staff member, clients will be encouraged to refer such concerns to us. Client complaints will be treated in confidence and investigated in accordance with this policy, our service level agreement with institutions as well as our service guidelines.

Regulatory matters and complaints

Feedback about a suggested change in policy or explanation of policy or legislation is welcomed and will be managed the same way as feedback about service delivery is described above.