

Type:	Policy
Name:	External Communication Policy
Level:	Stanbic IBTC Pension Managers Limited
Classification:	General Use
Owner:	Head, Client Experience Department
Policy Number	CED4v1
Governance Committee:	Executive Committee (EXCO)
Approved by:	Board Risk Management Committee (BRMC)
Date:	April 2021
Contact:	SIPMLClientExperience@stanbicibt.com +234 1 2801255

Confidentiality

“This document has been issued strictly for external business purposes of Stanbic IBTC Pension Managers Limited (a member of Stanbic IBTC Holdings Plc)”.

Copyright

“All rights including those in copyright in the content of this document are owned by Stanbic IBTC Pension Managers Limited”.

1. Policy statement

Stanbic IBTC Pension Managers Limited (Stanbic IBTC Pension Managers) recognizes the importance of two-way communication in the long-term survival of an organization. Therefore, the Company has created multiple channels through which its customers and the public can reach out to the organization.

The Stanbic IBTC Pension Managers External Communication Policy (policy) aims to enlighten both customers and non-customers on how they can communicate with the Company, access information about the Company as well as access information about their Retirement Savings Account and the Contributory Pension Scheme in general.

2. Applicability

This policy applies to all customers of Stanbic IBTC Pension Managers, prospects and the public.

3. Communication Channels

Stanbic IBTC Pension Managers can be reached via any of the channels listed below:

3.1. Website

The Company's website address is www.stanbicibtcpension.com.

From our website, general information about the pension industry can be accessed via our [Frequently Asked Questions](#) page as well as personalized information listed below:

- ✓ generate Retirement Savings Account statement
- ✓ download pension registration certificates
- ✓ apply for benefits
- ✓ update account information and lots more!

3.2. Multilingual Call Centre

Our multilingual contact centre is easily accessible in the 3 major Nigerian languages - Yoruba, Hausa and Igbo as well as in English or Pidgin. Simply dial +234-1-2716000 to speak with us.

3.3. Email Address

The Company's official email address is pensionsolution@stanbicibtc.com. Pension related enquiries can be channeled via this email address for prompt response.

3.4. Branch Network

Stanbic IBTC Pension Managers has its presence all over the country with over forty (40) service locations nationwide. Please [click here](#) for the list of our branches nationwide.

3.5. Physical Letters

All physical/official letters to Stanbic IBTC Pension Managers should be delivered at the nearest Stanbic IBTC office or via email at pensionsolution@stanbicibt.com. All letters should be addressed to:

The Chief Executive
Stanbic IBTC Pension Managers Limited
The Wealth House
Plot 1678 Olakunle Bakare Close Victoria Island Lagos

3.6. Digital Channels

Stanbic IBTC Pension Managers is reachable anytime and anywhere via the digital channels listed below:

- **The Stanbic IBTC Mobile App** – This is easily accessible on mobile devices via the iOS App Store or Google Playstore. With the App, clients can view their Retirement Savings Account (RSA) details, update their biodata, requests for forms/checklists and use many other features.
- **Our Short Code Service (30388)** – This is accessible 24/7 using your registered telephone number. Clients can view their RSA balance, three-month contribution history, request their statement and more.
- **MyPension Portal** - Which is accessible via our website (www.stanbicibtcpension.com) can be used to view Retirement Savings Account (RSA) details, apply for benefits, download your RSA statement and many more features to manage your RSA on the go.
- **Live Chat** – Our live chat platform is also available from 8am – 5pm on Mondays to Fridays via our website (www.stanbicibtcpension.com).
- **Social Media** - Stanbic IBTC Pension Managers equally has a strong online presence (@stanbicibt) on Social Media platforms e.g. Twitter, Facebook, LinkedIn, YouTube, etc.

4. Roles and Responsibilities

4.1. Board Risk Management Committee (BRMC)

- Approve Policy

4.2. Executive Committee (EXCO)

- Recommend the Policy for BRMC approval.

4.3. Head, Client Experience

- Responsible for coordinating all forms of communication to customers

4.4. Client Communication

- Responsible for responding to customers' enquiries via email, social media, live chat, and letters.

4.5. Compliance

- Provides approval for Compliance related communication to customers

4.6. Service Standardization

- Responsible for managing information contained on the company's website

5. Related policies and procedures

- Communication Policy
- Social Media Policy

6. Policy administration

Contact person

Layo Ilori-Olaogun
Head, Client Experience
Telephone: 234 80 7059 0622
Fax: 01 270 6021
Email: Layo.Ilori-olaogun@stanbicibtc.com