

Take Control, Every Step of the Way: Introducing enhanced features in Mobile App 3.0 for a more personalized and convenient Pension Experience

- Connect with your **Relationship Manager** at the snap of a finger.
- Enjoy easy updates to your **personal information**.
- Uncover your **Fund location**.
- Request for your **Reference /Embassy letter**
- Apply for your **Benefit application**
- Ability to switch the RSA fund through **Multifund Transfer** request
- Get started with **RSA onboarding** and unlock a world of benefits!
- **Upload your photo** for a personalized touch.
- No calculations needed! See your **gain from inception** instantly.

Here are a few Frequently Asked Questions (FAQs) about the Stanbic IBTC Mobile App 3.0 to guide you when you use the App

1. I heard there is a revamped Stanbic IBTC Mobile App. What should I do first?

Absolutely! We have migrated to Stanbic IBTC Mobile App 3.0 for a smoother, faster, and more secure experience. Simply visit the Google Play Store or Apple App Store, search for “Stanbic IBTC Mobile 3.0”, then download and install the app.

2. What are the new features added to the Stanbic IBTC Mobile App 3.0

The new features added to the Stanbic IBTC Mobile App are:

- Inclusion of Relationship Manager
- RSA Fund Information
- Ability to update your biometrics (Mobile Numbers, Email addresses, Next of Kin)
- Ability to upload Photographs.
- RSA onboarding

3. What is the difference between the Stanbic IBTC Mobile App 2.0 and Stanbic IBTC Mobile 3.0

A, The Stanbic IBTC Mobile App 3.0 is an upgrade of the Mobile 2.0 which is very much easy to navigate and seamless. The Stanbic IBTC 3.0 comes with more juicy packs which is stated above.

4. Can I use the Stanbic IBTC Mobile App 3.0 on multiple devices?

Yes, you can use the App on a maximum of two mobile devices.

5. How can I access my Pension Account on the Stanbic IBTC Mobile App 3.0?

You will be required to enter your Retirement Savings Account (RSA) PIN, or email or mobile

and your passcode on the 'Pension' Module to log into the pension account on the App. You will need to be a registered client of Stanbic IBTC Pension Managers.

6. I forgot my username. What do I do?

No stress! You can use your registered mobile number, email address, or Retirement Savings Account (RSA) PIN. Maybe you cannot remember your PIN, use our short code service by sending 'PIN' to 30388. If you need any assistance, feel free to call us on 0700 006 00700 or 0201 271 6000, or email Pensionsolution@stanbicibtc.com

7. I forgot my password, what do I do?

This happens to the best of us! Simply click "Forgot Password" on the login screen and enter the required details. You can reach out through our Contact Centre on 0700 006 00700, 0201 271 6000, or email PensionSolution@stanbicibtc.com, or use our short code service by sending 'reset' to 30388.

8. Why do I have to log in twice?

Good question! After your first login, we will send you a One-Time Password (OTP) to validate your device. Once that is done, you will be asked to log in one more time, just to finalise the setup. Super quick, we promise!

9. I have been using my face or fingerprint to log in and cannot find the option to do so anymore! What do I do now?

There is nothing to worry about. You are a few clicks away from being able to do so again. For your security, we have implemented a process in which you log in once, with your username and password. After that, you will be able to log-in with your face or fingerprint ID just as before. On the log-in page, toggle "Save username", enter your username and password, and click on log-in. You are now set for biometric logins again. Please explore the app, and whenever you log in again, the option to use your Face and Fingerprint ID will be available.

If you do not remember your username, this is also not a problem, just follow the steps in (3 - above). If you have forgotten your password, this is also not a problem, just follow the steps in (4) to start enjoying the new experience offered by Mobile App 3.0.

10. Do I have to go through this every time I log in?

Not at all! Once you have completed the initial setup, logging in becomes a breeze with your password or biometric authentication.

11. What if I still have trouble logging in?

We have got your back. You can reach out through our Contact Centre on 0700 006 00700, 0201 271 6000, or send an email to PensionSolution@stanbicibtc.com. Alternatively, visit any Stanbic IBTC branch near you.

12. How do I request benefit checklists and forms on the 'Pension' module of the Stanbic IBTC 3.0 Mobile App?

To retrieve your desired checklist and form from a comprehensive list:

- Login to the 'Pension' module.
- Select 'Request' on the tab.
- Select 'Benefit Application Checklists and Forms'.
- Pick your desired checklist and form from a comprehensive list.
- Click on 'confirm' to receive a checklist and form in your registered email.

13. How do I update my details on the Stanbic IBTC Mobile App 3.0

To update your details:

- Login to the Pension module on the App.
- Select 'More' on the tab.
- Select 'Client Profile'.
- Update the personal details of your choice.

Note: Name, date of birth, and Employer details cannot be updated through the Pension Module as these are still works in progress.

14. How do I monitor my pension investments, contributions, and withdrawals on the Stanbic IBTC Mobile App 3.0?

Login to the Pension module on the App.

- View the individual components of your Total Pension Value and Gain from inception on the 'Home' tab.
- Select 'Enquiry' and then 'Fund Price' to view historical fund prices.
- Select 'History' to view your transaction history

15. How can I apply for 25% application benefits?

To apply for a 25% benefits application

- Login to the Pension Module on the App with your 'username' and 'passcode'
- Select 'Request' on the tab.
- Select 'Apply for 'My Benefits'
- Select 'apply for '25%'
- Upload all the necessary documents required.

Note: Only 25% application can be applied for on Stanbic IBTC Mobile App.

16. How can I switch my RSA Fund to another on the App

Login to the Pension module of the Stanbic Mobile

- Select 'Request' on the tab
- Select the Multifund Transfer Request
- Select 'Get Started'

- The Fund type you are currently in will be displayed and two dashboards that state the RSA Fund you can transfer to
- Select the preferred fund you like to be switched to
- **Select on 'Switch Now'**

17. How can I generate my Statement on the Mobile App 3.0

Login to the Pension module of the App

- Select 'Statement' on the tab.
- Select the date range for which you want the statement generated and click 'continue' The transaction history will show and click on 'request for the statement' the generated statement will be sent to the registered email address with us.
- Alternatively, you can request your RSA statement using our Short Code service by sending 'STATEMENT' to 30388 via your registered mobile number and this will be sent to your registered email address.

18. How do I request for Embassy Letter/ Reference on the Stanbic IBTC Mobile App

Login to the Pension Module of the Stanbic Mobile App

- Select 'Request' on the tab.
- Click on 'Request for a Reference/Embassy letter.
- Select the Embassy /reference you want to send the letter to
- The Embassy Letter/reference will be generated.
- Click on 'done' and 'confirm', and the Embassy letter/reference will be sent to your registered email address.

19. How can I get more information on Pension?

To get more information:

- Login to the pension module of the Stanbic IBTC Mobile App.
- Select 'Enquiry' on the tab.
- Select 'FAQs'.

20. Can I see the details of My Relationship Managers on the Stanbic Mobile App

Yes, you can view your Relationship Managers on the App

- Login to the pension module of the App
- View your Relationship name, Email, and Phone number on the 'Home' tab.

21. How can I request for my Pension Registration Certificate on Stanbic Mobile App

To request for the Pension Registration Certificate:

- Login to the pension module of the App
- Select 'Request' on the tab.
- Select 'Registration Certificate'

- Registration Certificate is generated.
- Select 'Request Certificate'
- Pension Certificate is sent to your Registered Email address.

22. How can I switch from receiving my Quarterly Statement via hardcopy to email?

to the pension module on the App

- Select 'Request' on the tab
- Select 'E-Mandate'
- Your registered email is displayed.
- Reconfirm if the email is correct, if the email is not correct, you can update your email. If the email is correct, select submit.

23. Can I log a complaint or enquire on the App

Yes, you can log a complaint or enquire

- Select 'More' on the tab
- Select 'Help Desk'
- Select either complaint or enquire.
- Provide content of the complaint/ Enquire
- Select submit

24. Can I upload my desired Photograph on the Stanbic IBTC Mobile App

Yes you can upload your desired Photograph on the Mobile App

- Login to the pension module on the App
- Select 'More' on the tab
- Select 'Client Profile'
- Go to where the Photograph is displayed and click on it
- This will take you to where all pictures on your Phone are saved.
- Select anyone of your choice and submit

25. How can I view the status of my Benefit application?

You can view the status of your Benefit Application:

- Login to the pension module on the App
- Select 'Enquiry' on the tab
- Select 'Benefit Application Tracker'
- View the status of your Benefit Application

26. How can I get information on Stanbic IBTC Location?

To get more information:

- Login to the pension module of the Stanbic IBTC Mobile App.

- Select 'Enquiry' on the tab.
- Select 'Office Locations'.

27. Where can I access the Fund price information on the App

To get information for the Fund Price:

- Login to the pension module of the Stanbic IBTC Mobile App.
- Select 'Enquiry' on the tab.
- Select 'Fund Price'

28. Can I see the Stanbic IBTC Pension Manager contact details on the App?

A. You can view our Contact Details :

- Login to the pension module of the Stanbic IBTC Mobile App.
- Select 'More' on the tab.
- Select 'Contact Us'

29. How can I chat with Stanbic IBTC Pension Manager on the App

Yes, you can chat with us

- Login to the pension module of the Stanbic IBTC Mobile App.
- Select 'More' on the tab.
- Select 'Live Chat'

Note: The photography you uploaded will not reflect on your Pension Registration Certificate or any of your documents with us but will only be updated on your profile on the Mobile App.

30. What are some of the activities I can carry out with the Stanbic IBTC Mobile App 3.0

- Apply for Email Indemnity
- Access the Pension Calculator
- View your RSA Fund information, and
- View Newsletters