

# The Magic called Self-Service

Hello 2024!

It's a new year, and we hope that your New Year "resolution" is resolutioning 😊. Even if it is not, so much can still happen, and that is the power of magic. In the twinkle of an eye, you are already smashing those goals.

One of the magic tools to help you smash those goals lies in our amazing Self-Service platform. Self-Service is more than convenience, it empowers you to take control, offering a seamless and efficient means to navigate through the demands of the modern age. Whether it is accessing information, managing tasks, or finding solutions, the magic lies in the autonomy it provides. As we delve into this realm, we discover the enchantment of efficiency and the liberation of time.

Yet, like any magic, it requires a careful blend of user-friendly interfaces, intuitive design, and robust functionality. All of these and more have been carefully curated within our various self-service channels to enchant you. Here are a few tips to get you started:



**The Shortcode (30388)**  
Text Help to 30388 to get started



**Our Interactive Voice Response (IVR)**  
Dial 01 271 6000 and select option 2 to receive prompt assistance



**Stanbic IBTC Mobile App**  
Download the app from the Google Play Store or Apple App Store and click on Pensions to get started.



**My Pension Portal**  
Log in to [www.stanbicibtcpension.com](http://www.stanbicibtcpension.com) and click on sign into your account to enjoy seamless access to your account information.

With these magical platforms, you can view your contribution history, know your balance, confirm the status of your ongoing benefit application, reset your login passcode, get your pension registration certificate and much more. Recently, we enhanced the "My Pension Portal" so you can now update your name, date of birth and bank account details.

## RSA Funds Performance Update

Despite prevailing global geopolitical tensions and its extended impact on the global economy, the conclusion of the general elections earlier in the year, removal of subsidy on fuel and subsequent harmonisation of the exchange rate, were the major factors which shaped the Nigerian economy and consequently, the capital markets in 2023. Navigating these peculiar challenges required a drawdown on our vast experience and deep knowledge of the Nigeria markets.

Our strategic response to the ensuing volatility during the year is reflected in a sturdy performance across our RSA funds while giving priority to safety of investments. All funds posted improved returns in 2023 compared to previous year as shown in Fig.1.



Remember that we are here to help you Retirewell so please make use of our Self-Service channels today and if you encounter any challenge, please call us on 01-271 6000 or email: [pensionsolution@stanbicibtc.com](mailto:pensionsolution@stanbicibtc.com)

**Disclaimer:** The content of this document is historical, analytical, predictive, and forward-looking. It is based on assumptions about future events. While we consider these predictions and assumptions to be somewhat reasonable, they are inherently subject to significant business, economic, regulatory and market risks, contingencies and uncertainties, most of which are difficult to predict and beyond our control. The content therefore is for information purposes, and does not constitute an offer, solicitation, recommendation, guarantee of investment return or an investment advice, nor does it constitute, expressly or impliedly, a suggestion either solely or in conjunction with any other information disclosed either verbally or in writing, a promise, warranty or guarantee on future outcomes, performance or expected returns. Therefore, the decision you make based on the presentation is solely at your discretion and the Fund Managers shall not take responsibility or be held liable for such decision. Please note that past performance is not necessarily an indication of future performance.