



OUR SERVICE DELIVERY CHARTER

Mission: To provide members with dignified financial security and stability in retirement

Vision: A model scheme that comprehensively caters for members' social protection

Core Values: Integrity, Stewardship, Accountability and Professionalism

SN	SERVICE SOUGHT/NEEDED	REQUIREMENTS	TIMELINES
1	Enquiries made: i) via phone calls ii) at the Office iii) through emails iv) in Social Media	Official Office line(s) Physical visit/presence Official Scheme email(s) Scheme media handles	Immediately Within 1 minute Within 24 hours Within 48 hours
2	New admission to the Scheme	Confirmation by HR Committee	Within 10 days
3	Updating Nomination Forms	Duly filled Nomination Form	Within 7 days
4	Additional voluntary contributions	Signed Letter to HR	Within 30 days
5	Issuance of annual member statements	Official email and PIN	Instantly via an App
6	Communication: i) with Sponsors ii) with Regulator iii) with service providers	Official updates Service instructions	Quarterly According to the Law Regularly
7	Members Education/Awareness	Online and/or Physical	As will be scheduled
8	Annual General Meeting (AGM)	Members physical meeting	Annually
9	Post-retirement medical cover	Duly filled PRMC Form	Within 30 days
10	Income Drawdown	Duly filled form	Within 30 days
11	Education Trust Fund	Beneficiaries below age	Within 15 days
12	Transfer of benefits	Duly filled form(s)	Within 30 days
13	Payment: i) of benefits - Retirement ii) of benefits – Death iii) of Service Providers	HR Clearance Documents Approved Minutes of the BOTs Professional services	Within 30 days Within 30 days According to agreements
14	Handling Disputes	Internal and/or external issues	Immediately detected
15	Handling Complaints	Channeled via Trust Secretary	Immediately reported

All official correspondence and/or complaint(s), if any, should be channeled to:

Trust Secretary

Independent Electoral and Boundaries Commission Staff Pension Scheme

P.O. Box 45371-00100, Nairobi. Email: pensionscheme@iebc.or.ke

Anniversary Towers, 20th Floor, Pensions Office – University Way