

## **1. What is the expected resolution process for Uncredited Contributions (UC)?**

The National Pension Commission has advised the resolution of unapplied payments. Employers are mandated to provide matching schedules of payment that contain valid PINs.

In view of this, kindly reach out to us for a quick resolution of all pension payments from your organization.

Contact us

gtpencollect@zenithcustodian.com and [contributions@qtpensionmanagers.com](mailto:contributions@qtpensionmanagers.com),  
0915490284

## **2. What is the expected procedure for resolving issues related to the Transitional Contributions Fund (TCF)?**

### **For Employees with RSA PIN**

If you are an employee who already possesses a Retirement Savings Account(RSA) PIN with any Pension Fund Administrator (PFA), please follow these steps:

- Provide a copy of your welcome letter (received from your PFA).
- Submit a copy of your employment letter.
- Confirm that you have completed data recapture with your PFA if you registered before July 2019.

Note: If your RSA is held with the same PFA as the TCF (TCF PFA), you only need to provide your valid RSA PIN for review and confirmation.

### **For Employees without RSA PIN**

For employees who have not yet registered with any Pension Fund Administrator (PFA), please follow these steps:

- Approach the PFA of your choice to open a Retirement Savings Account.
- After registration, provide a copy of the welcome letter received from your PFA to both the TCF PFA and your employer to guide future remittances.
- Submit a copy of your employment letter to the TCF PFA.

### **For Employers**

For employers within the TCF system who have employees with existing RSAPINs from other PFAs:

- Communicate with your employees and request the welcome letter from their

respective PFAs, along with confirmation of data recapture completion if applicable (for those who registered before July 2019).

- Provide an instruction to the TCF PFA (attach the welcome letter) confirming the accurate RSA PIN, the relevant PFA of the employees, and data recapture completion where needed.

### **For Employers with employees who have not yet registered with any PFA:**

#### **RSA PIN**

Issue an instruction for the creation of nominal accounts (Temporary PINs -TPINs\*) to allow the PFA to process contributions using these TPINs.

- Encourage your employees to approach a PFA of their choice for RSA registration and request a copy of the welcome letter from their chosen PFA.
- Provide an instruction to the TCF PFA (attach the welcome letter) confirming the correct RSA PIN and relevant PFA of the employees.

\*Note: The instruction should include the following minimum employee details: Title and full names, Gender, Date of birth, State of Origin, Nationality, Marital Status, Residential address, Telephone number, and email address. Employers have a 6-month window to regularize a nominal account by ensuring employees register with a PFA and provide their RSA details with the TPIN.