

Our Ref: TPS/6640/15/7/20
15th July 2020

TO ALL MEMBERS OF TELPOSTA PENSION SCHEME
AND TELPOSTA PROVIDENT FUND

Dear Member,



TelPosta
Pension Scheme

TelPosta Towers, 13th Floor
Kenyatta Avenue
P. O. Box 45610 - 00100, NBI
Tel: +254-020-2216752
+254-020-2217354
Email: info@telpostapension.org
Website: www.telpostapension.org

**TELPOSTA PENSION SCHEME AND PROVIDENT FUND COMMUNICATION
CHANNELS IN THE WAKE OF CORONAVIRUS (COVID-19) PANDEMIC**

We sincerely thank all members who have refrained from physically visiting TelPosta Pension Scheme/Fund offices as a measure to contain the Covid-19 pandemic.

We re-assure you that all your queries and requests shall continue to be handled promptly by our staff during shortened working hours from 9.00 am to 3.00 pm.

We outline below, the guidelines on how to communicate any arising issues to the Scheme/Fund without having to physically visit the offices;

1. Change of Address/Telephone Number

Write a letter or an email to the Scheme advising on the new address/telephone number and attach a copy of your National ID or Passport.

2. Change of Monthly Pension Pay point

Write a letter or an email to the Scheme advising on the new Bank, Branch & Account Number. Attach a copy of your National ID/Passport and a copy of the bank Card/ATM Card.

3. Pensioners' Contributions Towards NHIF On A Monthly Basis

Write a letter or an email to the Scheme requesting for deduction of premiums from your Monthly Pension. Attach a copy of your National ID Card and a copy of your NHIF Card.

4. Unpaid Pension/Provident Fund Benefits

Write a letter or an email to the Scheme enquiring about any unpaid benefits. Attach a copy of your National ID or Passport.

5. Death of A Pensioner/Dependant

To report death of a pensioner or dependant who is in receipt of a monthly pension, write a letter or an email to the Scheme. Attach a copy of burial permit or death certificate and indicate contact details of next of kin.

Please Turn Over

6. Nomination Of Beneficiaries

To nominate beneficiaries or to change beneficiaries, download a *Nomination of Beneficiaries Form* from the Scheme website, fill and email or post to us together with the indicated attachments.

7. Annual Reports and Financial Statements

The latest Audited Accounts for the Scheme/Fund can be obtained from the Schemes' website for members' information and perusal.

8. Actuarial Valuation Report

The latest Actuarial Valuation Report for the Scheme can be obtained from the Schemes' website for members' information and perusal.

9. Application for Deferred Benefits

TelPosta Pension Scheme and Provident Fund deferred members (members with locked-in benefits) who have attained the Scheme/Funds' normal retirement age (50 years) and wish to access their benefits should write a letter or an email to the Scheme. Attach a copy of National ID or Passport. Once the Scheme/Fund has computed the benefits payable, we will send a Pension Commutation Form (TPS) or Discharge Form (TPF) to you for you to fill and send back in order to be paid.

As you refrain from physically visiting TelPosta Pension Scheme/Fund offices, during these times, please call or email the office on the following contacts;

Telephone: 0202216752 OR 0202217354

Cell phone: 0777877870 OR 0777877871

Email: info@telpostapension.org

Website: www.telpostapension.org

Please remember to always indicate your **PF Number, Postal and/or Email Address and Telephone Number** in all communications to the Scheme/Fund.

We take this opportunity to wish you and your entire family continued good health and safety during this challenging time and to encourage you to follow the laid down health guidelines for your well-being.

Yours Sincerely,

**ADMINISTRATOR
TELPOSTA PENSION SCHEME**

Peter Rotich

ADMINISTRATOR/TRUST SECRETARY