



PENSIONS DIGEST

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GROWING THE PENSIONS INDUSTRY



National Pensions
Regulatory
Authority



NPRA Ghana



NPRA Ghana



NATIONAL PENSIONS REGULATORY AUTHORITY

"Ensuring Retirement Income Security"

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NPRA works to improve Pension coverage in the Informal Sector Workers

One of the key features of the 3-Tier Pension Scheme is the introduction of the voluntary personal pension scheme for the informal sector. According to ILO report in 2018, about 2 billion men and women, consisting of more than 60 percent of the world's employed population, earn their livelihoods in the informal economy. About 80-85% of the workers in Ghana are in the informal sector. The majority of these workers are not on any pension scheme. This brings to the fore the importance of extending pensions coverage to the sector because these people may not have any guaranteed income to support them in their old age.

The Authority, a key stakeholder in ensuring the development of pensions in Ghana, has been exploring

and implementing strategies to extend pensions coverage to the larger population of workers in Ghana. Promoting pensions in the informal sector to encourage the participation of these workers has been one of the major activities of NPRA since the implementation of the 3-Tier Pension Scheme in 2010.

The Authority has adopted various strategies to promote and extend the coverage of pensions to the workers in the informal economy. The key part of the strategy has been education and awareness creation campaigns in the form of Outreach campaigns, Pensions Awareness Week and Market Activations, as well as encouraging trustees to adopt FINTECH opportunities to enrol workers in the sector.

During these programmes, NPRA engages large sections of the informal sector and the self-employed persons who express interest in joining the scheme. This is the time the trustees are needed to enrol the people, but unfortunately, we instead see their absence which makes the effort of the Authority fruitless. Although the Authority is not relenting in its efforts to increase pension coverage, the service providers must work with the Authority to achieve this target. The Authority does not have the mandate to register, so the trustees must be at these programmes to enrol the interested people.

Concentrating on Accra and the major cities will not help as many informal sector workers in other parts of the country need to be enrolled on pension schemes for guaranteed income on retirement. They cannot be left out

“The Authority has adopted various strategies to promote and extend the coverage of pensions to the workers in the informal economy.”

in the expansion drive of increasing pension coverage in Ghana. This is the spirit behind the introduction of the 3rd Tier Voluntary Schemes in the new pension scheme.

Understandably, entry into the informal sector requires huge investment, but we should explore ways of reaching out to them. For instance, service providers can establish satellite offices with one or two day (s) visits to each municipality in the catchment areas. This will make the people feel their presence to boost their confidence in joining and contributing to the schemes.

The personal and group personal pension schemes were made for a purpose and must help the regulator achieve that for the growth and development of the industry.

NPRA develops a new 5-year Strategic Plan



The National Pensions Regulatory Authority has started the implementation of a new 5-year strategic plan from 2022 to 2026. The new strategy is guided by a broad theme of; “A Visible NPRA, Increasing Coverage and Growing Pension Assets for National Development.”

The last 5 year strategic plan of the Authority expired in December 2021. It focused on improving the financial independence of the Authority, development of human capital for effective regulation of the pensions industry, and education and sensitization. A lot was achieved with the 2017 to 2021 strategic plan.

To continue the tremendous progress and achievements made, Authority has commenced the implemen-

tation of a new strategic plan to guide its operations from 2022 to 2026.

The new plan is focused on five key thematic areas.

1. **Sustaining the credibility of the Authority**
2. **Ensuring Market Discipline**
3. **Ensure Market Transparency**
4. **Increasing pension coverage**
5. **Ensuring the sustainability of the Basic Social Security Scheme.**

These key results areas are expected to help the Authority to achieve the overall goal of the new 5-year plan of “40 percent pensions coverage and GHS 50 billion

Ghana Cedis Assets under Management (AUM) of Private Pensions and as well as ensuring the sustainability of the Basic National Social Security Scheme (BNSSS) for National Development.

Statistics indicate that only four percent of workers in the informal sector are covered under pension schemes, therefore, the future of many workers in the informal sector looks bleak as they will not have access to regular income during their retirement.

This makes the new strategic plan crucial for the development of the industry; as such, NPRA intends to work hard to achieve the objectives set in this 5 year plan.

Uganda learns from Ghana's pension experience



On Friday, 25th February 2022, the National Pensions Regulatory Authority received a delegation from Uganda's National Social Security Fund (NSSF).

The fourteen-member team consisting of members of the Ugandan Judiciary and representatives of the National Social Security Fund (NSSF) in Uganda was led by Mr. Richard Byarugaba, Managing Director of NSSF.

Their visit to the Authority was part of their study tour of Ghana to learn at firsthand how Ghana's pensions system is structured in dealing with legal issues on non-payment of contributions by employers and other legal pension related issues.

In his welcome address, the Deputy Chief Executive Officer (DCEO), Mr. David Tettey-Amey Abbey, expressed satisfaction in

receiving the delegation. He was of the view that the visit would afford the two institutions to learn from each other to enhance their operations and improve pension systems in their respective countries.

He added that the NPRA is ready to open its doors to sister institutions around the globe and share ideas and knowledge in the area of pension.

Mr. Abbey noted that the Authority has made progress in collaborating with the Ghanaian judiciary to utilize the prosecutorial powers of the Authority to ensure compliance. He referred to a number of NPRA staff who have been trained by the Ghana Judicial service to facilitate the prosecution of defaulting institutions.

With regards to the informal sector, the Deputy CEO briefed the delegation

on the Authority's progress in extending pension coverage to the sector.

He said the NPRA has commenced the implementation of a new strategic plan from 2022 to 2026. "One key area the Authority will further look at will be increasing pension coverage within the informal sector." He stressed.

Mr. Richard Byarugaba also indicated that NSSF as an organization handles a similar scheme in Uganda, and having the opportunity to learn from NPRA, especially, is a stepping stone to reaching higher heights in regulating the private sector pensions.

A presentation on the impact of pensions reforms in Ghana was made by a representative of the NPRA to the delegation.

NPRA commences Muslims Sensitization Project.

The National Pensions Regulatory Authority (NPRA), as part of its strategic plan for the next five years, intends to increase pension coverage in the informal sector from the current 4% coverage to 40%. To achieve this target, the Authority is exploring strategies to bring on board as many informal sector workers as possible onto pension schemes.

In pursuance of this plan, the Authority has commenced a pension sensitization project for the Muslim community in the Country. This is to ensure the enrolment of Muslims onto a pension scheme. The project is at the courtesy of National Chief Imam, His eminence, Dr. Nuhu Shaributu, who gave NPRA the authority after a courtesy call on him to go to every mosque in the country to sensitize Muslims on the relevance of pensions.



The first sensitization to commence this project occurred at the National Mosque at Kanda, Accra, where more than 300 Muslims were sensitized. This is expected to be replicated across the Country to bring as many Muslims as possible in both formal and informal sectors onto a pension scheme as part of the long-term plan to increase pension coverage.

The Director of Standard and Compliance at the NPRA, Mr. John Mbroh who led the team to the mosque, admonished the Muslim community to plan

their retirement. He indicated that the current pension system is designed for all categories of workers; therefore, there is an opportunity for every Ghanaian, whether in the formal or informal sector, to join a pension scheme for a decent life during retirement.

He called on Muslims to join a personal pension scheme designed for the self-employed and informal sector workers to secure retirement income.

The scheme is a unique scheme with flexible regulations tailored to the needs of the informal sector workers. He told the gathering that retirement would come

whether we plan for it or not. Therefore, it is prudent to prepare for it than to allow it to take you by surprise, he stressed.

The Muslim community is known to have a large population in the informal sector; therefore, targeting them with the pension message will ensure retirement income security for the majority of the people.

The Authority was grateful to National Chief Imam for providing the Authority access to every mosque in the Country to sensitize his people on the relevance of pensions.

NPRA rolls out the women in Pension initiative to shore up Women contribution to Pensions

Women all over the world contribute significantly to the socio-economic growth of economies especially with their dominance in the informal economy.

In Ghana, women constitute about 90% of the labour force in the informal economy (Ghana Statistical Service [GSS], 2013. (2013)

In 2019, the labor force participation rate for females in Ghana reached 63.86 percent, an increase from the previous year. Within the years under review, the rate fluctuated minimally.

Despite these enormous contributions of women to economic growth in Ghana, their participation in pension is nothing to write home about. The gender pension gap is still pervasive among the population in Ghana. Women on average retire with less than half the income of men.

Women are still facing retirement with substantially less savings in their pensions than men. Low pay is a major contributing factor to the gender pension gap as women often take part-time positions or become self-employed to manage family commitments.

In response to these disparities in the pension sector and to ensure pension inclusion, the Social Security and National Insurance Trust (SSNIT) Informal Sector Pension Scheme was established to suit the informal

sector.

In order to address these gender gaps and ensure a greater women inclusion in pension, the Tamale Zonal Office of the National Pensions Regulatory Authority organized a Women in Pension session in Bolgatanga in the Upper East Region to bring on board the informal sector pension scheme and as many women as possible, as well as formalize the informal sector women groups through data capturing and network meetings.

The Women in Pension Initiative platform is also to empower the women to take the decision to enroll and contribute to pension scheme of their choice; create the opportunity for the women in the informal sector to plan their retirement education; help the women to mobilize capital through pension's savings to improve their wellbeing during active work and after retirement.

Speaking during the maiden edition of the event in Bolgatanga in the Upper East Region, Mr Yakubu Alhassan Fuseini, the Tamale Zonal Head of the National Pensions Regulatory Authority (NPRA) encouraged women in the informal sector to enroll onto the Informal Sector Pensions Scheme to reap the desired benefits in their old age.

He said women in the informal sector were mostly faced with economic hardships in their old age, even though they engaged in several

businesses that generated income for them, "They do all the petty trading and at the end, they have nothing to rely on in their old age. "As a result, we decided to target women with the necessary education on pension, so that at the end of the day, they would get something home on monthly basis," he added.

The Women in Pension Initiative brought together women from the Beads Makers Association, Basket Weavers Association and Hairdressers Association among others.

Mr. Fuseini said the NPRA had moved away from the past challenges, where pensioners found it difficult to access their pension funds, "today when you apply for your benefit claim, within ten days, it is processed. This is as a result of the existence of a pension regulator like the NPRA. So because the NPRA regulates SSNIT and other pension schemes, there is that assurance." "And because of technology today, there is mobile application where even after contributing, if you want to withdraw, you can use the same mobile process to request for withdrawal, and that is paid into your mobile money wallet," Mr Yakubu stressed. He added that apart from the NPRA's regulatory mandate, it also acted as a complaints centre, where issues of contributions and benefits were reported for redress, "Any trustee who refuses to abide by the rules of the game, their licenses would be revoked."

Newly inaugurated Internal Audit Committee of NPRA charged to perform their roles well.

The Head of Internal Audit service, Dr. Oduro Osae has urged a five-member Internal Audit Committee of the National Pensions Regulatory Authority to play their Advisory and Supporting role with dedication in order to uphold and maintain the good representation of the Authority as a credible regulator.

He expressed this at the inauguration of the Audit Committee at Peduase in the Eastern Region. He stated the importance of being keen on their roles as an audit committee. This he noted, will promote efficient auditing performance within the authority.

As provided by the Section 16 (1) and Section 83(1) of the Public Financial (PFM) Act 2016, each Ministry, Department and Agency (MDA), shall have an Internal Audit Unit (IAU) which shall constitute a part of the MDA, hence, the new Audit committee is crucial per law and growth of the authority, according to him.

Dr. Osae, in his speech further took the committee through its two main mandates, before which, he stretched that, the success of NPRA depends on the effectiveness of the audit committee, hence the need for them to perform their Advisory and Supporting roles well. He elaborated on both roles and asked them to perform their Advisory role, adding that the members of the Audit



Committee should be mindful of risks and work together with the Internal Auditor to ensure that the NPRA complies with the Public Financial Management Act in view of the established instrument.

He expressed this further, by retreating them to avoid overemphasis on Financial Audit, instead focus should be on performance audit, as it is also critical in enhancing the overall outcome of the institution, as it is not all about checking whether the resources have been used well, but also what can the resources achieve, especially within the mandate. Dr. Osae said they need to draw the Board's attention, so that the Board will also direct management to implement the required systems.

He also dissected the Supporting roles of the audit committee, as being among

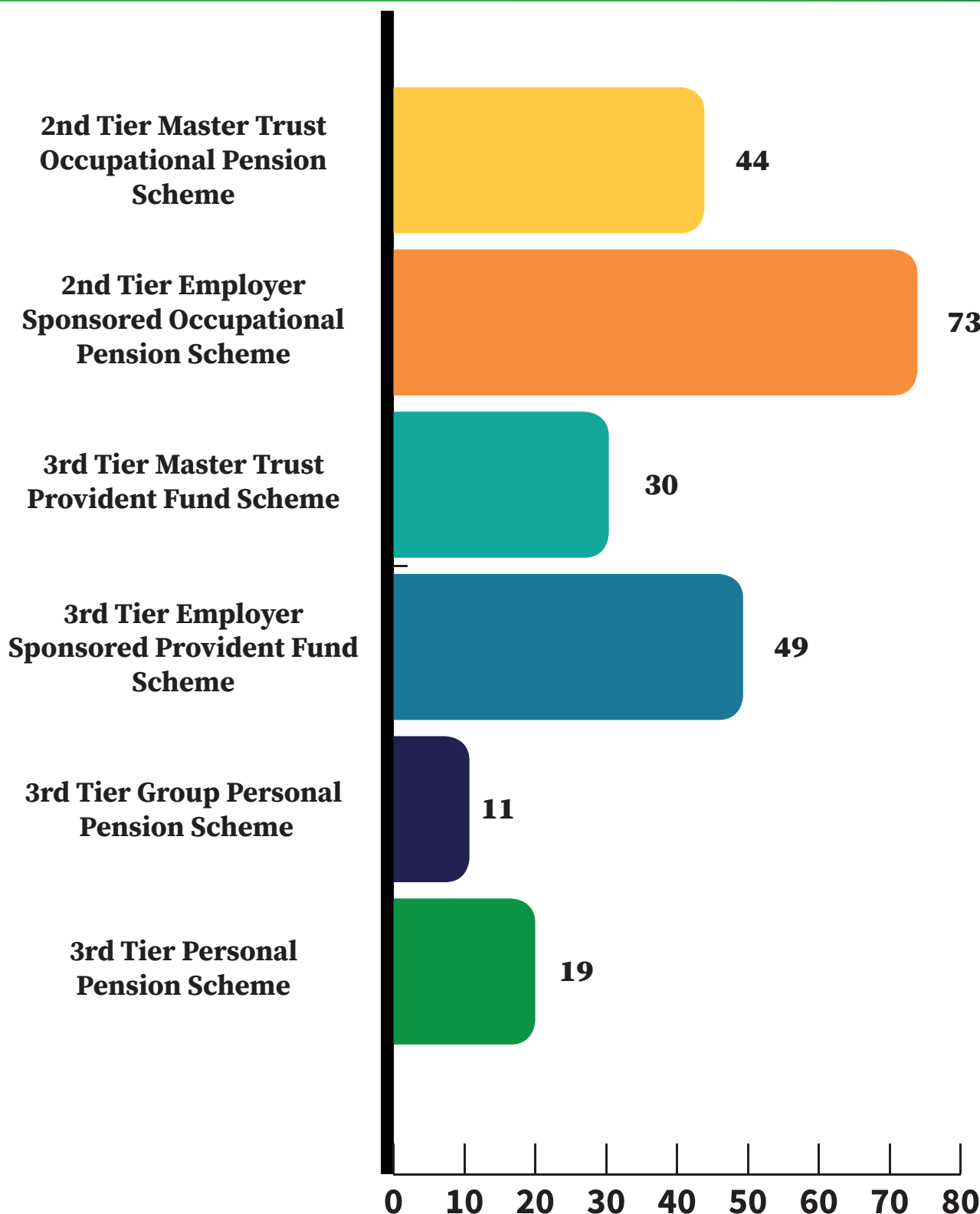
others; assisting the internal auditor to plan and submit good quarterly reports as well as supporting the internal audit and management to develop a 2022 internal audit work plan which should be a risk base internal work plan. This is due to the way the organization's operations are, under the requirement of the Public Financial Management Act, which is part of the Internal Audit Service's goal for them to embrace risk-based auditing as opposed to conventional auditing.

Dr. Osae admonished the Board and Audit committee to pay attention to the circulation of reports in this era of freedom of information. He added that working together as members of the committee will go a long way to help them achieve the basics of their mandates.

Information on private pension schemes

Ghana operates a contributory 3-Tier (3-Pillar) Pension Scheme. The private pension schemes (defined contribution plans) consist of a mandatory 2nd Tier Occupational Pension Scheme and a Voluntary 3rd Tier Provident Fund and Personal Pension Schemes. This section provides market information on the status of private pension schemes in Ghana.

Registered private pension schemes



Trend Analysis of registered Private Pension Schemes (2018-2021 Q2)

Scheme Type	Type of Administration	2018	2019	2020	2021
Tier – 2	Employer-sponsored Occupational	85	80	73	73
	Master Trust Occupational	52	47	44	44
Sub-total		137	127	117	117
Tier – 3	Employer-sponsored Provident Fund	56	52	49	49
	Master Trust Provident Fund	36	33	30	30
	Group Personal Pension	10	8	11	11
	Personal Pension	22	21	19	19
Sub-total		124	114	109	109
Grand Total		261	241	226	226

Source: Licensing and Registration Directorate 2021 Q2 Operational Report

NB: the reason for the decline is that various schemes are merging into Master Trust schemes.

MTOPS: Master Trust Occupational Pension Scheme
 ESOPS: Employer Sponsored Occupational Pension Scheme
 MTPFS: Master Trust Provident Fund Scheme
 ESPFS: Employer Sponsored Provident Fund Scheme
 GPPS: Group Personal Pension Scheme
 PPS: Personal Pension Scheme

Regulatory changes in Pension investment in Ghana



Introduction

A pension is a monetary provision for retirement typically funded by personal contributions, an employer's contributions, the State, or a combination of the three. This provision is not only funded by contributions but by returns earned on the investment of accumulated contributions particularly for Defined Contribution schemes such as the Tiers 2 and 3 in Ghana or a partially funded Defined Benefit scheme such as the First Tier managed by SSNIT.

Pension fund investment in Ghana is a regulated activity as broadly provided for under sections 175 through to 181 of the National Pensions Act, 2008 (Act 766). The Act recommends the

provision of Guidelines to provide further guidance on key aspects of pension fund investments, including approved investment asset classes and securities, asset allocation limits (e.g. maximum of 75% in Government of Ghana securities), and general requirements on the quality of those assets. The pensions industry has seen two revisions of these Guidelines which was first issued by the regulator in 2011.

The first review was issued for enforcement in 2017 and the current Guidelines in force was issued in 2021. In both reviews a consultative group consisting of industry professionals, persons from academia and the Regulator was established to ensure an enriched and forward looking document.

Objective for the Changes

Typically, trends in pension fund investment, market conditions and the need to return maximum value to the contributor at the lowest risk are the guiding principles for the review of the Guidelines. is done. The recent review came at the back of observed concentration of pension fund investments in Government securities, heightened further by the clean-up in the banking sector in 2019. Additionally, pension industry practitioners continued to bemoan the limited supply of investment opportunities or the lack thereof. There have also been ongoing conversations on how pension fund investments can be targeted towards driving economic change in Ghana through major infrastructure invest-

Regulatory changes in Pension investment in Ghana *(Continued from Page 10)*

ments as is the established modus operandi of pension funds in some developed countries. The key introductions made in the current Guidelines are increases in some Asset Allocation limits, establishment of an Investment and Risk Management Committee, mandatory creation of Constituent Funds for Tier 2 schemes and an expanded Alternative Investments Asset class.

Investment and Risk Management Committee

The assessment of the relationship of risk and return in the pension fund investment portfolio and the balancing act of matching investments with the underlying pension liabilities are onerous responsibilities on Trustees. The outcome of these tasks being the provision of safe, fair, and sustainable returns for pensioners. The revision of the Guidelines instituted the requirement for Trustees to establish an Investment and Risk Management Committee who will be responsible for charting this decision-making process. The expectation is that the right expertise will be constituted to enable Trustees to skilfully craft pension fund portfolios that

are highly responsive to market conditions as well as the underlying liabilities of their pension schemes.

Constituent Funds

In this era of personal responsibility in pension planning, the review of the Guidelines resounded the need for pension scheme portfolios to provide investment options to contributors through the creation of constituent funds. These Constituent Funds are structured to give contributors different exposures to risk, to maximise return for younger contributors and in the case of those nearing retirement, the preservation of their accumulated pension pots. The creation of Constituent Funds arms Trustees with the power to make adequate provisions for benefits falling due, allocation of funds to capitalise on returns from long term and high-risk investments and to give workers a range of options to choose from in deciding what they want their pension pots to look like.

Alternative Investments

Finally, the reviewed Guidelines introduces some alternative investments under that Asset Class

to expand the scope of investment opportunities available to pension funds and to encourage their participation in driving economic transformation. The assets introduced include Private Equity and Private Debt which would benefit thriving small and medium enterprises, syndicated project financing to support national and local governments to undertake major infrastructure projects and direct investment into real estate to actively contribute to the closure of the gap in the provision of affordable housing in Ghana.

Conclusion

The implementation of the revised Guidelines is in its nascent stage but promises to bear significant fruit both in terms of its economic impact from the expanded scope of pension fund investments and to meet the primary objective of securing retirement income security.

CREDIT:

Nii Amu-Otoo

(Staff Of NPRA)

Pension – the inevitable future often ignored

In the early stages of life, we are mostly fascinated by what we want to become in the future and for that reason, we turn to focus more attention on doing things that lead us to achieve the very future we often dream to have. While we make conscious efforts to pursue our dreams, we completely ignore or fail to consider the inevitable life we will have after achieving and leaving our dreams. Life after retirement: Yes, Pension! that's what I am referring to.

Most people do not even hear about or discuss pension (talk less of planning for it) until perhaps they are a few years to retirement. Parents, in the early stages of life of their children, are more concerned about the professional and vocational ambitions of those children and for that matter, many children grow into adulthood with no knowledge of pension. More worrying is the fact that the education curricula for all the academic levels in Ghana do not have space for pension or retirement issues and therefore, when most people leave the university and find a job for the very first time, they become completely oblivious of pension issues associated with employment despite their future implications.

In Ghana, persons, aged 15 and above, are permitted by the National Pension Act, 2008 (Act 766), as amended, to be gainfully employed by any company. A company, after engaging a person, is mandated by law to pay 18.5% of basic salary as contributions to tiers 1 and 2 pension

schemes of which that person is a member. Even though the aforementioned is common knowledge and widely known, many workers do not take them seriously to the extent that some actually become aware of their employer's continuous failure to pay their pension contribution and yet do nothing about it. Sadly, many workers do not realise its effect until they have a few years to retire or after retirement when they are confronted with the reality of having to survive without a job.

Even though the pension in Ghana is backed by law which incidentally makes it compulsory for every worker to be covered for pension under tiers 1 and 2, it does not in, any form or shape, relieve workers from the responsibility of planning toward a decent retirement. Regrettably, many workers have assumed the mandatory tiers 1 and 2 pension contributions to be sufficient and for that reason do very little (in some cases nothing) about issues concerning pension. It is very true that tiers 1 and 2 pension schemes will provide income on retirement but the million-dollar question that ought to be asked is, will it be adequate to meet all your needs during pension? I believe this can be well answered if we look deeply within ourselves and reassess our future aspirations and needs.

Pension is a very delicate matter and obviously the most critical aspect of our life but oftentimes we relegate it to the very bottom of our priorities. Life during retirement is

supposed to be the best moment on earth yet many pensioners have been killed by poverty before their time and others enduring moments of hardship mainly because they completely ignored the inevitable future of pension and failed to plan accordingly. My uncle said to me many years ago that "it was irrational for anyone to set aside money while working to cater for pension needs" because, in his opinion, the death of that person will make another "enjoy" the money that has been set aside. Unfortunately for him, he is still full of life after age 70 and currently depends on the support of family members to survive. I guess no one wants to have the kind of future my uncle is having now.

In so far as we do not set any date for death to come upon us, we ought to know that pension is an inevitable stage in life that will certainly come up at some point in time. No one will give us better life on Pension. Whatever we desire to become on pension depends on the decisions and the choices we make today. Take your pension serious and do not live your future to chance.

CREDIT:

Hayford Amankwah

(Staff Of NPRA)

NPRA pushes for Pension Education in churches as they engage Clergy and Laity of the Anglican Diocese of Sunyani.

The National Pensions Regulatory Authority (NPRA) began its pension education campaign this year with the clergy and laity of the Anglican Diocese of Sunyani during the Fifth Diocesan Synod at the St. Anselm's Anglican Cathedral, Sunyani.

In the opening remarks, Mr. William Ohene-Adjei, the zonal head of the Authority indicated that Ghana's economy consists of formal and informal sectors. The formal sector is regulated by firms whose operations are registered offering jobs that have regular working hours, wages and salaries that are recognized and taxed by the state.

The informal sector on the other hand consists mainly of unregistered small-scale firms offering jobs that are unregulated with unstable incomes that are usually not taxed. It is estimated that only 20 percent of Ghana's economy is formal whilst 80 percent of the Ghanaian workforce is employed in the informal sector

The informal sector has been branded as the sphere of trade and commerce for individuals who have had very little or no formal education. The ability to earn an income decreases as people get closer to retirement and employees who retire require support to be able to

maintain a decent standard of well-being in retirement.

It is against this backdrop that, Ghana introduced the Three (3) Tier Pensions Scheme in Ghana to ensure a universal pension scheme for all employees in the formal sector and those in the informal sector. The First and Second Tier is mandatory for all employees in the formal sector whilst those in the informal sector are urged to take advantage of the 3rd Tier Voluntary Group/ Personal Pension Scheme.

National Pensions Regulatory Authority in order to deepen the coverage of participants in the informal sector collaborated with the Anglican Diocese of Sunyani to educate the clergy and laity on the importance of 3 - Tier pensions in Ghana. The Zonal Manager, Mr. William Ohene-Adjei spoke briefly on the introduction of the new 3 Tier pensions in Ghana.

To throw more light on the 3 -Tier pensions in Ghana, the Corporate Affairs Officer (Mr. Samuel Baffour Awuah), spoke extensively on the importance of the mandatory Tier 1 and Tier 2 Pension Schemes and the various deductions that go into the mandatory scheme. He further talked about the 3rd Tier pension scheme designed to cover those in the informal sector and the age one can enrol in the 3rd Tier scheme in the informal sector.

In conclusion, the Diocesan Bishop, Rt. Rev. Dr. Festus Yeboah Asuamah described the 3rd Tier Scheme as a step in the right direction that would lessen people's economic burden during old age and finally assured the team of the National Pensions Regulatory Authority that the Diocese would ensure the majority of their informal sector workers join the pension scheme.



NPRA CELEBRATES INTERN



TEMA ZONAL OFFICE STAFF



SUNYANI ZONAL OFFICE STAFF

INTERNATIONAL WOMEN'S DAY

The National Pensions Regulatory Authority celebrated all women staff of the Authority during this year's International Women's Day commemoration. The Authority took the opportunity to appreciate the hard work of all industrious women of the Authority.



KUMASI ZONAL OFFICE STAFF



TAMALE ZONAL OFFICE STAFF



TAKORADI ZONAL OFFICE STAFF

Kumasi Zonal Office engages Corporate Trustees in Ashanti Region to increase pension coverage



The Kumasi Zonal Office of the National Pensions Regulatory Authority (NPRA) has engaged Trustees in Kumasi as part of the efforts of the Authority to increase pension coverage in the country.

The Authority, in its 2022 to 2026 Strategic Plan, seeks to increase pension coverage in the informal sector economy from the current 6% informal sector to 40% in the industry for the next five (5) years.

According to Mr. Alex Owusu-Boakye, the Zonal Head of the Authority, the meeting was to discuss and share experiences on

how the Authority and the Trustees can work together on the inclusion and expansion drive of pension in the informal sector in the Ashanti Region. He said the trustees must commit to working with the Authority to improve the statistics.

The Region is said to have the largest number of the informal sector workforce in the country; however, the majority will retire into poverty if they are not sensitized to take a serious view of the importance of pensions.

It is, therefore, imperative that the two institutions collaborate to achieve the

objective set in the plan of the Authority.

It came out during the engagement that the office will continue to use some strategies, including market activation, forums, and radio and TV talk shows to engage and sensitize the informal sector groups in the Region.

Corporate Trustees on the other hand assured the Authority of their readiness to join hands to achieve this objective and seek the betterment of workers in the country.

PUBLIC SECTOR TIER 2 SCHEMES

Public sector schemes are Tier 2 Mandatory occupational pension schemes which have been registered for all Government of Ghana workers (Public Servants) who draw their salaries from the Controller and Accountant General's Department.

Five (5) 2nd Tier/Tier 2 Mandatory occupational pension schemes have been registered for these workers namely;

- Hedge Pension Occupational Pension Scheme
- Health Sector Occupational Pension Scheme
- Judicial Service Staff Occupational Pension scheme
- Ghana Educational Service Occupational Pension Scheme
- PSW Employees Occupational Pension Scheme

Membership

- Members of Civil and Local Government Staff

Association of Ghana (CLOGSAG) are under Hedge Pension Occupational Pension Scheme with Hedge Pensions Trust as Scheme Administrator

•Members / Staff of Ghana Health Service are under Health Sector Occupational Pension Scheme with Enterprise Trustees Company Limited as Scheme Administrator

•Members / Staff of Judicial Service are under Judicial Service Staff Occupational Pension Scheme with United Pension Trustees Limited as Scheme Administrator

•Members / Staff of Ghana Education Service are under Ghana Education Service Occupational Pension Scheme with Glico Trustees Limited as Scheme Administrator

•Other Public Service Staff who are not members of any of the groups mentioned above but draw their salary from Controller and Accountant General are under PSW Employees Occupational Pension Scheme with General Trust Company Limited as Scheme Administrator

Below is a tabular representation of the various public sector schemes;

No.	Name Of Sector	Name Of Scheme	Scheme Administrator	Contact Person	Contact
1	Civil and Local Government Staff Association of Ghana (CLOGSAG)	Hedge Pension Occupational Pension Scheme	Hedge Pension Trust Company Limited	Christabel Yalley	0202019457
2	Ghana Health Service	Health Sector Occupational Pension Scheme	Enterprise Trustees Company Limited	Dr. Derek Amoateng	0243148659
3	Judicial Service	Judicial Service Staff Occupational Pension scheme	United Pension Trustees Limited	Bossman Agyako	0244314480
4	Ghana Education Service	Ghana Educational Service Occupational Pension Scheme	Glico Pension Trust Limited	Nathaniel Nii Kwei Kuma Otoo	0202012425
5	Public Service	PSW Employees Occupational Pension Scheme	General Trust Company Limited	Cynthia Arthur	0506445203

Highlights on the Consumer Protection Policy

1. Introduction

The National Pensions Regulatory Authority, in line with its regulatory functions to protect consumers of pension products and in line with best practices, has developed a Consumer Protection Policy which is aimed at empowering workers and other consumers of products to demand the right services from SSNIT, Trustees and Service Providers and to protect their interest.

2. Objectives of the Consumer Protection Policy

This policy is to ensure:

- a) That contributors have access to adequate complaints handling and redress mechanisms that are accessible, independent, fair, accountable, timely and efficient;
- b) That the complaint mechanisms do not impose an unreasonable cost, cause undue delay or impose a burden on contributors;
- c) That, contributors and members of schemes are protected through the promotion of fair and transparent transactions by service providers;
- d) The fostering of public confidence and trust in the pension industry thus promotes growth and efficiency in the industry for the benefit of contributors;
- e) That the public is educated and sensitized on their right to redress in order to promote fairness in the pension industry.

3. PRINCIPLES

The following principles shall govern Service Providers in their compliance with this directive or policy:

• Honesty

Service Providers shall act honestly, by presenting all terms and information in a clear and accurate manner without any intent to mislead contributors and pensioners.

• Fair Treatment

Service Providers shall not unfairly treat contributors, pensioners, or any other individuals, nor discriminate against them in any way, for presenting complaints to the Financial Service Provider, administrators and individuals, or the National Pensions Regulatory Authority.

• Access to Redress

All contributors, pensioners and scheme members shall have access to adequate complaints handling and redress mechanisms that are easily accessible, independent, fair, accountable, transparent, timely and efficient.

• Adequate Redress Mechanisms

Service Providers shall offer adequate internal dispute resolution mechanisms. They shall also have in place appropriate and effective procedures for receiving, considering and resolving complaints as well as for reporting complaints to the Authority. These procedures must be explicit and well documented in a brochure and made easily available to consumers.

4. Application

This policy shall apply to all Providers of Pension Services in Ghana Under the National Pensions Act, 2008, including Trustees (Corporate, Individual & Independent), Pension Fund Managers, Pension Fund Custodians, Fund Administrators and Other Service Providers in the Pension Industry regulated by the National Pensions Regulatory Authority.

5. Financial Education and Awareness

- Service Providers shall promote the enhancement of contributors' awareness and provide financial education programmes as part of a wider financial Consumer Protection Policy.
- Service Providers shall make sure that financial education programmes are tailored to the needs and capacities of a targeted audience and take into consideration particular

types of private pension arrangements.

- Service Providers' websites should serve as one of the primary sources of information and guidance to contributors, while Service Providers remain responsible for the disclosure of the key information on pension services and products.
- Service Providers should make continuous efforts to assess, refine and improve the impact of their financial education efforts.

6. Responsible business conduct of Pension services providers and authorised agents

- The Authority shall monitor or supervise business conduct and/or general compliance with consumer protection legal requirements by pension Services Providers, Trustees and authorised agents, including monitoring that pension providers and Trustees adhere to business conduct rules including fair treatment of pension consumers and have in place measures to avoid or mitigate conflict-of-interest situations that could negatively impact the consumers.
- The Authority shall conduct examinations as part of licensing/approval process and monitor on an ongoing basis whether board members, senior management of pension Services Providers and their agents, including pension advisers comply with fit and proper test requirements and the products and services they distribute and offer meet best interests of the consumers.
- The Authority shall be involved in monitoring the marketing strategies and sales practices of Service Providers. Monitoring of marketing activities may include the power to ban certain advertising campaigns using misleading or false information.

Highlights on the Consumer Protection Policy (cont'd)

7. Complaint handling and resolution process

1. The Three-Level Process

The complaint handling and resolution process for a contributor to a pension scheme has three levels:

- **Service Provider**

First - at the level of the Service Provider: the Service Provider shall establish an internal complaint and redress procedure that shall handle and seek to resolve all initial complaints. Where the parties are unable to arrive at a consensus, the financial Service Provider shall refer the matter to the National Pensions Regulatory Authority in writing within five (5) working days of the stalemate.

- **National Pensions Regulatory Authority**

Second - at the National Pensions Regulatory Authority: the Authority shall take up all referred unresolved complaints or disputed decisions by the Service Provider and act as Arbitrator through the Adjudication Committee between the parties and give appropriate directives where required.

- **The Courts**

Third - at the Court: where a party is dissatisfied with the decision of the National Pensions Regulatory Authority's Adjudication Committee, the aggrieved party may seek redress in Court by instituting legal action.

8. Confidentiality

All information related to the complaint and complainant shall be treated confidentially. Information provided by the complainant shall be used only for the purpose for which it was obtained in accordance with Data Protection Act, 2012 (Act 843).

9. Resolution Period

- The Service Provider shall resolve the complaint and present the decision to the complainant no later than fifteen (15) working days after the date of receipt of the complaint.
- Where the Service Provider is unable to resolve the complaint within the stipulated period, the Service Provider shall inform the complainant of its requirement of more time to resolve the issue.
- Where the Service Provider requires more time to resolve a complaint, the Service Provider may take an additional ten (10) days.

10. Requirement for extended resolution period

If the Service Provider needs more time to resolve the complaint due to its complexity or the need for additional information, a notification shall be sent to the complainant in advance of the expiration of the fifteen (15) working days permitted to resolve the complaint, explaining the reasons for the need

to extend the period for complaint resolution and specifying the length of additional time that will be required. The Service Provider is permitted up to ten (10) additional working days to render a decision, or refer the complaint to National Pensions Regulatory Authority. (Extension of 15 days of complaint deadline)

11. Complaints mechanisms instituted by the service provider

- **Establishment of Written Procedures**

The Service Providers shall establish a written policy and have written procedures that cover the following;

- » Receipt of complaints;
- » Procedure to handle and resolve complaints;
- » Monitoring of complaint handling and resolution;
- » Reporting procedures and communication of complaint resolutions/decisions both internally and to the National Pensions Regulatory Authority;
- » Communication of resolutions/decisions to consumers

- **Provision of Relevant Information**

The complainant shall provide all relevant information on the case requested by the Service Provider and act in good faith to facilitate the investigative process. The pension Service Provider shall also act in good faith in processing the complaint, and refrain from requesting documents or information from the complainant that is not directly relevant to the investigation and resolution of the particular complaint presented by the contributor

- **Right to Complain to the Pension Service Provider**

All contributors may complain first to the branch or agency of the Service Provider whose service is the subject of discontentment, at the location where the service was provided, or use any channel of the complaint provided by the Service Provider, before consulting the National Pensions Regulatory Authority

12. Sanctions

The National Pensions Regulatory Authority shall supervise all internal and external dispute resolution mechanisms instituted by Service Providers and may impose an administrative fine as indicated in the Acts and Regulations of the Authority. The National Pensions Regulatory Authority shall exercise its discretion to impose fines for non-compliance.

Working to increase Pension coverage in the Informal Sector

The low pension coverage within the informal sector in the country has been tackled head-on by the National Pensions Regulatory Authority (NPRA)

It stands out now that the informal sector pension penetration is below five (5) percent. Within the last four years, the Authority has been able to increase pension coverage within the informal sector from one percent to about five percent and it is envisaging that about twenty-five percent or more informal sector workers would be put on pension schemes in the country.

While the Authority has made these gains, it appears that there is some more room for improvement. The understanding and appreciation of pensions especially among workers in the informal sector to go in advocating voluntary pension contributions are yet to be appreciably achieved.

Ghana's working population is made up of about 12 million out of which about 10 million representing about 83% of workers are in the informal sector. In order to deliver on its mandate as Regulators and Industry players, the NPRA is effectively collaborating with Corporate Trustees to deepen awareness about Retirement Income Security among the informal sector workers.

The NPRA is therefore coming out with plans to effectively collaborate with all Corporate Trustees in the country to embark on a vigorous drive to sensitise Ghanaians to enrol on pension schemes.

Steps have been taken to ensure that programmes such as market and lorry terminal sensitization, pension clinics, radio and TV discussion, and forums for the informal sector groups among others are intensified

Early this month, April, the NPRA as part of its quest to ensure pensions for all Ghanaian workers embarked on a sensitisation outreach in the Oti Region to encourage the informal sector workers in the area to understand and appreciate the need to join and actively participate in pension

schemes.

The outreach took the NPRA team to Nkwanta, Dambai and Kete-Krachi. In all, over two thousand people were engaged in various sensitization activities

To help reduce old-age poverty, we need to use the vast opportunities available to improve pension coverage in the country within the changing demographics. It is imperative not only to devise new means of communicating pension advantages and opportunities but also to increase accessibility to service providers with easy-to-use technology in gathering pension contributions for the informal sector.

With this in focus, the NPRA has initiated plans to involve all Corporate Trustees to work together and reach the informal sector worker to be encouraged to be on a pensions scheme.

The Ghanaian Informal sector is predominantly made up of small to medium-scale businesses consisting of producers, wholesale and retail traders, and service providers made up of contributing family workers, casual wage workers, home-based workers and street vendors, among others. Most of these are mainly self-employed persons (farmers, artisans and craft-workers, traders, food processors, etc.).

Pension coverage, especially within the informal sector, is so low, that action in this form is required, especially for informal sector workers who are not covered by any form of a pension scheme. The NPRA, as part of its five-year development plan, is targeting the informal sector to sensitise, motivate and guide them to be enrolled on pension schemes.

The NPRA, under the auspices of the Ministries of Employment and Labour Relations and Finance, organised the first-ever National Pensions Awareness Week in the country.

As part of its mandate, the Authority has been actively engaged in education and sensitisation on all pension-related matters in the country for the past ten years. The data available indicate that the

pension coverage in the country is still low.

The introduction of National Pensions Awareness Week last year is expected to help create awareness, sensitise, and educate the citizenry on all matters related to pensions as well as the activities of the NPRA.

In specific terms, our nationwide activities during the Pensions Awareness Week will help to;

- a) Create a National Wide Awareness Campaign on Pensions
- b) Provide a platform to engage stakeholders for the development of the Pensions industry.
- c) Bridge the pension knowledge gap among some key stakeholders
- d) Improve visibility and brand image of the Authority.
- e) To increase pension coverage in the informal sector.

The Minister for Employment and Labour Relations Ignacious Bafour Awuah, at the launch of the week in Koforidua, praised the efforts of the NPRA in working to bring pension education to the doorsteps of the people, especially in the informal sector. He, however, charged them to do more.

Currently, the NPRA in has collaborated with the Ghana Cocoa Board to register about 1.5 million cocoa farmers on a pension scheme.

Plans are also underway for the Authority to work with other institutions such as the Ghana Football Association and Driver Unions to register many more informal sector workers on pensions schemes.

The move by the NPRA is a laudable one and must be appreciated by all and to participate to ensure decent income security for all Ghanaians.

CREDIT:
Nana Sifa Twum

(Staff Of NPRA)



NPRA educates Christian Mothers on Pension

The Sunyani office of National Pensions Regulatory Authority (NPRA) in collaboration with the leadership of the Christian Mothers Association of the Sunyani Catholic Diocese of Sunyani educated their members on pensions.

Speaking during the event at the Christ the King Cathedral in Sunyani, the Zonal Manager, Mr. William Ohene Adjei, talked about the Three-Tier Pension Scheme with more emphasis on the 3rd Tier. He said that most Christian Mothers in the informal sector can contribute to Pensions by partaking in the 3rd Tier pension scheme to shore up their retirement income.

He quoted from research that, 80 Percent of the Ghanaian workforce is employed in the informal

sector that is characterized by underemployment, bad working conditions, uncertain work relationship, and low wages. Because 80 percent of Ghanaians are employed in the informal sector, most of the ageing workers have few options for safeguarding their health and well-being in the long term after they no longer work.

In the past, people were told their children are their pension, so a lot of people had four or five children hoping that one of them will take care of them. But now people are moving from the rural areas to the urban areas for work, leaving the parents to themselves without any support...

In this view, Ghana has introduced a 3-Tier Pension Scheme of which the 1st and the 2nd Tier are mandatory, but the

3rd Tier is voluntary and those in the informal sector can use that opportunity to partake in pensions and safeguard their future when they grow old and are no longer working.

Also, the Corporate Affairs Officer, Mr. Samuel Baffour Awuah talked about the age bracket which one can reach before he/she can join the pension scheme. He admonished members of the Christian Mothers Association to enrol in the 3rd Tier Pension Scheme to increase the streams of their income during their old age/retirement. He added that with the 3rd Tier pension scheme, workers can contribute as much as they can afford and advised the Christian Mothers to take an active interest in their retirement planning as that is the one way to secure the future against old-age poverty.



Pensions protected during COVID-19 pandemic but ageing challenges persist, says OECD

The COVID-19 pandemic has taken a heavy toll among elderly people, although retirees have seen their pension payments well protected across OECD countries. According to a new OECD report, future pension entitlements have also been well-protected thanks to the exceptional policy response to the crisis.

Pensions at a Glance 2021 says, however, that the long-term financial pressure from ageing persists. Pension finances deteriorated during the pandemic due to lost contributions, and shortfalls have been mainly covered by state budgets. Putting pensions systems on a solid footing for the future will require painful policy decisions.

Although life expectancy gains in old age have slowed since 2010, the pace of ageing is projected to be fast over the next two decades. The size of the working-age population is projected to fall by more than one quarter by 2060 in most Southern, Central, and Eastern European countries as well as in Japan and Korea.

Young people have been severely affected by the crisis and might see their future benefits lowered, especially if the pandemic results in longer-term scarring and difficulties in building their careers. Allowing early access to pension savings to compensate for economic hardship, as observed in some countries such as Chile, may also generate long-term problems:

unless future higher savings offset these withdrawals, low retirement benefits will be the consequence.

Mandatory schemes provide an average future net replacement rate of 62% to full-career average wage workers, ranging from less than 40% in Chile, Estonia, Ireland, Japan, Korea, Lithuania, and Poland to 90% or more in Hungary, Portugal, and Turkey.

Over the last two years, many countries significantly reformed earnings-related pension benefits, including Estonia, Greece, Hungary, Mexico, Poland, and Slovenia. Chile, Germany, Latvia and Mexico also increased income protection for low earners. Action on retirement ages was limited. Sweden increased the minimum retirement age for public earnings-related pensions; the Netherlands postponed the planned increase while reducing the pace of the future link to life expectancy; and Ireland repealed the planned increase from 66 to 68 years. Denmark, Ireland, Italy, and Lithuania have extended early retirement options.

Based on legislated measures, the normal retirement age will increase by about two years in the OECD on average by the mid-2060s. The future normal retirement age is 69 years or more in Denmark, Estonia, Italy, and the Netherlands, while Colombia, Luxembourg and Slovenia will let men retire at 62. Women will maintain a lower normal retirement age than men in Colombia,

Hungary, Israel, Poland and Switzerland.

Pensions at a Glance 2021 says that the biggest long-term challenge for pensions continues to be providing financially and socially sustainable pensions in the future. Many countries have introduced automatic adjustment mechanisms (AAM) in their pension systems that change pension system parameters, such as pension ages, benefits or contribution rates, when demographic, economic or financial indicators change. These automatic adjustment mechanisms are crucial to help deal with the impact of ageing.

About two-thirds of OECD countries use some form of AAM in their pension schemes, adjusting retirement ages, benefit levels and contribution rates and using an automatic balancing mechanism. OECD analysis shows that, over the years, the automatic adjustment mechanisms were sometimes suspended or even eliminated in order to avoid pension benefit cuts and retirement-age increases. Yet, compared to the alternative of discretionary changes, AAMs can be designed and implemented to generate changes that are less erratic, more transparent and more equitable across generations.

Source: <https://www.oecd.org/newsroom/pensions-protected-during-covid-19-pandemic-but-ageing-challenges-persist.htm>

Ghana Gas staff educated on Pension schemes

The Takoradi Zonal Office of the National Pensions Regulatory Authority (NPRA) has encouraged staff of Ghana Gas Limited to participate in a voluntary personal pension scheme to enhance their retirement income security when they go on retirement.

The call was made during a sensitization workshop organized by Ghana Gas Company Limited to educate their staff on the 3-Tier Pension Scheme.

Speaking at the workshop, the Assistant Manager, Corporate Affairs (NPRA), took the staff through a power-point presentation and pointed out that provisions have been made in the National Pensions Act, 2008 (ACT 766) which allows workers to participate in a voluntary 3rd Tier Scheme to enhance their retirement income security.

He said though the 3rd Tier Scheme was designed for those in the informal sector those in the formal sector are also encouraged to participate.

He further hinted that the law allows employees to contribute 35% of their basic salary into pensions and that out of the 18.5% that goes to the 1st and 2nd Tier Schemes, the remaining

16.5% can be invested in a provident fund or personal pension scheme to increase your retirement income.

He further disclosed that under the new law (Act 766) the highest monthly pension a contributor can receive is 60% of salary and therefore emphasises the need for workers to prepare adequately for retirement since this amount may not be enough to take care of their needs.

He also used the occasion to advise the staff to constantly update their records with SSNIT and the other schemes that they are contributing to avoid any inconvenience in the event of their untimely death since death is inevitable.

Mr. Sackey also stated that the staff can use the 2nd and 3rd tier funds as collateral to secure a mortgage facility from a bank to either buy a primary residence or complete their building if the need be but was also quick to add that the qualification for this package is heavily dependent on the contributor's salary and the number of years left to retire.

The Zonal Head of the Takoradi Office (NPRA), Mr. Stanley Ogoe urged the staff to put some of their

earnings into other lucrative investments to enjoy the good life when they retire.

He cited the advanced countries like America, Canada, UAE, and other European countries where retirees go on holidays to discover new places and countries and have fun with their family and friends and likened it to retirees in Ghana where most die immediately after retirement because the monthly pension and lump sum, they receive are sometimes inadequate to take care of their needs.

He also advised the staff to show a keen interest in their basic salary rather than allowances when they are agitating for better conditions of service and stated that your pension is the function of your basic salary.

He also said portability is allowed under Act 766 but indicated that you can only change your trustee if and only if your contributions to the scheme are up to date.

The Assistant Manager later took turns answering questions from the participants.



Update your records to avoid unforeseeable circumstances, staff of ECG told.

The staff of Electricity Company of Ghana (ECG) in Takoradi, Western Region have been advised to constantly update their records at the Social Security and National Insurance Trust (SSNIT) and their corporate trustees to avoid any unforeseen circumstances that may arise in the distribution of their benefits among those they nominated when they are deceased.

They were told that most workers started contributing to the various schemes when they were single and as such, there is the need to immediately update their records when they get married and start having children. They were also admonished to eschew the habit of attaining the age of 50 and above before showing interest in their retirement plans and were encouraged to plan now to enjoy a remarkable retirement.

This advice was given when the Takoradi Zonal Office of the National Pensions Regulatory Authority (NPR) honoured an invitation to a sensitized staff of the Electricity Company of Ghana (ECG) to update them on the 3-Tier Pension Scheme.

The Zonal Manager Mr. Stanley Ogoe in his opening remarks said NPR is the 4th financial regulator in the financial sector responsible for the supervision of pensions administrations in the country.

He also disclosed what led to the introduction of the 3-Tier Pension Scheme which gave birth to the National Pensions Act, 2008 (Act 766).



The Manager further intimated that staff should start planning early for retirement and take advantage of the voluntary scheme to enjoy good living when they retire since they are no longer going to receive those bonuses and allowances but only their monthly pension when they retire.

The Assistant Manager Mr. Seth Sackey of Corporate Affairs at the NPR, in his presentation, said the 3-Tier Pension Scheme was introduced as a result of agitation from workers to be placed on CAP30 to enjoy the same benefits as the security agencies due to the disparity in pension benefits received between SSNIT contributors and that of CAP30 beneficiaries. These and other demands led to the introduction of the National Pensions Act, 2008 (Act 766), the 3-Tier Pension Scheme, the National Pensions Regulatory Authority (NPR) and the unification of pensions.

The Assistant manager explained the mandatory Basic National Social Security

Scheme (BNSSS), 2nd Tier Occupational Pension Scheme and the 3rd Tier Voluntary Scheme to the workers and also disclosed the benefits associated with the various schemes.

He further hinted that SSNIT no longer pays lump sums since January 2020 but was quick to add that those who were contributing to the SSNIT scheme before January 2010 are entitled to a 4% past credit which will be paid to them when they retire.

The occasion was also used to announce the new pension indexation rate which states that all pensioners on the SSNIT pension payroll as of 31st December 2021 will have their monthly pension increased by a fixed rate of 9.68% plus a redistributed flat amount of Gh¢ 3.44

The management of ECG in the western region also advised the staff to consistently update their records as stated by the NPR and invest in other portfolios to enjoy decent retirement and were also grateful to the NPR.

Licensed Corporate Trustees that have fulfilled the prescribed requirements of the Authority for the 2021 authorisation process.
The Licenses are valid until 31st July, 2022.

NAME OF SERVICE PROVIDER	PHYSICAL ADDRESS	CONTACT PERSON	TELEPHONE NUMBERS
Metropolitan Pensions Trust Limited	Metropolitan House 81 Taboon Link, North Ridge, Accra	Josephine Amartey-Vondee	0207-758603
Glico Pensions Trustee Company Limited	47 Kwame Nkrumah Avenue, Accra	Leticia Mavis Amoah	0501-260873
Kimpton Trust Limited	136 La-Bawaleshie road, American House Bridge, East Legon, Accra	Francis Alfred Odoom	0269-469948
Enterprise Trustees Limited	10th Floor Advantage Place, Mayor Rd, Ridge West, Accra	Theresa Aggrey	0248-488152
Axis Pension Trust Limited	No. 4 Ibadan Avenue, East Legon, Accra	Louisa Siaw	0209-735358
Pensions Alliance Trust Limited	Hse. No. 3, 55A Kakramadu Link East Cantonments, Accra	Benjamin Edem Yaokumah	0556-625704
Secure Pensions Trust Limited	91 OSU Badu Street, West Airport, Accra	Phinehas Odarquaye Lamptey	0240-740503
Petra Trust Company Limited	113, Airport West Dzorwulu, Accra/ 217 Osu Badu Street, Dzorwulu	Samuel Adu-Bekoe	0208-373658
United Pension Trustees Limited	No. 21 Vanguard House, Independence Avenue, Accra.	Shamira Nasiru	0506-405173
General Trust Company Limited	No. 141/21 Saflo Link, Abelemkpe, Accra	Bernard Kpakpo Acquaye	0244-085389
Hedge Pensions Trust	National Secretariate CLOGSAG Ministries Stadium Road Accra	Christabelle Yalley	0202-019457
Stallion Trust and Administration Ltd	3rd Floor Gulf House, Shiashie, Accra.	Isaac Aryeh	0541-196263
NTHC Trustees Limited	Martco House Okai Mensah Road, Adabraka, Accra	Barbara Assan	0242-142387
Best Pensions Trust limited	E. Plaza, No. 2 Osubadu Street, Dzorwulu, Accra	Isaac Azoska	0542-615307
Daakye Pension Trust Limited	3rd Floor Vodafone Building ABC, Junction Achimota	Theophilus Twum	0552-263614
First Merit Trust Limited	Suite 2B Pearl Building Dzworwulu	Bendita Efua Bawa	0200-764591
Prestige Pension Trust Limited	No. C707/3 Asylum Down, Accra	Nii Okai Adams	0244-211282
Old Mutual Pensions Trust Ghana Limited	No. 4 Dr. Paul Acquah Street, Airport Accra	Akosua Adomah Nuamah	0244-439157
Negotiated Benefits Trust Company Limited	Roman Ridge, No. 2 Gowa Rd. Emerald House Accra.	Francisca Sackey	0266-085923
Esa Pensions Trust Company Limited	62 Kwame Nkrumah Avenue NCR Building 3rd Floor	Perry Edem Amemornu	0246-025597
People's Pension Trust Limited	No. 5 Sam Nujoma Road, North Ridge, Accra	Lemuel Appiah-Kwarkye	0200-659970
Republic Trust Limited Company	Ebankese, No. 48A Sixth Avenue, North Ridge	Marie-Luise Danso	0245-814329

Note: The Schedule will be updated once a respective Corporate Trustee fulfils the prescribed requirement

Questions And Answers

1. What are the minimum and maximum ages at which one can join the 1st Tier pension scheme?

Ans: The minimum age to join the 1st Tier pension scheme is fifteen (15) years and the maximum age to join is forty-five (45) years for new entrants.

2. What is the contribution rate into the 1st Tier Basic Scheme?

Ans: The contribution rate into the 1st-Tier scheme is 13.5%. However, 2.5% is remitted to National Health Insurance Scheme (NHIS) leaving 11% in the Basic Scheme to invest for contributors which would be paid as monthly pension on retirement.

3. How many years should a contributor contribute to qualify for full pension benefits under the 1st Tier scheme?

Ans: To qualified for full/ monthly pension benefits, one must contribute to the 1st Tier for a minimum period of fifteen (15) years or 180 months in aggregate whether the contributor retires at the compulsory age of sixty (60) years or at the voluntary age of fifty-five (55) years and above.

4. Can one Trustee manage both 2nd tier and 3rd Tier schemes of one institution?

Ans: Yes, one Trustee can manage both 2nd and 3rd Tier Schemes of the same institution.

5. Can 2nd and 3rd Tier Schemes be combined into one single scheme?

Ans: No, the 2nd and 3rd Tier schemes are two different schemes with different rules/provisions guiding their management although they may share common features.

6. What would happen to the contribution of a worker who under the Occupational Pension Scheme or Provident Fund Scheme has changed employment?

Ans: The National Pension Act, 2008 (Act 766) has made a provision for workers to transfer their accrued contributions to the scheme of their new employer. This allows the worker to carry along his/her accrued benefits as he/she continues to change employment.

7. Can employees keep their 2nd Tier contributions with the trustees of their pervious employers whiles contributing under a new employer?

Ans: Yes, but it is subject to the regulations/rules of the scheme in question.

8. What happens to the contributors who were below 50 years as at 1st January, 2010?

Ans: Contributors who were less than 50 years as at 1st January, 2010, fall under Act 766. These workers will receive their monthly pension and a past credit from SSNIT (1st- Tier), whilst the lump sum is paid by the licensed Trustee managing their 2nd-Tier Scheme.

9. When a pension fund custodian is involved in a debt, can a court give an order to attach pension funds in his

custody as settlement of a judgment debt?

Ans: No. Pension funds or assets kept with a custodian under the Pensions Act cannot be used for the payment of claims of a custodian's creditors nor can be a subject of execution of a judgment debt.

10. What will account for revocation of license or registration of a Service Provider?

Ans: The licence or the registration of a trustee, a pension fund manager or custodian may be revoked or cancel under the following circumstances.

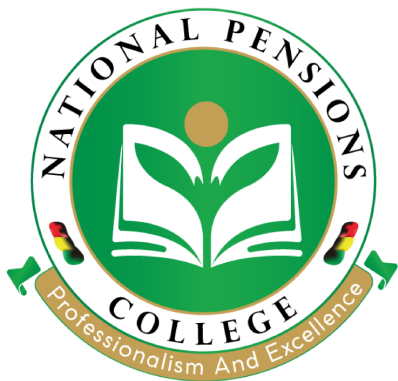
i. The Board discovers that a statement was made in connection with the application which the applicant knew to be false or untrue.

ii. The trustee, pension fund manager or custodian is subject to insolvency proceedings or is likely to be wound up or dissolved.

iii. The conduct of affairs of the trustee, pension fund manager or custodian does not conform with the provisions of this Act or Regulations made under this Act.

iv. An event occurs which renders the trustee, pension fund manager or custodian ineligible to manage the pension funds or take custody of the pension fund.

v. The trustee, pension fund manager or custodian is in breach of a condition attached to the license or registration.



NATIONAL PENSIONS COLLEGE

ENTRY REQUIREMENT

Any Recognized Tertiary Certificate

COURSE CONTENT

Modules:

Module 1:	Background To Pensions
Module 2:	Designing Pension Schemes
Module 3:	Operating Pension Schemes
Module 4:	Trusteeship
Module 5:	Legal & Regulatory Framework
Module 6:	Investment Fundamentals & Considerations
Module 7:	Financial Reporting
Module 8:	Current Issues



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Off NRCC Road, Adjacent NHIS Office, Tamale
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Takoradi Zonal Office:

Vish Tower, 2nd Floor
Adjacent Garden Mart, Kofi Anan Street, Takoradi
Tel : +233 (0) 31 200 3309 / (0) 31 200 3282

Sunyani Zonal Office:

Behind The Scoreboard of Sunyani Sports Stadium
Tel : +233 (0) 35 219 7629 / (0) 35 219 7630

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