



KENYATTA UNIVERSITY

STAFF RETIREMENT BENEFITS SCHEME

SERVICE DELIVERY CHARTER

Fundamental statements

Vision

Our vision is to create a retirement benefits scheme that empowers our members to achieve financial freedom, security, and peace of mind in their golden years.

Mission

Our mission is to provide a secure and sustainable pension scheme that empowers employees to save for their retirement, and to deliver retirement benefits that meet the evolving needs and expectations

THIS SERVICE DELIVERY CHARTER OUTLINES OUR COMMITMENT TO PROVIDING HIGH QUALITY PENSION SERVICES TO OUR MEMBERS

INTRODUCTION

Our Pension Scheme is designed to help our members save for retirement and build up a fund for financial security during their retirement years. **KUSRBS a Defined Contribution (DC), meaning members should at all times know the depth of their retirement savings.** Annuity and Income drawdown are the two main options for drawing money from your pension savings.

SERVICE STANDARDS

We strive to provide our members with the highest level of service which include the following

a)	Easy Accessibility: Member account information including pension statements. Member Can reach the office through Phone, Email and Website
b)	Responsiveness: • We aim to respond to member queries and requests within two business days.
c)	Accuracy: • We ensure that all member data is protected, accurate and up-to-date.
d)	Confidentiality: • We maintain the confidentiality of all member information.
e)	Efficiency: We strive to provide efficient service, with minimal waiting times for members.

3. MEMBER SERVICE • We provide a range of services to our members, including:				
S/N	SERVICES RENDERED	REQUIREMENTS	CHARGES	TIME-LINES
a)	Retirement planning: We offer tools and resources to help our members plan for retirement.	The Scheme organizes annual member education days. A member may give a written request for the same	Free service	3-4 days
b)	Investment Options: We provide a variety of investment options to help our members grow their retirement savings.	Written request	Free service	1-2 days

c)	Pension Statements: We send annual statements to our members, outlining their account balances, investment performance and other important information.	Statements are Issued annually prior to Annual General Meeting. Can Also be provided on written request	Free service	1-2 days
d)	Fund transfers: We facilitate the transfer of funds between pension schemes, as requested by members.	Written request	Free service	3-4 weeks

4.	COMMUNICATION : We believe in open and transparent communication with our member. We communicate with our members through: Regular updates: We send regular updates to our members on their account status, investment performance and other important information.			
5.	COMPLAINTS AND FEEDBACK: We value feedback from our members, and we are committed to addressing any complaints or concerns promptly and fairly. Our complaint handling process include: a) Acknowledging receipt of the complaint within 2 (two) business days. b) Investigating the complaint and providing a response within 10 (ten) business days. c) If the complaint cannot be resolved within this timeframe, we will provide regular updates to the member on the progress of the investigation.			
6.	CONCLUSION: Our DC Pension Scheme Service Delivery Charter outlines our commitment to providing high-quality service our members We are committed to providing accessible, responsive, accurate, confidential and efficient service to our members and to communicating with our members openly and transparently.			

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WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above service standards or any officer who does not live up to the commitment of courtesy and excellence in service delivery should be reported to:

Pension Manager:

Tel. 020-8703835/6

Email: kupensionscheme@ku.ac.ke

HUDUMA BORA NI HAKI YAKO