

NSSF SmartCard™

Frequently Asked Questions

1. What is the NSSF Smart Card?

The NSSF Smart Card is a three-in-one membership card that embeds NSSF functionality, bank functionality and a loyalty program. This card is a more functional upgrade of the earlier membership cards previously issued by the Fund.

2. Why is NSSF introducing this new smart card?

The card forms a critical component of the Fund's digitization strategy which is geared at leveraging new technology to improve efficiencies, customer experience and ultimately make savings a way of life for Ugandans.

It is transitioning from ordinary laminated cards to a functional Chip and PIN plastic Card, that supports various transactions, gives members access to bespoke loyalty offers and supports faster payment of NSSF benefits to its qualifying members. This card also bears the technology to enable future product innovations.

3. Who are NSSF's partners for this project?

The Fund has a tripartite arrangement where it has partnered with a well-established global payment technology / card company – VISA and Centenary Bank. VISA is a global payments technology company that enables consumers, businesses, financial institutions, and governments to use electronic payments instead of cash and cheques. Centenary Bank is a duly licensed Commercial Bank in Uganda that has facilitated the issuance of the smart card. The Fund has also negotiated special discounts and offers at selected merchant outlets in Uganda.

4. What can I do with the NSSF Smart Card?

NSSF members can do the following with the smart card;

- **NSSF Account:** One can withdraw their NSSF savings upon qualification, make contributions to Voluntary savings plan, use it for member identification, view their NSSF balance and statement.
- **Bank Account:** One can deposit and withdraw money from their bank accounts, pay bills, make transactions online, and on ATM and Point Of Sale machines, receive salary.
- **Loyalty benefits:** You can access discounts on selected services and products at merchant outlets.

The functions of the card will continue to evolve with the needs of users, new technology and innovations.

5. What are the card options available for members?

The NSSF Smart Card program is made up of two distinct but equally capable card products; the NSSF Debit Smart Card and the NSSF Prepaid Smart Card.

The Debit Card comes with an NSSF Smart Life Account maintained in Centenary Bank to help a member access more banking services whereas the Prepaid Card can be loaded with money for one to make purchases or transactions.

6. What is the NSSF Smart Life Account associated with the Smart Card?

The NSSF Smart life account comes with the Debit card and has the following features.

- Minimum Account Opening balance UGX 20,000
- Minimum Account balance UGX 10,000
- Account accessible at any branch, Agent Point, CenteMobile and ATM.
- Issuance of monthly electronic account statements
- Transaction SMS alerts
- Does NOT Attract monthly account maintenance fee
- Permits cash withdrawal by completing a withdrawal voucher or over the ATM using the NSSF Smart Card.
- Permits deposit/credit by way of cash, ATM Machine, transfer, mobile banking, cheque, and any acceptable means of deposit.
- The account is operated in local currency (Uganda shillings)

7. What are the requirements for acquiring the NSSF Smart Card?

Debit Card requirements

- Customer's NSSF number
- National ID
- One Passport photograph
- Card initial balance of UGX 20,000

Prepaid Card requirements

- NSSF number
- National ID
- One Passport photograph
- Card initial balance of UGX 50,000

8. How can one get the NSSF Smart Card?

Members can apply for the NSSF Smart card today by logging on

www.nssfug.org/smartcard or by walking to any of the NSSF or Centenary bank branches countrywide. Terms and conditions apply. You can also either call NSSF or Centenary Bank toll free lines; 0800286773 or 0800200555/0800335344 respectively for more details.

9. How is the new NSSF Smart card different from the previous NSSF member cards?

The card has an improved functionality and has been linked to Centenary Bank's payment system that includes Mobile transfers, Agent banking, ATM, POS, Interbank transfers, and Internet banking.

The card is chip and pin enabled and issued to new and existing members on demand.

It is also linked to the member's bank account held in Centenary Bank to support timely benefit payments at the point the member is exiting the Fund.

10. Does the NSSF Smart Card expire?

Like any Payment Card, for security and durability reasons, the NSSF Smart Debit Card expires after 5 years whereas NSSF Smart Prepaid Card expires after 3 years. After this period, members can apply for a card replacement at a fee.

11. Are there charges associated with the NSSF Smart Card?

The NSSF Smart Card is issued free but attracts competitive charges when a member transacts.

12. Are all NSSF members required to get and/or sign up for this new card?

Whereas it is NOT mandatory for all existing and new members to opt in for this new card, the Fund encourages its members to sign up for the card in order to access the numerous benefits provided.

13. Is the Fund phasing out the existing NSSF member cards?

Yes. NSSF will no-longer issue out any other form of member card apart from this new Smart card. Members with the old card can choose to retain them for identifications and record purposes or can apply for this new card. The old card will be disregarded upon acquisition of the new card.

14. Does the new smart card allow me to withdraw my NSSF benefits?

The new NSSF Smart card allows you to withdraw your benefits ONLY upon qualification under the presiding conditions in the NSSF Act.

