

# TERMS AND CONDITIONS FOR REMITTANCE OF VOLUNTARY CONTRIBUTIONS AND PAYMENT OF BENEFITS

## 1.0 REGISTRATION INFORMATION REQUIRED

### 1.1 Personal Information

- 1.1.1 Any person who wishes to register and make voluntary contributions to the National Social Security Fund (the Fund) shall, upon request, provide information to the Fund related to the service they require, and this information may include but is not limited to;
- (i) Full name
  - (ii) a registered telephone number.
  - (iii) date of birth,
  - (iv) National Identification Number (NIN) or Passport Number,
  - (v) National social security Identification number (if already registered),
  - (vi) A nomination form indicating the names of the beneficiaries, as set out in the NSSF Act and
  - (vii) any such other information that will enable the Fund to provide the required services.
- 1.1.2 Upon verification of the information provided and confirmation that the information meets the requirements of the requested service, the Fund shall register the person as a member and issue them a unique social security identification number.
- 1.1.3 During the verification process, the applicant consents to the Fund having access to their personal information and any other relevant information, which may be held by statutory, financial, or other relevant entities regarding the respective member for the sole purpose of receiving voluntary social security contributions, operating or providing the related services and the payment of benefits.
- 1.1.4 Each applicant shall be required to read these terms and conditions and indicate their consent thereto by appending their signature below. By appending their signature to these terms and conditions, applicant shall have consented to the Fund verifying their personal information and any other related information held by statutory, financial, or other entities, as will be necessary for the Fund to provide the required services.
- 1.1.5 After registration of the applicant as a member, such a member agrees to keep their unique social security number and all relevant information pertaining to their registration confidential and shall remain responsible for any unauthorized transactions or losses resulting from fraud, theft, etc. due to their own negligence. The Member must notify the Fund immediately upon discovery that their confidential membership information is lost, stolen, or compromised, or if there is any attempted or actual unauthorized transaction on their account.
- 1.1.6 The Fund, upon request by the Member, shall provide monthly statements or any other information showing their social security contributions balance, history of transactions, return earned, agreed deductions for related services, and any fees charged. The same may be accessed by the member through the Fund's self-service channels.

## 2.0 VOLUNTARY CONTRIBUTIONS

### 2.1 Amounts and Frequency of Voluntary Social Security Contributions

- 2.1.1 The minimum amount of voluntary contributions payable per remittance shall be UGX 5,000 (Uganda Shillings Five Thousand only)
- 2.1.2 Each member shall be required to indicate the frequency of remittance, and such remittance could be; daily, weekly, monthly, quarterly, annually or any other frequency as will be agreed between the Fund and the member from time to time.
- 2.1.3 Voluntary social security contributions shall be remitted by way of licensed financial institutions deposits, mobile money transfers any other payment method recognized under the National Payment Systems Act and approved by the Fund.
- 2.1.4 Voluntary contributions may be distributed to various saving plans, as will be instructed by the member, in writing, and duly acknowledged by the Fund.

### 2.2 Top up on standard contributions

An existing member of the Fund, in respect of whom standard contributions are being remitted by an employer, may opt to remit voluntary contributions over and above their standard contributions. These voluntary contributions shall be received by the Fund, and benefits paid in accordance with the provisions of the NSSF Act and the NSSF (Voluntary Contributions and Benefits) Regulations.

### 2.3 Additional Third-Party Services/Benefits

The Fund may make available to its members services or benefits that are provided by entities or companies outside the Fund to complement or enhance the functionality of any given program.

- 2.3.1 Eligibility to additional third-party benefits
- 2.3.1.1 A member of the Fund who remits voluntary contributions may, upon expression of interest, be eligible for additional third-party services and third party benefits offered through the Fund. Eligibility for these services or benefits shall be optional and based on the affordability of such services for each member.
- 2.3.1.2 A member who can afford the third party services or benefits shall instruct the Fund in writing to secure this third-party service and the Fund may claw back expenses incurred on such additional third-party benefits or services.
- 2.3.2 Purchase of third-party services:
- 2.3.2.1 A member who opts to enroll for third-party services and completes a third-party services enrolment form, shall authorize the Fund to proceed and purchase the third-party services for them.
- 2.3.2.1 The terms and conditions of such services shall be as indicated by the third-party provider and the members shall always remain responsible for compliance with the covenants governing the third-party services. A member shall remain solely and directly accountable to the third party services provider. Such third-party services shall include but not limited to insurance, loyalty programs and other products that may be innovated from time to time.

## 3.0 INVESTMENT OF AND RETURN ON VOLUNTARY CONTRIBUTIONS

- 3.1 All voluntary contributions remitted to the Fund shall be invested in accordance with the National Social Security Fund Act and the Fund's approved investment policy statement.
- 3.2 Notwithstanding the provisions of Section 36 of the NSSF Act, voluntary contributions shall accrue monthly returns accumulated based on the daily balances on a member's account starting not later than the 4<sup>th</sup> day of crediting a member's account with voluntary contributions. The monthly return shall be determined as a proportionate distribution of the net difference between the income earned from the invested member balances and the cost of administration of the voluntary programs as shall be determined by the board from time to time.

#### **4.0 ELIGIBILITY AND PAYMENT OF BENEFITS**

- 4.1 Subject to the category of voluntary contributions, a member shall be eligible to the benefits set out under Section 19 of the NSSF Act or the benefits specifically set out under the provisions of Section 13 of the NSSF Act, the Regulations made thereunder and the registration form.
- 4.2 The criteria of eligibility for benefits set out in the NSSF Act notwithstanding, a member of the Fund who makes voluntary contributions shall be eligible to withdraw their benefits, upon the happening of anyone of the following events:
- (a) Upon expiry of the period of savings, as agreed under the programmed withdraw.
  - (b) In accordance with the periodic benefits paid under a payment plan defined by the member.
  - (c) The terms of any additional products or third-party services shall be agreed between the third party provider and the member.
- The Member shall make his claim through filling the prescribed Form in the "3<sup>rd</sup> schedule" of the Regulations and also described above, electronically or by hard copy. The member shall accompany the claim with a copy of the National Identification Card, or certificate of residence, or an alien identification card, asylum seekers or refuge registration documents and proof of current accounts details or registered mobile money number.

#### **5.0 COMPLETION BONUS**

- 5.1 A member will be entitled to a 0.5% bonus payout for retaining their voluntary contributions for the pre-determined period as declared at sign-up. The 0.5% bonus will be computed on the voluntary contributions and shall accrue monthly. Should a member exit the program before the period declared, the 0.5% bonus will be automatically forfeited.

##### **6.1 OTHER BENEFITS**

The benefits set out under clause 4 above notwithstanding, the Fund shall pay out benefits to members who remit voluntary contributions as follows:

##### **6.1.1 Survivor's benefit**

A person claiming the survivor's benefits upon death of a Member who has been making voluntary contributions, shall fill out a claim form and attach thereto the following documents:

- a. The current passport size photograph of the claimant.
- b. Copy of National ID. A valid Driving Permit/Passport/Financial Card/Employer ID can be submitted in the absence of a National ID.
- c. Proof of Bank Account details e.g., Bank slip or one page of a Bank Statement for any of the last three months, or confirmation letter from the bank.
- d. Certified copy of the deceased member's Death Certificate from National Identification and Registration Authority (NIRA).
- e. Birth Certificates for Children and Marriage Certificate or customary marriage letter for spouse, for claimants who had not been updated by the deceased member and for new registrations.
- f. Map or directions to the ancestral home/ burial site.
- g. Certified copies of petition to the letters of Administration and the Letters of Administration OR certified copies of the Will of Deceased and Grant of probate - for benefits claims of UGX 5M and above.

- 6.1.2 The Fund upon verification of the documents presented shall pay out the benefit to the beneficiaries. Provided the Fund reserves the right to distribute benefits to eligible beneficiaries in accordance with the provisions set out in the NSSF Act and Regulations.

#### **7.0 MODE OF PAYMENT OF BENEFITS**

- 7.1 A member shall elect the mode of payment of benefits, which could either take the form of a lumpsum or staggered payments. Provided that where a member chooses staggered payments, the member shall be required to issue a schedule and/or additional notice to the Fund, detailing specific instructions to the Fund on how to make programmed benefits payments to them. Such payments may be staggered over a period based on the intentions of the member as may be approved by the Fund from time to time.
- 7.2 A member is responsible for providing the correct payment details. Where a member furnishes wrong information to the Fund and it acts on such wrong information to effect payment, the attendant costs shall be borne by the member.

#### **8.0 VARIATION/AMENDMENT OF THESE TERMS AND CONDITIONS**

The Fund reserves the right to make changes to these terms and conditions at any time, with or without notice to the Member. The Member agrees to abide by the current terms and conditions as posted on the Fund's website or available upon request.

#### **9.0 MISCELLANEOUS**

In case of discrepancies or errors to the member records, the Member shall report them to the Fund, and the Fund shall review the member complaint and correct the discrepancies or errors accordingly.

#### **10.0 LAW APPLICABLE AND DISPUTE RESOLUTION**

Disputes arising from the interpretation of these terms and conditions shall be resolved in accordance with the provisions on claims set out under the NSSF Act and these Regulations.