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NSSF launches Corporate Center to enhance efficiency

Kampala, February 7, 2018 – The National Social Security Fund (NSSF) has today unveiled a state of the art Corporate Center at Workers' House, Kampala, to enable contributing institutions or employers access customized services and faster turnaround time to contributions related issues.

According to Richard Byarugaba, the NSSF Managing Director, the center will improve overall customer experience by providing specialized services as well as fast, efficient and convenient services to the contributing institutions.

“Our mission is to be a relevant partner to our customers through continuous innovation in social security. NSSF is constantly innovating to ease the mode of contributions payment, enable real time reconciliations, improve data quality and faster update of member accounts, and consequently faster processing of member benefits. This corporate center is one of the avenues we have put in place to help our contributing employers access personalized services in a good ambiance.”

Byarugaba added that employers will also benefit from the Fund's already established Relationship Management model, through which each employer has a dedicated Relationship Manager to provide personalized service that we believe will enhance efficiency in service delivery.

The center is manned by a team of highly professional staff with the requisite skills to provide employers with an unmatched experience in a good ambiance.

This supplements the e-collections portal; a platform that the Fund introduced in 2016, to enable employers and selected banks (through which payments are made), conveniently remit employee savings digitally within 24 hours.

“We believe that these employer related innovations will eventually have a remarkable effect on the compliance rate that currently stands at 70%.” Byarugaba said.

Fabian Kasi, Managing Director of Centenary Bank and Chairman of the Uganda Bankers Association (UBA) lauded NSSF for the continuous innovations efforts, a thing he said would be key in attracting new members to the fund as well as increasing coverage of social security to working population in Uganda.

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ABOUT NSSF

The National Social Security Fund (NSSF) is a National Saving Scheme mandated by Government through the National Social Security Fund Act, Cap 222 (Laws of Uganda) to provide social security services to employees. NSSF Uganda is a Provident Fund and covers employees in the private sector.

The Fund is a contributory scheme and is funded by contributions from employees and employers of 5% and 10% respectively of the employee's gross monthly wage.

Since 2012, the Fund is regulated by the Uganda Retirement Benefits Regulatory Authority while Minister of Finance, Planning and Economic Development is responsible for policy oversight.

The Fund manages assets worth over UGX 7.9 trillion invested in Fixed Income, Equities and Real Estate assets within the East Africa region.

More information can be found at www.nssfug.org, www.facebook.com/nssfug, www.twitter.com/nssfug