



NATIONAL PENSION SCHEME AUTHORITY

DEMYSTIFYING PRE-RETIREMENT LUMP SUM BENEFIT

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Presentation Outline

- ❖ Key features of Pre-retirement Benefit
- ❖ How to sign up
- ❖ What you need to sign up
- ❖ How to claim
- ❖ Frequent asked questions



Key Features of Pre-retirement Lumpsum Benefit

1. Commencement - 17th April 2023
2. Qualifying criteria
 - 60 months contributions regardless of age but before retirement or
 - 45 years and above regardless of contributions
3. Entitlement
 - 20% of total contributions. This will be indexed (interest added)
4. Frequency
 - One-off. Once you claim you can't claim again
5. Claim process
 - All claims will be done online. You don't need to visit a NAPSA office



Key Features of Pre-retirement Lumpsum Benefit

6. Benefit is not mandatory. One can opt to wait and get 100% benefits at retirement
7. When you access Pre-retirement Benefit your future benefits entitlement reduces by 20%
8. It is not transferable
9. By policy design it is meant for investment not consumption
10. It's a beautiful thing that can help change people's lives



What You Need to Sign Up

3 THINGS YOU NEED TO SIGN UP ON THE NEW eNAPSA

All members will undergo a verification process at sign up. Therefore you require the following:

- Clear scanned copy of your NRC (both sides).
- Active mobile phone number registered in your name as per NRC (check your mobile money registration).
- Soft copy of your passport size photo (less than 6 months old).

Visit enapsa.napsa.co.zm to sign up.

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How to Sign Up



eNAPSA MEMBER SIGN-UP PROCESS

- Visit www.napsa.co.zm and click on the **Online Services** button.
- Click on **eNAPSA – Member**.
- Click on **Sign-Up** under Member section.
- Select **Existing Member**.
- Enter your personal details as **reflected on your NRC** and click proceed.
- Enter your **primary** and/or secondary phone numbers, **email address** (Optional), tick and grant NAPSA permission to use the information you provided and click proceed.
- Enter the **OTP** sent to your phone and click proceed.
- Select and answer **three** security questions and click proceed.
- Attach copy of your **NRC** (both sides) and a passport size photo.
- Click Finish to submit your application.
- Wait for approval. You will receive your login credentials via SMS.

• How to Claim



NAPSA PRE-RETIREMENT LUMP SUM BENEFIT CLAIM GUIDE

- Visit www.napsa.co.zm and click on the **Online Services** button.
 - Click on **Claim Pre-Retirement Benefit** and login with your eNAPSA credentials received on your phone.
- **Update or confirm payment modes.**
- **Update employment history.**
- **Click on flagged issues and review, confirm months worked for and submit.**
- **Once KYC Status turns green (100%), initiate claim.**

For a more detailed guide visit www.napsa.co.zm/guides/

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Frequently Asked Questions at Sign Up

- Why am I failing to validate phone number?
- What do I do if my details are not matching with what is in the data base when I try to sign up?
- How long do I have to wait to get the login credentials after signing up?
- What would cause my sign-up request to be rejected?



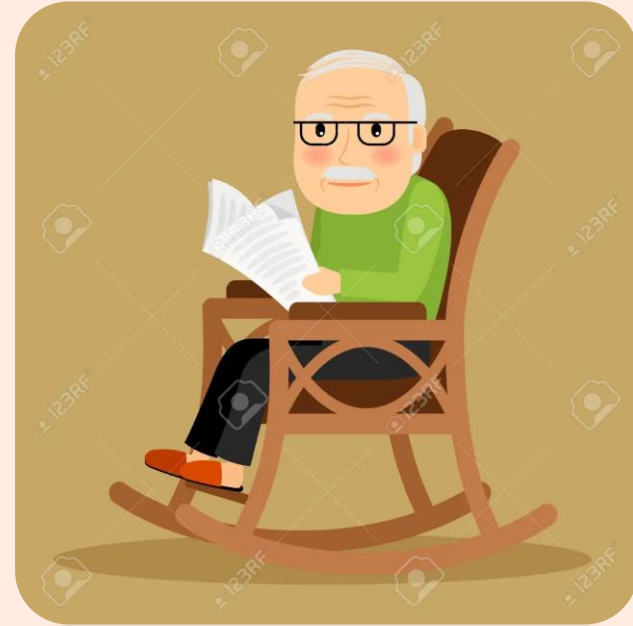
Frequently Asked Questions at Claim Stage

- Why is my bank not listed?
- Why am I failing to validate my account?
- Where are double, missing and stray contributions coming from when updating employment history and how do I address that?
- Why is the number of contributions reducing when I want to claim?
- What do I do if I have forgotten answers to my security questions?
- What do I do if I make a mistake when updating employment history?



Sustainability Issues

- Is there enough money to pay all the claimants?
- Does partial threaten the sustainability of the scheme?
- For how long will the pre-retirement lumpsum benefit run?



Security Tips

- Protect your NAPSA account as diligently as you would a BANK Account
- Do NOT share your NAPSA log in details with anyone
- Do not access your NAPSA account on free/public Wi-Fi
- Avoid saving or writing down your NAPSA login information
- Use strong passwords and change them often
- NAPSA will not ask you to provide login credentials
- When you receive a message seemingly from NAPSA asking for information, verify the request through known communication channels

**SECURITY
ALERT**



Where to Get Support

- Toll free line – 677
- Telephone - 0211395677
- WhatsApp – 0973000677
- Web Chat on www.napsa.co.zm
- Email – info@napsa.co.zm
- Social media platforms (Facebook, Twitter, Youtube)





**THANK
YOU**