



LEADWAY PENSURE PFA SERVICE CHARTER

LEADWAY PENSURE PFA service charter sets out the standards of service we aim to deliver.

We will work to ensure that these standards are maintained

Following the implementation of the Pension Reform Act of June 25th, 2004, LEADWAY PENSURE PFA has become one of the top PFAs in the industry because our core values of integrity, innovation, passion for excellence and respect for people are brought to bear in each and every Customer interaction.

Our main objective is to invest our customers' contributions to yield attractive returns and administer retirement savings accounts.

Our Customers are essential to our success. They include:

- Employees in formal structured organisations such as Private, Public and Government establishments
- Small to Medium Enterprise employers with more than 4 employees
- Any individuals willing to make regular voluntary contribution payments to the pension scheme to secure his/her future.
- Groups, associations and trade organizations

We believe that:

- Our Customers who include both employers and employees are essential to our success
- Our diversity and experience allows us to tackle complex pension related issues
- Information technology is core to our business and we continue to use it to develop ways of improving service and customer satisfaction

Relevance to our Customers

We maintain relevance in our work through:

- Investing customers' contributions
- Administering and maintaining retirement savings accounts
- Ensuring regular updates and feedback on performance of investments and RSA balances
- Advisory services on benefit withdrawal at the point of retirement
- Ensuring convenience and customer satisfaction prior to and during retirement
- Listening to the contributors' opinions and recognising their concerns where they relate to the growth of their investment and our business

OUR SERVICE STANDARDS

Communication

When you communicate with LEADWAY PENSURE PFA, we will:

- Be courteous
- Be willing to assist you, be proactive and responsive to your needs
- Treat you fairly and professionally
- Be sensitive to diversity issues
- Be accountable and adhere to sound business practices in accordance with the company's Policies and Procedures

Service Delivery

When we perform services for you, we will:

- Explain our services and deliverables to you
- Aim to meet and exceed your expectations at all times
- Demonstrate technical and professional competence in providing the services required
- Respect and maintain Customer confidentiality
- **Service Evaluation**
- After we have completed our service delivery, we will:
- Use Customer review tools such as our Customer Satisfaction Surveys, Customer Fora
- and varied Customer Reaction Methodology to seek feedback on our performance
- Review the feedback you provide to us and consider measures to further improve on our performance
- Continue to respect Customer confidentiality beyond the terms of our engagement

Please provide feedback to LEADWAY PENSURE PFA

LEADWAY PENSURE PFA greatly welcomes feedback on our performance. Should you wish to contact us, our Customer Relationship management unit, which can be reached on 234-1-2800 800 or 234-1-2800850 has the mandate of relating with our customers.

Other general comments, suggestions, complaints or commendations should be forwarded to:

Head, Customer Service, Leadway Pensure PFA Ltd, Afric Place, 7 Afric Road, Off Western Avenue, Iponri, Lagos State

Telephone: 234 - 1 - 2800800

Facsimile: 234 - 1 - 2800900

E-mail: info@leadway-pensure.com

Website: www.leadway-pensure.com