

CUSTOMER SERVICE CHARTER



Service	Requirement(s)	Cost	Duration
Registration of Members	National ID Card/Passport/Alien ID Card An Introduction Letter from the Employer	Free of Charge	15 Minutes
Registration of Voluntary Members	National ID Card/Passport/Alien ID Card *An initial contribution of at least Kes. 200 is required	Free of Charge	15 Minutes
Issuance of Duplicate Membership Card (DMC)	National ID Card/Passport/Alien ID Card	200 Shillings	15 Minutes
Registration of Employers	<ul style="list-style-type: none"> Certificate of Incorporation or Business Registration/Trading License KRA Pin Certificate National ID Card/Passport/Alien ID Card 	Free of Charge	15 Minutes
Processing of Benefits			
1. Withdrawal & Age Benefit	<ul style="list-style-type: none"> NSSF Membership Card/DMC National ID Card/Passport/Alien ID Card Termination/Retirement Letter Personal Bank Account number Completing of Application Form 	Free of Charge	10 Working Days
2. Survivor's Benefit	<ul style="list-style-type: none"> Original Certificate of Death Claimant's National ID Card/Passport/Alien ID Card Copy of deceased National ID Card/Alien ID Card (or ID number) Letter from County Administration confirming dependants Personal Bank Account number Completed and endorsed Application Form 	Free of Charge	15 Working Days
3. Invalidity Benefit	<ul style="list-style-type: none"> NSSF Membership Card/DMC National ID Card/Passport/Alien ID Card Termination Letter on medical grounds Doctor's Comprehensive Medical Report Invalidity Assessment Board Medical Report Certified Copies of Treatment Records Hospital Attendance Card (s) Personal Bank Account number Completed and endorsed Application Form Recommended by Director of Medical Services 	Free of Charge	15 Working Days
4. Emigration Benefit	<ul style="list-style-type: none"> NSSF Membership Card/DMC National ID Card/Valid Passport/Alien ID Card Copy of Spouse Passport and Marriage Certificate (where applicable) Confirmation Letter for migration Evidence of migration and Country Sworn affidavit declaration permanent immigration (Kenyan) Termination Letter Personal Bank Account number (Diaspora Account) Completing of Application Form 	Free of Charge	8 Working Days
5. Funeral Grant	<ul style="list-style-type: none"> Member must have made three monthly contributions (Old Fund) Certificate of Death/Burial Permit Deceased Member's NSSF membership Card (If available) Claimant's National ID Card/Passport/Alien ID Card Copy of deceased National ID Card/Alien ID Card Letter from Chief/Evidence of relationship to the member Completed and endorsed Application Form 	Free of Charge	1 Working Day
Issuance of Provisional Member Statement of Account at:	<ul style="list-style-type: none"> NSSF Offices Huduma Centres WhatsApp Chat Bot 0704 303 303 USSD Code *303# NSSF Membership Card/National ID Card 	Free of Charge	2 minutes
Issuance of Provisional TPS Statement	<ul style="list-style-type: none"> National ID Card TPS Account Number 	Free of Charge	2 minutes
Receipting of Contributions	Presentation of a valid UPN by 9th of every month	Free of Charge	10 minutes
Response to Correspondence	<ul style="list-style-type: none"> Letters E-Mail Phone call 	Free of Charge	5 Working Days 24 Hours
Updating of Members' Accounts	Duly completed Schedule of Contributions certified by the employer Cover letter from the employer forwarding the schedule of contributions	Free of Charge	5 Working Days
Processing of Payment For Merchants/Supplies	Purchase Order/Delivery Note and Goods	Free of Charge	Within 30 Days
Receiving goods from Suppliers	Delivery Note, Invoice and Goods	Free of Charge	1 Day



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AMENDED AS OF 2024

