

CUSTOMER SERVICE CHARTER

Service	Requirement(s)	Cost	Duration
Registration of Employees	National ID Card/Passport/Alien ID Card Introduction letter from the employer	Free of Charge	20 Minutes
Registration of Voluntary Members	National ID Card/Passport/Alien ID Card *An initial contribution of at least Kes. 200 (your personal savings) is required	Free of Charge	20 Minutes
Issuance of Duplicate Membership Card (DMC)	National ID Card/Passport/Alien ID Card	200 Shillings	20 Minutes
Registration of Employers	<ul style="list-style-type: none"> Certificate of Incorporation or Business Registration/Trading License Pin Certificate National ID Card/Passport/Alien ID Card 	Free of Charge	20 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	15 Working Days
2. Survivor's Benefit	<ul style="list-style-type: none"> Deceased's NSSF membership Card (If available) 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 dependents Personal Bank Account number Completed and endorsed Application Form 	Free of Charge	28 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	20 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 declaring 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) Member must have made six monthly contributions (Pension 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	1Day
Issuance of Provisional Member Statement of Account at:- <ul style="list-style-type: none"> NSSF Offices Huduma Centres Whatsapp Chat box 0704 303 303 (USSD Code *303#) 	NSSF Membership Card/National ID Card	Free of Charge	2 Minutes
Issuance of Provisional TPS Statement	National ID Card TPS Account Number	Free of Charge	2 Minutes
Receipting Employee's Contributions	Electronic submission of returns reflecting employer's name, employer number, period of contribution, employee name and NSSF Number, National ID Card and Pin (submission Before 15th 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	<ul style="list-style-type: none"> 5 Working Days 24 Hours
Updating of Members' Accounts	Duly completed Schedule of Contributions certified by the employer Letter of the employer forwarding schedule of contribution	Free of Charge	5 Working Days
Processing of Payment For Merchants/Suppliers	L.P.O/Invoice Certificate of Completion/Goods/Services Received	Free of Charge	3 Working Days
Pre-Qualification of Suppliers	Respond to advertisement for pre-qualification	Free of Charge	90 Days
Receiving goods from Suppliers	Delivery Note, Invoice and Goods	Free of Charge	1 hour
Answering Telephone Calls	None	Free of Charge	3rd Ring