

## WHAT IS A COMPLAINT?

A complaint arises when a fund member or beneficiary alleges unfair treatment or potential wrong doing by the pension fund or fund administrator.

## REASONS FOR COMPLAINING

There are numerous reasons for lodging complaints against financial institutions for example some complaints can be in regard to breach of contract (not complying with what is stated in the initial agreement), non-service delivery, and unfair treatment among others.

## LODGING COMPLAINTS WITH IPEC

You will be required to first lodge your complaint in writing to the concerned pension fund administrator. If you are not satisfied with the outcome, you can then approach IPEC. Unsatisfied complainants, after engaging IPEC, have got the right to approach the courts to have their complaints (disputes) resolved.

## WHEN LODGING A COMPLAINT

- Send complaint with copies of all relevant documents for record purposes;
- Keep copies of all correspondences;
- Do not send any original documents, unless this is required;
- Record names, dates, contact details and any other important information;
- Make sure all complaints are submitted in writing for example in the form of a letter or email or website where applicable;
- Back up the complaint in writing as far as possible.



## WHERE AND HOW TO SUBMIT A COMPLAINT

Complaints can be submitted via email, by post, hand (in person), fax or through our website.

### CONTACT US

#### Physical address

160 Rhodesville Avenue, Greendale  
Harare

#### Postal Address

P.O Box HR6773  
Harare

**Tel:** (04) 443358 / 443361 / 443422

**Cell:** 0772 154 281 / 2 / 3 / 4

**Fax:** (04) 443304

**WhatsApp:** 0772 154 281

**Email:** enquiry@ipec.co.zw

**Facebook:** Insurance and Pensions Commission

**Twitter:** @IPECZW

**Website:** www.ipec.co.zw

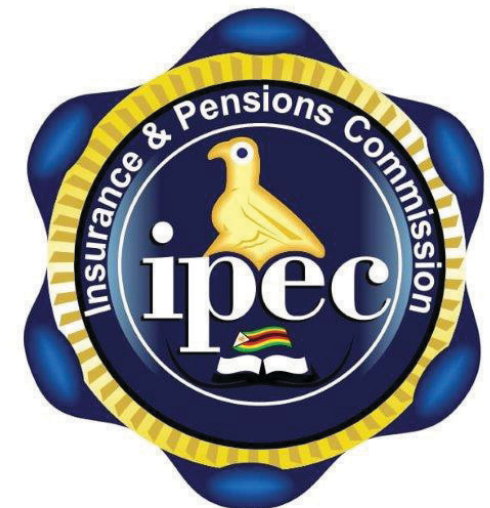
Please note that the above procedure of lodging a complaint applies in the case of all complaints against entities that are regulated by IPEC. These include insurance companies, brokers and agents.

#### Disclaimer:

This pamphlet is intended to provide you general information only and is not exhaustive. However, if you need further clarifications, do not hesitate to contact the Regulator on the contacts below.

# KNOW YOUR PENSION RIGHTS

This pamphlet is meant to bring awareness on the rights of members contributing to pension funds and/or beneficiaries receiving benefits of pension funds. It also brings awareness to those intending to start contributing to an individual pension plan or an occupational scheme. It is therefore, critical to know your rights in order to protect your retirement savings. Notwithstanding the fact that some rights may have certain limitations, below is a summary of the key members' (both prospective and existing) pension rights.





## 1.1 Right to accurate information

Members have the right of access to the following information:

- a) Rules of the pension fund especially at entry into the Fund;
- b) Any amendments to the Rules of the Fund;
- c) Financial statements of the fund as well as actuarial valuation reports;
- d) Own annual benefit statement clearly showing contributions made by the member and the employer, expenses deducted from the member, total accumulated benefits, e.t.c; and
- e) Investment reports especially for defined contribution schemes.

## 1.2 Right to receive benefits as provided for in the registered Rules of the Fund

- Members and beneficiaries have the right to timeously receive correct benefits when they become due;
- Members have a right to transfer benefits from one fund to the other provided that the member has changed employment; and
- In the event of dissatisfaction with the calculated benefits, members have a right to request for recalculation and the documentation showing how the benefits was arrived at.

## 1.3 Right to be heard

- Member has the right to file a complaint in respect of his/her pension benefits with the Commission in the case of unfair treatment by the Fund, employer, administrator or any other such party; and
- Members have the right to be consulted before major decisions that affect their benefits from the fund such as conversion from a Defined Benefit Scheme to a Defined Contribution scheme.

## 1.4 Right to contribute to a pension plan

Any person has a right to contribute to either an individual pension plan or occupational scheme or both.

## 1.5 Right to elect trustees or be elected as a trustee

- Every member of the scheme has a right to elect member trustees of his/her choice; and
- Provided a member has the minimum experience and qualifications required to be a trustee of a Pension Fund, every member of the Fund has the right to be elected as a member trustee in his/her personal capacity.

## 1.6 Right to whistle blow

Members have the right to report/disclose, in confidence to the Board of trustees or the Commission, any unusual or abnormal occurrences which might have a bearing on the Fund's viability and sustainability.

## 1.7 Right to secrecy and confidentiality

Every member has the right to secrecy and confidentiality of information and no other member/person other than himself/herself can request for his/her information from the Fund without his/her consent.

## 1.8 Right to complain

Every member has a right to complain if they feel he/she has been unfairly treated.

## 2. Obligations/duties of pension fund members

- To pay monthly contributions;
- Keep records of all benefit statements given by the pension fund
- Furnish all information required by the pension fund to update member records, calculate and pay benefits
- Understand the rules of the fund, type of fund (whether Defined Benefit or Defined Contribution scheme), name of administrators; and
- For pensioners, complete and submit life certificates annually to avoid pension payment being suspended