

**'WE'RE TAKING
CUSTOMER SERVICE TO
THE CUSTOMER'**

- TRUSTFUND PENSIONS

TRUSTFUND PENSIONS

NEWSLETTER

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**Use
Sanitizer**

**Wear
Facemask**

**Wash your
Hands**

**Keep Social
Distance**

WE'RE TAKING
CUSTOMER
SERVICE TO THE
CUSTOMER –
TRUSTFUND
PENSIONS



Trustfund Pensions has introduced TIVA, short for Trustfund Interactive Virtual Assistant, to provide real-time responses to Customers' inquiries and requests as part of its commitment to enhance customer experience and make customer support easily accessible.

The idea around TIVA is leveraging technology to better provide seamless services to customers at their own comfort while accessing self-services online, hence eliminating crowds and lengthy wait times at PFA's branches and service centers.

Customers are now able to access these services from any location and on any device, thanks to TIVA. Customers can interact with the Virtual Assistant through Telegram and SMS platforms in addition to WhatsApp, a popular App available on all smart devices.

The Head of Information Technology Department of Trustfund Pensions Limited, Mr. Ndubuisi Agba, commented on the unique features that make TIVA a special product, saying, "The primary services that clients call or contact us for include PIN check, Balance check, Statement request, Benefit application status, Office locations, etc. So we examined the services that physically bring our customers to us or compel them to write to us. We considered expanding beyond only providing online services and bundling all of these offerings into a single, flexible bundle named TIVA."

TIVA is organized into three categories for improved customer service, including RSA Transactions, which offers services like "Sign up," "Know your PIN," "Know your RSA balance," "Know your recent contributions," and "RSA statement," among others. Benefits include services like "Benefit Application" and "Benefit Application Status," which are broken down into four stages of process namely; "Customer Initiation or Documentation," "Computation," "Approval (from PenCom)," and "Payment."

Up to 16 service options, including profile update, email update, embassy letter, location search, Fund Growth, etc., are available to users on TIVA. However, TIVA includes a feature where users can engage with an agent for issues not addressed on the platform.

The Company has made significant investments in security solutions that have been optimized to keep clients' data safe and secure in order not to be exposed to online security dangers. The Head of IT Department affirms that numerous Application Programming Interfaces (APIs) have been implemented, and some of the back-end programs are used by TIVA to send results to users.

According to him, "TIVA connects with our back-end platforms to provide responses to customer enquiries.

COMPANY NEWS

Additionally, we take care to ensure that the data we get is consistent, ensuring that the information you receive through any of our channels is the same information you receive when you visit any of our office locations.

TIVA is linked to customers' phone numbers, therefore, a lot of TIVA services are available only to registered customers.

Mr. Ndubuisi further noted that "To assure the validity of TIVA, significant measures were taken, including registering Trustfund Pensions Whatsapp for Business account. TIVA has now been approved as a Trustfund handle, signed up by Facebook, and validated by Whatsapp, which is awesome."

Furthermore, Customer Support Services Officer, Olubukola Dada-Adedamola who spoke on behalf of Mr. Tony Nnegha, Head of Customer Support Services Department, said that "Customers may now enjoy firsthand customer service assistance at their fingertips with TIVA in their palms."

She added that customer testimonials on their experience with the Virtual Assistant have been exhilarating, with everyone expressing enthusiasm over its effectiveness and efficiency as well as the ease at which they can check on the status of their funds. She continued by adding that TIVA has received acclaim from clients in the Diaspora for bringing them closer to their PFA.

To sign up on TIVA, send "HI" to 09070088008. This service is available on Whatsapp, Telegram, and Short Messaging Services (SMS).

DIAL

*7217#

- To Get Balance
- To Get PIN
- Get Contribution Summary
- Get Statement
- Benefit Application Status
- Interfund Transfer
- Account Manager's Details

Available on



CONTRIBUTORY

PENSION

SYSTEM

PRAISED AS

MOST

TRANSPARENT

BY EXPERTS



The Contributory Pension Scheme (CPS), according to experts, is the most transparent pension system in the nation's history.

They claimed that even after 18 years, the Scheme, which had generated assets worth over N14 trillion, has remained distinctive, less hazardous, and predictable. They also took action in opposition to recent calls by some government organizations to exit the CPS.

Comrade Silva Nwaiwu, National Chairman of the Nigeria Union of Contributory Pension Scheme Sector, and Comrade Bobboi Kaigama, a former president of the Trade Union Congress (TUC), fought back against recent efforts by various government agencies to exit the CPS.

However, both emphasized their displeasure with the exclusion of permanent secretaries, heads of services, Accountants General of the Federation, and other high government officials from the CPS while speaking on a televised show.

Particularly, Kaigama emphasized that the Pension Reform Act (PRA) was intended to address the issue that the pension system was facing in 2004 when it was implemented by the administration of former President Olusegun Obasanjo.

He said that Section 5(1)(a) of the PRA 2014 was derived from Section 291 of the 1999 Constitution of the Federal Republic of Nigeria, as amended, which expressly exempts only the Military, Intelligence, and Secret Service.

Additionally, as of 2004, when the CPS was implemented, public employees who had three years or less till retirement were exempted under Section 5 (1)(b) of the PRA 2014.

The N14 trillion in pension assets, according to Kaigama, have so far been invested in less risky portfolios, and this "develops the Nigerian economy." Every system has the potential to experience one or two issues.

"This is a system that is well novel, but very laudable. I have never seen a system in this country that is as transparent as the Contributory Pension Scheme."

He claimed that the federal government planned to spend N577 billion on pension and gratuity payments in 2022 alone, and that excluding any government agency would result in an even larger yearly budget for pension and gratuities.

Nwaiwu, however, asserted that the CPS is open and that all responsible governments ought to support it.

According to him, "There is nothing wrong with the Contributory Pension System. Any transparent government anywhere in the world will buy into it. The security of funds is very tight and very transparent."

INVESTMENT NEWS FUND PERFORMANCE REPORT

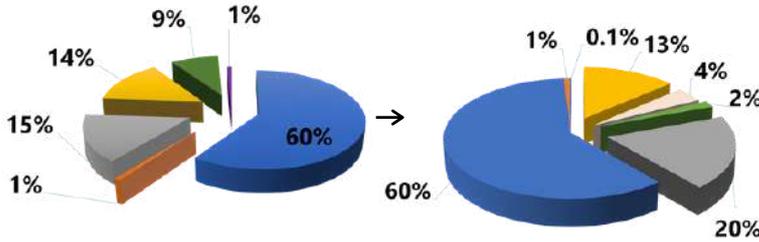
ASSET ALLOCATION
AS AT JULY 31ST, 2021

ASSET ALLOCATION
AS AT JULY 31ST, 2022

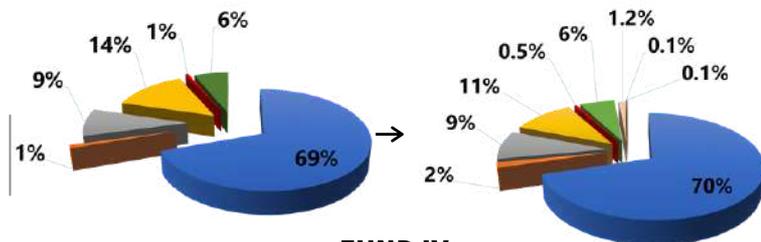
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ASSET ALLOCATION
AS AT JULY 31ST, 2022

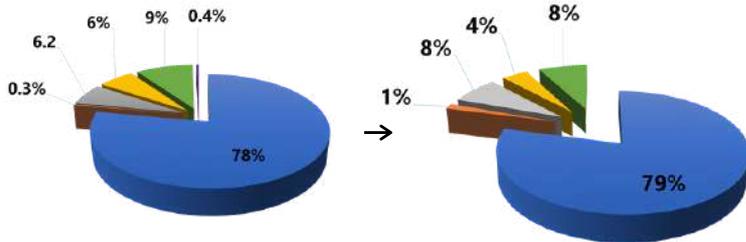
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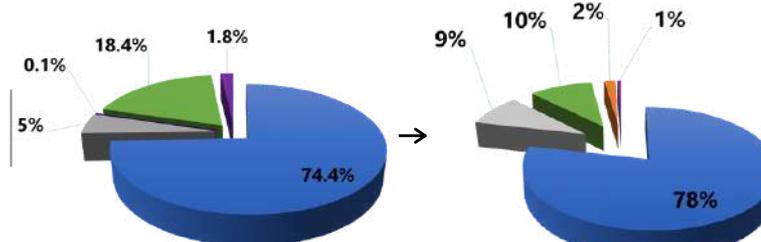
FUND II



FUND III

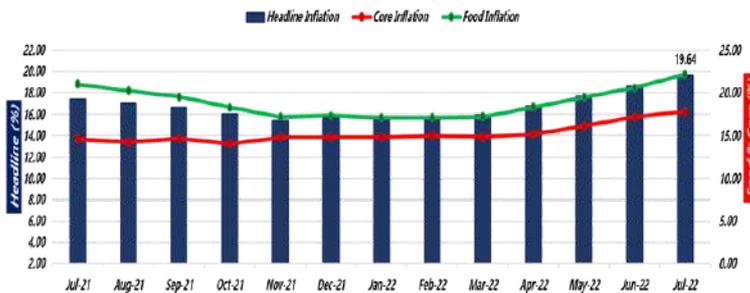


FUND IV



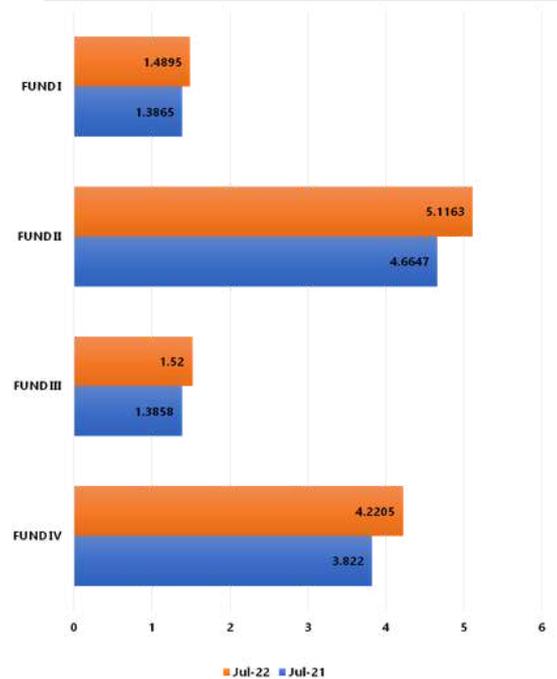
*See Asset Allocation Legend below

Inflation Hits 17-Year High at 19.64%



The headline inflation rate rose by 104bps to 19.64% y/y in July 2022, from 18.60% recorded in June 2022. This continues to stem from price increments in passenger travel and petroleum products among others. Meanwhile, the food price index soared by 160bps to 22.20% when compared to the previous month's rate, while Core inflation stood at 16.26% y/y. We foresee elevated inflation levels in the near term given high energy prices and other impacts of the lingering Russia-Ukraine. Nonetheless, these expectations are barring any radical global/macroeconomic shifts and apex bank interventions.

Price Movement Chart- July'21 Vs July '22



ASSET ALLOCATION LEGEND



ALLOWABLE INSTRUMENTS

Bonds, Sukuk, Treasury Bills, Global Depository Notes and other securities issued by the Federal Government of Nigeria and CBN, Non-interest compliant debt instruments, Ordinary Shares of Public Limited Liability Companies listed or proposed to be listed through an Initial Public Offer (IPO), on a Securities Exchange registered by SEC, Money Market, Instruments of Banks and Commercial Papers issued by eligible corporate entities, Hybrid Investment Funds, Real Estate Investment Trusts (REITs) registered by SEC, Private Equity Funds registered with SEC, Infrastructure Funds registered with SEC, Supranational Bonds, Supranational Sukuk, Global Depository Receipts/Notes, (GDRs/Ns) and Eurobonds.

STEPS TO STARTING A DIGITAL PHOTOGRAPHY BUSINESS IN NIGERIA



The photography business is a very competitive industry. Every year, thousands of talented photo-lovers consider turning their passion into a money-making business venture. Thinking of starting your own photography business? Then this step-by-step guide might just be all you need.

- 1. CHOOSE A DIGITAL PHOTOGRAPHY NICHE.** There are many types of digital photography niches in which you can choose to specialise but choosing a specialisation, such as wedding photography, event photography, etc. is the best way of distinguishing yourself from other professional photographers.
- 2. BUY THE RIGHT PHOTOGRAPHY EQUIPMENT.** Your equipment is an important, long-term investment in your new photography business. For starters, you'll need to get the best equipment in the market you can afford.
- 3. LEARN HOW TO SHOOT IN MANUAL MODE.** It is of utmost importance that you understand light by shooting in manual mode. This may seem very intimidating at first, but once you really grasp the way light is captured in your camera, you are ready to take full creative control over each frame.
- 4. CRAFT A STUNNING PHOTOGRAPHY PORTFOLIO.** A professional photography portfolio is something that every photographer should invest in. It's a great way to showcase your work and create interest in your art or business.
- 5. CREATE A BUSINESS STRATEGY PLAN.** Creating a business plan is as simple as searching "Business plan for photography business" on Google. Download a business plan templates that work for you and fill it up with your own business information.
- 6. REGISTER YOUR BUSINESS WITH CAC.** In Nigeria, every business is a legal entity that needs to be registered as a Business Name (BN) or a Private Limited Company (LTD)
- 7. DEVELOP A DIGITAL MARKETING PLAN.** As well as being an expert photographer you'll need to learn all about digital marketing and social media management to promote your services.
- 8. BUILD AND GROW YOUR CLIENT RELATIONSHIPS.** The one aspect you can't underestimate is building lasting client relationships.

INTER - DIRECTORATE FREINDLY FOOTBALL MATCH

All work and no play they say, make Jack a dull boy. It is for this reason that the Executive Director, Business Development and Marketing, Trustfund Pensions Limited Mrs. Eno Adetayo-Olugbei, has organized a friendly inter-directorate football match as part of activities commemorating her birthday. The event which took place at the Turf Arena in Abuja saw the staff of the directorate turning up in enthusiasm to grace the Arena. The directorate consists of the Business Development & Marketing Department, Information Technology Department, and Customer Support Services Department. Catch a glimpse of the fun moment with these pictures below.

PHOTO SPEAKS



Team BDM



Team CSS & IT



Mrs. Eno Adetayo-Olugbemi, ED
Business Development & Marketing of Trustfund Pensions Limited, flanked by both teams.



A cross-section of staff at the event.

FASHION AND SELF-EXPRESSION

The clothes that we wear have a practical purpose. They keep us warm and comfortable at the very least.

Our clothes also become a part of our identity. Whether we like it or not, what we wear gives off signals that help people to form an impression of us.

There are many ways of seeing fashion. But is it a way to reduce the gap between your inner state and your outer appearance, an expression of your personality?

Is it a visual representation of your culture or social group? Or is your dress sense little more than an adherence to cultural norms? The truth is it might be a combination of all three!

Physical appearance is a kind of language, a subtle communication.

Clothing can't tell people who you are deep down, but it is part of the slim profile of information that a person has about you on the first meeting.

Whether you are aware of it or not, you are putting something out there.

The question to ask yourself is whether you're dressing for yourself or for others.

Most people think that their decision of what to wear is a personal choice, but is it free from outside influence, or are you putting out signals for the sake of other people, too? Probably both.

As a form of self-expression, fashion can make us feel empowered and more in touch with our inner selves.

We can feel more confident if the clothes we wear and how we present ourselves match our personality, identity, and mood.

JOKES 'N' MORE



IT HURTS ALL OVER!

The retired guy goes to the doctor and says, “Doc, I ache all over. Everywhere I touch it hurts.”

The doctor replies, “OK. Touch your elbow.” The guy touches his elbow and winces in genuine pain. The doctor, surprised, then states, “Touch your head.”

The guy touches his head and jumps in agony. The doctor asks him to touch his knee and the same thing happens. Everywhere the guy touches he hurts a lot. The doctor is stumped and orders a complete examination with X-rays, etc. He tells the guy to come back in two days.

Two days later the guy comes back and the doctor declares, “We’ve found your problem.”

“Oh yeah? What is it?” asks the retiree.

“You’ve broken your finger!”

“I’M 103 YEARS OLD.”

A reporter was interviewing a 103-year-old woman.

“And what do you think is the best thing about being 103?” the reporter asked.

She simply replied, “No peer pressure.”

ALBERT’S RETIREMENT PARTY PRESENTATION

“Today we would like to thank Albert for his service to our company. Albert is someone who does not know the meaning of impossible task, who does not know the meaning of lunch break, who does not understand the meaning of the word no. So we have clubbed together and bought Albert a dictionary.”

A PUBLICATION OF TRUSTFUND PENSIONS LIMITED

TRUST IS OUR FOUNDATION



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