

FCMB PENSIONS DIGITAL ONBOARDING FREQUENTLY ASKED QUESTIONS:

1. What is Digital Onboarding?

The term “**Digital Onboarding**” is widely used in online marketing. In our business, the term denotes the practice of signing up for Retirement Savings Account (RSA) PIN or any other service online or via a mobile device.

2. Why the Digital Onboarding Platform?

We developed the Digital Onboarding Platform to allow a prospective client to open a Retirement Savings Account (RSA) and be issued a Personal Identification Number (PIN) in the comfort of his or her office, home or anywhere (without having to visit our office).

3. What is the link for the Digital Onboarding Platform?

The link for the Digital Onboarding Platform is onlineaccount.fcmbpensions.com

4. What are the features of the Digital Onboarding Platform?

- 24/7 access to our Digital Onboarding Portal.
- Option to save and continue later.
- User-friendly environment.
- Well-organized and seamless navigation menus.
- Direct submission of enrolment form for seamless PIN generation digitally.
- Mobile responsiveness (can be used seamlessly on mobile devices).

5. What are the benefits of the Digital Onboarding Platform to customers?

- Fast enrolment and PIN generation.
- Instant error notification (if any).
- Self verification of input data.
- Ability to enroll in the comfort of your office, home or anywhere.
- Automatic allocation of a dedicated Account Officer to new clients in order to follow up on retrieval documents and relationship management.

6. What are the requirements for Online Registration?

To register, you would require the following;

- National Identity Number (NIN) issued by National Identity Management Commission (NIMC).
- Name arrangement must be typed as it appears on your NIN Slip.
- Recent coloured passport photograph with white background.
- Signature on a white plain background.
- All images must be in JPEG/JPG format.
- Employer name must be in full as registered.
- System requirements which includes computer, Ipad and Mobile Phone.

7. How can I register using the Digital Onboarding Platform?

You can register/enroll online in the comfort of your office, home or anywhere without visiting our office by simply clicking on the link below and follow the instructions to open a Retirement Savings Account (RSA)

Digital Onboarding: onlineaccount.fcmbpensions.com

8. I am a HR Personnel, how can new employees/hires enroll with FCMB Pensions?

HR Managers should encourage all new employees/hires to register online using our Digital Onboarding/Registration or Enrolment Platform through the link below;

Digital Onboarding: onlineaccount.fcmbpensions.com

9. Are my details safe with FCMB Pensions Limited?

Yes, we adopt proper data collection, storage and processing practices and security measures to protect against any unauthorized access. Also, we transmit sensitive and private data between our site and its users over a secured communication channel which is encrypted and protected.

10. Do I need to re-register with FCMB Pensions Limited if I already have a PIN?

No, your previous registration with us remains valid and your record is intact. However, we encourage you to update your record through data recapture as mandated by the National Pension Commission (PenCom) at any of our offices.

11. Is registration/digital onboarding complete when I receive my PIN?

No, you need to forward the following documents to our office;

- Letter of First Appointment/Letter of Employment.
- Valid means of identification (Staff ID Card, National Driver's License, Permanent Voter's Card or International Passport).
- Birth Certificate or Declaration of Age
- National Identity Card or Enrolment Slip (issued by the National Identity Management Commission, including NIN).

12. Can I use this platform for the Data Recapture Exercise?

No, this platform is mainly to open a Retirement Savings Account (RSA). However, you can achieve data recapture by visiting any our offices.

13. Can I get my Welcome Letter after registration?

Yes, we issue Welcome Letters upon the completion of the registration process via the email you provided.

14. Will I get transaction notification if I register?

Yes, you will receive a notification via SMS and E-mail.

15. What are FCMB Pensions' communication channels?

The following are our communication channels:

- **Customer Service Phone Number:** 07080633002, 07080633003 or 07080633004.
- **Email:** info@fcmbpensions.com
- **Live Chat:** <https://www.fcmbpensions.com>
- **Website:** <https://www.fcmbpensions.com>
- **Facebook:** <https://www.facebook.com/fcmbpensions>
- **Twitter:** <https://twitter.com/fcmbpensions>
- **Instagram:** <https://www.instagram.com/fcmbpensions>
- **LinkedIn:** <https://www.linkedin.com/company/fcmb-pensions>

- **IVR:** 08059580002 or 08032752888.
- **Mobile App:** Search for “FCMB PENSIONS” on Google Play Store or App Store.

16. How can I locate FCMB Pensions Limited?

You can locate us at our Head Office at Plot 207, Zakaria Maimalari Street, Cadastral Zone AO, CBD, Abuja or any of our branches nationwide or via any FCMB branch nationwide. For more information, please click on the link below;

Branch Locator: <https://www.fcmbpensions.com/locate.php>