

# The Pensioner



A Newsletter of the Pension Transitional Arrangement Directorate (PTAD)

*Improving the welfare of pensioners*

## FRAUD ALERT

**BEWARE OF** anyone calling out of the blues offering assistance for pension payment. It is probably a scam. The best thing to do is to hang up.

**BEWARE OF** companies or persons offering early access to your entitlements. They are fraudsters.

**BEWARE OF** companies offering to help you trace lost pensions or obtain a pension statement for a fee. PTAD does not charge any fee for processing pension, gratuity and other benefits. Fraudsters often demand money for these services and use them as a way to gain your confidence and then steal your cash.

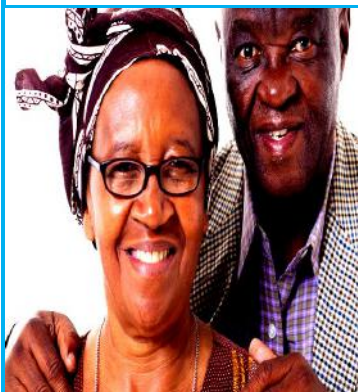
**CONTACT PTAD** for free on 0800 CALL PTAD (080022557823)

22 Kastina-Ala Crescent,  
off Yesderam, off IBBWay  
Maitama Abuja.

Tel: 09-4621721,  
09-4621722

info@ptad.gov.ng  
www.ptad.gov.ng

Facebook: PTADNigeria  
Twitter: @PTADNigeria



Smile, because with PTAD,  
**OLD** age is **GOLD** age...

## Senate, House of Representatives Committees Visit PTAD

*The Senate Committee on Establishment and Public Service and the House Committee on Pension visited the Pension Transitional Arrangement Directorate (PTAD) on November 1st, 2016 and 16th November, 2016 respectively as part of their statutory oversight functions.*

The Senators were led by the Chairman of the Committee, Distinguished Senator Emmanuel Paulker while the House Committee on Pension was led by the Chairman, Hon. Hassan Adamu Shekarau.

The two committees of the of the national assembly were received by the Executive Secretary and her management team, provided update on the 2016 budget performance, continuation of the Civil Service verification exercise, and payment of 33% arrears to all the pension groups and areas of improvements in complaints resolution.

A tour of the Agency was also undertaken during which an on-going verification of NOKs was inspected.

Speaking during the visits, Senator Paulker as well as Hon Shekarau enjoined PTAD to speed up the process of the verification exercise to ensure timely

resolution of all pensioner complaints.

The ES PTAD informed members of both Committees that plans were already firmed up for the civil service verification exercise to continue in the North East on the 28th of November 2016.

The choice of the North East is to key into the Federal Government's commitment to rebuilding the North East Zone following the effects of the insurgencies.

She also solicited the support of both the Senate and House Committees to ensure a successful verification exercise.

"We look forward to working g with all stakeholders on this verification exercise towards improving the welfare of all pensioners under the Defined Benefit Scheme," she concluded.



ES PTAD Sharon Ikeazor and Senator Emmanuel Paulker reciting the national anthem.



ES PTAD, Sharon Ikeazor addressing the Senate Committee Members during the oversight visit. (L-R) Senator Emmanuel Paulker (Chairman), Senator George Akume and Senator Nelson Effiong.



Hon. Hassan Adamu Shekarau, Chairman, Committee Pension addressing the PTAD management team



ES PTAD, Sharon Ikeazor taking the House Committee members on an inspection of the NOKs verification with Hon. Jones Onyereri and Hon. Adamu Hassan Shekarau (Chairman, Pension Committee)



# PTAD NORTH EAST VERIFICATION IN PICTURES

*The Pension Transitional Arrangement Directorate (PTAD) has successfully verified 4,454 Civil Service pensioners in the North East Geo-political zone of the country. The verification exercise, which is in continuation of the Civil Service verification exercise that commenced in 2015, started on the 28th of November 2016 and covered four states; Adamawa, Bauchi, Gombe and Taraba states. The remaining states of Borno and Yobe will be verified in the early part of 2017.*

The verification exercise, which was organized with the involvement of the Nigeria Union of Pensioners (NUP), the State Governments, the Security Services, the National Assembly Committees with oversight functions on PTAD as well as the National Orientation Agency (NOA), was adjudged successful by the pensioners who said it has “rekindled pensioners’ hope and strengthened their faith in PTAD”.

In the words of Mrs Fatima Kazim, “Well done, keep this transparency up. Governance is respectable when it is tempered with transparency”.

The PTAD verification exercise included mobile verification in the four states. The sick and infirm pensioners were verified in their homes and hospitals to ensure an accurate data base of all pensioners under the defined benefit scheme and ease complaint resolution. The ES PTAD also visited some sick and infirm pensioners in the zone during the mobile verification.

“No one will be left behind as we clean up our data base and address all complaints. Complaint resolution is a continuous process until all genuine pensioner’s complaints have been resolved,” says Sharon Ikeazor, Executive Secretary PTAD.

*“Well done (PTAD), keep this transparency up. Governance is respectable when it is tempered with transparency”.*

— Pensioner



ES PTAD receiving Magaji Mu'azu, former Auditor General, North-Eastern Nigeria at the verification centre.



Bauchi Pensioners having their biometric data captured during the verification exercise.



A PTAD staff conducting mobile verification for a pensioner in Gombe state.



A PTAD staff assists Taraba pensioners to fill their verification forms



Pensioners in Bauchi comfortably waiting for their documents to be reviewed while enjoying a meal.

## PTAD STATE LIASON OFFICES LOCATIONS AND ADDRESSES

<b>KADUNA</b>	PTAD Liaison Office, Federal Secretariat Complex, Kawo Quarters, Kaduna
<b>SOKOTO</b>	Federal Secretariat Complex, Kaduna Road, Sokoto
<b>EDO</b>	PTAD Liaison Office, Federal Secretariat Complex, Auchu Expressway, Aduduwa, Benin
<b>KANO</b>	Kano State Pension Fund Trustees Complex, No 9 Sokoto Road, Kano
<b>LAGOS</b>	PTAD Liaison Office, Old National Assembly Complex, High Court Building, TBS, Lagos
<b>ENUGU</b>	PTAD Liaison Office, the Federal Secretariat Complex, Independence Layout, Enugu
<b>ABUJA</b>	22 Katsina Ala Crescent, Off Yedseram Street, Maitama, Abuja

## 7 WAYS TO CONTACT US FOR COMPLAINTS RESOLUTION

1. Send us an email on [complaints@ptad.gov.ng](mailto:complaints@ptad.gov.ng)
2. Fill and submit complaints form on our website [www.ptad.gov.ng](http://www.ptad.gov.ng)
3. Call our toll free telephone number **0800-2255-7823**
4. Send us a message on Facebook: [www.facebook.com/PTADNigeria](https://www.facebook.com/PTADNigeria)
5. Tweet at us on Twitter: **@PTADNigeria**
6. Visit our Head Office: **22, Katsina-Alla street, Maitama, Abuja**
7. Visit one of the 6 PTAD state offices nearest to you (Kano, Kaduna, Sokoto, Benin, Lagos, Enugu)