



## Pension Transitional Arrangement Directorate

March 19, 2020

### Temporary Changes to PTAD's Walk-In-Verification and Complaints Resolution Processes

PTAD wishes to inform the general public that in view of the current World Health challenges occasioned by the Corona Virus Pandemic, we have made temporary changes to our verification and complaints resolution procedure as follows:

- (A). Pensioners wishing to be verified should submit their documents by email to [verification@ptad.gov.ng](mailto:verification@ptad.gov.ng) OR by regular mail to

Director, Pensioner Support Services Department  
Pension Transitional Arrangement Directorate  
22, Katsina Ala Crescent, Off Yedseram Street, Maitama, Abuja.

Pensioners will subsequently be invited on a given date to attend verification following review of their documentation.

- (B). Pensioners having complaints should submit their complaints by email to [complaints@ptad.gov.ng](mailto:complaints@ptad.gov.ng) OR can upload their complaints using the complaint link on our website [www.ptad.gov.ng](http://www.ptad.gov.ng)

- (C). Pensioners with enquiries can also send these by email to: [enquiries@ptad.gov.ng](mailto:enquiries@ptad.gov.ng) and [info@ptad.gov.ng](mailto:info@ptad.gov.ng)

OR call 0800 2255 7823 (0800 CALL PTAD) Toll Free.

09 – 4621700, 09 – 4621721, 09 – 4621722 (*Rates Apply*)

PTAD will ensure respond to the needs of our pensioners in a timely manner and provide feedback promptly.

The Directorate's greatest concern remains the continued wellbeing of our senior citizens and our staff. These temporary measures are therefore only intended to ensure their safety and comfort.

Management regrets any inconvenience this may cause.

Signed  
Management.