



Pension Transitional Arrangement Directorate

20th August, 2020

Partial Resumption of In-House Verification and Complaints Resolution.

PTAD wishes to inform our esteemed Pensioners/NoKs that the Management has approved the partial resumption of the In-House verification and complaints resolution at the Directorate's Headquarters, Abuja with effect from Tuesday, August 25, 2020.

However, bearing in mind that we are still dealing with Covid-19 pandemic and the need for adequate social distancing, the In-House verification will be based on **APPOINTMENT ONLY**. Pensioners will be invited on a **GIVEN DATE and TIME** following a review of their documents. All invitees will be informed accordingly.

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

The Executive Secretary
Pension Transitional Arrangement Directorate
22, Katsina Ala Crescent, Off Yedseram Street, Maitama, Abuja.

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

- (C). Pensioners with enquiries can send their request to info@ptad.gov.ng

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

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

Pensioners' welfare is our priority.

Signed
Management.