



MASENO UNIVERSITY RETIREMENT BENEFITS SCHEME

SERVICE CHARTER

Vision Statement

"Providing excellent retirement benefits to our members"

Mission Statement

"To provide outstanding reputable benefits to members through maximization of returns, prudent management of risks and enhanced member communication"

Core Values

Accountability & Transparency

Integrity

Performance

Teamwork

Excellence

NO:	SERVICE/GOODS	CUSTOMER OBLIGATION	TIMELINE	USER CHARGES
1.	Verbal Enquiry at reception	Enquire orally	Immediately	Free
2.	Phone calls to official lines	Call us	Within the first three rings	Free
3.	Email response to written correspondence	Enquire via email	Within 24 hours of receipt of the enquiry	Free
4.	Respond to written correspondence- Letter	Write to us via Letter	Within three (3) days upon receipt of letter	Free
5.	Respond to written correspondence on social Media Platforms (X, WhatsApp, Facebook etc.)	Enquire via social media platforms	Within 24 hours of posting the inquiry,	Free
6.	Payments of benefits on termination, retirement and resignation	Respond to the claim form and availing 1. Duly filled and signed claim form 2. Copy of identification document (National ID/Passport) 3. One Colored passport-size photo 4. Bank account details 5. Copy of KRA Pin Certificate	Within thirty (30) days upon receipt of the duly filled claim documents.	Free
6.	Payment of benefits on transfers out of the Scheme	Receipt of request to transfer letter and availing; - 1. Dully filled and signed claim form	Within sixty (60) days upon receipt of duly filled claim documents	Free

		2. Copy of identification document (National ID/Passport) 3. One colored passport-size photo 4. Bank account details of the receiving scheme.		
7.	Payment of trust fund requests	Receipt of request for trust fund payment and availing; - 1. Duly filled and signed claim form 2. Supporting documents (Fees structure, quotations, cost estimates, consent letter etc.) 3. Bank account details	Within <u>thirty (30) days</u> of receipt of complete documentation.	Free
8.	Payment of last expense.	Receipt of burial permit, copy of ID for the deceased and the beneficiary.	Within <u>five 5 days</u> upon receipt of the documents	Free
9.	Payment of insurance lump sum	1. "Pension to dependant" form duly executed. 2. Letter from Chief/Advocate/ Kadhi's court 3. One passport size photograph for each beneficiary 4. Certified copies of the children's birth cert. 5. Deceased's original death cert. 6. Copy of the burial permit 7. Copy of police abstract (if death was a result of accident) 8. Documentary proof of marriage and copy of National ID (spouses) 9. Letter of surrender of Deceased ID	Within <u>thirty 30 days</u> upon receipt of the payment from the insurance Co. and receipt of the complete documentation	Free
10.	Payments to suppliers and Service Providers	Invoice /Etims Invoice and relevant supporting documents	Within <u>thirty 30 days</u> upon receipt complete documentation	Free
11.	Member Statement	Request for a Statement	Immediately upon request	Free
12.	Vacant Space	Enquire/Request letter	Within <u>24hours</u> of enquiry	Free
13.	Updating of Member Records	Request to update	Within <u>24hours</u> upon request	Free
14.	Request for Scheme Information (e.g., Audited Accounts, Pen news etc)	Request for information	Within <u>seven (7) days</u> upon receipt upon request	Free/Photocopy /Flash disk at own cost (as maybe applicable)
15.	Complaints Resolution	File a complaint	1. Acknowledgement within <u>three (3) working days</u> 2. Resolution within <u>thirty (30) working days</u>	Free

EXCELLENT SERVICE DELIVERY IS AT THE HEART OF EVERYTHING WE DO.

Service Hours Monday – Friday: 8.00 a.m. – 5.00 p.m. Closed on weekends and public holidays

Complaints and Enquiries can be submitted through:

**Pension Manager
Maseno University Retirement Benefits Scheme,
MURBS Building, 3rd Floor, Makasembo Road,
Off Oginga Odinga St.
Email: info@masenorbs.or.ke
Mobile: +254 701 095 900/0734 788 888
Website: www.masenorbs.or.ke**

If a Complaint unresolved, the matter may be escalated to:

**The Chief Executive Officer
Retirement Benefits Authority (RBA)
Rahimtulla Towers
P.O Box 57733- 00200
NAIROBI**