

Resolution of Contributions Reconciliations Account (CRA)

The National Pension Commission has recommended that where an Employer requires resolution from the Contributions Reconciliations Account (CRA), such Employer is to provide a schedule of its affected employee RSAs to PAL PFA for resolution.

For CRA please reach out through our reconciliation email or phone numbers; CraHelpdesk@Palpensions.com 01-2776900 & 080072573674667

Resolution of Transitional Contributions Fund (TCF).

The National Pension Commission has recommended steps to follow where an Employee or Employer requires resolution from the Transitional Contributions Fund (TCF). These steps are broken down as stated below:

Employees

For resolution from TCF, an Employee with an RSA PIN should:

1. Submit a copy of their welcome letter (gotten from their PFA)
2. Submit a copy of their employment letter.
3. Confirm that they have participated in the Data Recapture exercise (this is only applicable to those registered before July 2019).

Note: Employees with RSAs domiciled in PAL only need to provide their valid RSA PIN for confirmation.

For resolution from TCF, an Employee without an RSA PIN should:

1. Identify and open an RSA with their chosen PFA.
2. After their registration, they should provide a copy of their welcome letter given by their chosen PFA to PAL PFA (where their contributions are domiciled).
3. Submit a copy of their employment letter to the PAL PFA.

Employers

For resolution from TCF, an Employer with employees with RSA Pins should:

- i. Request from such employee's, the welcome letters obtained from their PFAs. Further, they should enquire about such employee's status as relates to the data recapture exercise and encourage such employees to participate in the exercise.
- ii. With the welcome letter received from the employee, an Employer is to confirm to PAL PFA an employee's correct RSA Pin, the employees PFA and the status of such employee's data recapture.

For resolution from TCF, an Employer with employees without RSA Pins should:

- i. Request that employees concerned register an RSA with a PFA of their choice and submit to their Employer, a copy of their welcome letter.
- ii. With the welcome letter received from the employee, an Employer is to confirm to the PAL PFA an employee's correct RSA PIN and an employee's PFA.

For TCF please reach out through our reconciliation email or phone numbers; TcfHelpdesk@palpensions.com 01-2776900 & 080072573674667

To know your status, please follow the steps below:

- i. Employers/clients are implored to search for their names in the enclosed schedules.
- ii. A search can be conducted by navigating the schedule by using the Ctrl + F (Control Find) keyboard shortcut and inputting your name in the displayed search box.