



NATIONAL PENSION COMMISSION

REVISED REGULATIONS FOR THE TRANSFER OF RETIREMENT SAVINGS ACCOUNTS

MAY, 2015

The requirements of these Regulations are consistent with the provisions of the Pension Reform Act, 2014 and are also considered enforceable within the pensions industry.

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SECTION 1: INTRODUCTION

1.1 Background

- 1.1.1 Section 13 of the Pension Reform Act (2014) specifies that an employee may, not more than once in a year, transfer his Retirement Savings Account (RSA) from one Pension Fund Administrator (PFA) to another.
- 1.1.2 Notwithstanding 1.1.1 above, the provisions of this Regulations apply to single transfer of RSAs within a calendar year.
- 1.1.3 The Commission therefore, sets out the modalities and broad Regulations under which such transfers would be effected
- 1.1.4 This Regulations deals with only the RSA Transfer Clearing Module (RTCM) of the Pension Administration System (PAS) while subsequent Guidelines would be issued by the Commission on the Contributions Collation and Payout/Exit Modules.

1.2 Objectives of the Regulations

- 1.2.1 The Regulations for Transfer of RSAs have therefore, been set out to allow for seamless transfer of RSAs from one PFA to another.
- 1.2.2 While the Regulations outline the procedures that shall be followed to ensure RSA transfers between PFAs, they also seek to ensure effective implementation of Section 13 of the PRA, 2014 by facilitating full and equitable pension assets portability within the pension industry.
- 1.2.3 This Regulations also seeks to enhance ethical competition amongst the PFAs and improve service delivery to RSA holders.

1.3 Form and Content

- 1.3.1 Section one (1) of the Regulations outlines the Legal Framework on which the Regulations have been premised and the objectives for issuing the Regulations, as well as the contents.

Section two (2) provides definition of terms and sets out details of the Regulations. Section three (3) provides accounting entries for both PFAs and Pension Fund Custodians (PFCs).

Section four (4) outlines the Post Transfer processes. Section five (5) spells out the Sanctions and Penalties relating to violations of the Regulations, while Section six (6) specifies the Review Process and Channels for Enquiries.

- 1.3.2 The requirements of these Regulations are consistent with the provisions of the PRA, 2014 and are also considered enforceable within the pension industry.

SECTION 2: THE REGULATIONS

2.1 Definition of Terms

- 2.1.1 The term **“Pension Administration System” (PAS)** shall refer to a central system to be domiciled at the National Pension Commission that would be responsible for warehousing all data on pension matters relating to registered contributors/members.
- 2.1.2 The term **“Registration Module+ (RM)** shall refer to a module of PAS that would be responsible for the receipt of requests from Pension Fund Administrators (PFAs)/Closed Pension Fund Administrators (CPFAs) for the registration of contributors/members as well as Employer initiated registration in compliance with Section 11 (5) of PRA 2014 for the purpose of generation of a Personal Identification Number (PIN).
- 2.1.3 The term **“RSA Holder+”** shall refer to registered contributors and retirees.
- 2.1.4 For the purpose of these Regulations, the term **“RSA Transfer+”** shall refer to the transfer of RSA from one PFA to another upon the request of the RSA Holder within a calendar year and on the approval of the RTCM.

- 2.1.5 The term **%Transferring PFA+** shall refer to the PFA **from which** an RSA is being transferred.
- 2.1.6 The term **%Receiving PFA+** shall refer to the PFA **to which** an RSA is being transferred.
- 2.1.7 The term **%Retiree+** shall refer to an RSA Holder who ceases to make further contribution into his/her RSA as a result of permanent disengagement from service and has executed a Programmed Withdrawal Agreement with his/her PFA.
- 2.1.8 The term **%Legitimate RSA Holder+** shall refer to an RSA Holder whose identity has been confirmed by the Receiving PFA as being the bona fide owner of an RSA being transferred.
- 2.1.9 The term **%Voluntary Contributions+** shall be deemed to be non-obligatory contributions, made by an individual with the sole aim of providing retirement benefits for a future date.
- 2.1.10 The term **%RSA Transfer Form+** shall refer to a document approved by the Commission and completed by an RSA Holder through a Receiving PFA requesting for transfer of an RSA from a Transferring PFA to a Receiving PFA.
- 2.1.11 The term **“RSA Transfer Clearing Module” (RTCM)** shall refer to a module of PAS that would be responsible for coordinating the processes relating to the transfer of RSAs from one PFA to another.
- 2.1.12 The term **%Transfer Notification+** shall refer to the receipt, by RTCM of a duly completed RSA transfer form from the Receiving PFA, in respect of an RSA Holder intending to transfer his/her RSA from a Transferring PFA to a Receiving PFA.
- 2.1.13 The **%Date of Receipt+** of a transfer notification shall be deemed to be the day on which RTCM receives the duly completed RSA transfer form.
- 2.1.14 The term **“Calendar Year”** shall refer to a consecutive period of twelve months.
- 2.1.15 The term **%Calendar Quarter+** shall refer to a three-month period regarded as one of four parts of a calendar year. The 1st Quarter of every calendar

year shall be deemed to be the period between 1st January to 31st March, while the 2nd , 3rd and 4th Quarters shall be 1st April to 30th June, 1st July to 30th September and 1st October to 31st December respectively. Therefore, where a transfer has been approved for an RSA within any quarter of a calendar year, such RSA shall not be eligible for another transfer until twelve consecutive months from the date of the last approved transfer.

- 2.1.16 The term %**Effective Transfer Date**+(ETD) shall refer to the last day of the last month of a calendar quarter namely 31st March, 30th June, 30th September and 31st December respectively.
- 2.1.17 Notwithstanding the provisions of 2.1.15 above, where a transfer notification is received within the last month of a calendar quarter, the ETD shall be the last day of the last month of the following calendar quarter.
- 2.1.18 The term %**Transfer Value Payment**+shall refer to the balance standing in the RSA as at ETD. This shall include accumulated contributions and accrued rights paid into the RSA, plus all investment income earned and accruable within the transfer quarter.
- 2.1.19 The term %**Detailed RSA Transaction History**+shall refer to a detailed and complete statement of account of an RSA Holder starting from July 2004 or date of appointment if after July 2004 till ETD.
- 2.1.20 The term %**Net Transfer Position**+shall be the summation of all transfers to and from a particular PFA within a specified transfer period, netted-off to arrive at either a credit or debit position.
- 2.1.21 The term %**Net Credit Transfer Position**+shall refer to an amount by which the total transfer value of RSAs coming to a PFA exceeds the total transfer value of RSAs leaving that particular PFA, within a calendar quarter. Where this occurs, the affected PFA shall expect funds inflow from other PFAs.
- 2.1.22 On the other hand, the term %**Net Debit Transfer Position**+shall refer to an amount by which the total transfer value of RSAs coming to a PFA is less than the total transfer value of RSAs leaving that particular PFA, within a calendar quarter. Where this occurs, the affected PFA shall be expected to remit funds to other PFAs.
- 2.1.23 The term “**Transfer Suspense Account**” (TSA) shall refer to a general ledger account maintained by PFAs and PFCs, for the purpose of

warehousing RSA balances to be transferred upon receipt of an approved RSA transfer from RTCM. In addition, contributions received after ETD either relating to period before or after ETD shall be warehoused in the TSA before being remitted.

2.2 Rules of General Application

- 2.2.1 As specified in Section 13 of the PRA 2014, an RSA holder may transfer his RSA from one PFA to another once in a calendar year.
- 2.2.2 Notwithstanding 2.2.1 above, the provisions of this Regulations shall only apply to a single transfer of RSAs within a calendar year.
- 2.2.3 RTCM shall only process transfers of RSA Holders registered on RM of PAS.
- 2.2.4 Pursuant to 2.2.3 above, only retirees on Programmed Withdrawal Agreement (PWA) are eligible for transfers.
- 2.2.5 Further to 2.2.4 above, notwithstanding the provision of the Programmed Withdrawal Agreement, a retiree shall have the right to transfer his/her RSA from one PFA to another.
- 2.2.6 A Retiree shall only be entitled to the monthly benefits from the balance on his/her retirement account if the lump sum has already been paid at the commencement of the pensions.
- 2.2.7 Where the RSA Holder is a Retiree, a Transferring PFA shall make all monthly payments to him/her up till ETD. After ETD, the Receiving PFA shall continue to make payments of the retiree's monthly benefits.
- 2.2.8 Further to 2.2.7 above, upon approval of the transfer of a Retiree's RSA, the Programmed Withdrawal Agreement between the Retiree and the Transferring PFA ceases to exist.
- 2.2.9 Where information is required from a PFA, such PFA shall make the information available to RTCM as at when due, failing which the RTCM shall apply sanctions on the erring PFA.

- 2.2.10 Failure by PFAs to provide customer service support to RSA Holders shall attract a fine of ₦100,000.00 per RSA and ₦10,000.00 for every month of violation. Similarly, a sanction of ₦200,000.00 per RSA and additional ₦100,000.00 daily where the offence continues shall be imposed on any PFA/PFC that violates the transfer processes as specified in 5.0 below.
- 2.2.11 Further to 2.2.10 above, failure by a PFA to provide complete and accurate information shall attract an initial fine of ₦200,000.00 per RSA and ₦100,000.00 each day where the offence continues, in compliance with the Commission's Sanctions Regime.
- 2.2.12 RSA transfers shall only be effected on a calendar quarter basis; namely 1st, 2nd, 3rd and 4th Quarters as specified in 2.1.15 above. However, an RSA Holder seeking subsequent transfer of his/her RSA shall be eligible for such transfer after twelve consecutive months from the date of the last approved transfer.
- 2.2.13 Every PFA shall be required to produce RSA transfer forms in the format specified by the Commission and the transfer forms shall be free. This format contains the minimum requirements to be adopted by PFAs. The Commission may from time to time request for additional information.
- 2.2.14 The transfer process can only be initiated by an RSA Holder who has been duly registered on PAS.
- 2.2.15 An RSA Holder shall obtain and complete an RSA transfer form (**Attached as Appendix A**) from a Receiving PFA.
- 2.2.16 Pursuant to 2.2.15 above, the Receiving PFA shall obtain evidence of ownership of RSA and identity as specified in 2.4.2 below to confirm a Legitimate RSA Holder.
- 2.2.17 The Receiving PFA shall obtain the bio-data and capture the biometric of the RSA Holder.

- 2.2.18 The fingerprint images must meet the AFIS quality threshold as specified in Section 1.7 of the Guidelines for Registration of Contributors/Members issued by the Commission.
- 2.2.19 An RSA Holder shall be deemed to be Partial Physically Challenged where he/she does not have at least 6 AFIS quality fingerprint image(s) captured for registration on the RM of PAS or Complete Physically Challenged where the contributor does not have any fingerprint image on the RM of PAS.
- 2.2.20 All RSA balances to be transferred by the Transferring PFA shall be in Naira value and shall be calculated based on the unit price of the Transferring PFA's RSA Fund as at ETD.
- 2.2.21 RSA transfers in this Regulations shall attract no transfer fee.
- 2.2.22 Where the Transferring PFA was unable to obtain from the employer up to date contributions on the RSA transferred, the Receiving PFA shall liaise with the relevant employer to obtain all such outstanding contributions.
- 2.2.23 Any contribution received by the Transferring PFA after ETD shall not attract any administrative or management fees.
- 2.2.24 Such fund(s) as in 2.2.23 above, received by a Receiving PFA shall be valued at its prevailing unit price on the date of receipt.
- 2.2.25 Pursuant to 2.2.23 above, outstanding payment(s) received after the ETD by the Receiving PFA shall be valued at its prevailing unit price as at the date of receiving such payment.
- 2.2.26 All PFAs shall instruct their PFCs to open an account called Transfer Suspense Account+ (TSA) for the purpose of warehousing the RSA transfer balances and outstanding payments received in respect of an already transferred RSA.

- 2.2.27 Pursuant to 2.2.26 above, PFCs shall open such account(s), based on the instructions of their PFAs.
- 2.2.28 Outstanding payments received by a TPFA in respect of an already transferred RSA shall not be held in the TSA for more than three (3) working days before being transferred to the Receiving PFA.
- 2.2.29 Every PFA shall execute a document delegating to the RTCM, the authority to instruct its PFC to remit the exact debit amounts as advised by RTCM in the Final NTP report to the beneficiary PFAs through their PFCs.
- 2.2.30 The NTP Report in 2.2.29 above shall contain the following minimum information:
- i) The relevant transfer period.
 - ii) A column showing the names of all affected PFAs.
 - iii) A column showing total transfer values to specific PFAs.
 - iv) A column showing total transfer values from specific PFAs.
 - v) A column showing the net transfer values for each of the affected PFAs.
- 2.2.31 Further to 2.2.30 above, the NTP report shall also be forwarded with supporting schedules showing Names, PINs, RSA balances, Date and PFA of RSA Holders.
- 2.2.32 Notwithstanding the execution of such document as stated in 2.2.29 above, the PFA is not abdicated of its responsibility to ensure that such transfers are effected by the PFCs as required.
- 2.2.33 Every PFA/PFC shall appoint officials that will be authorized to access the RTCM.
- 2.2.34 Pursuant to 2.2.33 above, the RTCM shall assign user names and passwords to respective PFAs/PFCs officials.
- 2.2.35 Further to the responsibility specified in 2.2.34 above, every official of a PFA/PFC who has been assigned a password shall be primarily

responsible for maintaining the confidentiality of the password assigned to the user name.

2.2.36 Every PFA/PFC shall deploy IT infrastructure for the transfer process. Such IT infrastructure must have adequate storage and retrieval capability for a period of Ten (10) years.

2.2.37 Every PFA/PFC shall be required to achieve and maintain an IT infrastructural level to be specified by the Commission which shall include the following:

i) Automated fingerprint capturing equipment for capturing fingerprints (PFAs).

ii) Automated Document Management System.

2.2.38 Every PFA/PFC official shall abide by the Code of Ethics and Business Practices issued by the Commission and respect the confidentiality of all information relating to the transfer process.

2.2.39 The Commission shall not be liable to any claim or action by any person for anything done pursuant to the RTCM including:

i) Where RTCM approves a transfer request which was not initiated by a Legitimate RSA Holder; and

ii) Where RTCM approves the transfer value of an RSA or Net Transfer Position which were based on wrong RSA balance submitted by a PFA.

2.2.40 Pursuant to 2.2.39 above, the PFAs shall be liable for the following:

i) The Receiving PFA shall be liable where RTCM approves a transfer which was not initiated by a Legitimate RSA Holder.

ii) The Transferring PFA shall be liable where RTCM approves the transfer value of an RSA or Net Transfer Position (NTP) which were based on wrong RSA balance submitted by the PFA.

2.2.41 An RSA transfer shall be irrevocable once approved by the RTCM.

2.2.42 Notwithstanding 2.2.41 above, an RSA transfer instruction may be revoked or reversed by a directive of the Commission where fraud or illegality is established, provided that:

- i) In revoking or setting aside such transfer instruction, the Commission may make a directive ordering a refund or return of the fund involved by the appropriate party; and
- ii) The transfer instruction is not considered as a systemically important transfer instruction as may be determined by the Commission.

2.3 The RSA Transfer Clearing Module (RTCM)

2.3.1 There shall be a Central Clearing Module on PAS to be called the RSA Transfer Clearing Module (RTCM).

2.3.2 The RTCM shall serve as a platform for the processing of Transfer of RSA from one PFA to another, settlement of Net Transfer balances between PFAs, reconciliation of transfer balances and monitoring of the transfer processes.

2.3.3 The operations of the RTCM shall be based on electronically driven infrastructure.

2.3.4 The RTCM shall maintain an IT platform that facilitates seamless coordination of transfer processes through a link that shall be accessed by only authorized officials of the PFAs/PFCs.

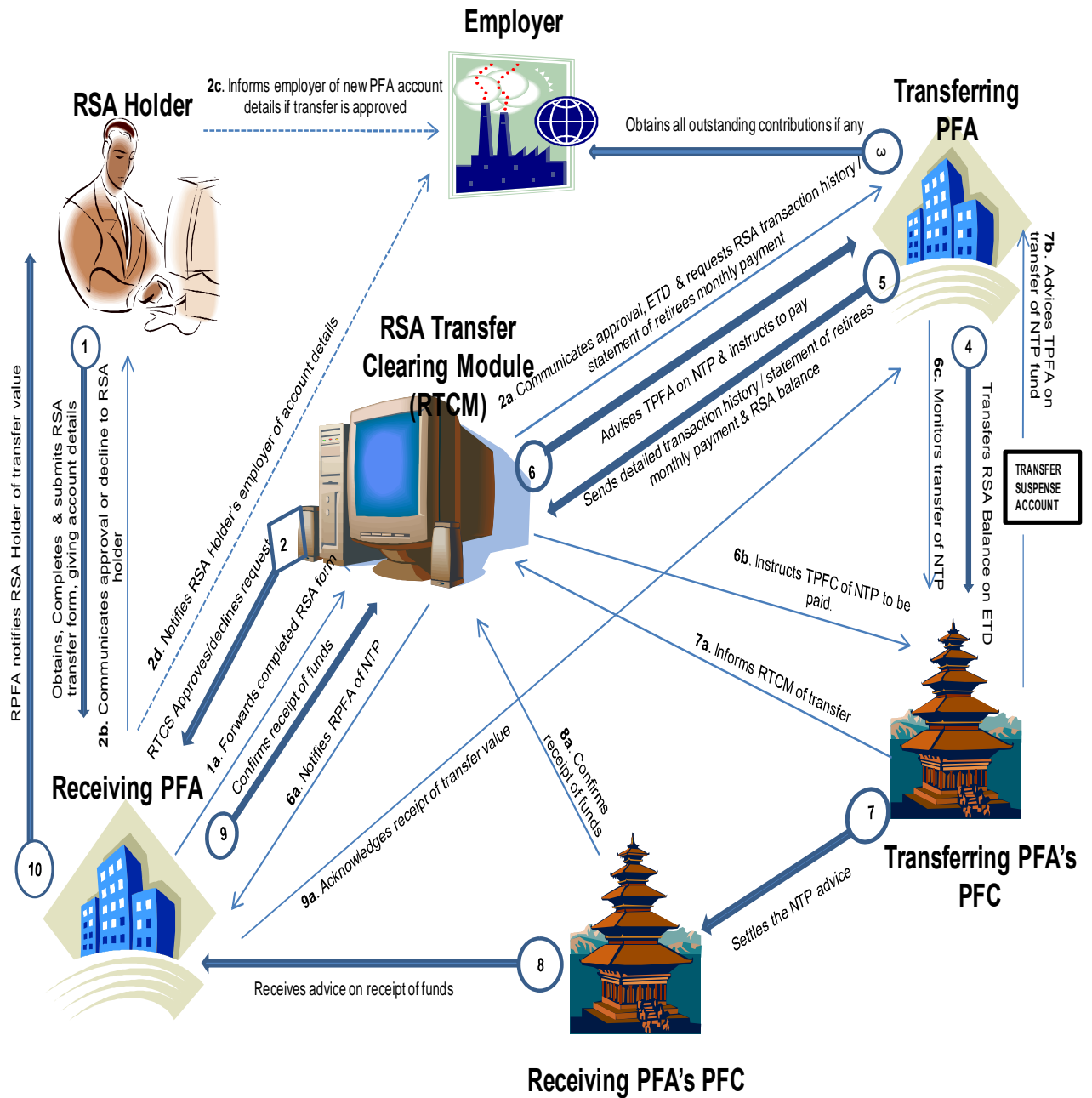


Fig 1: The Transfer Process (PFA to PFA)

2.4 The Transfer Process

2.4.1 The RSA Holder intending to transfer his/her RSA to another PFA shall obtain a transfer form, complete and submit the RSA transfer form to the Receiving PFA.

2.4.2 Pursuant to 2.4.1 above, the RSA Holder shall submit the RSA transfer form with the following documents:

1) Formal Sector Employees

- i) Copy of certificate of registration or RSA statement of account issued by the Transferring PFA.
- ii) Copy of Official ID (Staff ID with any one of the following; National ID or National Drivers license or Permanent Voters Card or International Passport).

2) Informal Sector Employees

- i) Copy of certificate of registration or RSA statement of account issued by the Transferring PFA.
- ii) Copy of Identification (Association ID or National ID or National Drivers license or Permanent Voters Card or International Passport).

3) Retirees (Public and Private)

- i) Copy of Identification (Association ID or National ID or National Drivers license or Permanent Voters Card or International Passport).
- ii) Copy of Programmed Withdrawal Agreement with TPFA.

2.4.3 Upon receipt of the duly completed RSA Transfer Form, the Receiving PFA shall confirm that all documents submitted in 2.4.2 above are authenticated and originals duly sighted, and shall do the following:

- i) Ensure that proper identification is submitted: Staff ID must be submitted along with Copy of certificate of registration or RSA statement of account issued by the Transferring PFA for formal sector employees, any form of identification as specified in 2.4.2 (2ii) above for informal sector employees and the form of identification specified in 2.4.2 (3i) above for retirees.
- ii) Ensure that there are no irregularities in the documents/information provided by the RSA Holder.

2.4.4 Further to 2.4.3 above, the Receiving PFA shall electronically capture the signature and 10 fingerprint images of the RSA Holder.

2.4.5 The fingerprint images must meet the AFIS quality threshold as specified Section 1.7 in the Guidelines for Registration of Contributors/Members issued by the Commission.

2.4.6 The Receiving PFA shall electronically forward the RSA transfer form and fingerprint images captured in 2.4.4 above to RTCM.

2.4.7 Notwithstanding 2.4.4 above, where an employee has between 1 and 5 AFIS quality fingerprint images, he/she shall be deemed to be Partial Physically Challenged.

2.4.8 Where an employee does not have the 10 fingers or any AFIS compliant fingerprint image, he/she shall be deemed to be Complete Physically Challenged.

2.4.9 The Receiving PFA shall electronically forward the RSA transfer form and available fingerprint images captured in respect 2.4.7 above to RTCM.

- 2.4.10 Where the contributor is Complete Physically Challenged, the Receiving PFA shall electronically forward the RSA transfer form without any fingerprint images in respect of 2.4.8 above to RTCM.
- 2.4.11 Upon receipt of the transfer notification in 2.4.6 or 2.4.9 or 2.4.10 above, the RTCM shall validate the form for completeness.
- 2.4.12 Where 2.4.11 above is successful in relation to 2.4.4 above, RTCM shall forward the PIN, Surname, Fingerprint images and TPGA Code to the Registration Module of PAS for validation.
- 2.4.13 Where 2.4.11 above is successful in relation to 2.4.7 above, RTCM shall forward to RTCM available fingerprint images, PIN, Surname and TPGA Code for validation in the Partial Physically Challenged database.
- 2.4.14 Where 2.4.11 above is successful in relation to 2.4.8 above, RTCM shall forward the PIN, Surname and TPGA Code to the RM of PAS for validation in the Complete Physically Challenged database.
- 2.4.15 Where any of the validations in 2.4.11- 2.4.14 are not successful, RTCM shall forward error message(s) to the RPFA indicating reason(s) for failure.
- 2.4.16 The Receiving PFA, upon receipt of the error message(s) in 2.4.15 above from the RTCM, shall within two (2) working days, notify the RSA Holder of the reasons for the rejection of the RSA transfer request. Failure to provide notification to the RSA Holder shall attract sanctions as specified in 5.0 below.
- 2.4.17 Where the validations in 2.4.11-2.4.14 above are successful, RM of PAS shall send a success notification to RTCM. RTCM shall within two (2)

working days from the date of receipt of the transfer request determine the ETD and electronically communicate both the ETD and provisional approval to both Receiving and Transferring PFAs and request the TPFA to forward the transaction history.

2.4.18 Following the receipt of the electronic message in 2.4.17 above, the Transferring PFA shall take the following steps:

- i) On the ETD, the Transferring PFA shall move the balance in the RSA to the TSA and determine period of outstanding contributions if any. Failure to move RSA balance to the TSA shall attract sanctions in line with 5.0 below.
- ii) Within the first two (2) working days after ETD, electronically forward to RTCM, detailed transactions of contributions contained in the RSA(s) to be transferred including the balance(s) thereon, from inception up to ETD in a format to be prescribed by the Commission from time to time.
- iii) Further to (ii) above, the TPFA shall electronically forward to RTCM a retiree's detailed statements of monthly pension payments from the effective date of Programmed Withdrawal Agreement and the balance on the RSA as at ETD.
- iv) Issue an RSA statement to the RSA Holder for the last quarter ending at the ETD not later than five (5) working days after the final ETD.

Failure to issue RSA statement to the RSA Holder shall attract sanctions as specified in 5.0 below.

- 2.4.19 Further to 2.4.18 above, failure to forward detailed RSA transaction history, timely and accurate information to RTCM shall attract sanctions in line with 5.0 below.
- 2.4.20 Further to 2.4.17 above, the Receiving PFA shall take the following steps:
- i. Notify the incoming RSA Holder of the approval and ETD within two (2) working days and copy the employer in case of a contributor. Failure to notify RSA Holder of the approval/decline shall attract sanctions as specified in 5.0 below.
 - ii. In the notification (i) above, the Receiving PFA shall indicate its account details into which contributions must be remitted and the month from which such contributions must begin.
- 2.4.21 Further to 2.4.18 (ii) above, where the Transferring PFA fails to send the transaction history, RTCM shall adjust the ETD to the next quarter, generate penalty for the Transferring PFA for non-submission and notify both the Transferring and Receiving PFAs of the pending transaction and new ETD.
- 2.4.22 If the transaction history forwarded is incomplete, the RTCM shall send error messages indicating reason for failure to both the Transferring PFA and Receiving PFA and compute penalty against the Transferring PFA.
- 2.4.23 Where the RTCM validation of the Transaction History forwarded in 2.4.18 (ii) above is successful, RTCM shall on the 3rd working day after the ETD, collate all approved transfer requests on a PFA by PFA basis and generate the Net Transfer Positions+(NTP) Report. This report shall be sent to all affected PFAs and their PFCs indicating the debit/credit net transfer position of each PFA.

- 2.4.24 PFAs have two (2) working days within which to notify RTCM of any error in NTP computation advised in 2.4.23 above.
- 2.4.25 Where RTCM receives error notification of NTP reports from PFAs, it shall within one (1) working day issue a notice to all affected PFAs indicating that it received error notification(s) and shall within two (2) working days of such receipt, collate all such error notifications, effect necessary corrections and forward a Final NTP report to each PFA and its PFC.
- 2.4.26 RTCM shall forward the payment notification/demand notice of the Final NTP in 2.4.25 above to the affected PFAs and PFCs and shall expose the Transaction History to the Receiving PFA and indicate Final ETD.
- 2.4.27 RTCM shall notify the RM of PAS to update the RSA Holders PFA on its database to reflect the Receiving PFAs Name & Code and ETD.
- 2.4.28 Upon receipt of the Final NTP report, the PFCs who PFA have debit NTPs against another PFA shall, within one (1) working day remit the exact debit amounts to the beneficiary PFAs through their PFCs. Failure to remit the exact debit amounts to the beneficiary PFAs through their PFCs shall attract sanctions as specified in 5.0 below.
- 2.4.29 The Transferring PFC shall advise RTCM and its PFA, within one (1) working day of effecting the transfer. Failure to advise RTCM and its PFA of effecting transfer shall attract sanctions as specified in 5.0 below.
- 2.4.30 The Receiving PFC shall also within one (1) working day confirm to RTCM the receipt of the funds mentioned in 2.4.26 above. Failure to confirm to the RTCM the receipt of funds shall attract sanctions as specified in 5.0 below.

- 2.4.31 The Receiving PFA shall acknowledge receipt of transfer value from the Transferring PFA and notify RTCM within one (1) working day of receipt accordingly. Failure to acknowledge receipt of transfer value from the Transferring PFA and send notification to RTCM shall attract sanctions as specified in 5.0 below.
- 2.4.32 Upon completion of the transfer process, the Receiving PFA shall notify the RSA Holder of the transfer value received within two (2) working days. Failure to notify the RSA Holder of the transfer value received shall attract sanctions as specified in 5.0 below.
- 2.4.33 Notwithstanding 2.4.7 and 2.4.8 above, where a contributor was registered without any physical challenge but currently has a physical challenge and wishes to transfer his/her RSA, the contributor shall be required to first update his/her status through the update sub-module of PAS as outlined in 4.4 of the Guidelines for Registration of Contributors/Members, before the process of transfer request can commence as outlined in 2.4.1 to 2.4.31 above.

SECTION 3: ACCOUNTING ENTRIES

3.1 Accounting Entries by PFAs

- 3.1.1 The Transferring PFA shall debit the RSA Holder's account with the outstanding balance after ensuring that all statutory charges have been made and thereafter credit the TSA.
- 3.1.2 Upon receipt of the final NTP report, the Transferring PFA shall debit the TSA and credit the Receiving PFA's contribution account.
- 3.1.3 Where the Transferring PFA receives any outstanding contribution with respect to an already transferred RSA after ETD, the following accounting entries should be done;

- i. The Transferring PFA shall debit (Dr.) Contribution Bank Account (TPFA) and credit (Cr.) Employer's Account.
- ii. The Transferring PFA shall debit (Dr.) Employer's Account and credit (Cr.) RSA Fund Account.
- iii. The Transferring PFA shall debit (Dr.) Transfer Suspense Account (TSA) and credit (Cr.) Contribution Bank Account (TPFA).
- iv. The Transferring PFA shall debit (Dr.) Contribution Bank Account and credit (Cr.) Contribution Bank Account (RPFA).

3.2 Accounting Entries by PFCs

- 3.2.1 The Transferring PFC shall debit the RSA Fund Account and credit the TSA with the outstanding balance, after ensuring that all statutory charges have been made.
- 3.2.2 Upon receiving the Final NTP report from the Transferring PFA and RTCM, the Transferring PFC shall debit the TSA and credit the Receiving PFA contribution account.
- 3.2.3 Where the Transferring PFC receives any outstanding contribution on behalf of a PFA with respect to an already transferred RSA after ETD, the following accounting entries should be done;
 - i. The Transferring PFC shall debit (Dr.) Contribution Bank Account (TPFA) and credit (Cr.) Employer's Account.
 - ii. The Transferring PFC shall debit (Dr.) Employer's Account and (Cr.) RSA Fund Account.
 - iii. The Transferring PFC shall debit (Dr.) Transfer Suspense Account (TSA) and credit (Cr.) Contribution Bank Account (TPFA).
 - iv. The Transferring PFC shall debit (Dr.) Contribution Bank Account and (Cr.) Contribution Bank Account (RPFA).

SECTION 4: POST TRANSFER EVENTS

4.1 The Transferring PFA and its PFC

4.1.1 Where the Transferring PFA receives any outstanding payment with respect to an already transferred RSA after the ETD, such Transferring PFA shall on the day of receipt of notification from its PFC of such payment, move the said amount to the TSA.

4.1.2 Further to 4.1.1 above, the Transferring PFA shall within one (1) working day advise its PFC to remit the payments received to the Receiving PFA and notify RTCM.

4.1.3 Upon receiving the advice in 4.1.2 above, the Transferring PFC shall remit the above payments to the Receiving PFA within one (1) working day and notify the RTCM.

4.2 Treatment of Incorrect NTP Remittance(s)

4.3.1 RTCM shall within two (2) working days of noting an incorrect remittance by a PFA, penalize the PFA as specified in 5.0 below and advise such PFA to remit the correct amount or the balance thereon.

4.3.2 The PFA shall within two (2) working days of receipt of the advice in 4.3.1 above, effect payment of the outstanding balance and the penalty through its PFC.

4.3 Treatment of re-submitted RSA transaction history

Where an RSA Holder disputes the RSA balance transferred to the Receiving PFA, the affected RSA Holder shall lodge a formal complaint to the Commission or the Receiving PFA.

4.3.2 Pursuant to 4.3.1 above, when a valid complaint by an RSA Holder has been established by the Commission against a Transferring PFA, such PFA shall be sanctioned as specified in 5.0 below. The PFA shall also be required to submit a revised RSA transaction history on behalf of the RSA Holder.

4.3.3 On receipt of the revised RSA transaction history, the RTCM shall re-compute the balance due on the RSA as at the ETD, deduct the amount earlier sent to the Receiving PFA and advise the Transferring PFA of the balance to be remitted to the Receiving PFA.

SECTION 5: SANCTIONS AND PENALTIES

5.1 The Commission's Sanctions Regime (Item 13) recommends that the minimum customer service compliance standard for PFAs is that they provide customer service support to RSA Holders including access to account balances and statement on demand. A violation of this attracts a monetary penalty of ₦100,000.00 per Retirement Savings Account and ₦10,000.00 for every month of violation.

Additionally, PFAs shall pay a monetary penalty of ₦100,000.00 for violation of each of the following transfer processes per RSA:

- i) Failure by the Receiving PFA to notify an RSA Holder of a transfer approval.
- ii) Failure by Receiving PFA to notify an RSA Holder of the rejection of a transfer request and reasons for the rejection.
- iii) Failure by Transferring PFA to issue a final RSA statement to an RSA Holder for the last quarter ending at the ETD.
- iv) Failure by the Transferring PFA to recapture information of an RSA Holder registered on CRS who's request for the transfer of his/her RSA has been rejected by the RTCM because he/she has not been migrated to PAS database.

- v) Failure by the Transferring PFA to accede to the request of an RSA Holder who had registered as non-physically challenged on PAS but is currently physically challenged to update his/her records when RTCM declines the transfer request due to non-availability of fingerprint image(s) on PAS.
- vi) Failure by Receiving PFA to notify an RSA Holder of transfer value received from Transferring PFA.
- vii) Failure by Receiving PFA to obtain directly from RSA Holders, relevant documents required for proper maintenance of an RSA.

5.2 The Commission's Sanctions Regime (item 19) recommends that PFAs that do not grant free access to information at all times shall pay an initial fine of ₦200,000.00 per Retirement Savings Account and ₦100,000.00 each day where the offence continues.

Additionally, PFAs will pay a monetary penalty of ₦200,000.00 for violation of each of the following transfer processes per RSA:

- i) Failure by transferring PFA to move RSA balance to TSA and advise the RTCM.
- ii) Failure by transferring PFA to send accurate detailed transaction history to RTCM.
- iii) Failure by both Transferring and Receiving PFAs to confirm accuracy of NTP advised by RTCM.
- iv) Failure by Transferring PFA to remit exact debit amounts to the beneficiary PFAs through their PFCs and advise the RTCM.
- v) Failure by Transferring PFC to advise the RTCM and Transferring PFA of transfers effected.
- vi) Failure by Receiving PFC to confirm receipt of funds to the RTCM.
- vii) Failure by Receiving PFA to acknowledge receipt of transfer value and notify the RTCM.

- viii) Failure by Receiving PFA to sight, cross check and authenticate all originals and photocopies of documents required for the submission of an RSA transfer form.

The Table Below Shows a Summary of the Sanctions and Penalties with the Timelines.

S/NO	ITEM	TIME LINE	SANCTION	PARTIES LIABLE
1	Failure by Transferring PFA to move RSA balance to TSA and advise RTCM	On ETD	₦200,000.00 per RSA and ₦100,000.00 each day where the offence continues	Transferring PFA
2	Failure by Transferring PFA to send accurate detailed transaction history to RTCM	Within the first two (2) working days after ETD	₦200,000.00 per RSA and ₦100,000.00 each day where the offence continues	Transferring PFA
3	Failure by both Transferring PFA and Receiving PFA to confirm accuracy of NTP advised by RTCM	Not later than two (2) working days after receipt of NTP report from RTCM	₦200,000.00 per RSA and ₦100,000.00 each day where the offence continues	Transferring PFA and Receiving PFA
4	Failure by Transferring PFA to remit exact debit amounts to the beneficiary PFA through its PFC and advise RTCM	One (1) working day after receipt of final NTP report from RSA Transfer Clearing Module	₦200,000.00 per RSA and ₦100,000.00 each day where the offence continues	Transferring PFA
5	Failure by Transferring PFC to advise RTCM and Transferring PFA of transfers effected	One (1) working day after remitting exact debit amount	₦200,000.00 per RSA and ₦100,000.00 each day where the offence continues	Transferring PFC
6	Failure by Receiving PFC to confirm receipt of funds to RTCM	One (1) working day after receipt of funds	₦200,000.00 per RSA and ₦100,000.00 each day where the offence continues	Receiving PFC
7	Failure by Receiving PFA to acknowledge receipt of transfer value and notify RTCM	One (1) working day after receipt of funds	₦200,000.00 per RSA and ₦100,000.00 each day where the offence continues	Receiving PFA

SECTION 6: REVIEW AND ENQUIRIES

6.1 Review

6.1.1 This Regulations shall be reviewed in line with prevailing conditions as and when the need arises.

6.2 Enquiries

6.2.1 All enquiries regarding the contents of this Regulations should be forwarded to the Director General, National Pension Commission.