

FOR IMMEDIATE RELEASE

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GIPF Launches 4x4 “Pension on Wheels” Mobile Office Truck

The Government Institutions Pension Fund (GIPF) is pleased to announce the launch of its 4x4 “Pension on Wheels” Truck. This truck is a fully fledged mobile office, equipped to withstand harsh road conditions. It will be operated by regional client service consultants on a rotational basis, who will be responsible for handling all benefits enquiries pertaining to claims, rules, and procedures. This initiative emanates from GIPF members having to travel long hours from remote areas to access GIPF services

The consultants will also be providing member statements (Income and Benefit statements, advice, coaching and support). They will also be able to assist in the collection of claims and documents..

“On 14 August 2013, the GIPF launched the first 'Pension on Wheels' mobile office, a customised van, which was intended to extend the Fund’s national reach to members in remote areas, however the Fund later realised that there are certain areas a van cannot access due to the harsh road conditions, to reach members in remote areas. This motivated the Fund to acquire the new 4x4 “Pension on Wheels” mobile office Truck: said David Nuyoma, GIPF CEO and Principal Officer.

At present, the GIPF has eleven (11) regional offices situated in Gobabis, Ondangwa, Oshakati, Otjiwarongo, Rundu, Katima Mulilo, Keetmanshoop, Eenhana, Outapi, Swakopmund, the Head office in Windhoek and a satellite office at B1 City in Windhoek. “Our National footprint is not adequate given the geographical spread of our membership base and this leaves many members and beneficiaries travelling long

distances for services at our offices. This 4x4 truck will now close that gap and will take GIPF services to the members in remote areas of Namibia”, noted Nuyoma.

The benefits of the truck are as follows:

- The truck is a 4x4 drive, which enables the truck to access remote areas,
- It's bigger in size and thus can accommodate more client service consultants to assist members;
- There is seating space on the truck for pensioners who will be assisted.

To further augment the Funds efforts to improve Stakeholder engagement, GIPF will enhance its outreach programme using the Fund's social media platforms, the GIPF member portal on the website, broadcast and print media.

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