



MEMBER SERVICE CHARTER

Our commitment to you



GIPF

Government Institutions
Pension Fund

To guard, and to grow.





GIPF

Government Institutions
Pension Fund

Mandate

The objective of the Government Institutions Pension Fund (GIPF) is to provide retirement and ancillary benefits to its members and their dependents.

Vision

To be a Member Focused and Globally Leading Pension Fund.

Mission

To safeguard and grow the Fund for the benefit of our Members and their beneficiaries.

Core Values

Teamwork

We will work together as a team in support of one another in fulfilment of our mandate.

Service Excellence

We will strive to deliver a positive and professional member experience in an efficient manner.

Integrity

We will always be honest, fair, transparent, ethical and trustworthy in everything we do.

Care

We will be empathetic in our interactions with our members and responsive to their needs.





GIPF

Government Institutions
Pension Fund

Executive Summary

The Government Institutions Pension Fund (GIPF) strives to improve service delivery to its members and in keeping with its vision; the Fund has instituted a Member Service Charter.

The Charter is GIPF's service commitment to you, our members. Through it, we pledge to deliver exceptional service at all times and in line with our core values of – *Service Excellence, Integrity, Teamwork & Care.*

The Charter does not purport to be a comprehensive text nor a substitution to the Rules of the Fund, applicable Pension Fund Act Legislation and the regulations issued under the rules and the Act or any amendments. It is neither a substitute for the professional advice you may need from our Client Services Consultants.



Our Pledge

We Pledge to serve you guided by the following service pillars:

Integrity

We will serve you in an honest, fair, transparent and trust worthy manner.

Service Excellence

- We will identify ourselves clearly.
- We will serve you in a friendly, respectful and professional manner.
- We will provide you with the highest quality of service that is right, fast and humane.
- Whenever possible, we will assist you in a language that you can understand.

Accountability

- All our services are provided in compliance with the Rules of the Fund, relevant laws and regulations i.e. Pension Fund Act, Income Tax Act, etc.
- We will explain and help you understand the pension benefits and services that you are entitled to, how they work, and the risks involved.

Confidentiality

We will treat all information as private and confidential.

Communication

We will keep in regular contact and communicate with you through the various appropriate channels.

We aim for first contact resolution and pledge to attend to your enquiries fairly, consistently and promptly

Telephone
Email
General Correspondence

Immediately
Respond within 2 working days
Respond within 5 working days

We pledge to pay your pension benefits upon receipt of a correct and complete benefit claim as within the following timelines:

Funeral Benefit
Resignation Benefit
Retirement Benefit
Ill health & Disability Benefit
Death before Retirement
Death after Retirement

24 Hours
25 working days
25 working days
30 working days
12 months
30 working days



GIPF

Government Institutions
Pension Fund



Our Expectations

As a member of the Fund, you can assist us by:

- ▶ Familiarising yourself with the Rules of your Fund.
- ▶ Ensuring that you update your personal details with the Fund regularly.
- ▶ Verifying your existence with the Fund on a regular basis, as and when required.
- ▶ Updating your beneficiary nomination form on an annual basis. If you do not have one, please complete and submit to your HR office.
- ▶ Ensure that the details on your children's full birth certificate are complete and accurate.
- ▶ Submitting your benefit claim timely, accurately and by providing the Fund with all relevant and correct documentation and information.
- ▶ Having the main member and or Beneficiaries details ready when contacting the Fund.
- ▶ Informing the Fund when you are happy or unhappy with our service delivery.
- ▶ Rating our service delivery and giving suggestions on how we can serve you better.

Engage & Contact us

We value your suggestions, compliments and complaints:

Mail:	PO Box 23500, Windhoek, Namibia
Telephone:	+264 61 205 1000
Fax:	+264 61 205 1232
Email:	info@gipf.com.na
Website:	www.gipf.com.na

Mariental	(083) 724 7650/1	mariental@gipf.com.na
Gobabis	(062) 564 098	gobabis@gipf.com.na
Katima Mulilo	(066) 254 589/223	katimamulilo@gipf.com.na
Keetmanshoop	(081) 950 6604/5/6/7	keetmanshoop@gipf.com.na
Ondangwa	(065) 241 381/2	ondangwa@gipf.com.na
Oshakati	(065) 220 587/42	oshakati@gipf.com.na
Outapi	(065) 202 001/2/3	outapi@gipf.com.na
Rundu	(066) 256 820	rundu@gipf.com.na
Swakopmund	(064) 461 735/42	swakopmund@gipf.com.na
Eenhana	(065) 263 846/865	eenhana@gipf.com.na
Otjiwarongo	(067) 307 078/9	otjiwarongo@gipf.com.na
Nkurenkuru	(066) 258 006	nkurenkuru@gipf.com.na
Opuwo	(065) 277 038/039	opuwo@gipf.com.na
Grootfontein	(067) 240 491/641	grootfontein@gipf.com.na



GIPF

Government Institutions
Pension Fund

To guard, and to grow.

GIPF Pension Benefits

As a defined benefits pension fund, we provide the following guaranteed pension benefits to our members:



Normal Retirement



Early Retirement



Resignation/Dismissal



Retrenchment



Disability Benefit



Ill-health Retirement



Death Benefits



Funeral Benefits

FOLLOW US ON SOCIAL MEDIA



FACEBOOK

Government Institutions Pension Fund - GIPF



INSTAGRAM

@gipf_namibia



YOUTUBE

Government Institutions Pension Fund Namibia



TWITTER

@GipfN



Linkedin

Government Institutions Pension Fund Namibia



GIPF

Government Institutions
Pension Fund

To guard, and to grow.



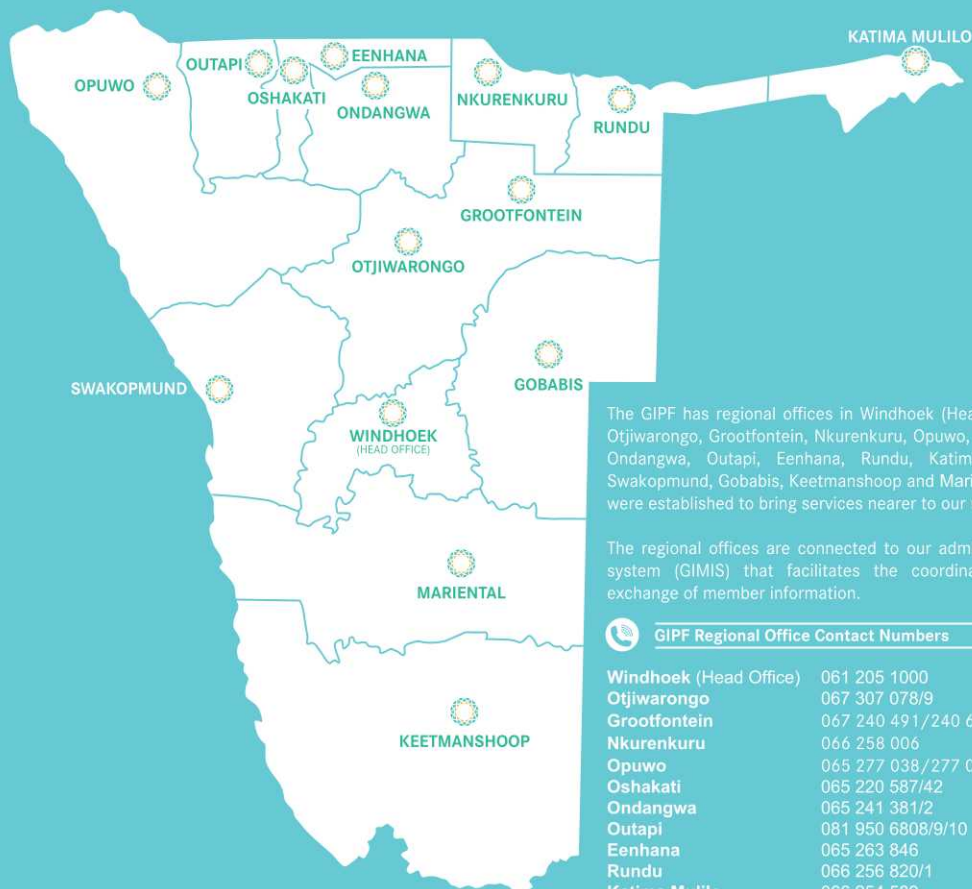
GIPF

Government Institutions
Pension Fund

To guard, and to grow.



Regional Offices



The GIPF has regional offices in Windhoek (Head Office), Otjiwarongo, Grootfontein, Nkurenkuru, Opuwo, Oshakati, Ondangwa, Outapi, Eenhana, Rundu, Katima Mulilo, Swakopmund, Gobabis, Keetmanshoop and Mariental that were established to bring services nearer to our members.

The regional offices are connected to our administration system (GIMIS) that facilitates the coordination and exchange of member information.



GIPF Regional Office Contact Numbers

Windhoek (Head Office)	061 205 1000
Otjiwarongo	067 307 078/9
Grootfontein	067 240 491/240 641
Nkurenkuru	066 258 006
Opuwo	065 277 038/277 039
Oshakati	065 220 587/42
Ondangwa	065 241 381/2
Outapi	081 950 6808/9/10
Eenhana	065 263 846
Rundu	066 256 820/1
Katima Mulilo	066 254 589
Swakopmund	064 461 735
Gobabis	062 564 098
Keetmanshoop	081 950 6604/5/6/7
Mariental	083 724 7650/1



www.gipf.com.na



GIPF House,
Corner of Dr Kenneth David Kaunda
& Goethe Streets, Windhoek
PO Box 23500
Windhoek, Namibia

Tel: +264 61 205 1000
Fax: +264 61 205 1232
Email: info@gipf.com.na
Website: www.gipf.com.na

