Acronyms

- CPS- Contributory Pension Scheme
- MPS- Micropension Scheme
- AVC- Additional Voluntary Contribution
- CW- Contingent Withdrawal
- RB- Retirement Benefit
- RTS- RSA Transfer System
- ETD- Effective Transfer date
- CRA- Contribution reconcialiation
- TCF- Transaction Contribution Fund

Data management Unit

This Unit manage Client details on the database e.g personal data, next of kin, employer, employer code...etc

SubUnits:

Onboarding Unit- they're in charge of rsa pin/empoloyer code creation and Temporary Pin generation etc.

So, personal info is collected by the unit, rsa pin is assigned to personal info, PENCOM takes the RSA pin and gives a temporary PIN, unitl the verification completed and the permanent one is given.

Client management Unit- they're in charge of personal info update e.g name change, employer change, information correction, general data recapture, etc

Investment admin Unit

MPS & Retiree go to ZPC.

ZPC & UPC go to Contribution.

Multifund Structure:

Active is Fund 1,2,3,6.

Retiree is fund 4.

Informal/Micropension(pettytraders etc) is fund 5.

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- CRA takes in alll money except remittance.
- Any unprocessed money goes to CRA(fully unprocessed +partially credited).
- Transaction date is the date you make the payment.
- Value date is the date we got value for the money that got in.
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- EPPCOS is the common employers payment platform.
- Cashid is the unique identifier linking CTS to statement.
- CashID to ScheduleId relationship can either be 1 to 1 or 1 to many but not vise versa...Which could be due to 1. the multiple period/months employer is scheluing for 2. AVC and CPS being processed at the same time.
- ECRS is the portal where all pins and pfa are hosted.
- Threshould/variance is 1kobo to 1,000naira for the two sheets compared.
- The CTS system assigns based CashID to processors not schedule ID.
- There are 22 processors and authorizers currently, 11 authorizers.
- After assigning the cashID, the processor assigns to authorizer to second step verification before then sends it back to the processor to Queue the Contibution, before it finally gets posted.
- RL are transactions reconciled manually and RC are system automated...
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- In government/public systems, the IPPIS number is used to resolve same-name issues.
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- The Clients ledger is the final destintion of the posting process.
- Anything that concerns Contribution, ultimately affects the Client's ledger.
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- Every report has it's dependency on data from BD.
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- Amount paid and amount outstanding are the unique identifiers in the bank statement and unprocessed money.

Contribution Processing UNit

Micropension runs this 40contingent60fixed rule, meaning, you only have access to 40% of your money prior to retirement, but the 60% is kept for retirement.

Reports required by MPS from Data team are around internal processes(static) or regulatory processes(Adhoc).

Ultimately, two things represent value to the business especially aroudn transfer Window; Clients and Money.

Refund/Reconciliation

Refund of monies paid to wrong PFA must be sent to the right PFA by the wrong PFA.

Refund of monies paid to right PFA after employement contract ended, must be refunded to the employer.

Fund administration app- Microsoft BC

Portfolio management app- Deluxe

SAP BI

This app is flexible enough and it also assist users with the ability to drag and drop.

Note: Data stored in ARM database is case sensitive.

Transfer Window: This describes the process involved when a client move from one PFA to to another.

PFA: means Pension Fund Adiministrator

RSAP: Retirement Savings Account Point

One should be familiar with ARM divisions which are mentioned below

1. Pension

2. Investment

3. Security

4. Trusttees

5. Mixta

Project Used Cases

Frame Work

1. Business decision & Analysis

2. Data & Information

3. Technology & Infrastructure

4. Process and Integaration

5. Organization

Understand Data Development/Data Governance

Tools

-Power Platform

-Power Applicatioin

-Power Automate

Data Team

-Data Engineer

-Data Analyst

-Data Governance

-Data Scientist

-Data Consumers

Understand the Business Development(BD) process

PFA Pension Fund Administrator

Transfer window would allow you to leave one PFA to another PFA of your choice

Up coming use Cases

-Performance Dashboard

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Pensions Achitecture

All pensions are dosited into the contribution account. These funds are then funded into the respectively client account according to their schedule.

Deluxe handles investment

The ARM process was been carried out on Navigation 2017 before now. Now, all processes have been shifted to Microsoft 365 Business Central.

ARM gets data from the Repo-DB. Even when all Processes have been moved to Business Central, the repo-DB would still be kept inplace. this in a way increases ARM data sources. BC will be one of ARM data sources for Critical Reports.

Note: The data structure has changed. which means we are going to change our table names and also may have to edit an existing script. This is an opportunity for all in the data team to learn and improve on our skills.

All ARM data sources are from the report server.

Project Demo

For any project, always have a dedicated data table. ARM has a standard documentation to guide in creating analytic reports.

-ARM recommends Star Schema because it is well optimized.

-Ensure your DAX query is well formated for easy readability.

-Avoid using '/' to prevent Zero error. Use function instead of "nested if"

* Standard Operation Principle* (find out)

Documentation

1. Ovaledge: This will be use for our documentation going forward. although we have have other tools as stated below

2. Trello

3. Confluence

SQL Server

We make use of Microsoft SQL Server Management Studio(MSSMS)

Please Note the ID as "s-hq-datafarm" for the server

In the database we have tables

In the table we have views

the schema is denoted by "dbo"

When you are trying to make a view you need to create your documentation alongside.

it is recommended that all transformation be done on SQl

It is also encourage that CTEs is use for easy reability

CX Reporting

For must of our Power BI solution, Sharepoint is the backend. And this Sharepoint feeds from about 4-5 sharepoint list

Session with the Data Managment Unit(DMU)

DMU ensure that all clients details are stored on ARM database

Subdivion of the Unit

1. client Ralation/Client Management

2. Onboarding Team

Procedure:

Onboarding Team;

- RSA/Pin generation

- Evidence of tax

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PENCOM generates the pin after receiving every necessary documents

Client Mangement;

They deal with updating of clients records has stated below

-Payment update

-change of names

- change of organizatin

- Data recapture of clients

So, there are 3 systems in this unit all together as stated below

-Onboarding

-Data recapture

-

Transfer Window: This is in place incase a client is not satisfy with services being provided by his PFA

Challenges

* Data Migration

Session with Investment Admin

The precesses that occur in this unit are

- Contribution

- Processing

- Transfer window

- Refund

Bank Statement: Monitors all inflows in a clients account

The employer gets the code for payment. The employer pays to UPCL or ZPCL being the major costodian. For each of these costodians,all of their inflow go into a contribution/collection account.

Investment Accounts: These are fund type account

Multifund Structure: All Clients Pay on pay on one fund untill the multifund structure was introduced.

Fund Types

1. Fund 1

2. Fund 2 -once a client is been onboarded

3. Fund 3 - for client above 50 years

4. Fund 4 - Retiree fund

5. Fund 5 - informal fund

Contribution Account: In the this account, no interest is being yielded on money deposited.

The funds inside the contribution account is are moved into the CRA account.

CRA - Contribution Reconciliation Account

CRA Interest - This is the interest on the total contribution

All Client get return on their account according to their Schedule. clients Schedule will be submitted at the point of fund deposit by the Employer.

Value Date/Effective Date/Cost Date: this is the day we get value for the fund

Contribution Processing

Once an employer make a remittance, they share the schedule along with the payment. The costodian convert the schedule to CSV/CTS. inside the CTS there is a cash ID, the cash Id is a unique identifier on the back statement.

Note:

-One cash ID can be tied to several schedule ID for an amount remitted

-When you have multipurpose schedule it means that there are multiple periods that the employer is remitting for or the employer is processing for AVC and CPS

-There are scenerio when one cash ID can be tied to several schedule ID

Note: Unprocessed money + Interest goes into the CRA account

Contribution Account Type

1. Mandatory account

2. Recovery account

The system assign base on cash id. After assigning the processor then processes according to schedule

BC Report

Every report have a dependency on the initial static data.

The reports are as mentioned below

1. Contribution processing report

2. Reconciliation report

3. Investment report

The Processor processes clients details and send to the Authorizer for review. Then the Authorizer sends to the detail.

CUSTOMER EXPERIENCEE(CX)

The customer journey is captured in the different stages below;

1. Awareness: Getting to know about ARM

2. Acquisition: Proceeding to open an account

3. Remittance Management: Making deposit into your account. Your employer deduct 8% from BHT

4. Account Maintenance: Account upgrade, personal update of information

5. Mass Market

For Awareness, the biggest key player is MCC

interms of Acquistion the key player is also MCC

ECRX

Zenith costodian- is use for Retirees

UBA costodian- use for Active clients

EPCOS:is powered by NIPPS can setup payment but ARM doesn't

Requirements

1. 25% Private & Public: if you are out of job you can take 25% of you money

2. Enbloc: Private & public

3. Lumpsum/programmed withdrawal - private & public

4. Lumpsum/Annunity- private & public

5. Voluntary Contributions

6. Annuity Transfer

7. Deceased Benefit: Private & Public

8. Pre-scheme

9. Foreigners Relocating

10.RSA mortgage

CX Score: This is use to measure service

The major report CX require from data is how clientThe major report CX require form the data team is how well client adopt ARM digital platforms. They would also want to know which staff subscribe a certain customer.

The Processor processes clients details and send to the Authorizer for review. The Authorizer then send the processed documents to the portal for automated processing.

Note: Partially credited and incomplete processed transaction form unprocess money.

TRANSFER WINDOW & MICRO PENSION

Micro Pension/nformal sector: they remit their pension theirselves.

clients in the informal sector can move to the formal sector but clients in the formal sector can not move to the informal sector.

CPS - Contribution Pension Scheme

MPS - Micro Pension Scheme

Report required form the analytics teams are:

Regulatory report - Adhoc Report

Internal Report - Static

when you want to transfer to another PFA, your Profiling will be changed through data recapture

There are two transfer window

-Inflow

-Outflow

RTS Portal: use to initiate transfer window

Tranfer window starts at eh beginning of every mointh and stops at the end of the following third month e.g Dec 1st - Feb 28th.

ETD- Effective Transfer Date; this occur on the last day of every quarter

At (ETD+4) day every PFA go and pick the client from the tranfer window hub

REFUND

Refund withdrawal

TCF: Transition Contribution fund

Reports tied to Refund

1. Getting to know the amount of refund made monthly,e.t.c so as to be able to make insight out of it.

2. State reporting; This varies in term of format

3. Monthly report to PENCOM

4. Remittance pattern might be requested

BENEFIT

Benefit is the outflow process of the client payment when the client fianlly retirees or at instance when the client withdrawals 25% of his money.

Benefit Applications

1. 25% Lumpsum

2. Lumpsum and Annuity and Annuity Premium/PW Applications/Transfer window retirees/Pension Payrol computations

3. Enbloc Applications

4. RSA Mortgage

5. VC Applications

6. DB Applications: Death benefit application

RMAS - Risk Management & Analysis system

Major requiement before accessing benefits

1. Data recapture

2. Reconciled Positions of account

DMU Unit

-Onboarding

New Clients (to generate RSA)

EMPLOYER CODE - must be valid b4 creating RSA PIN

KYC docs valid

TPEN - (Created for clients who don't have RSA A/C) via API Integration on BC

- Client Mgt

SLA's are about 24hrs for updates & A/C opening.

Updates (Names, docs, Emp details)

Data Recapture. (Online/In-person) All hit BC, but require validation.

Data Recapture must preceed Transfer. (indicative of exit)

Transfer Window.

Ops - related.

INVESTMENT /ADMIN

Bank Statements - confirm the payment from bank and mark

CONTRIBUTION PROCESSING

TR

REFUND

Investment type is defined by Multi-fund structure

UPC - Collection Account /Contribution/Cash Inflow.

ZPC - (Retiree Investment A/c& Nps (Miceopensions))

All monies that come into Ctrib a/C.(which remains unprocessed) Moves into the CRA (To get interest - Contribution Reconciliation A/C)

Value date - the day cash comes to the business

Effective Date -

EMPLOYER Remit-> Custodian -> (gets schedule from employer) - >makes Cts - > sends to PFA - > process (CASHID Is unique for Sach statement)

CashId - Schedule ID (One to Many)

Same payment but for diff periods. (broken down by UPC)

Diff type of CashId for VC (voluntary contribution)

If a client has left One PFA and money is still remitted to them, (the PFA IS mandated to send contribution on behalf of their former PFA to

ECRS (Portal to validate employee PIN)

Contribution Type (Coded by numbers to know if it was MVC, Additional VC or recovery agent (if a company defaulted)).

System Assigns to agents (based on Cash ID) One employee can have more than one cash id.

Agents go to Reconciliation Correction (RC - auto-matched (Unmatched for some employer codes & CashId on statement) RL to be done manual.

If PIN match:

And name unmatched, then it gets flagged as RL and must be resolved manually by the assignee.

Send for review - > Authorizer (2nd Level check-> then sends to Contribution/back to reviewer . (processed using the fund price). To Contribution Upload (processor reviews finally for partially processed transactions (forms unprocessed monies) To Contribution Posting..

DISCOVER PIN Process for Contribution.

Transfer Window & Micro-Pensions

(Osas).

Payments can be made every time, after 3 months.. One can only withdraw 40% for contingencyCW, 60% retirementRB.

Payment > 5M is regulated and must be sent to pencom monthly.

> 4k in MPS (charge is N 80, below Is N40.

ContribuiListing Report. (

Hardly have Unprocessed monies.

DeclarativeReportBuilder (Enter Fields, SELF serve).

Business Dev/Business Support (are responsible for growth based on metrics)

BD does RSA Transfer on RTSystem during TR window.

CPU(Contributions Processing Unit /

Investment Admin) is responsible for Outgoing clients during TW.

ETD - Effective Transfer Date. (At the end of a Quarter, the no. Of people that would move). The Provisional Balance is calculated at the 1st date and uploaded to Pencom RTS portal. So the PFA receiving knows fairly how many clients & how much cash they are expecting at the end of the TRW.

At ETD +4 all pfas download their transfer in. (TR in should be better than TR out)

The portal calculates Net transfer Position and decides which PFA pays who. Based on Net gain or Net loss.

If a pin is found, then the

Client ledger. ** Main Table!

NOTES

Contribution Report

Management Report

Transfer Window Report

High Priority (Regulatory)

State Report

** Unprocessed Monies

**Partially Processed

** Bank Statement Report

-The timeliness are needed for the high priority issues.

Pemcom Mandates that PFAs unitise unprocessed cash.

By regulation, old members of PFA A whose Remittance still gets to PFA A are meant to have their cash paid back to PFA B within 24 hrs.

- EmployerOverpaid

Also, withdrawals based on Employers requesting refund.

TRANSACTIONCONTRIBFUNDAC.

Refund Withdrawals

Refund from CRA Account.

Reports x(Insights on 'where refunds go")

BENEFITS

Funds when on retires. Or RSA mortgage.

For RSA mortgage, one can fund 25% of their equity mortgage/down payment. from RSA. To pay the equity contribution for the property.

Client must be active (not yet to retire not 3yrs to >retire)

Vc's can

Active Contributions incomes are taxed ON the amt someone wants to access.

After 5 years.. Not taxable.

People can use their VC to reduce their taxes. But not >30% of their salary.

Process for Benefits start from CX - > Benefits - > Pemcom.

Approval Team & Payment team.

Payment must send to compliance

RMAS REPORT /PEMCOM REPORT.

CX

Awareness

Account Mgt

** Digital Adoption. (who pushed the customer to digital platforms, by region, etc)

Business Development comprises of Sales & CX, Business Support. Client Facing parts of the business. Responsible for Client Acquisition & Retention. (TW, Remittances & New Accounts are sources of Revenue)

3)Business Support (Subset of BD)

About 6 persons.

(Lanre, Subomi, Cynthia, Vanessa(Abj))

What the Units do:

- Strategy & Market Intelligence :(deciding direction of the team) finding out about the general market and business

opportunities.

- Performance Management:. (**), Near Realtime Analytics. (YTD) around Key metrics.

- Goals are around Automation of manual rpts with emphasis on Sales**.

- Technology & Automation : Make recommendations on tools to make work seamless.

CX has E-channels, branch reps,

Marketing & Corporate Comms works within the group.

P