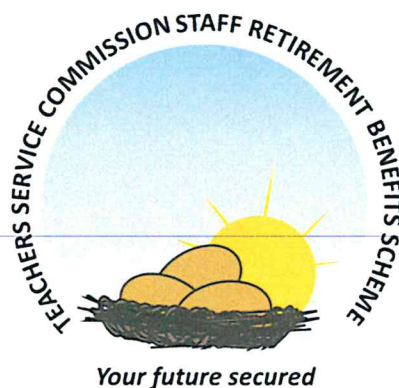


TSC STAFF RETIREMENT BENEFITS SCHEME



MEMBER COMMUNICATION POLICY

2024

VISION

An exceptional pension scheme offering comfort in retirement

MISSION

To ensure prudent utilization of Scheme Funds and provide timely benefits to members and their beneficiaries

CORE VALUES

- **Integrity**
 - **Equity and fairness**
 - **Respect for members**
 - **Accountability**
 - **Innovativeness**
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1.0 Introduction

The Teachers Service Commission Staff Retirement Benefits Scheme recognizes the importance of clear, timely, and transparent communication with its members. This Member Communication Policy establishes the framework for how the Scheme will communicate with its members, ensuring compliance with legal requirements, promoting engagement, and providing members with the information they need to make informed decisions about their retirement benefits.

2.0 Objectives

- To ensure that all communications with members are clear, accurate, and timely.
- To promote transparency and trust between the Scheme and its members.
- To ensure compliance with the Retirement Benefits (Good Governance Practices) Guidelines, 2018, and other relevant laws and regulations.
- To provide members with the information they need to make informed decisions about their benefits.

3.0 Scope

This policy applies to all communications between the Scheme service providers and its members, including written, electronic, and verbal communications. It covers information related to members' benefits, Scheme operations, policy changes, legal and regulatory updates, and other relevant matters.

4.0 Communication Principles

- **Clarity and Accuracy:** All communications shall be clear, concise, and accurate. Information should be presented in a manner that is easily understood by members, avoiding technical jargon and complex language.
- **Timeliness:** Information should be provided to members in a timely manner, ensuring that they have sufficient time to

consider and respond to any communications that require action.

- **Transparency:** The Scheme will maintain transparency in all communications, providing members with complete and honest information about their benefits, the Scheme's operations, and any changes that may affect them.
- **Accessibility:** The Scheme will ensure that all members have access to information, including those with disabilities or those who may require information in alternative formats.
- **Confidentiality:** All personal data and sensitive information communicated to members will be handled in accordance with the Data Protection Act 2019, ensuring the privacy and confidentiality of members' information.

5.0 Channels and Modes of Communication

5.1 Channels of Communication

The Scheme will communicate with members through email, social media, websites, telephone, mobile apps, and postal mail, as may be appropriate.

5.2 Modes of Communication

The scheme will adopt various modes of communication to ensure that information is shared with members both as individuals and as a group. This will include the newsletters, annual benefit statements, AGM and member education forums among others.

6.0 Types of Communication

6.1 Regular Updates

- **Annual Benefit Statements:** Members will receive an annual statement detailing their benefits, contributions, and any changes to their pension status.
- **Biannual Newsletters:** A biannual newsletter will be shared to members, providing updates on the Scheme's performance, market developments, and any relevant policy or regulatory changes.
- **Social media communications:** the scheme shall establish social media channels for communication to the members.

6.2 Event-Driven Communication

- **Policy Changes:** Members will be notified of any significant changes to the Scheme's policies or procedures, including amendments to the Trust Deed and Rules or changes in investment strategies.
- **Legal and Regulatory Updates:** The Scheme will communicate any changes in laws or regulations that may affect members' benefits or rights.
- **Crisis Communication:** In the event of a crisis, such as a data breach or significant market downturn, the Chairperson of the Board will provide timely updates to members, outlining the impact and the steps being taken to address the situation.

6.3 Member Engagement

- **Annual General Meetings (AGMs):** The Scheme will organize an AGM for all members, providing a forum for discussing the Scheme's performance, future plans, and addressing members' concerns.
- **Member education:** Regular member education will be organized to enhance members' understanding of their benefits, financial planning, and retirement options.

6.4 Digital Communication

- **Website:** The Scheme will maintain the website where members can access pertinent information and updates on Scheme and industry developments.
- **Member Portal:** The Scheme will maintain an online portal where members can access their account information, download statements, and communicate with the Scheme.
- **Email Notifications:** Members will receive regular email updates, including notifications of upcoming events, changes to their benefits, or other important information. Other modes of communication will be introduced by the Trustees, as may be necessary.

6.5 Feedback and Queries

- **Member Feedback Mechanism:** A formal feedback mechanism will be in place, allowing members to provide

input on their experiences with the Scheme and suggest areas for improvement.

- **Handling Member Queries:** The Scheme will respond to all member queries within 7 working days, ensuring that members receive accurate and helpful responses to their questions.

7.0 Specific Commitments to Member Communication

7.1 Members Obligations, Rights and Responsibilities on Communication

The obligations, Rights and Responsibilities of the members in ensuring communication is enhanced in the scheme are;

- i. Attend all meetings organized by the Trustees.
- ii. Give feedback after any communication session for purposes of improvement.
- iii. Update and fill all the necessary scheme form from time to time as requested by the Trustees.
- iv. Review all the material shared for any meetings including AGM and member education sessions.
- v. Give feedback on the messages being communicated.
- vi. Acknowledging receipt of communication material or message passed to them. This includes presentation and various forms of member statements.
- vii. Seeking clarity on any form of communication that is not clear.
- viii. Updating of records in possession of the Trustees of the scheme. These may include but not limited to nomination forms, contact details and any information required by the Trustees.
- ix. Acting on advise provided by the Board of Trustees or from consultants and service providers appointed by the Trustees.

- x. They have a right to receive an invitation to any meeting organized by the Trustees for members.
- xi. A right to update member records and data.
- xii. They have a right to obtain all necessary information regarding the scheme.
- xiii. They have a right to receive member statement and information regarding the scheme.

7.2 Process of carrying out the Annual General Meeting (AGM)

As a way of ensuring predictability in the process of managing the AGM, the Trustees set out the following steps.

- i. Set up and conduct a pre-AGM meeting to review the reports and the message to be communicated at the AGM.
- ii. Prepare the notice and agenda for review by the Board Chairman and after approval circulate the same 14 days before the date of the AGM.
- iii. Conduct a meeting with the service providers i.e. the hotel, audio and visual media providers for alignment of the set up and running of the day.
- iv. On the date of the AGM, the standard presentations will be done in the following manner, but other relevant subjects can be included:
 - a. Reading of the Notice and Agenda of the meeting
 - b. Reading of Minutes from the previous AGM for noting by the members.
 - c. Presentation of the Chairman's Report

- d. Presentation of the Audited Accounts and Subsequent adoption
- e. Presentation of the Fund Managers' & Property Management reports
- f. Presentation of the Report of the Custodian
- g. Presentation of the Administration report
- h. Question and Answer
- i. Vote of thanks
- j. Closure of the meeting

7.3 Process of carrying out the Member Training/ Retirement Planning Seminars

The Board of Trustees shall carry out a minimum of one-member engagement session every year in pursuit of sharing information about the scheme and knowledge on various aspects. In accordance with the regulations. These engagements shall include but not limited to the following;

- a. Member days
- b. Member Education
- c. Retirement Planning Session

Trustees may organise members' days in as and when there would be a need to drive a scheme agenda for the benefit of the members. Trustees may use members' days to educate members on their rights, obligations, benefits calculation, and financial management.

Trustees shall determine the most appropriate and cost-effective means of conducting member education. This may be either physical or virtual depending on the cost and other prevailing circumstances. In addition, the Trustees shall consider the geographical spread of the membership, the ages, gender, special

programs by the employer and any other factors that can be used to segment the training session.

Trustees and administrator shall ensure that members are prepared adequately to cope with the changes associated with retirement.

Trustees and administrator in conjunction with the Sponsor shall arrange retirement planning seminars for members to address the following issues and aspects;

- a. The financial aspect of retirement planning
 - b. The psychological aspect
 - c. The social aspect and
 - d. The physiological issues, that can be encountered in retirement.
-

8.0 Compliance and Monitoring

8.1 Legal Compliance

- **Alignment with Laws:** All communications will follow the Retirement Benefits (Good Governance Practices) Guidelines, 2018, the Data Protection Act 2019, and other relevant legal frameworks.
- **Audit and Review:** Regular audits will be conducted to ensure that all communications meet the standards set out in this policy and comply with legal requirements.

8.2 Monitoring Effectiveness

- **Performance Metrics:** The Scheme will develop metrics to assess the effectiveness of its communications, including member satisfaction surveys, response rates to communications, and the uptake of digital communication tools.
- **Continuous Improvement:** The Scheme will regularly review and update its communication practices based on feedback from members and the results of performance metrics.

9.0 Confidentiality and Data Protection

- The Scheme will comply with the requirements of the Data Protection Policy while carrying out any member communication.

10.0 Review and Revision of Policy

This policy will be reviewed every three years or as required by changes in legal, regulatory, or business requirements. Any revisions shall be approved by the Board of Trustees.

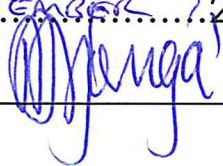
10.1 Adoption and Sign Off

This policy is adopted by the Teachers Service Commission Staff Retirement Benefits Scheme and is effective from the date of approval by the Board of Trustees.

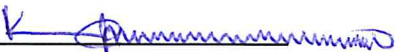
Signed by the Trustees of **Teachers Service Commission Staff**

Retirement Benefits Scheme on this 20TH day of SEPTEMBER, 2024

COMMISSIONER MBAGE NJUGUNA NG'ANG'A



MR. FRANKLIN KIPRONO CHOGE



MR. GEORGE MUNENE GICHONJO



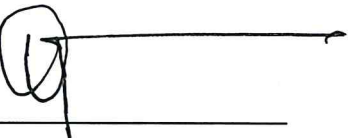
MS. JENNIFER WAITHIRA NDEGE



MS. ERICA KIPSOISOI RUTTO



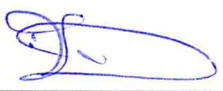
MR. GEORGE ONYANGO ODAWO



MR. SAMUEL MWENDA KITHINJI



MR. JOSHUA KITHUNU KAMANA



In the presence of the Trust Secretary

MRS. SALOME KARAMBURI MWITI

