



## CUSTOMER SERVICE CHARTER

At **Norrenberger Pensions**, our customers are at the heart of everything we do.

We are guided by our **Customer-First Values: Empathy, Accessibility, Accuracy, Timeliness, and Innovation.**

These values shape every interaction and define how we serve you.

### Our Commitments to You:

1. **Empathy** – We will listen actively, treat you with respect, and tailor solutions to your unique needs.
2. **Accessibility** – You can reach us through multiple convenient channels — walk-in branches, call centre, email, WhatsApp, mobile app, website, and social media — and we will attend to you promptly.
3. **Accuracy** – Every piece of information we provide will be correct, consistent, and transparent.
4. **Timeliness** – We will serve you within agreed timelines, including:
  - Branch service within **10 minutes** of arrival.
  - Complaint resolution within **24–72 hours**.
5. **Innovation** – We will use modern tools and technology to make your pension experience seamless and easy.

### Your Rights:

- To be treated with fairness, courtesy, and professionalism always.
- To receive clear and timely information about your account and benefits.
- To have your data protected under the **Nigeria Data Protection Regulation (NDPR)**.
- To receive timely updates and resolution for all service requests and complaints.

### Your Responsibilities:

- Provide accurate and complete documentation for your requests.
- Keep your personal and contact details updated.
- Use our official channels for service and complaint resolution.

### If You Have a Complaint:

- You may contact us through any official channel (phone, email, WhatsApp, or in-branch).

- You will receive acknowledgment within **24 hours** and regular updates until resolution.
- If your complaint is not resolved within the initial stage, we will escalate it and keep you informed at every step.

**Norrenberger Pensions, Retire Happier.**