

# Public Notice

## SSNIT celebrates Customer Service Week

As we celebrate the Customer Service Week, the Social Security and National Insurance Trust (SSNIT), wishes to express its profound appreciation to its Members, Clients and the public for their loyalty over the years.

This year, the SSNIT Mobile Service is being organised from **Monday, 3<sup>rd</sup> October to Friday, 7<sup>th</sup> October 2022** as part of activities to celebrate customers.

We also salute all our front-end staff for their role in making us the best public sector institution in service delivery in 2018 and 2020. Management is committed to ensuring that the service we offer is comparable to international standards. The Trust will continue to adopt the best technology and invest in staff development.

We remain committed to ensuring that our mandate of collecting contributions and paying pensions on a timely basis is fulfilled without any hindrance.

The Trust assures you, our cherished Members, Clients and the public of further improvement in the 10 working days average processing time for pensions, timely response to enquiries and easy-to-use alternative service delivery channels.

We reaffirm our dedication to continue this journey with you through the provision of excellent service. Walk to any SSNIT branch this week to have a feel of the customer experience we offer.

Without you, there will be no business.

We wish you a happy Customer Service Week.

SSNIT, we deliver on our promise.

**Issued by Management**