

# REJOINDER

## "SSNIT MUST BE SERIOUS"

The attention of the Social Security and National Insurance Trust (SSNIT), has been drawn to a letter published in your Tuesday, 30th June, 2015 edition, under the name and address; Abe Mensah, P.O. Box OS 01296, X'borg-Osu, Accra.

Unfortunately however, checks do not reveal any such name in our biometric database. We would be grateful if the said name calls on the Corporate Affairs Department for any assistance required.

Suffice to however point out that the Trust, through its branches, that registered our members, has been making telephone calls, text messages and e-mails to inform such customers of biometric cards which are ready for collection. The response has been fairly positive so far.

However, others, have either failed to collect their cards or its been extremely difficult to reach them due to wrong telephone numbers and unreliable addresses.

We are however using public notices, radio announcements, customer service clinics, the SSNIT Contact Centre, text messages, face-to face contacts, and establishment visits to alert our stakeholders, the availability of their cards for collection.

These notwithstanding, we still have biometric cards which have not been collected, whilst others admittedly are still being processed.

It would be recalled that on the **20th March, 2015 and 23rd March, 2015** editions of this same publisher and other newspapers, SSNIT advertised that effective **1st April, 2015**, after calling and keeping the cards for **four (4) weeks** at the Branches, all uncollected cards will be posted. Once a member or a pensioner gives a reliable Postal Address, there is really no cause for one to get alarmed even if it is posted after the **four (4) weeks**.

The advantage of trying Ghana Post is that, irrespective of the Post Office used to post the card, it will get to the desired destination provided the postal address given is correct. Our experience is that the card, in such cases, definitely reaches the member.

Further, after receiving the card anywhere in Ghana by post, the member will not have to go to the registration branch. The card could be activated at any SSNIT Branch.

We take the opportunity to inform all who have undergone biometric registration and have been alerted either through the telephone, text messaging or e-mail to kindly visit the Branch for collection. The cards will be posted if not collected after four (4) weeks after being called or registered.

