

Public Notice

11 DEC 2025

ANNUAL PENSIONER CERTIFICATE RENEWAL – EFFECTIVE APRIL 2026

The Social Security and National Insurance Trust (SSNIT) wishes to inform all pensioners that effective April 2026, a new Annual Pensioner Certificate Renewal Policy will be implemented.

Under this policy, all pensioners would be required to renew their Pensioner Certificate once every year, during their birth month to ensure uninterrupted payment of their monthly benefits.

This initiative forms part of SSNIT's commitment to enhancing the accuracy, security and integrity of pension payments. It ensures that all eligible pensioners receive their benefits, strengthens data validation processes and improves operational efficiency.

To make the renewal process simple and convenient, pensioners may use any of the following channels:

- SSNIT Mobile App: Facial verification
- SSNIT Virtual Branch
 - SSNIT Partner Banks (Co-locations)
- Any SSNIT Branch nationwide

To ensure that no pensioner is disadvantaged, SSNIT has made additional arrangements for individuals who may face challenges with the standard renewal process:

- Non-resident pensioners will renew using facial verification via the SSNIT Mobile App
- Pensioners with mobility challenges will receive assistance through home verification.
- Pensioners without access to digital platforms may visit any SSNIT branch.

Pensioners will receive reminders at least, one month before their birth month via SMS, email or other approved communication channels.

For further enquiries, pensioners may call the SSNIT Contact Centre on 0302 611 622, visit any branch, SSNIT co-location partner bank or use the Mobile App.

Issued by Management of SSNIT