

## Terms of Reference

<b>Post:</b>	Assistant Pension Officer
<b>Department:</b>	Pensions and Claims
<b>Division:</b>	Pensions and Administration & Technology
<b>Reporting:</b>	The Assistant Pension Officer will be reporting to Manager, Pensions & Claims.

### Main Responsibilities:

- Conduct quality checks of pension applicant information forms.
- Collect death information and verify death of members by contacting necessary sources and institutions.
- Carry out all necessary tasks to dispatch notification relevant to Pensions and Claims department.
- Monitor and follow up on notifications by contacting relevant personnel and institutions.
- Perform necessary checks and process statement of benefit submission forms received from different institutions.
- Check and process court requests for information.
- Update necessary documentation within the department.
- Attend to queries received in person, via phone calls or emails related to Pension and Claims department.
- Support additional functions of payouts and claims process area as needed.
- Attending to any other tasks assigned by the Manager of Pension and Claims department.

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