



Support to the State Social Protection Fund on the introduction of funded element within the insurance-pension system, establishment of non-state pension funds and development of legal framework for regulating their activity  
Twinning Project AZ/13/ENP/SO/24



## ANNEX 34

# Customers service functions and key processes

I.Upite  
Latvian expert 29.07.2015.



Gesellschaft für  
Versicherungswissenschaft  
und -gestaltung e.V.



# Main Functions of Customers service

## Registration

- Local offices register application
- Central office makes decision on participation

## Consultation

- Consultation for participants
- Consultation of local offices

## Account statement

- Information in account statement

# Main Functions of Customers service

## Information

- launch of the scheme
- asset manager

## Complains and applications

- On scheme`s operation
- On pension fund

# Main Functions of Customers service

## Examples of Information

PARAUS



Application for every potential participant



Overall and qualitative information on website

<http://www.manapensija.lv>

<http://www.vsaa.lv>



Brochures and other materials



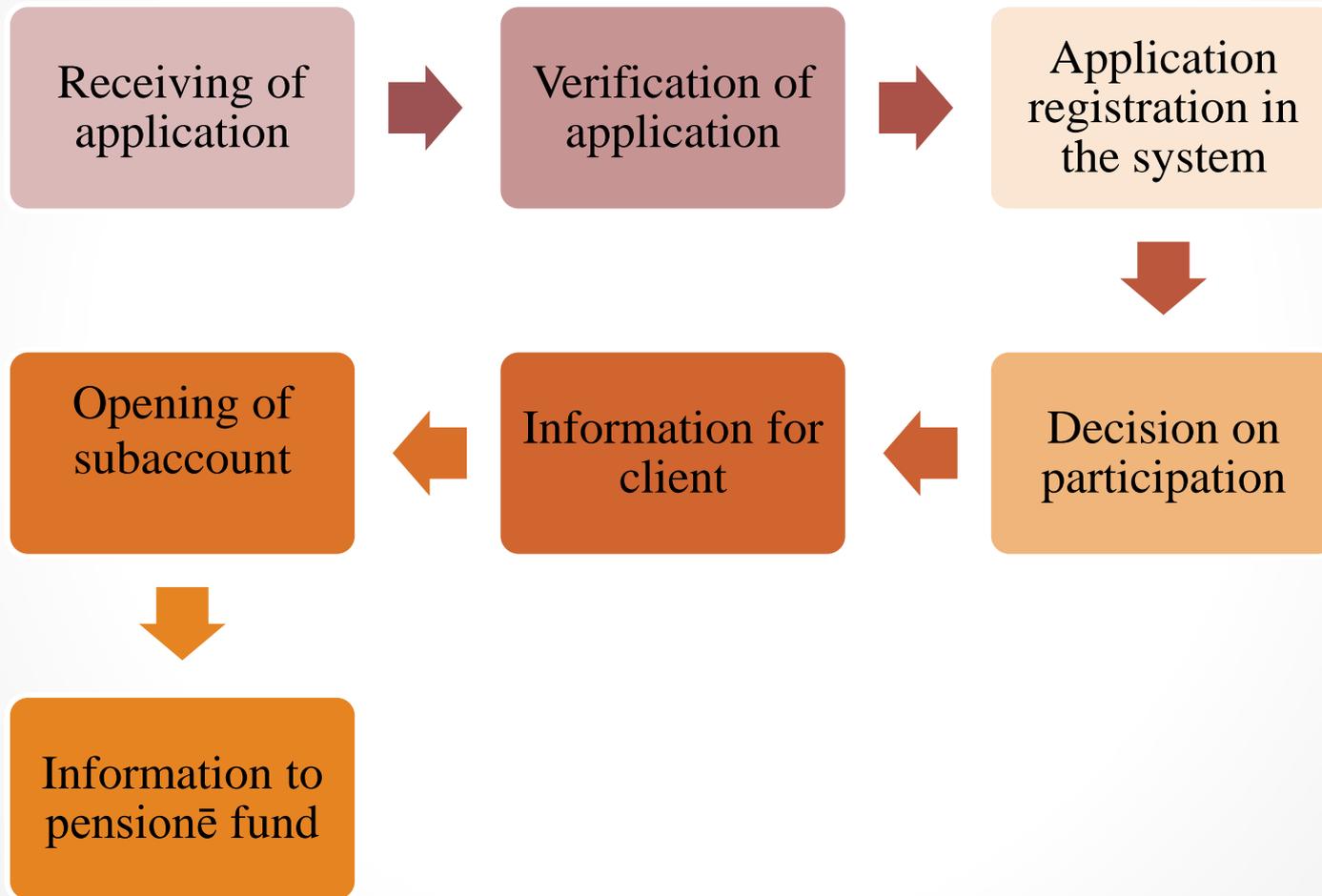
# Customers service processes

Registration of participants

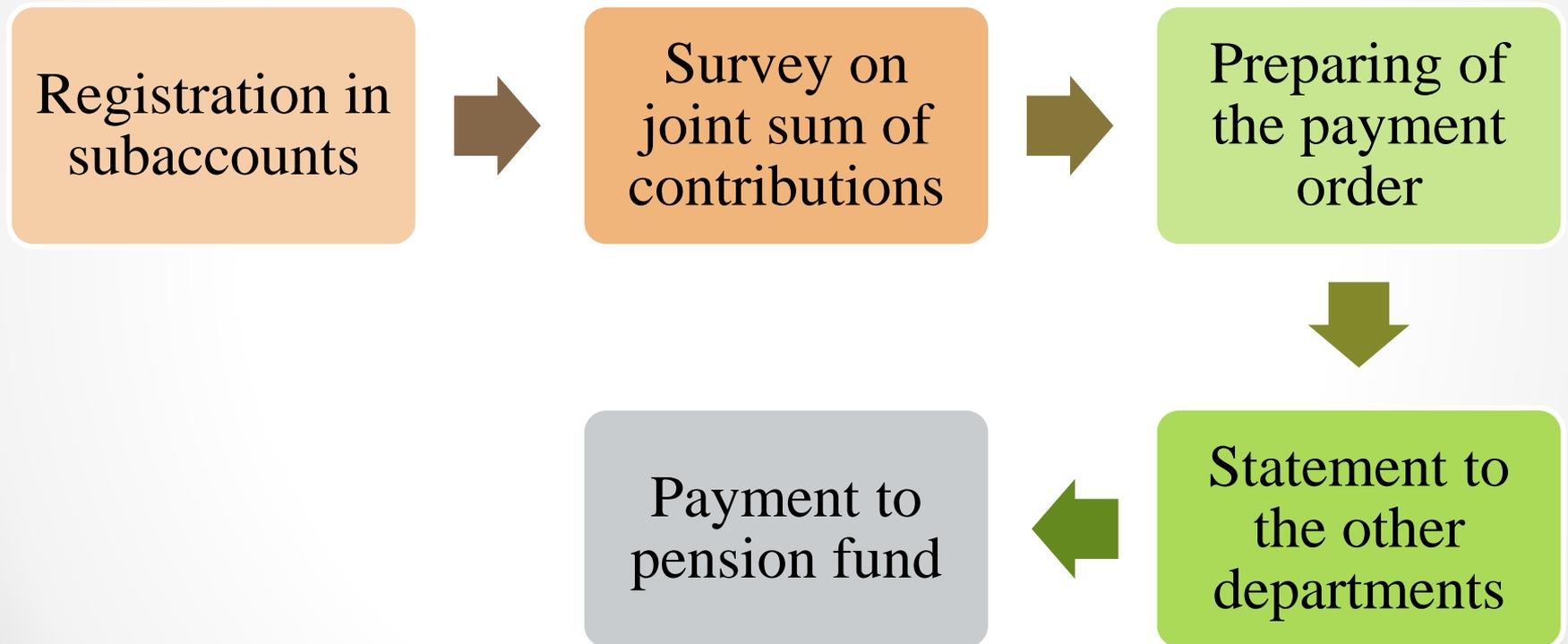
Registration of contributions

Granting of old age pension

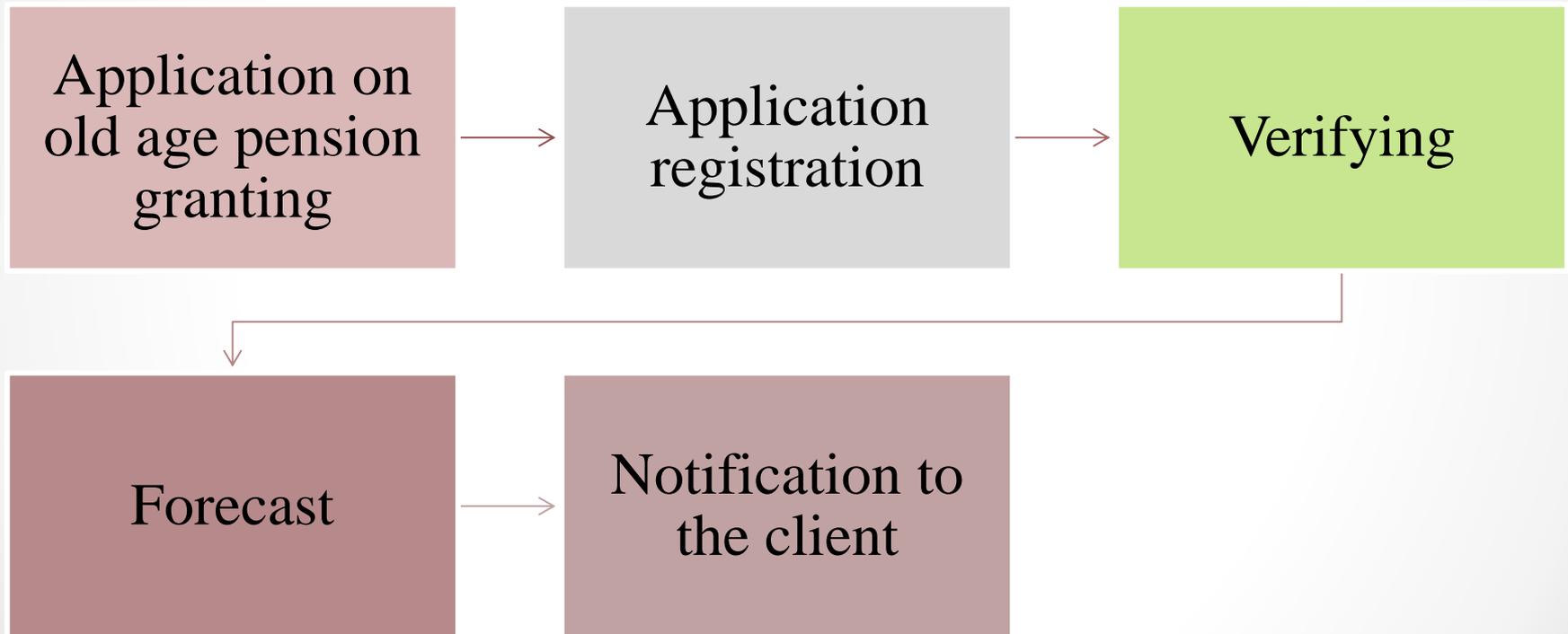
# Registration of participants



# Registration of contribution



# Granting of old age pension (1)



## Granting of old age pension (2)

