

**ST/FFM**  
**17.02.15**

REPUBLIC OF CAMEROON  
PEACE-WORK-FATHERLAND

CAISSE NATIONALE DE PREVOYANCE SOCIALE  
National Social Insurance Fund

## **THE CLIENT'S CHARTER**

***« Our ambition is to deliver quality service to our clients, within reasonable deadlines, as a total response to their expectations ».***

## **OUR VALUES**

### **Dear client,**

You are the purpose for the existence of our Institution, the centre of our preoccupations. We put qualified personnel to constantly listen to you.

### **Objectivity**

We avail ourselves to objective service, without discrimination, in compliance with the provisions of the regulations in force.

### **Integrity**

Probity of our staff is imperative. Service is delivered without compensation.

### **Confidentiality**

We guarantee protection of your confidential data thanks to a secured system of information.

### **Transparency**

Your rights and obligations are communicated to you on a permanent basis, by available personnel, through multifaceted communication networks: mail, telephone, handouts, internet, etc..

To ensure total transparency, telephone contacts and direct mails addresses of the Director General, Directors of the central services and Chiefs of centres are permanently pasted in our reception windows, for our clients.

### **Efficiency**

Our service is based on the triptych « budget economy, efficiency and creation of value », within the strict compliance of the legality of laws. We thus work every day to respect our deadlines.

### **Quality**

Quality is a permanent quest for us. In this regards, we frequently conduct satisfaction surveys.

### **Innovativeness**

We use necessary means to adapt our functioning to the requirements of a society in perpetual change.

We thought of an approach for physically disabled persons, especially on how to access our premises (access rows, audio lifts with braille buttons) and other facilities such as priority in the processing of files .

Innovation means taking the risk of going above limits of performance. At the NSIF, innovation is our credo.

## **YOUR RIGHTS AND OBLIGATIONS**

### **You are an Employer**

- Register your employees (permanent and temporal) within eight days following their recruitment.
- Declare their salaries online.
- Pay their social contributions.
- Signal recruitments and cessation of employment.

### **You are a non registered worker**

- Communicate information on wage-earning activity to the NSIF or the nearest Social Insurance Centre.
- You can get on-the-spot registration in any Social Insurance Centre.

### **You are a registered worker**

- Consult your individual insured account to be sure of regular payment of your social contributions by your employer.
- Make sure the change of employer is accompanied with a notice of cessation of employment, employment certificates and notice of engagement.

### **You are self-employed**

- Subscribe for voluntary insurance at the NSIF, to receive retirement pension benefits.

### **You are a service provider**

- Consult the list of documents to be furnished in our financial services by the time you tender for a contract, and see to it that you update your employer account and your fiscal situation regularly.

### **You are a patient in our hospital**

- Do not forget your patient code.

**You are a tenant at NSIF**

- Make sure you pay your rents on time.

**You are a retired worker or rightful claimant**

- Send your documents to us in order to maintain your rights every year.

**To CLIENTS of the NSIF**

- Give exact and complete information on your civil status registration and professional documents (birth, marriage, divorce, death, address, engagement, cessation of employment, fiscal data, etc) in compliance with the regulations in force.
- For general interest, denounce any attempt of fraud or abuse.
- In your correspondence, systematically recall your names, registration number, name of company, full address and possibly the centre of belonging.

**OUR COMMITMENTS**

- Receive you with courtesy and duty consciousness.
- Be sure of your comfort in our reception and waiting spaces.
- Inform you on your rights and the compiling of files.
- Make sure you are paid on due date through the most rapid and secured means (transfer, electronic cards).
- Take your suggestions and impressions into account through our address [NSIF.cameroun@NSIF.cm](mailto:NSIF.cameroun@NSIF.cm) and enquiries of satisfaction.
- Permit you, via the website [www.NSIF.com](http://www.NSIF.com):
  - To consult the individual account of the insured,
  - To consult the employer account,
  - To declare salaries online,
  - To pay social contributions online (onlinepayment).
- To guarantee an uninterrupted service, we ensure the sustainability of our Institution.
- We provide useful information on benefits offered, procedures, notice for tenders, forms to be downloaded (applications for registration, applications for social benefits, applications for pension, etc.) and news on NSIF, on our website [www.NSIF.cm](http://www.NSIF.cm).

You will never live alone

Our social security in all confidence.

Phone: 222 22 46 01