



REVIEW OF DECISIONS SCHEME

1.0 WE STRIVE FOR EXCELLENCE IN CUSTOMER SERVICES

The Fiji National Provident Fund is established by law as a social security savings scheme and its aim is to ensure that excellent services are provided to its members and stakeholders. As such, the FNPf Act 2011 requires the Fund to have in place a Review of Decisions Scheme.

The review of decisions procedure of the Fund deals with a situation where a member or annuitant is dissatisfied with the outcome of their complaint and seeks an alternative through the review process for the Fund to re-examine their grievances.

2.0 THE REVIEW OF DECISIONS PROCESS

2.1 *How do you make your submission?*

The Complaints department will issue a Review of Decision application form once it is determined that the review of decision is applicable. A member can request for review of their case.

The submission must be in writing with the following information:

- Review of Decision Application form;
- A clear statement of the reasons for the decision or determination; and
- Initial decision conveyed to the Member or annuitant by the Fund.

2.3 *How is Your Case Reviewed?*

Once, the application is received, an internal review will be conducted to check on the original decision made. Independence in the review process is maintained as the Review Committee comprises of members who are not involved in the initial decision making.

If an agreement is reached that the initial decision was incorrect, the Fund will make this right.

If the Review of Decisions Committee feels that the decision conferred was correct, then the committee will not change the initial decision.

Any decision made by the Internal Review team will be communicated to the member/annuitant.

2.4 What type of Cases can be Reviewed?

A decision is the approval or non-approval on an application under the FNPF Act 2011 by a member or annuitant.

For example, a member may apply for a benefit by submitting the relevant application withdrawal form. The Fund will make an assessment and issue a decision to pay (or not pay) a particular benefit. It will be this decision that is subject to review.

The grounds required for a Review of Decision include one or more of the following:

- The appropriate policy or procedure was not followed or correct procedures were not followed in the considering or handling the matter;
- The decision was made without considering the facts, evidence or circumstances; and
- The decision was clearly incorrect or unjust.

Review is also available for an amount of an entitlement from a member's general account and/ or preserved account. This does not include the 30/70 split. Review may also be offered on amounts debited from a members account.

3.0 TIME LIMIT TO MAKE YOUR SUBMISSION FOR REVIEW

The time limit to appeal for review is within 21 working days from the date initial application was rejected and conveyed to the member and as soon as possible in urgent cases.

If your Review of Decision application was received more than 21 days after notification of the Fund's decision, it will be considered 'Out of Time'. In this case, it is essential that the reasons for possible cause of delay are provided. Applications for Review of Decisions received after this time frame may or may not be considered.

4.0 OUTCOME OF THE REVIEW

The Fund will aim to ensure that the members are informed whether their submission has been approved or rejected.

All review cases submitted for consideration should be addressed to:

The Complaints Officer
Fiji National Provident Fund
33 Ellery St, Provident Plaza 2
Private Mail Bag, Suva.
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