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In any correspondence on
this subject please quote
Ref: DSC.63/78/00

29th December, 2016

Dear Partner,

RE: ONLINE COMPLAINTS FORM

As you are aware, one of the key mandates of the Authority is to protect the rights and interests of scheme members and beneficiaries; and to promote transparency and accountability. Pursuant to this, the Authority felt the need to make it easy for members, who may have any issue with their schemes, to forward complaints to the Authority.

This, therefore, is to introduce to you our online complaints form, which has been developed to enable members of retirement benefits schemes to forward their complaints to the Authority for resolution. This e-form can be accessed on <http://complaints.urbra.go.ug>

This e-form does not replace the right of any member to come to the offices of the Authority if they have a complaint but rather seeks to make it easier for those who might not have time or resources to make the trip physically to the URBRA offices.

We request that you inform your members about this new complaints' platform and also partner with us in advancing this cause.

Yours Sincerely,

Martin A. Nsubuga

For: **CHIEF EXECUTIVE OFFICER**