User Manual

MPAO Mobile Application

Contents

1. GENERAL INFORMATION

INTRODUCTION

This is the user manual for the mobile application developed by the Maldives Pension Administration Office (MPAO). This manual is organized into four sections, which are System Summary, Getting Started, Using the Application and Troubleshooting.

DOCUMENT HISTORY

Version	Changes	Authors	Date
1.0	Initial Document	Application Developer	23/6/2015

2. SYSTEM SUMMARY

SYSTEM FEATURES

The application provides an interface for the public to use some services provided by the MPAO to the clients. The features implemented in the current version of the app are:

1. View Retirement Savings Account (RSA) Balance
2. View RSA Values
   a. This statement shows the change in your RSA balance in summary form. It shows how the current balance is arrived from the initial balance in RSA.
3. View RSA Composition
   a. This statement shows the different portfolios that comprise your RSA. It shows the units you hold in each of the portfolios you belong to and the price of the portfolio. The product of the units and price would be equal your RSA balance.
4. View RSA Activity
   a. This statement shows the movements within the portfolios that comprise your RSA. Movements are inflows/outflows and gains/losses and transfers from/to portfolios.
5. Contributions
   a. This statement shows the history of contributions made by you and your employer and the month for which they are accounted for.
6. Payouts
   a. This statement shows the history of pension payouts paid to you and the month for which they are accounted for.
7. View Frequently Asked Questions (FAQ)
8. Contact MPAO via a contact form
9. Caching of network data on the client side to reduce network load.
10. Registering a new user account

APPLICATION VERSIONS

Version	Change Log
1.0.0	Initial application launched Main features listed above are present
1.1.0	Fixed the BackButton/Header not showing issue for some phones. Improvements to the Login Screen.
1.2.0	Further optimizations. More improvements to the Login Screen. Help texts added to the App. Comment types added.
1.3.0	iOS optimized release (currently only for iOS)

3. GETTING STARTED

GETTING STARTED

This section explains how to install the application and the types of devices supported by the application. This section also gives an overview of the version history and what is new in the latest version of the application.

ANDROID

INSTALLATION GUIDE

The application is supported on Android devices with Android version greater than 4.0 (code named Ice Cream Sandwich). However for optimal user experience, we recommend Android versions above 4.4 (currently both 4.4 (KitKat) and 5.0/5.1 (Lollipop)).

In order to install the application please visit Google Play Store and search for "MPAO Mobile App" or navigate directly to the URL (https://play.google.com/store/apps/details?id=mv.gov.pension.app).

Note that the unique ID for our application is "mv.gov.pension.app". This will help to distinguish our application from other third party pension fund related applications found in the market.

Figure 2.0 MPAO Mobile App available is in Google Play Store.

INSTALLATION GUIDE

For iOS devices we recommend iOS version 8 or above. The application is available on Apple App Store. The unique ID to identify our application is 1003636891.

4. USING THE APPLICATION

SYSTEM INTERFACE

MAIN MENU

Figure 3.0 Home Screen of the application

SIDE MENU

Users can open the side menu by clicking the "menu" ☰ button on the header. The side menu will help users to navigate more easy than using back buttons.
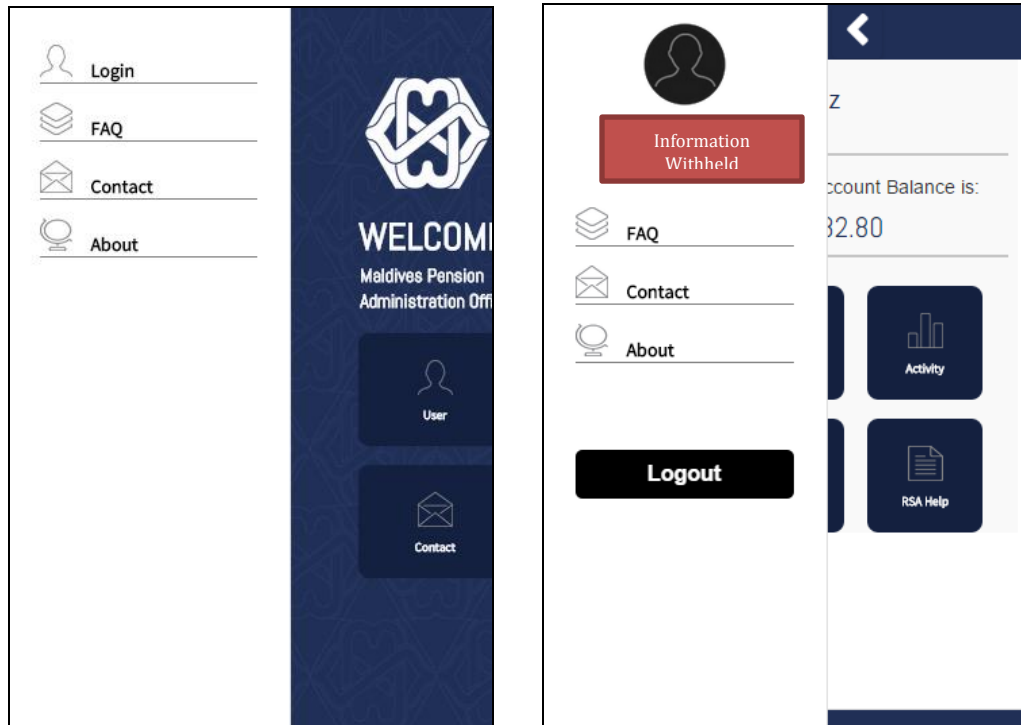

Figure 3.1 The side menu of the application.

FAQ

Frequently Asked Questions (FAQ) has a list of common questions that the users asked, and they might need to know. It also explains and gives a brief set of information about each basic types of pensions managed by the MPAO.
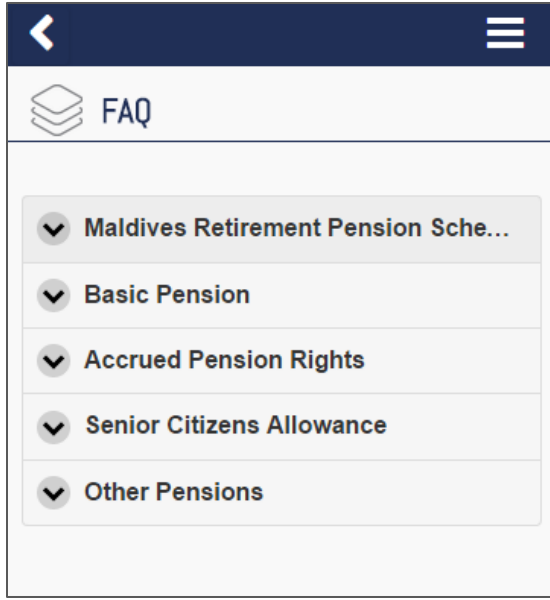
Figure 3.2 Frequently Asked Questions.

CONTACT

The contact form can be used to contact MPAO directly for any type of assistance a user may require. We have grouped comment types to a set of comment types expected from the users. We encourage the use of this form to report issues such as death of an individual, non-compliance of an employee, a problem with the RSA statement to MPAO. MPAO will contact the user for further verification or information in necessary cases.

Figure 3.4 Contact Form.

Figure 3.5 Comment type selection box.

ABOUT

This screen provides basic contact information of the MPAO and its address.

Figure 3.6 About Screen.

LOGGING PROCESS

Logging in to the Retirement Savings Account (RSA) will require that the user is already registered with the MPAO. A registration feature is implemented in the application for unregistered users. Please refer to the registration section of this document for more information.

In order to log in, the user must enter the ID Card number and a mobile number to obtain a token number. We will send the token number via an SMS. The users may experience unexpected delays in receiving the SMS due to unforeseen delays caused by SMS provides. This may be a more frequent occurrence in hours of congested mobile network traffic.
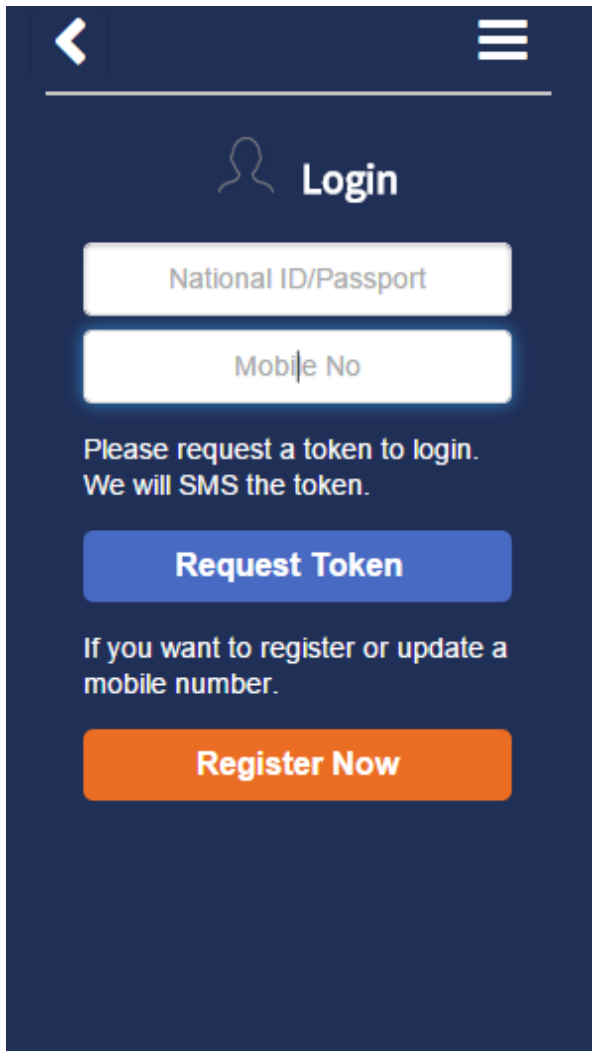
Figure 3.7 The Login form.
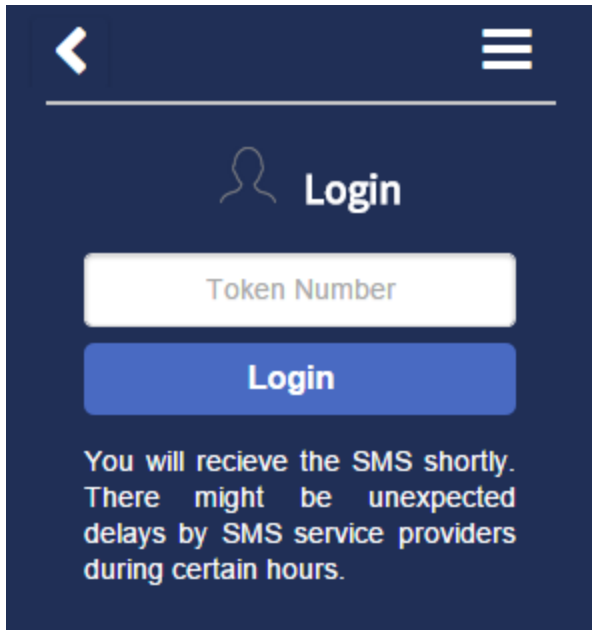
Figure 3.8 The form to enter the token received by via SMS.

REGISTRATION

The current version of this application only supports the registration of Maldivian Citizens since registration by Passport is not fully implemented yet. A user will require a valid National ID card, valid mobile number registered under the user's name, and the user's date of birth. The MPAO will contact the user within a reasonable timeframe once the registration information is received by the MPAO.

If a user likes to update the mobile number, the user is required to complete the registration process again.

Figure 3.9 Registration form.

USER PROFILE

Once successfully logged in the user must be able to view the user's name, ID Card and the RSA balance. If this balance is not the expected balance, please try viewing the balance after few hours, since internal synchronization of data might cause some delays. However, if an issue persists, the user is advised to use the contact form to contact MPAO regarding the issue.
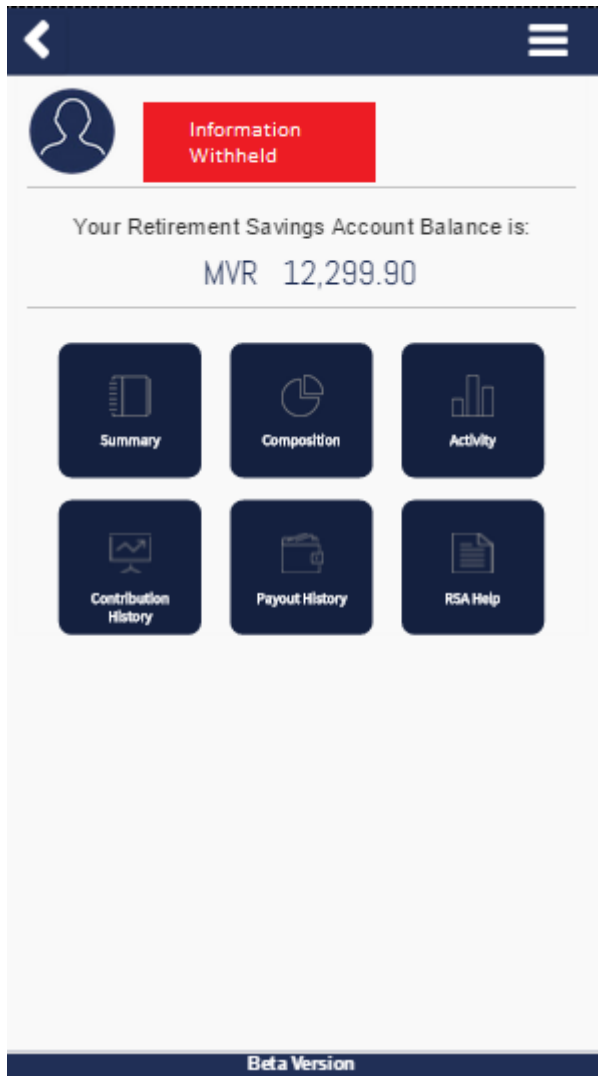
Figure 3.10 User home page, once the user have logged in successfully

RSA SUMMARY

This statement shows the change in your RSA balance in summary form. It shows how the current balance is arrived from the initial balance in RSA.

Figure 3.11 RSA summary page.

- **Opening Balance:** This is the amount of money present when the member opened his or her account. (For example by Government Recognition Bonds).
- **Employer Contributions:** This is the aggregate value of all the contributions by the employer to this date.
- **Employee Contributions:** This is the aggregate value of all the contributions by all the employees employed by the member to this date.
- **Interest Charged on Late Contributions:** This item refers to interest charged for not contributing on time as a compensation for the member. The charges are paid by employees and credited to members' account.
- **Investment Gains/Loss:** Total investment gains and losses for all portfolios.
- **Payouts:** This item refers to monthly pension payouts made to members. Monthly pension payouts are calculated based on life expectancy annually and prorated on monthly basis.
- **Transfers:** This is the amount of money transferred between potfolios

- **Distribution:** This item refers to lump payments to courts in settlement of claims by heirs of the deceased member.
- **Other Debits:** This item refers to refunds and other outflows due to claims, errors and alternatives.
- **Fees:** This item refers to administration fee charged by MPAO on members. The administration fee is charged towards recovering the cost of administration and investment management of MRPS.
- **Adjustments to R/B:** This item refers to (Recognition Bonds) RB issued by (Ministry of Finance and Treasury) MoFT in recognition of accrued service rights of eligible members. The bond is based on service period and salary. The initial value of the bond is subject to change when there is a valid claim on changes to service period and salary. Please see FAQ for more details.

RSA COMPOSITION

This statement shows the different portfolios that comprise your RSA. It shows the units you hold in each of the portfolios you belong to and the price of the portfolio. the product of the units and price would be equal your RSA balance.

- **Units:** Your RSA balances are based on units purchased and sold. Members buy units from the fund when contributions are made to the scheme and sell units when payouts, distributions, management fee and other debits are processed.
- **Price:** The price of each unit is calculated periodically, based on financial indicators.
- **Market Value:** The amount of money present in the portfolio is the product of number of units and the price of each unit.
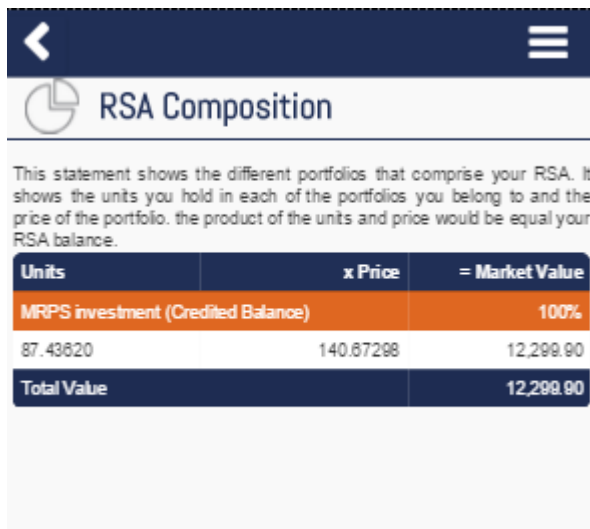
Figure 3.12 RSA composition page

RSA ACTIVITY

This statement shows the movements within the portfolios that comprise your RSA. Movements are inflows/outflows and gains/losses and transfers from/to portfolios. The first section is an aggregate of activity in all the portfolios combined. After the subheading portfolios, users can view RSA activity separate for each portfolio.

- **Inflows :** This is the amount of money flowing into the portfolio. For example by contributions, or investment profits.
- **Gains/Loss:** This is the investment profits or loss to the member
- **Transfers:** This is the money transferred between the portfolios
- **Fees:** This item refers to administration fee charged by MPAO on members. The administration fee is charged towards recovering the cost of administration and investment management of MRPS.
- **Distributions:** This item refers to lump payments to courts in settlement of claims by heirs of the deceased member.
- **Closing Balance:** Closing balance of the portfolio up to this date.

RSA Activity

This statement shows the movements within the portfolios that comprise your RSA. Movements are inflows/outflows and gains/losses and transfers from/to portfolios.

Total (Balance)

Description	Amount
Inflows	10,594.07
Gain/Loss	1,975.69
Transfers	0.00
Fees	-269.86
Distributions	0.00
Closing Balance	12,299.90

Portfolios

MRPS investment (Credited Balance)

Description	Amount
Inflows	10,594.07
Gain/Loss	1,975.69
Transfers	0.00
Fees	-269.86
Distributions	0.00
Closing Balance	12,299.90

Figure 3.13 RSA activity page.

CONTRIBUTIONS

This statement shows the history of contributions made by you and your employer and the month for which they are accounted for. The percentage contributed is also shown next to the contribution type in brackets. By default this is 7% of you basic salary. However this value may differ for some people who have arranged to contribute a different percentage every month. Please read FAQ for further information.

Figure 3.14 Monthly payments page.

PAYOUTS

This statement shows the history of pension payouts paid to you and the month for which they are accounted for. For people who receive monthly payments, they will see page similar to Figure 3.14 which shows a monthly breakdown of the payments they have been receiving. For people who do not receive any payments, the application will simply show a message stating that.

RSA HELP

This page will give an introduction to what RSA account is and how it is structured. Users will be able to get most of the information they require using this help page and the FAQs.

RSA Help

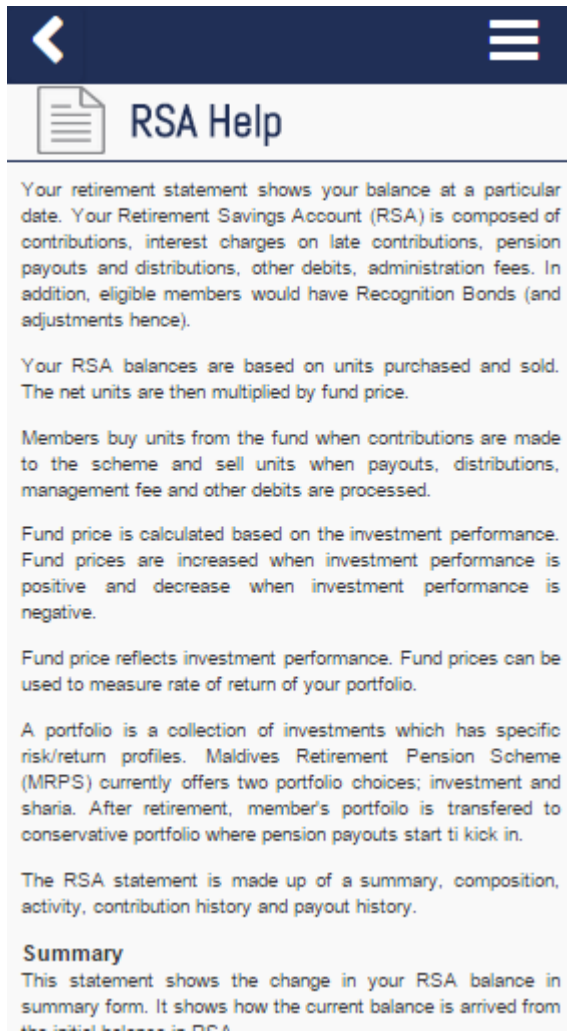Your retirement statement shows your balance at a particular date. Your Retirement Savings Account (RSA) is composed of contributions, interest charges on late contributions, pension payouts and distributions, other debits, administration fees. In addition, eligible members would have Recognition Bonds (and adjustments hence).

Your RSA balances are based on units purchased and sold. The net units are then multiplied by fund price.

Members buy units from the fund when contributions are made to the scheme and sell units when payouts, distributions, management fee and other debits are processed.

Fund price is calculated based on the investment performance. Fund prices are increased when investment performance is positive and decrease when investment performance is negative.

Fund price reflects investment performance. Fund prices can be used to measure rate of return of your portfolio.

A portfolio is a collection of investments which has specific risk/return profiles. Maldives Retirement Pension Scheme (MRPS) currently offers two portfolio choices; investment and sharia. After retirement, member's portfoilo is transfered to conservative portfolio where pension payouts start ti kick in.

The RSA statement is made up of a summary, composition, activity, contribution history and payout history.

Summary
This statement shows the change in your RSA balance in summary form. It shows how the current balance is arrived from the initial balance in RSA

Figure 3.15 RSA Help page.

5. TROUBLESHOOTING

SUPPORT

Please contact MPAO for additional support. Users can contact MPAO either by hotline (1441) or by email (info@pension.gov.mv)