

GESOPS MEMBERSHIP ENGAGEMENT: WESTERN AND WESTERN NORTH REGIONS

Introduction

As part of its 2025 Go-to-Market Plan, the Secretariat (GESOPS Trust) conducted a two-week member engagement exercise in all districts in the Western and Western North Regions of Ghana from May 19 to May 31, 2025. The initiative aims to engage members and raise awareness on the Three-Tier Pension Scheme and the ongoing data collection exercise.

The main objectives of this exercise were to:

- i. Enhance awareness of the GESOPS Secretariat's and the Scheme.
- ii. Foster strong relationships with members and stakeholders.
- iii. Improve members' efficiency regarding GESOPS processes.
- iv. Educate members on the Pensions Act (Act 766) and the GESOPS self-service platforms for seamless access to pension information.
- v. Inform members about the ongoing data collection exercise.
- vi. Answer all pertinent questions regarding pension rights and benefits.

The Secretariat planned to engage 120 participants per session across all 23 districts, including Circuit Supervisors, Head Teachers, Secondary School Representatives, Non-teaching Staff under each District Education Office and District Executives. To ensure effective information dissemination, a "training-of-trainers" approach was adopted, equipping participants with the knowledge to educate other scheme members on their Tier 2 pension benefits. The table below provides details on participants at the various districts:

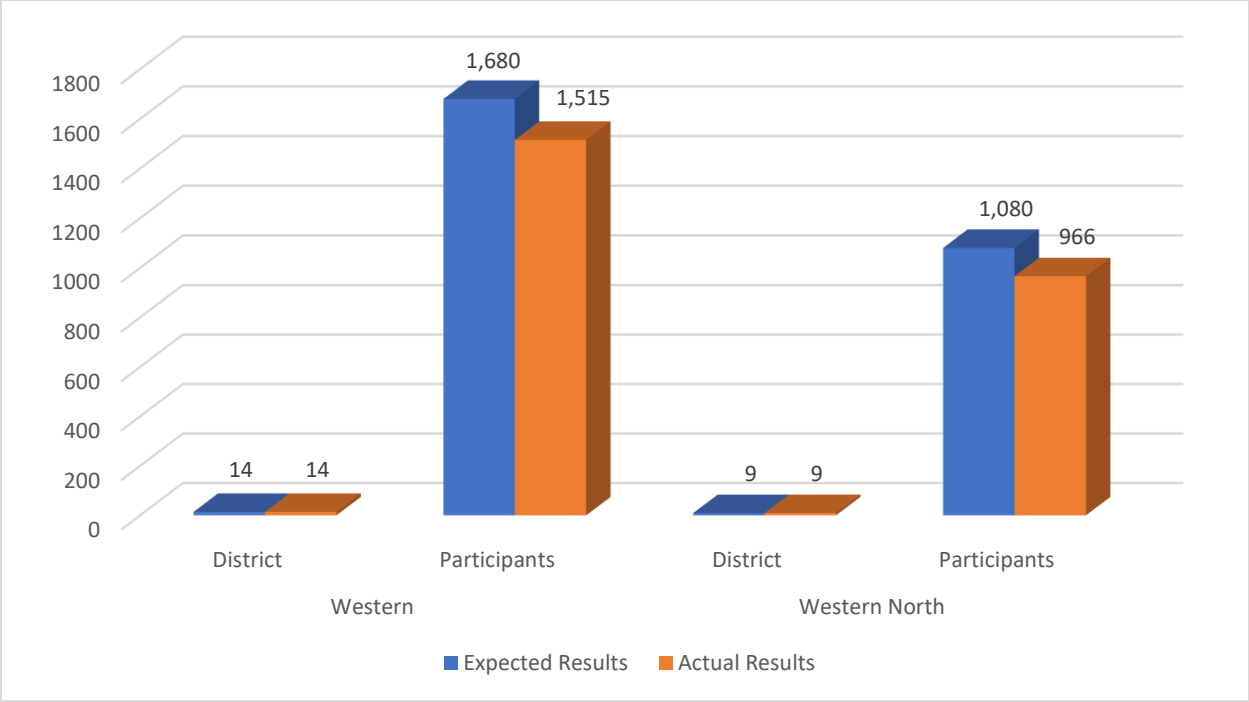
Region	District/Municipal	Town	Venue	Participants
Western	Sekondi-Takoradi	Sekondi	Church Of Pentecost	100
	Efia Kwesimintsim	Kwesimintsim	Takoradi Technical Institute	112
	Mpohor	Mpohor	Pentecost Church	90
	Ahanta West	Agona Ahanta	St. Francis Catholic Church	120
	Shama	Shama	District Assembly Hall	95
	Wassa East	Daboase	Pentecost Church	76*
	Ellembelle	Esiam	SDA Church	100
	Nzema East	Axim	Anglican Church	150

	Jomoro	Jomoro	Municipal Assembly Hall	109
	Tarkwa-Nsuaem	Tarkwa	Tarkwa Resource Centre	120
	Prestea-Huni Valley	Prestea	Pentecost Church	117
	Wasa Amenfi East	Wassa Akropong	Donewell Methodist Church	117
	Wassa Amenfi Central	Manso Amenfi	Methodist Church	95
	Wasa Amenfi West	Asankrangwa	Methodist Church	114
Western North	Aowin	Enchi	Pentecost Church	93
	Suaman	Dadieso	Pentecost Church	123
	Sefwi Akontombra	Akontombra	District Assembly Hall	64*
	Juaboso	Juaboso	Yamoranza Model Lab. Hall	110
	Bodi	Amoaya	Church Of Pentecost	121
	Bia East	Adabokrom	Adabokrom SHS Assembly Hall	132
	Bia West	Essam	Methodist Church	100
	Sefwi Wiawso	Sefwi Dwenase	Methodist Church	91
	Bibiani-Anhwiaso Bekwai	Bibiani	GNAT Hall	132
Total				2,481

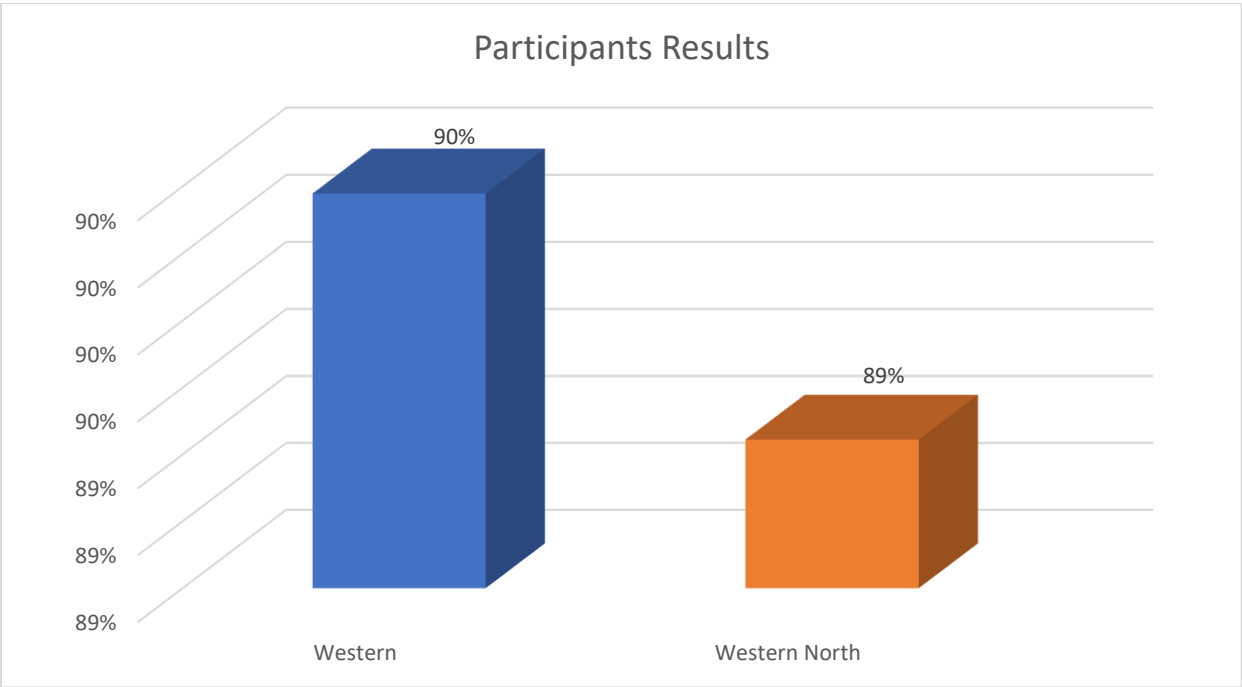
** The low turnout was attributed to the ongoing GES audit.*

A total of **2,481** out of **2,760** participants attended the training representing a **90%** attendance rate.

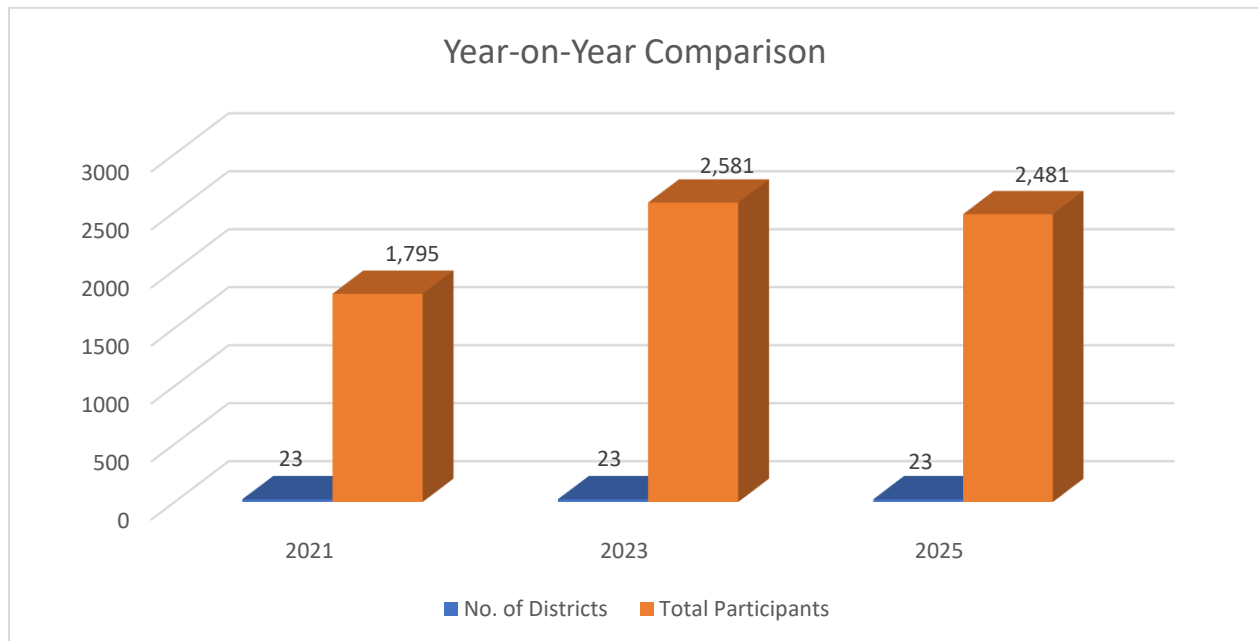
The graph below illustrates the projected participants target compared to the actual participants achieved per region as well as district comparatives.



The teams were able to achieve 90% and 89% (participants) of its set targets in the Western and Western North regions respectively. This is illustrated in the graph below.



Year-on-Year Comparisons (2021, 2023 and 2025): Combined regional participation



Presentation

The presentation focused on the GESOPS Scheme, the Secretariat, and the Pensions Act (Act 766) as amended. Members were guided through GESOPS self-service platforms and processes, including USSD, CRM Portal, claims procedures, and member data updates. Each session lasted approximately two hours, with participants encouraged to share the knowledge gained with other scheme members. Additionally, the Secretariat advised members to explore retirement planning options such as the Provident Fund (Tier 3) options, which allow contributions of up to 16.5% of their basic salary before tax deductions.

As part of stakeholder involvement, a team from the National Pensions Regulatory Authority (NPRA) participated in the exercise member engagement. They were allotted approximately fifteen (15) minutes per session to engage with the participants. During their session, the NPRA team outlined the role and key functions of the Regulator, praised the efforts of the Scheme and Secretariat, and emphasized the importance of nominating beneficiaries and actively planning for retirement.

Questions and Answers

Members had the opportunity to ask questions about pensions. The team addressed all enquiries related to the Tier 2 scheme. Issues on Tiers 1 and 3 were briefly addressed but participants were encouraged to engage SSNIT and their Tier 3 providers. Members were also encouraged to contact their Union executives for further guidance.

Members asked various questions pertaining to:

- Tier 1, 2 & 3
- The GESOPS Board
- Past Credit
- Selection of Service providers
- Data Collection Exercise
- Portal registration
- Claim processes and other questions

Suggestions

The Secretariat also gave members the opportunity to offer suggestions which could be beneficial to all Scheme members if adopted. Below are the suggestions given:

1. The Secretariat should enable members to update their personal information such as email, phone numbers and beneficiaries, directly on the GESOPS portal without reaching out to the Secretariat or Administrator.
2. Members advised that the Secretariat appoint representatives in every district to enhance accessibility.
3. Members indicated that the data collection exercise be extended to cover members who are yet to register.

Other Activities

The Operations Department gave out,

1. GESOPS branded T-Shirts were given to all participants to create awareness for GESOPS.
2. An attendance tablet was available at all centers which captured participants' information. Members whose details were not captured in the system used an attendance sheet to manually provide their information.

Radio Tour

The team visited two radio stations (Fox 103.1FM and Faith 98.7FM) in the Western and Western North regions respectively to create awareness on the member engagement exercise and the ongoing data collection exercise. Below is a link to a broadcast interview on Facebook and pictures:

Faith FM - <https://fb.watch/zZGGjyWcZE/>



Faith 98.7FM (Western North)



Fox 103.1FM (Western Region)

Team Members

Below are the various teams that represented the Scheme for the roadshow.

Groups	Team Members	Role
One	Kwabena Kyei	Team Leader
	Okyeame Sarfoh	Team Member (GESOPS)
	Emmanuel Appiah	Driver (GESOPS)
	Awuah Daniel Woodworth	Team Member (GESOPS)
	Emmanuel Dagbanu	Team Member (NPRA)
Two	Ohenewa Mpare	Team Leader (GESOPS)
	Emmanuel Asare	Team Member (NPRA)
	Sharon Kpare	Team Member (GESOPS)
	Leslie Grey	Team Member (Petra)
	George Adu	Driver (Outsourced)
	Andrews	Team Member (GLICO)
Three	Ama Okyerebea Larbi	Team Leader (GESOPS)
	Francis Noble Gakpetor	Team Member (GESOPS)
	Isaac Newton Nyantey	Team Member (GLICO)
	Anthony Kumah	Driver (GESOPS)
Total	14	

Below are images captured at some training centers:



Adabokrom



Mpohor



Manso Amenfi



Asankragwa

Challenges & Complaints

1. Some challenges encountered by members while registering on the USSD (*365*65#) are as follows:
 - a. Request failed.
 - b. Staff ID not found.
 - c. Phone number not in system
2. There was an ongoing audit by the Ghana Education Service at Western Region. This led to low attendance in some of the training centers/ districts.

Conclusion

The exercise was a success, as evidenced by positive feedback from participants and strong attendance irrespective of travel distance and the rainy weather. We sincerely appreciate the support of GLICO Pension, NPRA and Petra Trust and look forward to hosting similar engagements in the future.

In September 2025, the Secretariat will engage with the Volta and Oti Regions for its next member engagement training.