

Keynote address – Hon. Minister of Finance, Mulipola Anarosa Ale Molioo
Launch of the SNPF iOS and Android based Mobile Application.
Monday 13 March 2023

Pastor Samoa Unoi

Mr Jorn Sorenson, UNDP MCO Resident Representative

Chairman of the NPF Board

Distinguished Guests

Ladies and gentlemen

It is a great pleasure to welcome you all today and indeed delighted to deliver this address, marking the Launch of the Samoa National Provident Fund Mobile Application.

We have witnessed in the last three years a global pandemic, one that continues to affect the lives of our people as well as our economy to this day. We have come to learn that changes are inevitable, and we must adapt with the changing tides.

In March 2017, the Fund went into partnership with a NZ based company, General Capital Technologies Limited, to develop its new Funds Management System. There were many challenges along the way including changes to the Fund's daily operations and many staff trainings required to increase capacity, knowledge, and skills to operate a completely different system.

In May of 2019, the Samoa National Provident Fund successfully transitioned from its legacy AS400 platform to a modern Funds Management System. Prior to the transition, the Fund had several systems in house to cater for investment loans, contributions, and member loans. The new Funds Management system incorporated all the Funds core operations into one and allowed efficient management of funds. This milestone has immensely helped in improving staff productivity, online accessibility to its members and employers and overall effective use of modern technology.

In March 2022 when Samoa went into a nationwide lockdown, SNPF and Gen Cap worked together to add another functionality to the FMS that enabled members to access and apply not only for their small loans on the members portal but also their special payments. This was another milestone in the history of the Fund, where the special payments of its declared interest was done 100% online. This was received with great appreciation from the members as it meant no more long queues to get your 'pasene' as we all know it. Stemming from this milestone, the SNPF aimed to continue its digital transformation journey through partnership with Gen Cap to

develop its own SNPF Mobile application that will be available on all Android and Apple phones.

The purpose of the app is to enable SNPF members access to their NPF accounts, access to services such as member loan top ups, special payment, contribution withdrawals, view updated information on NPF products available and the ability to request an appointment either in our Upolu or Savaii Offices.

The total cost of this project is NZD156,000.00 and it took a little over 3 months to complete. This project was fully funded by the United Nations Development Programme under its One UN Social Protection for Resilience Joint Programme. This Program aims at strengthening the availability and accessibility of social protection services, information, programs, and benefits, also through the utilization of digital information management systems and mobile technology.

As of 31st January 2023, the total number of members who have registered online is 36,739. This means, 36,739 is the number of people who will be able to use this app as of today onwards using the same login access as the existing members portal. We encourage members to download and use this app to receive up to date SNPF notifications, view information on services and find out all the requirements for any of its products including properties, vacancies, loans and withdrawals.

We live in unprecedented times and as such SNPF will endeavour to take every possible opportunity to enhance its digital transformation journey. I take this opportunity to express my gratitude to all who have contributed to the development and implementation of this project. I commend all your efforts and support especially your time and commitment to ensure SNPF continues to offer fast and efficient services to all our members.

On this note, I hereby officially launch the Samoan National Provident Fund Mobile Application to all our members.

Soifua ma ia manuia.