



INTRODUCING iCARE: NAPSA'S NEW DIGITAL PLATFORM LAUNCHING 16TH JUNE 2025!

We are pleased to officially announce the upcoming launch of our new flagship digital platform, the **iCARE system**, scheduled to go live on **Monday, 16th June 2025**.

The iCARE system marks a significant transformation in the way we deliver services to you, our valued stakeholders. The new system will enhance efficiency, reliability, and the overall user experience.

iCARE will replace the existing eNAPSA system. With iCARE, you can expect:

- A simplified and more intuitive user interface
- Faster and more reliable processing of contributions and benefits
- Improved support and service responsiveness

As part of this transition towards the Go-Live date, **we strongly urge you, as an employer, to ensure that:**

1. Your employees KYC details [Names and Date of Birth] on your payroll system is captured as per their National Registration Cards to avoid your monthly return being declined on account of the enhanced validation being implemented on iCARE. Please look out for communication via email highlighting specific activities you shall need to perform to help you transition with minimal disruption to your operations.
2. Your existing payment platform providers (i.e., Banks or Mobile Number Operators -MNOs) are fully integrated with the new iCARE system by engaging them early or identifying an alternative payment provider that is certified to be ready on iCARE. Currently, the following have been certified ready on iCARE. Look out for an updated list on our website and social media platforms as we get closer to the Go-Live date;
 - a. Absa Bank Zambia PLC
 - b. cGrate Zambia Limited (popular known as 543 Konse Konse)
 - c. Indo Zambia Bank Limited
 - d. Zambia National Commercial Bank (ZANACO)
 - e. First Capital Bank (FCB)
 - f. Stanbic Bank Zambia Limited
3. Your Business/Entity KYC information on our systems is up to date
4. Email and mobile numbers of your super users and data users are active to enable them receive One-Time-PINs (OTPs).

This is crucial to avoid any disruptions or inconveniences at the point of monthly return submission and payment of statutory contributions. Coordination with your service providers must be completed before the go-live date to ensure seamless payment processing.

We understand the importance of a seamless transition and have put in place a comprehensive training and stakeholder engagement program. In the coming weeks, we will share user guides, training videos on our website and conduct targeted awareness activities to support you and your teams during this transition.

We are confident that iCARE will empower you to interact with NAPSA more efficiently and effectively. We look forward to your continued partnership as we usher in this new era of digital transformation.

If you have any immediate questions or require further information, please feel free to contact our support team at info@napsa.co.zm, toll free 677, telephone +26011395677 or your designated NAPSA representative (i.e., inspector or relationship manager).