



USER GUIDE

NAPSA ICARE MEMBER KYC UPDATE GUIDE

Version 1.0

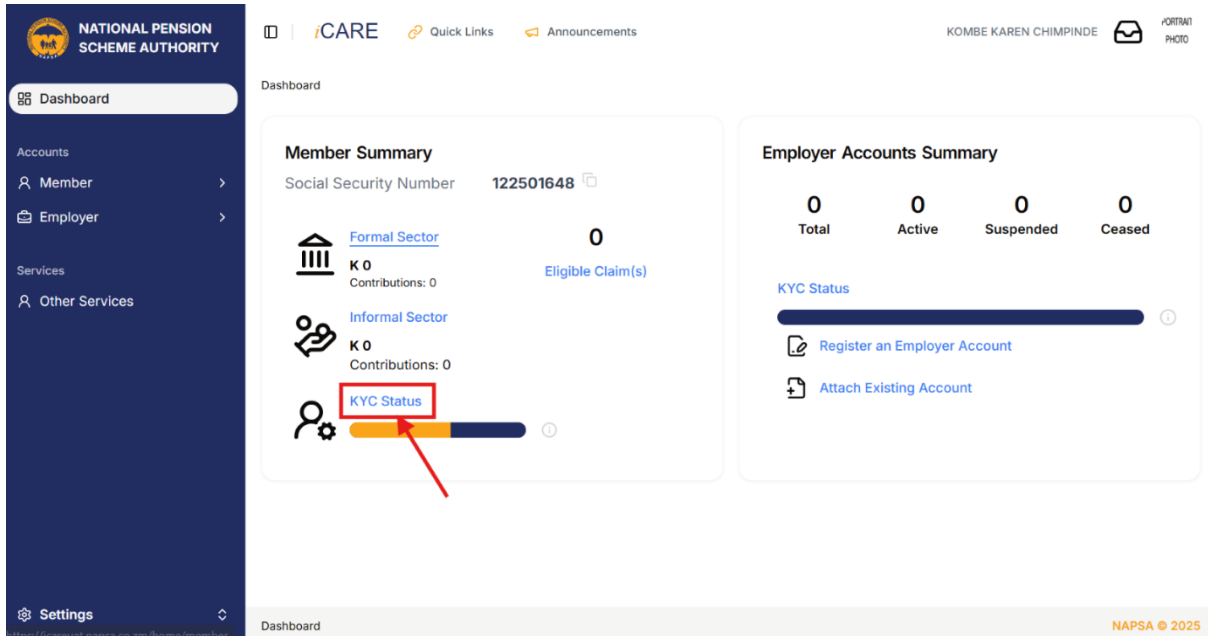
TABLE OF CONTENTS

STEP 1 – HOW TO ACCESS THE PORTAL	3
STEP 2 – UPDATE BANK DETAILS.....	4
STEP 3 – UPDATE BENEFICIARIES	5
STEP 4 – UPDATE EMPLOYMENT HISTORY	6

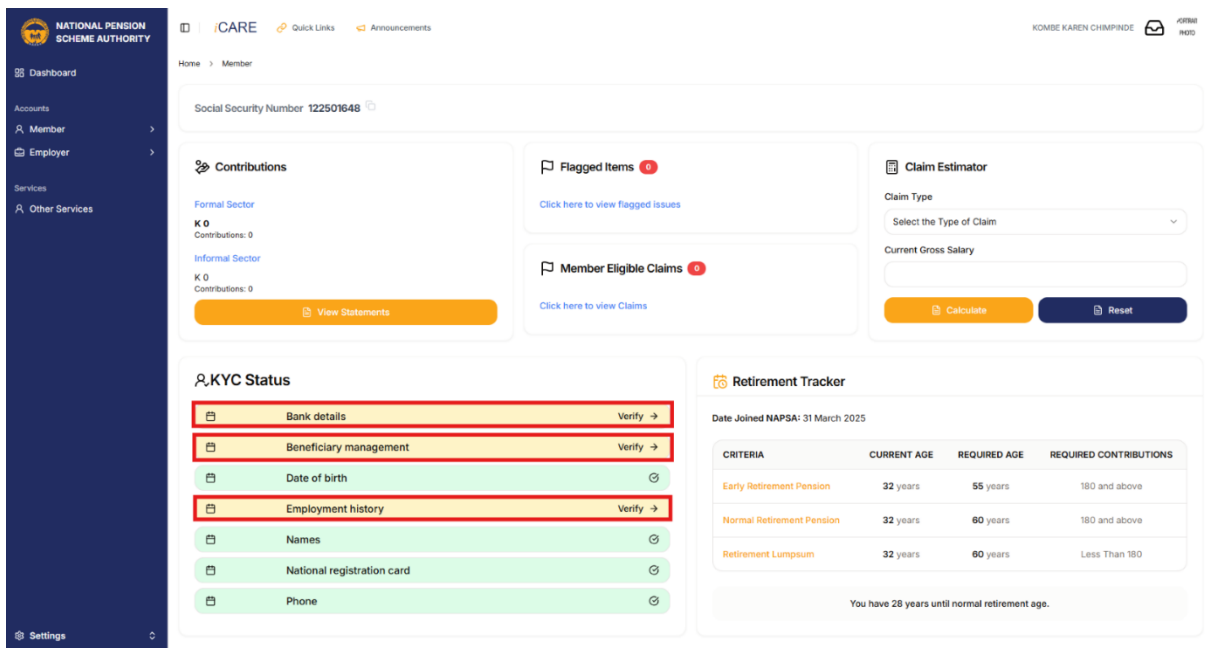
STEP 1 – HOW TO ACCESS THE PORTAL

To update your KYC Details, proceed to login on <https://icareuat.napsa.co.zm> using your National ID and Password created at Profile Creation.

On the dashboard, click on "KYC status" to update your **bank details**, **beneficiaries** and **employment history**.

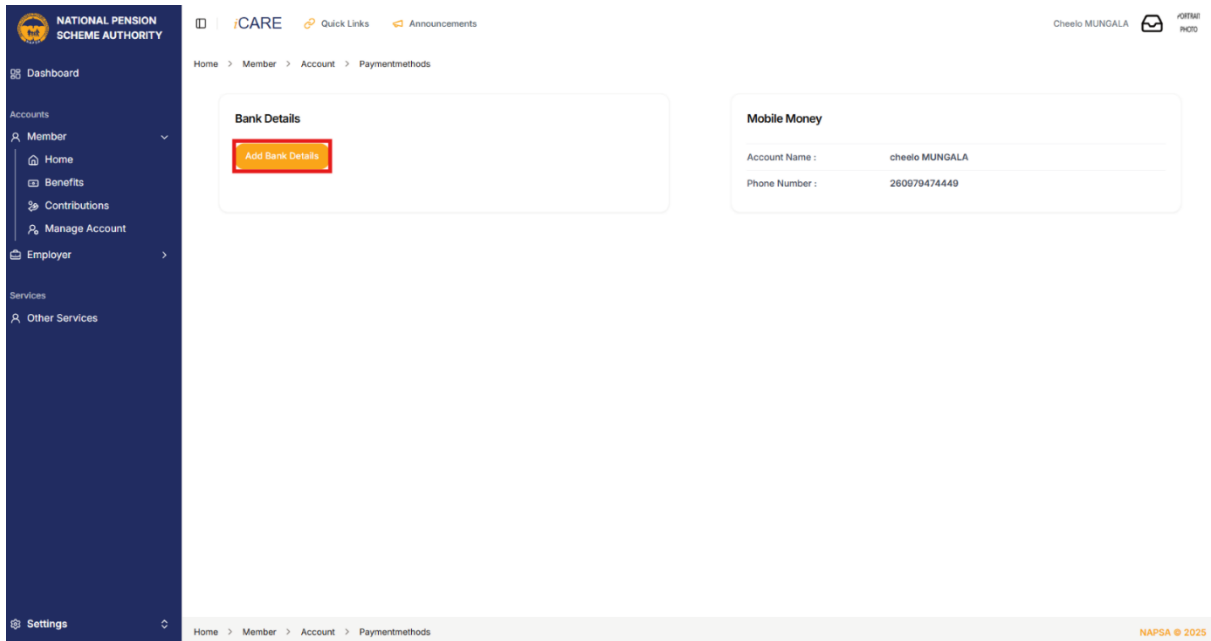


Click on **Verify** to update details.

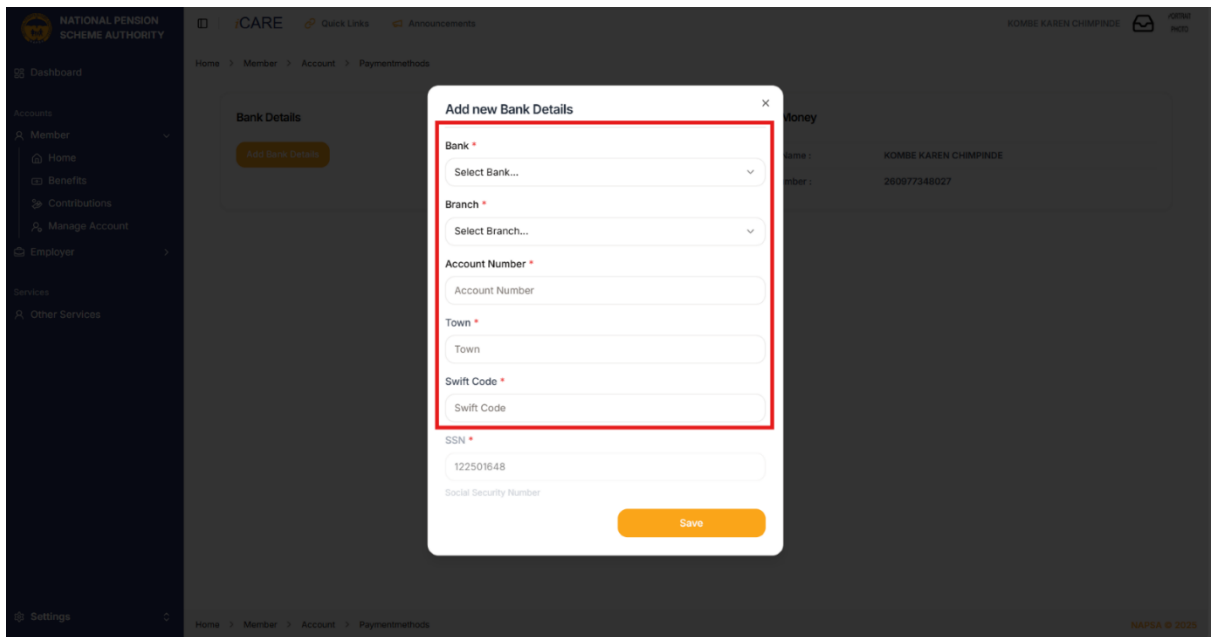


STEP 2 – UPDATE BANK DETAILS

Click on **Add Bank Details**.



Proceed to fill in the required fields. When done, click **Save**.



STEP 3 – UPDATE BENEFICIARIES

If you do not have any beneficiaries, click on “I do not have any beneficiaries” then submit.

NATIONAL PENSION SCHEME AUTHORITY | iCARE | Quick Links | Announcements | GABRIEL PUPILA | PROFILE PHOTO

Home > Member > Account > Beneficiaries

Beneficiaries Management

This page allows you to:

- Add/Update Spouse, Add/Update Child, Add/Update Dependant, Removal of Spouse, Removal of Child, Removal of Dependant, and Removal of Unknown Beneficiary

Requirements

- Child addition/edit under 16 years: Birth Certificate
- Child addition/edit over 16 years: NRC
- Child removal: Death Record/ letter from the chief
- Spouse addition/edit: Marriage certification + NRC
- Spouse removal (divorce): Divorce certificate
- Spouse removal (Death): Death Record/ letter from the chief
- Dependant addition/edit under 16 years: Birth Certificate
- Dependant addition/edit over 16 years: NRC
- Dependant removal: Death Record/ letter from the chief
- Unknown Beneficiaries: Affidavits

Approved Beneficiaries

[+ Add Beneficiary](#) [I do not have any beneficiaries](#)

ID Number	First Name	Surname	Other Names	Date of Birth	Relationship	Gender	Actions
-----------	------------	---------	-------------	---------------	--------------	--------	---------

Home > Member > Account > Beneficiaries | NAPSA © 2025

To add spouse or child, Click on **Add Beneficiary**.

To edit or remove existing beneficiaries, click on the edit or remove buttons highlighted in the figure below.

NATIONAL PENSION SCHEME AUTHORITY | iCARE | Quick Links | Announcements | CHEELO MUNGALA | PROFILE PHOTO

Home > Member > Account > Beneficiaries

Beneficiaries Management

This page allows you to:

- Add/Update Spouse, Add/Update Child, Add/Update Dependant, Removal of Spouse, Removal of Child, Removal of Dependant, and Removal of Unknown Beneficiary

Requirements

- Child addition/edit under 16 years: Birth Certificate
- Child addition/edit over 16 years: NRC
- Child removal: Death Record/ letter from the chief
- Spouse addition/edit: Marriage certification + NRC
- Spouse removal (divorce): Divorce certificate
- Spouse removal (Death): Death Record/ letter from the chief
- Dependant addition/edit under 16 years: Birth Certificate
- Dependant addition/edit over 16 years: NRC
- Dependant removal: Death Record/ letter from the chief
- Unknown Beneficiaries: Affidavits

Approved Beneficiaries

[+ Add Beneficiary](#)

ID Number	First Name	Surname	Other Names	Date of Birth	Relationship	Gender	Actions
ZMB0030032016	AQUILA	SAMAKAYI		2016-03-30	Son	Male	Edit Remove
199216/10/1	CHILESHE	MULENGA		1992-10-15	Husband	Male	Edit Remove

Home > Member > Account > Beneficiaries | NAPSA © 2025

Proceed to fill in the required fields and upload the required documents and **Save**.

Beneficiaries Management
This page allows you to:

- Add/Update Spouse, Add/Update Child, Add/Update Dependant, Removal of Spouse, Removal of Child, Removal of Dependant, and Removal of Unknown Beneficiary

Requirements

- Child addition/edit under 16 years: Birth Certificate
- Child addition/edit over 16 years: NRC
- Child removal: Death Record/ letter from the chief
- Spouse addition/edit: Marriage certification + NRC
- Spouse removal (divorce): Divorce certificate
- Spouse removal (Death): Death Record/ letter from the chief
- Dependant addition/edit under 18 years: Birth Certificate
- Dependant addition/edit over 18 years: NRC
- Dependant removal: Death Record/ letter from the chief
- Unknown Beneficiaries: Affidavits

Approved Beneficiaries

ID Number	First Name	Surname	Other Names	Date of Birth	Relationship	Gender	Actions
ZMB003032016	AQUILA	SAMAKAYI		2016-03-30	Son	Male	✎ ✕
199216101	CHILESHE	MULENGA		1992-10-15	Husband	Male	✎ ✕

Form Fields:

- Relationship * (Dropdown)
- First Name * (Text)
- Surname * (Text)
- Other Names (Text)
- Date of Birth * (Date Picker)
- ID Number * (Text)
- Gender * (Dropdown)
- Document Type * (Dropdown)
- Supporting Document * (File Upload)

Buttons: + Add Beneficiary, Submit Changes

When done, click on **Submit changes**.

A reference number is sent to your registered phone number for ease of reference.

Once the application is approved, changes are **effected** and a confirmation SMS and Email will be sent to you.

Beneficiaries Management
This page allows you to:

- Add/Update Spouse, Add/Update Child, Add/Update Dependant, Removal of Spouse, Removal of Child, Removal of Dependant, and Removal of Unknown Beneficiary

Requirements

- Child addition/edit under 16 years: Birth Certificate
- Child addition/edit over 16 years: NRC
- Child removal: Death Record/ letter from the chief
- Spouse addition/edit: Marriage certification + NRC
- Spouse removal (divorce): Divorce certificate
- Spouse removal (Death): Death Record/ letter from the chief
- Dependant addition/edit under 18 years: Birth Certificate
- Dependant addition/edit over 18 years: NRC
- Dependant removal: Death Record/ letter from the chief
- Unknown Beneficiaries: Affidavits

Approved Beneficiaries

ID Number	First Name	Surname	Other Names	Date of Birth	Relationship	Gender	Actions
ZMB003032016	AQUILA	SAMAKAYI		2016-03-30	Son	Male	✎ ✕
202204121	TINTA	MULENGA		2000-12-03	Daughter	Female	✎ ✕
199216101	CHILESHE	MULENGA		1992-10-15	Husband	Male	✎ ✕

Buttons: + Add beneficiary, Submit Changes

STEP 4 – UPDATE EMPLOYMENT HISTORY

Click on **Add New Employer** to add missing employers.

Click on **Edit** to update existing employment records

Update Your Employment History

Welcome to the Employment History section. Please follow the instructions below to review and complete your employment history details.

- Review Existing Employment Records:** The table below displays employment history available in our system. For each listed employer, click the edit button and a form will appear, enter the Town, Start Date and End Date in the provided fields. Ensure that all dates are accurate before proceeding.
- Add Missing Employers:** If any previous employers are missing from the list, click the "Add New Employer" button. A new entry form will appear. Fill in the employer's name, town, start date, and end date.
When entering your employer's name, please use the full, official name and not abbreviations. For instance, instead of 'NAPSA' please enter 'National Pension Scheme Authority.' Your employer will be listed, select them from the suggestions list.
- Submitting Your Employment History:** Once all records are completed, review the information carefully. Click the "Submit" button to save your employment history.

Employment History **Add New Employer**

Employer Name	Town	Start Date	End Date
ZAMBIA TELECOMMUNICATION COMPANY LIMITED [ZAMTEL]	-	-	-

Edit Delete

Submit

Fill in the required fields then **Submit**.

Add Employment History

Employer Name *
ZAMBIA TELECOMMUNICATION COMPANY LIMITED [ZAMTEL]

Town *
Select town

Start Date *
Pick a date

End Date *
Pick a date

I currently work here.

Submit