



MEMORANDUM

To: THE ACTING GENERAL MANAGER
FROM: ACTING DIRECTOR CONTRIBUTIONS AND COMPLIANCE
DATE: 30th DECEMBER 2024
SUBJECT: USD BILLING: SCHEDULED SYSTEM UPGRADE

Please be advised that the USD Billing which is intended to be operationalised on 1 January 2025 is in progress. The National Social Security Authority (NSSA) wishes to advise its valued clients that all its online platforms will be unavailable from 01.01.2025, 0800hrs to 04.01.2025, 2000hrs, to allow for a scheduled system upgrade.

In view of the above, authority is hereby sought to flight an advert as per below extract to conscientize our stakeholders on the scheduled system update.

“NOTICE OF SCHEDULED NSSA SYSTEM UPGRADE

The National Social Security Authority (NSSA) wishes to advise its valued clients that our online self-service portal will be unavailable **from 0800 hours on 1 January to 2000 hours on 4 January 2025** to allow for a scheduled system upgrade.

The Authority regrets any inconveniences that may be caused by this disruption of services.

For more information, contact us on **contactcentre@nssa.org.zw** or reach out through any of our social media platforms at nssazw, alternatively visit any of your nearest NSSA office for assistance.”

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Recommended/Not recommended

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..... DATE:.....

T Mutseyekwa -Deputy Director Marketing and Communications

Approved /Not Approved

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..... DATE:.....

Dr C Shava -Acting General Manager