



The Presidency

NATIONAL IDENTITY MANAGEMENT COMMISSION

FREQUENTLY ASKED QUESTIONS (FAQs)

**For the proposed
NIMC CALL CENTRE, WEBSITE, ETC**

**Version 2.0
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SECTION 1: ABOUT NIMC

What is NIMC (National Identity Management Commission)?

The NIMC (pronounced as “*Neem-See*”) is the primary legal institution in Nigeria mandated by law to institutionalize identity management system and regulate the identity sector. (NIMC Act 2007; Sections 1, 2, 5 and 6)

1. The NIMC Mandate

- To operate and manage the National Identity Management System (NIMS).
- Carry out enrolment of citizens and legal residents and issue a unique National Identification Number (NIN).
- After enrolment, issue a National e-ID Card which is also called a Smart General Multi-Purpose Card (GMPC).
- Manage the National Identity Database (NIDB).
- Harmonize and integrate all databases in the country into one centralized identity (The NIMC database).
- Verification and authentication of citizens’ identity via the platform to be provided by NIMC.

2. What is National Identity Management System (NIMS)?

National Identity Management System (NIMS) is the infrastructure that is responsible for the management of the NIMC mandate.

3. What are the benefits of the NIMS?

- Uniquely Identifying Individuals
- It provides a platform where no one is excluded socially or financially
- Transforms the delivery of social welfare programs, especially those cut off from such benefits.

- It enables people to claim their entitlement
- It helps to eliminate duplicate identity
- It helps to eliminate fraud
- Reduces cost of resources as infrastructures are shared

SECTION 2: THE REGISTRATION PROCESS

STEP I: Applicant walks into the NIN Enrolment Centre with a valid means of identification. (Visit www.nimc.gov.ng for approved list).

STEP II: The Applicant is directed to the customer service officer/desk officer for proper verification and given the NIN Enrolment form to fill appropriately.

STEP III: Enrolment officer inputs applicant's information on the enrolment form into the system. Applicant is required to check and confirm that all information is correct and complete.

STEP IV: Applicant's biometrics are captured (headshot photograph, fingerprints) and applicant appends his/her signature.

STEP V: Applicant submits supporting documents (means of identification for documentation). Document is scanned and returned.

STEP VI: Applicant is then issued a Transaction Slip and is informed when to collect his/her NIN slip.

STEP VI: Enrolment is completed.

1. What is pre-enrolment and how can I access the portal?

Pre-enrolment is the first stage of online registration of your demographics before you print and take to the nearest ERC for your **(See STEP III to V of the Enrolment Process)** biometrics to be captured.

You can access the portal via: <https://penrol.nimc.gov.ng>

2. Where are the Centers for registration?

Visit www.nimc.gov.ng for the list.

3. What is the National Identification Number (NIN)?

The National Identification Number-NIN (pronounced as “Neen”) is a unique number issued to a successful enrolled individual. This number is randomly generated and it is issued for life.

4. What is the NIN used for?

The NIN is used to tie all records about an individual into the National Identity Database and is also used as a valid means of establishing or verifying individual identity.

5. How can I get my NIN?

Upon successful enrolment, a transaction Slip is issued. Applicant is informed when to come for collection of his/her NIN (See figure 1, 2, 3) below.

See Figure 1 below for Transaction Slip

National Identity Management System Federal Republic of Nigeria (Enrollment Transaction Slip)			
Tracking ID:	S7Y000000000000	Surname:	FUNMIHASSAN
Registration Centre:	FCHQ-SEAMFIX	First Name:	TABLETON
Registration Date:	26/06/2014	Middlename:	UCHELON
Enroller's ID:	Chiefjustice	Gender:	Male
			
Note: The transaction slip does not confer the right to the <i>National Identification Number</i> nor <i>Card</i> (for any enquiries please contact):			
 helpdesk@nimc.gov.ng	 www.nimc.gov.ng	 07040144452, 07040144453, 07040144454	 National Identity Management Commission 11, Sokode Crescent, Off Dalaba Street, Zone 5 Wuse, Abuja Nigeria

While the second slip is called the **National Identification Number (NIN) Slip**. The NIN Slip has your **11 Digit Number** at the top left corner, second row. This is the slip that contains the NIN and is valid for all legitimate transactions in Nigeria.

Figure 2: NIN Slip with Red Arrow pointing to 11 digit Number

 National Identity Management System Federal Republic of Nigeria National Identification Number Slip (NINS)			
Tracking ID: S7Y0 0000 0000 0000	Surname: FUNMIHASSAN	Address: 11 SOKODE CRESCENT, ZONE 5, WUSE, ABUJA, NIGERIA	
NIN: 123456789012	First Name: TABLETON		
	Middle Name: UCHELON		
	Gender: M		
Note: The <i>National Identification Number (NIN)</i> is your identity. It is confidential and may only be released for legitimate transactions. You will be notified when your National Identity Card is ready (for any enquiries please contact)			
 helpdesk@nimc.gov.ng	 www.nimc.gov.ng	 0700-CALL-NIMC (0700-2255-646)	 National Identity Management Commission 11, Sokode Crescent, Off Dalaba Street, Zone 5 Wuse, Abuja Nigeria

Figure 3: This is the back of the NIN Slip with two logos of NIMC



6. Who should register and get a NIN?

All citizens and legal residents are eligible to enroll for their National Identification Number (NIN).

7. How long does it take for the NIN to be ready?

It takes between 1-5 working days for your NIN to be ready after registration.

8. Will NIN change with a re-issuance (replacement or renewal) of an ID card?

No, it does not change. The number is issued to an individual for life.

9. Do I need to re-enroll if I forget my NIN?

No. You do not need to enroll again. There are two steps to take:

- a. Go to the nearest ERC and supply your phone number, DOB or fingerprints and your NIN will be given to you.
- b. NIN can be retrieved using a USSD code *346# (Available on all Networks and cost N20). They are two options:
 - i. Retrieval, with the phone number given/supplied at initial enrolment.
 - ii. Search, with any phone number while providing your Key Information.

10. I have lost my NIN slip, how can I obtain another one?

Pay a token of N500 through **REMITA** at any bank nearest to you; provide your Remita Teller to any ERC near you and request for a NIN slip print.

11. How does the NIN complement or support the tier 1 KYC

Accounts opened with the tier 1 KYC, usually are limited in terms of volume of transaction and as such accounts cannot have a cumulative balance of N 300,000.00 and a single credit in excess of 50,000.00 leads to restriction on the accounts.

With the NIN, you can open an account and deposit any amount unlike other means of ID that restrict your cumulative and single credit balances.

12. Is the number on the National e-ID card my NIN

The NIN is currently NOT printed on the face of the card, but is available on the chip, stored securely for your protection and can be read only by an approved device.

SECTION 3: MODIFICATION

1. How can I modify or change my details?

Please check **Appendix IV** for the updatable fields and **Appendix V** for non-updatable fields.

Please provide the following to any ERC closest to you:

- Original NIN Slip at the point of enrolment
- Newspaper Publication (for change of name only)
- Court Affidavit
- REMITA Payment Slip/Teller (fee is N500)
- Application Letter
- Any relevant document that authenticates the proposed change e.g Marriage certificate (If change is due to marriage)
- Birth Certificate/Declaration of age (for change of Date of Birth)

2. Can I change my date of birth?

Yes, you can. However, change of date of birth entry of an individual in the NIDB can only be done **ONCE** in an individual's lifetime. Applicant should visit the nearest ERC for enquiries.

3. How can I update my phone number?

You can visit any of the NIN enrolment centers and request for this service. This service attracts a fee of N500.

4. I have followed your password reset on pre-enrolment registration, but it didn't work. What do I do?

This occurs when there is network failure. Please wait for a little while and try again.

SECTION 4: THE NATIONAL e-IDCARD

1. Tell me about the National e-ID Card

- The card contains information and record provided by the applicant, (including the biometrics and demographics) which is in an encrypted form on a chip.
- The card has a payment solution applet (payment for services, secure cash withdrawal, point of sale transactions, and facilitation of Know Your Customer (KYC) functions of financial institutions), amongst other applets.
- It contains the unique National Identification Number (NIN) embedded in the chip.
- It also carries a photograph of the individual's head and shoulders and the holder's signature.

2. I have a NIN, but I do not have a Card, can I still be identified?

Yes, your NIN is your unique identifier which can be verified using NIMC Verification Services-NVS.

3. What is the cost of obtaining a National e-ID Card?

The National e-ID Card is free at first issuance for now. However replacement or renewal will attract a fee.

4. How and where will I pick my National e-ID card?

You can pick National e-ID Card at the ERC you enrolled. A text message containing your details will be sent to you. Kindly visit: <https://touch.nimc.gov.ng> to check the status of your card.

5. Why is the National e-ID card given to individuals from 16 years and above?

The NIN is issued to every individual who have successfully enrolled but the card is given to sixteen years and above in accordance with the NIMC Act which stipulates that the card be given to sixteen years and above.

6. Can the National ID card or NIN be blocked or revoked?

The National e-ID Card can be blocked if the Commission suspects fraudulent activities or by individual request upon suspicion that his/her card has been compromised. The NIN can be revoked if confirmed that it was fraudulently obtained.

7. I have lost my card, what do I do?

Kindly report to the nearest NIMC office.

8. If my card is damaged or missing can I get a replacement?

Go to the nearest NIMC office and fill out a form for replacement

9. I am no longer in the location where I registered, can I transfer my card to my current location?

Please go to the nearest ERC and fill a card transfer form. This service is free! For now.

10. Do I need to open an account with UBA before I can use my card as an ATM card?

No, you only need to present the card at any UBA branch for loading of the required amount.

11. How does my National e-ID Card work as a payment card?

The card works like normal prepaid or debit card and is preloaded before usage. It works on ATM, POS and WEB for both local and international payments. Presently, loading with funds can be done only at UBA branch for now.

12. Do I need to activate my National e-ID Card before I use it as a payment card?

Yes, you need to activate your card at the point of pickup or use the instant PIN selection on the POS at any UBA Business Office.

13. How do I withdraw cash at an ATM with my National e-ID Card?

A National e-ID Card that has been loaded with funds can perform this transaction. To withdraw;

- i. Insert your card into the ATM
- ii. Input your PIN
- iii. Select Current Account and then

iv. Select Amount to withdraw.

14. I have forgotten my pin how do I get a PIN reset?

Visit any UBA branch or NIMC ERC to request for a PIN reset.

15. Should I disclose my PIN to any one?

No. Your PIN is confidential and should not be disclosed to anyone.

16. Why is there an expiry date on my National e-ID card?

Just like any other payment card, the eID has a five year expiry date, in compliance with the ICAO and EMR (banking) standards.

17. Will the Card replace the INEC card, Tax Card, Driver's license and international passport?

No, you still need those cards for functional services .The eID card does much more as it provides foundational identity.

18. What sort of financial transaction can I do with my National e-ID Card?

- a. Fund loading via Bank
- b. Cash withdrawal at ATMS
- c. POS Transaction
- d. Card to card transfer
- e. Fund loading via mobile banking application

OTHERS

1. How can I become a Licensed NIMC verification/enrollment agent?

- a. The Prospective client must be Government Agency or an entity incorporated under the Companies and Allied Matters Act Cap. C20, Laws of the Federation of Nigeria 2004, whose object is to provide any or all of the services listed in regulation 2 of these Regulations.
- b. Satisfies the commission that it has the professional and technical capacity to provide the services.

- c. Undertakes in writing to comply with the terms and conditions of the license.
- d. Submits with the applicant a detailed feasibility report on the proposed business which shall include:
 - i. A detailed and comprehensive business plan.
 - ii. A three year financial projection for the operation of the agency or company indicating its expected growth and profitability.
 - iii. Details of the assumptions upon which the financial projections have been made.
 - iv. The composition of the Board of Directors and the curriculum vitae of each member , including information on positions held by them in other organizations.
 - v. List of keys personnel, their job description and qualification of such personnel of those positions in the organization.
 - vi. Proposed information management systems, internal controls and procedures including manuals of operation.
 - vii. A list of the promoters and shareholders showing their NIN, residential address, business or company address, amount invested and address of their bankers.
 - viii. Names and profiles of technical partners, if any, together with a copy of the contract with the technical partner.
 - ix. Details of the technology to be deployed in the provision of the service, and
 - x. Location of proposed office building and ownership status of the building.
- e. Submits with the application, a sworn declaration of the promoters and directors attesting to their willingness to adhere to a code of proper conduct and integrity to be issued from time to time by the Commission.

2. How can I engage the services of the NIMC for collaboration in specialized enrolment projects?

- a. Submit a letter of intent to the Director General /CEO indicating purpose and area of collaboration with NIMC (Attention: General Manager Operations).
- b. Prospective clients are then invited for a discussion and NIMC rules of engagement are communicated to the client.
- c. Drafting, review and execution of Non – Disclosure Agreements (NDA), Service Level Agreements (SLA) and Memorandum of Understanding (MOU) by both parties.
- d. After every logistics and financial modalities are worked out, service is deployed to the area of request.

For more information, email: commercialservices@nimc.gov.ng

SECTION 5: APPENDICES 1-V

Appendix I:

NIMC ENROLMENT CENTRES (ERCs) NATIONWIDE

Visit www.nimc.gov.ng and click on Enrolment Center Locator.

Appendix II:

REQUIRED FEES

- NIN Enrolment – Free
- NIN Slip - Free
- NIN Slip Reprint – N500
- Assisted Verification – N1,000
- All/any Modifications – N500
- Change of Date of Birth-N15,000
- National e-ID Card –Free
- e-ID Card Renewal-N3,000
- Lost or Stolen e-ID Card-N5,000

All payments for ANY of the services above can ONLY be done via **REMITA**.

Appendix III:

REQUIRED (SOURCE) DOCUMENTS

Any ONE of the following is acceptable:

- Birth Certificate
- Driving License
- International Passport
- Voters ID
- Government Photo ID Card
- Educational Certificate
- Photo ID Card issued by a recognized Educational Institution
- Pensioner Photo Card
- Insurance Policy
- Photo (Credit Card)
- Bank Statement with Passport Photo
- Post Office Account Statement Passbook
- Electricity Bill (not older than 3 months)
- Water Bill (not older than 3 months)
- Telephone Landline Bill (not older than 3 months)
- Property Tax Receipt (not older than 3 months)
- Letter of Introduction issued by Notary Public
- Letter of Introduction issued by Justice of Peace
- Letter of Introduction issued by Government Official not below the rank of a director
- Authority (for rural areas)
- Vehicles Registration Certificate
- Registered Sale/Lease/Rent agreement

Appendix IV:

APPROVED UPDATEABLE FIELDS

1. Names
2. Date of Birth
3. Addresses
4. Phone Number
5. Place of Birth –State
6. Place of Birth – LGA

7. Place of Birth- Country (if different from Nigeria)
8. Place of Origin -State
9. Place of Origin -Town/ Village
10. Place of Origin -LGA
11. Father's NIN
12. Father's Town of Origin/ Village
13. Father's State of Origin
14. Father's LGA of Origin
15. Mother's NIN
16. Mother's Town of Origin/Village
17. Mother's State of Origin
18. Mother's LGA of Origin

APPENDIX V

NON-UPDATEABLE FIELDS

1. Gender
2. NIN

ABBREVIATIONS

NIMC	National Identity Management Commission
NIN	National Identification Number
NIMS	National Identity Management System
KYC	Know Your Customer
MOU	Memorandum of Understanding
NDA	Non – Disclosure Agreements
SLA	Service Level Agreements
eID	Electronic Identity Card
NIDB	National Identity Database
ERC	Enrolment Centre
DOB	Date of Birth
PIN	Personal Identification Number
GMPC	General Multipurpose Card

