



Parliament of Sint Maarten

Staten van Sint Maarten

To the Hon. Minister of Public Health, Social Development and Labor
Mr. E. Lee
p/a Council of Ministers
Philipsburg

UV/246/2015-2016

Philipsburg, May 12, 2016

Re: Questions from MP C.T. Emmanuel

Hon. Minister Lee,

Herewith I submit to you questions posed by Member of Parliament, Mr. Christophe T. Emmanuel pursuant to article 62 of the Constitution and article 69 of the Rules of Order of the Parliament of Sint Maarten.

The letter is self-explanatory.

Yours truly,



S. A. Wescot-Williams
President of Parliament

STATEN VAN SINT MAARTEN	
Ingek.	12 MAY 2016
Volnr	15/729/15-16
Par.	3 neg



Mrs. Sarah A. Wescott-Williams
President of Parliament of St. Maarten
Wilhelmina Straat #1
Philipsburg

Philipsburg, May 10th, 2016

Subject: Inconsistent payment dates AOV Pension

Honorable President Wescott-Williams,

Over the past several months, I have received numerous visits and calls from AOV pensioners regarding the inconsistent payment dates of their monthly pension. The aforementioned has been a concern of AOV pensioners for several years now. Despite SZV having informed pensioners of a set date for receiving their pension payments. Our pensioners are still not receiving their pension on the date stipulated by SZV.

In addition, pensioners as well as other SZV clients have raised concerns regarding the diminishing quality of customer service provided by SZV. As a member of parliament I am perplexed that the SZV is to date unable to ensure that our pensioners are able to receive their pension consistently on a fixed date. While SZV continues to inform the general public of their continuous attempts to enhance their customer service, in light of the amount of complaints I have received. I am of the opinion that much more can be done to improve their service to their clients and in particular our pensioners.

In light of my abovementioned concerns, through you I would like to submit a formal request to the Management of the SZV to provide me with a response to the following :

- Is there a set date for pensioners to receive their AOV pension payments
- How many pensioners are currently collecting/ entitled to an AOV pension
- When AOV payments have not been submitted to the financial institutions for processing on the due date, are pensioners informed of such
- Is the SZV experiencing liquidity issues

Thanking you in advance for your assistance in the aforementioned.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Christopher T. Emmanuel'.

Christopher T. Emmanuel
Member of Parliament St. Maarten