



## OFFICE OF THE OMBUDSMAN OF TRINIDAD AND TOBAGO HEAD OFFICE

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## MEDIA RELEASE

**FOR IMMEDIATE RELEASE**

**November 26, 2025**

### **MTS Retirees Face Years-long Wait for Benefits**

#### **Ombudsman's Special Report to Parliament Highlights Recurring Failure to Pay Retirement Benefits**

Ombudsman Jacqui Sampson Meiguel, in a special report to Parliament laid on Friday, November 21, 2025, addressed the recurring failure of the National Maintenance Training and Security Company (MTS) to pay retirement benefits to former employees.

This is not an overnight issue. It has been happening for quite some time, and far too long. The report highlighted that between 2022 and 2025, sixty-eight (68) MTS retirees filed complaints to the Ombudsman. To date, thirty-nine (39) complaints were successfully resolved after repeated and persistent intervention by the Office of the Ombudsman. Twenty-nine (29) of the retirees are still awaiting their benefits, some of whom have been grappling with this plight for more than two years.

The Ombudsman's report revealed that investigations established a pattern of administrative conduct that, taken as a whole, amounted to unjust, unreasonable and improper administration. The complaints, which represent a fraction of the true number of persons affected who may not have come forward, are more than case numbers or records on files. They represent real people forced to bear the burden of the organisation's failure to meet its contractual obligations at a vulnerable stage in their lives.

Complainants reported being left unable to meet essential living expenses such as rent, mortgage instalments, utility bills and other basic household needs. They indicated that the delayed benefits have affected their ability to fund essential medical appointments and diagnostic tests, with one

retiree lamenting that she resorted to using expired medication due to the high cost of her prescriptions.

A consistent complaint from those affected was the psychological and emotional stress endured when their repeated attempts to obtain information from the Company went without acknowledgement or response. Retirees reported unanswered calls, unreturned messages and an absence of clear timelines or updates on when payments could be expected. This issue was compounded by retirees finding that by the time they realised no progress was being made, the six-month window within which their Union is permitted to report trade disputes had already expired. This further deprived the retirees of external avenues of support.

The MTS has attributed the unreasonable delays in paying retirement benefits to its cash flow issues. In correspondence to the Office, the MTS claimed that its receivables from state entities exceeded Eight Hundred and Fifty Million Dollars (\$850,000,000). The report noted that the Company continued to meet other operational expenses and “essential” financial obligations while deferring payments to retirees. This shows that retirement benefits were not being treated as priority liabilities, despite their contractual nature. The Ombudsman stressed that such an approach is inconsistent with fair and just public administration.

The Ombudsman has exhausted the mechanisms available to that Office under the Constitution. Pursuant to Section 96(4) of the Constitution, parliamentary intervention was deemed necessary to support and encourage the development of a corrective action plan for the MTS with a view to bringing relief to the company’s retirees.

A copy of the full report can be accessed via the following link: <https://ombudsman.gov.tt/special-reports/>.

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