



# THE INSTITUTE OF CHARTERED ACCOUNTANTS OF NIGERIA

(Established by Act of Parliament No. 15 of 1965)

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*Registrar/Chief Executive*  
**JOHN .I. EVBODAGHE, MBA, FCA**

ICAN/MEMB.EMC/05/19

May 21, 2019

Dear Member,

The attention of Council has been drawn to the numerous complaints on the on-going 2019 elections. We wish to inform members that due to the clamour for change of the service provider which had managed the Institute's e-voting for four years, another service provider was engaged for the 2019 election. As it is with changes in any systems, there are bound to be teething issues which would manifest at the early stages of implementation.

However, the Electoral Matters Committee (EMC) has worked vigorously to ensure that the e-voting portal function effectively, so that the entire process is not compromised. The Council has also engaged the services of Ernst and Young (EY) as Consultant to the election process. They are to carry out pre and post review of the entire process and are working with the Electoral Matters Committee and the election service provider to ensure that the integrity of the system is not breached.

We have compiled some of the challenges encountered by members such as non-receipt of pins via email/sms, receipt of duplicate confirmation of vote cast and inability to vote. Some of the reasons for these anomalies include the Do Not Disturb (DND) issue and blocked bulk messages to some e-mail boxes and phones. All these matters have been presented before the service providers and the Electoral Matters Committee for correction.

The Service provider has been instructed to resend pins to the eligible voters. Members are advised to check their spam/junk boxes to retrieve them. We have confirmed that the issue of multiple confirmations will not affect votes cast as votes cast cannot be duplicated. Council has met with all the parties to review the process and has been assured that these problems will not affect the election negatively nor the outcome of the election.

Council has also directed EY to review the status of the on-going election and revert with their findings. Therefore, we encourage every eligible voter to continue with the process and where any issue arises, you will be advised appropriately.

We thank you all for your patience and understanding and once again assure you that the e-voting portal is secured and not prone to any interference.

Yours Sincerely,

**JOHN I. EVBODAGHE, MBA, FCA**  
**REGISTRAR/CHIEF EXECUTIVE**