



UNJSPF

IN-RETIREMENT BRIEFING

USEFUL INFORMATION FOR RETIREEES AND BENEFICIARIES

VTC UNJSPF New York –AFICS Japan – 16 January 2021

Client Services and Outreach Section, UNJSPF
Bangkok-Geneva-Nairobi-New York

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UNJSPF

CONTENTS

- **The UNJSPF WEBSITE**
- **Member Self Service (MSS)**
- **The Annual CE Exercise**
- **The UNJSPF Emergency Fund**
- **Survivors Benefits and Information for survivors**
- **Contacting the Fund**
- **Payment of your UNJSPF Benefit**

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UNJSPF WEBSITE

Retiree Tools



The UNJSPF website

www.unjspf.org – UNJSPF WEBSITE TABS useful for RETIREES...

- **Access to Member Self Service (MSS)** – On the MSS web-page you can register for or log into your personalized MSS portal. (*For more details about MSS see next slide.*): <https://www.unjspf.org/urgent-assistance-arabic/>
- **Contact Us:** links to the online UNJSPF Contact Form to submit all written e-mail queries to the Fund. This page also provides the contact details for the Fund's Call Center and postal mailing address in the Geneva: <https://www.unjspf.org/contact-us/>
- **Urgent Assistance:** Special web-page explaining how to best contact the Fund and the immediate information required for [death related queries](#) OR if a [monthly benefit payment stopped](#): these queries are treated as absolute PRIORITY by the Fund! This page exists in Arabic (and the other 5 official UN languages): <https://www.unjspf.org/urgent-assistance-arabic/>
- **Information:** links to a page listing and linking to various useful pages particularly relevant for retirees/beneficiaries, e.g.: FAQs (including Special Covid-19 FAQ), Informational Booklets, Educational Videos, Certificate of Entitlement (CE) info, Emergency Fund, etc.: <https://www.unjspf.org/info-for-retirees-beneficiaries/>
- **Forms:** All official UNJSPF forms are available here in blank format, e.g. the Change in Payment Instructions (PI) form, or Change in Address form. However, it is best if you print official UNJSPF forms inside your [personalized Member Self Service \(MSS\)](#), as they are pre-completed with your name and Unique UNJSPF ID number (UID).
- **Publications:** UNJSPF Annual Letter/Report, News Alerts, etc.: <https://www.unjspf.org/publications/>
- **Investments:** links to the webpages of the Office of Investment Management (OIM) and provides detailed information about the funding status of the Fund, investments etc.: <https://oim.unjspf.org/>.

The UNJSPF website

www.unjspf.org

WEB-PAGES, INFORMATIONAL BOOKLETS and VIDEOS of special relevance for retirees and beneficiaries...

- **Certificate of Entitlement (CE):** this page provides up to date information about the annual Certificate of Entitlement Exercise and related matters, e.g. the deadline for return of the annual CE to the Fund, what to do in case of non-receipt of the annual CE, how to access your online CE, under which circumstances signature/thumbprint authentication is required, etc.: <https://www.unjspf.org/certificate-of-entitlement/>
-CE Booklet: <https://www.unjspf.org/wp-content/uploads/2019/03/Certificate-of-entitlement.pdf>
-CE Whiteboard Video: https://www.youtube.com/watch?time_continue=1&v=N5qoL7POTQg&feature=emb_logo
- **Authentication of Signatures & Documents:** this page provides detailed information about the conditions under which signature authentication is required, which authorities the Fund accepts as authenticating officials, etc.: <https://www.unjspf.org/authentication-of-signatures-and-docs/>
- **Emergency Fund:** this page explains the existence of the UNJSPF Emergency Fund (EF), its purpose, general conditions of EF assistance award, requirements for submission of EF assistance requests, etc. <https://www.unjspf.org/documents/emergency-fund/>
-Emergency Fund booklet in Arabic: <https://www.unjspf.org/wp-content/uploads/2017/10/Brochure-Emergency-Ar.pdf>
-Emergency Fund Whiteboard Video: https://www.youtube.com/watch?v=gKw9NBXSRGg&feature=emb_logo

The UNJSPF website

www.unjspf.org

WEB-PAGES, INFORMATIONAL BOOKLETS and VIDEOS of special relevance for retirees and beneficiaries...

- **Survivors:** this page provides some basic information relevant for survivors of a retiree or beneficiary and links to related relevant pages, including required official forms, checklist, booklet, video, etc.:
<https://www.unjspf.org/survivors/>
-Survivors Booklet with detailed information about conditions of entitlement to survivors benefits and required documentation: <https://www.unjspf.org/wp-content/uploads/2017/02/Survivors-Benefits-1.pdf>
-Survivors Whiteboard Videos:
#15 Survivors to the retiree: <https://www.youtube.com/watch?v=Jqh4voWbqG8>
#16 Survivors to the survivor: https://www.youtube.com/watch?v=2I_e4jkaVTw
(#11 Residual Settlement and A2 form: <https://www.youtube.com/watch?v=ViGxk3y1xXU>)
- **Legal Guardianship and Estate:** the following link takes you to the informational booklet explaining under which conditions the Court appointment of a legal guardian may be required by the Fund to allow a third party to handle the pension affairs of a retiree/beneficiary: <https://www.unjspf.org/wp-content/uploads/2017/02/LegalGuardEstate.pdf>



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The UNJSPF WEBSITE

www.unjspf.org

WEB-PAGES, INFORMATIONAL BOOKLETS and VIDEOS of special relevance for retirees and beneficiaries...

- **SPECIAL COVID-19 FAQ:** A lot of COVID-19 related questions have reached the Fund since March 2020. To help you navigate pension issues during these difficult times, the Fund has created a COVID19 FAQ document providing you with the kinds of questions we received, and our answers. Here the link to the FAQ document: https://www.unjspf.org/wp-content/uploads/2020/05/COVID-19-FAQ_COMPLETE_Participants-and-Beneficiaries_May-2020.pdf

Please be assured that:

- The Fund continues to process pension benefits as normal and without any additional delays.
- COVID-19 is not affecting the funding stability of the UNJSPF and the current market performance has no bearing on the payment of established or new pension benefits.
- Retirees and beneficiaries have no reason to worry about the regular payment of their benefits.
- Recognizing the fact that due to the pandemic some participants and beneficiaries may not be able to submit their official UNJSPF forms to the Fund in the format usually required, the Fund has implemented new arrangements that allow for electronic submission of official forms and supporting documentation via MSS to ensure continued service to our clients worldwide.
- The Fund continues to receive, process and dispatch physical mail; therefore, you can of course continue to submit your original forms to the Fund via mail.

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UNJSPF MSS

Retiree Tools



Member Self Service (MSS): INSIDE MSS

Useful MSS tabs for RETIREES/BENEFICIARIES

- **Account:** (this tab can be accessed in the top left corner of all MSS pages) - **here you can change your Email, Username, Password or Security Questions**
- **Home page:** the Fund uses this page to provide updates and alerts relating to MSS – we encourage you to regularly log into MSS to check for such updates/alerts
- **Address:** **all those on the US Dollar track can change their address online and provide an emergency contact.** – *If you are paid under the two-track, you must submit form PF23/M to request the Fund to change your address.*
- **Disbursements:** track all payments from the Fund and ASHI deductions (if applicable).
- **Documents:** you can access, download and print your Official Benefit letter, Quarterly COLA Statements, Statement of Benefits (if requested), Estimates that you have generated in the Estimate tab, and, other important documents. *For all those on the US Dollar Track: you can access your annual Certificate of Entitlement (“MSS” CE) here.*
- **E-Forms:** you can access all official UNJSPF forms pre-completed with your UID and name (e.g. Change in Payment Instructions form PF.23, forms E.10 and E.11, etc.) – *please always use these MSS forms, as applicable, as they are barcoded and the latest version of these forms.*
- **Proof Documents:** you can track receipt by the Fund of your returned, barcoded annual CE form – *this tab gives you visibility into whether the Fund has received your returned CE form and at which date it was indexed to your file.*
- **Emergency Fund:** in case of severe financial hardship, submit an initial EF request online.
- **Two-Track Estimate:** you can run your estimates of your entitlement if paid under the local track of your country of residence – *you should definitely run a two-track estimate before applying to the Fund to be paid under the local track.*
- **MSS Document Upload:** Here you can upload and submit to the Fund duly completed, dated and signed official UNJSPF form/s and supporting documents as required for your case (e.g. current year barcoded Certificate of Entitlement (CE), PF23, E10, E11, ID docs, Birth Cert./s, Marriage Cert., Divorce doc., etc.) – *this tab allows you to submit forms and required documents to the Fund electronically.*

Note that some of the MSS tabs/functionality you can access as a retiree/beneficiary are different from those you were able to access as a participant.





UNJSPF

MEMBER SELF SERVICE (MSS)

Register/Login to gain access to your personalized MSS portal:

- **MSS Registration:** <https://www.unjspf.org/member-self-service/>

Watch the Whiteboard video explaining the UNJSPF “Member Self Service”:

- https://www.youtube.com/watch?v=ryZ_XCJ6JuU

Watch the tutorial on our website “How to register for MSS”:

- <https://www.unjspf.org/how-to-register-for-mss-tutorial/>

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ACCESSING MEMBER SELF-SERVICE (MSS)

[https://www.unjspf.org/
member-self-service/](https://www.unjspf.org/member-self-service/)



UNJSPF MEMBER SELF-SERVICE (MSS):

- How to register for MSS**
- MSS Support**

Member Self Service (MSS): Your personalized portal on the UNJSPF Website

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United Nations Joint Staff Pension Fund

BANDWIDTH LO HI

HOME ABOUT THE FUND ▾ INVESTMENTS INFORMATION ▾ REFERENCE MATERIAL ▾ FORMS ▾ PUBLICATIONS ▾ CONTACT US URGENT ASSISTANCE **LOGIN ▾**

LOGIN SETTINGS

Member Self-Service (MSS)

Welcome to UNJSPF Member Self-Service (MSS)

LOGIN TO MEMBER SELF-SERVICE

IF YOU REQUIRE ASSISTANCE IN LOGGING WITH OUR MSS, CONTACT OUR CALL CENTER AT:

- By Phone (hours M- F: 07:00 – 19:00):
NEW YORK (EST): +1 – 212-963-6931
- By Email: mssupport@unjspf.org

PAGE INDEX

- Overview
- Unique Identification Number (UID).
- Register & Login.
- MSS for Retiree/Beneficiary
- MSS for Participants
- MSS Menu
- Reading your Pension Statement
- Running Estimates
- Known Issues
- More Help
- MEMBER SELF-SERVICE TERMS OF SERVICE

★ QUICK LINKS

- [Register](#)
- [Login](#)
- [FAQ](#)

Member Self Service (MSS): Your personalized portal on the UNJSPF Website

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United Nations Joint Staff Pension Fund

BANDWIDTH PEOPLE SERVED: 205,000
LO HI

HOME ▾ ABOUT THE FUND ▾ INFORMATION ▾ LEARNING TOOLS ▾ REFERENCE MATERIAL ▾ FORMS ▾ PUBLICATIONS ▾ CONTACT US URGENT ASSISTANCE ▾ LOGIN ▾

Member Self-Service (MSS)

Welcome to UNJSPF Member Self-Service (MSS)

[LOGIN TO MEMBER SELF-SERVICE](#)

IF YOU REQUIRE ASSISTANCE IN LOGGING WITH OUR MSS, CONTACT OUR CALL CENTER AT:

- By Phone (hours M- F: 07:00 – 19:00):
NEW YORK (EST): +1 – 212-963-6931
- By Email: mssupport@unjspf.org

QUICK LINKS

- [Register](#)
- [Login](#)
- [FAQ](#)

LOGIN

- Employer Self-Service
- Member Self-Service (MSS)
- Pension Board
- Standing Committee
- Overview United Nations Staff Pension Committee
- Unique Identifi (UID). Committee of Actuaries
- Register & Log Audit Committee
- MSS for Retir ALM Committee
- MSS for Part Federation of Associations of Former International Civil Servants (FAPICS)
- MSS Menu
- Reading your Pension Statement
- Running Estimates.
- Known Issues
- More Help.

You need your UNJSPF UNIQUE ID NUMBER (UID) – to register for Member Self Service (MSS) :

- The Fund recently introduced a new numbering system; the new **nine-digit UNJSPF Unique ID (UID) number** will serve as life-time reference numbers for all Fund members (from entry into the Fund till death).
- The UID is required for registration for Member Self Service (MSS) on the Fund's official website. All nine digits must be entered for registration, every zero counts!
- Please refer to your HR/EO offices to obtain your new UID and use it in all your future communications with the Fund, as it will help duly track and assign them to your case file.
- You can also obtain your UID by sending an email from your official UN email address to: RequestUIDonly@unjspf.org. You will receive a response within 1 to max. 3 business days.
- When asked to create your USERNAME as part of the registration process, please do NOT use special characters and do not include any spaces. Only use letters and numbers.
- Should you have issues with MSS once you registered, please contact the MSS Support team at MSSSupport@unjspf.org. They will respond within 2 to max. 5 business days.

Member Self Service (MSS): REGISTER

Terms of Service

The information the UNJSPF provides on the web site is made available for the convenient access of our participants and beneficiaries. While the UNJSPF makes every attempt to ensure the information provided is reliable, human or mechanical error remains a possibility. Therefore, the UNJSPF does not guarantee the accuracy, completeness or timeliness of information, and will not be held responsible for any errors or omissions, or for the use of, or results obtained from the use of information. This applies to sites hyperlinked to and from the UNJSPF web site.

Decline

Accept

Member Self Service (MSS): REGISTER

Verify Identity

To verify your identity, please enter your Unique ID, last name, and your date of birth. Your information is secured during transmission.

Unique ID:

Last Name:

Date Of Birth:



Member Self Service (MSS): REGISTER

Account Setup

Account

All fields are required. The password is case sensitive.

Person:

Username:

Enter New Password:

Confirm New Password:

Username Restrictions:

- Username should have a minimum of 8 characters
- Username should have a minimum of 2 alpha characters
- Username should have a minimum of 2 numeric character

Password Restrictions:

- Password must have a minimum of 8 characters
- Password must have a minimum of 1 numeric characters
- Password must have a minimum of 1 capital letters
- Password must have a minimum of 1 lower case letters
- Password cannot be set to any of the previous 2 passwords

Security Questions

Security questions are used in-case you ever need to recover your password.

Select First Security Question:

Enter Answer to First Question:

Select Second Security Question:

Enter Answer to Second Question:

Select Third Security Question:

Enter Answer to Third Question:

Email Address

Your email address is used for all communications from the fund office. It will remain private and it will not be shared with outside companies.

Enter Email Address:

Re-enter Email Address:

Member Self Service (MSS): LOGIN

UNJSPF Secure Login

User Name

Password

[Log In](#)

[Register](#) | [Forgot User Name](#) | [Forgot Password](#)

INSIDE MSS: CHANGING YOUR ADDRESS

Last Logon 03/07/2018 | Account | Logout | Return To LOB



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ISA ITU ITLOS STL UNESCO UNIDO WHO WIPO WMO WTO

Welcome **confidential** 04/07/2018

Menu

Home

Address

Disbursements

Documents

E-Forms

Proof Documents

Personal Information

Validation Request (Article 23)

Emergency Fund

Restoration (Article 24)

Transfer-In Request

Help

Address

Official Mailing Address

PO **confidential**
LUSAKA, ZM

Phone:

Home:

+260 **confidential**

ZAMBIA

Email:

Registered:

confidential@yahoo.com

Update address

change accepted only for Official Mailing Address. **Pouch Address** can't be changed online

Click on the *Update address* button to edit the "Official Mailing Address"
Cliquez sur le bouton *Update address* pour changer l'adresse postale officielle

INSIDE MSS: TRACKING YOUR PAYMENTS

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ISA ITU ITLOS STL UN UNESCO UNIDO WHO WIPO WMO WTO

Welcome confidential 04/07/2018

Menu

[Home](#)

[Address](#)

[Disbursements](#)

[Documents](#)

[E-Forms](#)

[Proof Documents](#)

[Personal Information](#)

[Validation Request \(Article 23\)](#)

[Emergency Fund](#)

[Restoration \(Article 24\)](#)

[Transfer-In Request](#)

[Help](#)

Disbursements

Below is historical record of your disbursements

Issued Disbursements

Disbursements that have already been sent to you.

Payee: All Benefit Account: All Year: All

Records Export

Value Date	Payment Currency	COP Gross	ASHI	COP Deductions	COP Net	Status	Reason Code	Check EFT No	Disbursement	Unique Id	Payee Name	Overpayment Flag
30/06/2018	USD - US Dollar	4,746.85	469.09	0.00	4,277.76	Reconciled		1426860	EFT	CONFIDENTIAL		<input type="checkbox"/>
31/05/2018	USD - US Dollar	4,746.85	469.09	0.00	4,277.76	Reconciled		1389668	EFT		<input type="checkbox"/>	
30/04/2018	USD - US Dollar	4,746.85	453.84	0.00	4,293.01	Reconciled		1352607	EFT		<input type="checkbox"/>	
31/03/2018	USD - US Dollar	4,644.66	453.84	0.00	4,190.82	Reconciled		1315484	EFT		<input type="checkbox"/>	
28/02/2018	USD - US Dollar	4,644.66	453.84	0.00	4,190.82	Reconciled		1278716	EFT		<input type="checkbox"/>	
31/01/2018	USD - US Dollar	4,644.66	462.01	0.00	4,182.65	Reconciled		1241976	EFT		<input type="checkbox"/>	
31/12/2017	USD - US Dollar	4,644.66	462.01	0.00	4,182.65	Reconciled		1205554	EFT		<input type="checkbox"/>	
30/11/2017	USD - US Dollar	4,644.66	462.01	0.00	4,182.65	Reconciled		1168625	EFT		<input type="checkbox"/>	

INSIDE MSS: TRACKING YOUR PAYMENTS

Last Logon | Account | Logou



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Welcome



Account Settings

You can update your password, email as well as a variety of other settings that affect your user account.

Reset Password

Please remember to frequently update your password.

Update Email Address

Your email address is our primary means of communicating with you. Please make sure that you keep it up to date.

Update Security Questions

Your security questions are used when you forget your password.

Update Document Communication Preferences

Please remember to set your document communication preferences.

Home

INSIDE MSS: ACCESSING IMPORTANT DOCUMENTS (CE, STATEMENTS, LETTERS, etc.)

Last Logon 03/07/2018 | Account | Logout | Return To LOB



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No need to wait for the CE to arrive by mail, print the online CE, sign it and return it in Original by mail or pouch to NY or GVA Office
Plus besoin d'attendre l'arrivée du CE par courrier, imprimez-le en ligne, signez et retournez l'Original au bureau de NY ou GVE par courrier ou valise diplomatique

Welcome Retiree's Name 04/07/2018

Menu

- Home
- Address
- Disbursements
- Documents
- E-Forms
- Proof Documents
- Personal Information
- Validation Request (Article 23)
- Emergency Fund
- Restoration (Article 24)
- Transfer-In Request
- Help

Documents

Records Export

Date	Document	Recipient	Action
29-May-2018	CE 002 - Certificate of Entitlement - Mem	Retiree's Personal Information. Blocked for Confidentiality	Details
13-Apr-2018	CO 001 - COLA Letter English		Details
21-Jun-2017	MSS Registration Success		Details
28-May-2017	CE 002 - Certificate of Entitlement - Mem		Details
19-Apr-2017	CO 001 - COLA Letter English		Details

INSIDE MSS: TRACKING RECEIPT OF YOUR CE BY THE FUND

Last Logon 03/07/2018 | Account | Logout | Return To LOB



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Welcome 04/07/2018

Menu

[Home](#)

[Address](#)

[Disbursements](#)

[Documents](#)

[E-Forms](#)

[Proof Documents](#)

[Personal Information](#)

[Validation Request \(Article 23\)](#)

[Emergency Fund](#)

[Restoration \(Article 24\)](#)

[Transfer-In Request](#)

[Help](#)

Proof Documents

Records Export

Document Name	Received Date	Accepted Date	Rejection Date	Reason For Rejection	Additional Info
Certificate of Entitlement	14/07/2017				2017

INSIDE MSS: REQUESTING EMERGENCY FUND ASSISTANCE

Last Logon 04/07/2018 | Account | Logout | Return To LOB



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Welcome

04/07/2018

Menu

[Home](#)

[Address](#)

[Disbursements](#)

[Documents](#)

[E-Forms](#)

[Proof Documents](#)

[Personal Information](#)

[Validation Request \(Article 23\)](#)

[Emergency Fund](#)

[Restoration \(Article 24\)](#)

[Transfer-In Request](#)

[Help](#)

Request for Emergency Funds

The Emergency Fund is utilized to provide financial assistance to beneficiaries who are currently receiving a periodic benefit from the Fund. It is intended to provide relief in individual cases of proven hardship owing to illness, infirmity or similar cases, including funeral arrangements. It is not intended to supplement pensions that may be considered insufficient, whether due to general or local economic situations or limited contributory service.

Please answer the following questions in order to determine if you meet the minimum requirements of applying for Emergency Fund assistance.

a) Are you currently receiving a periodic benefit from the UNJSPF? Yes/No

b) Your request is not due to educational expenses or loans. Yes/No

If the answer to either of the above questions is "NO" you are not eligible for Emergency Fund assistance.

Disclaimer: Upon hitting the submit button, please note that this request will be sent to the UNJSPF Client Services and cannot be modified. You will have thirty calendar days from the date of this request to submit all required documentation as provided in the Emergency Fund Letter located in the "Documents" section of your Member Self-Service account.



Create Request - (click Edit to create)

Emergency Fund Request Category:

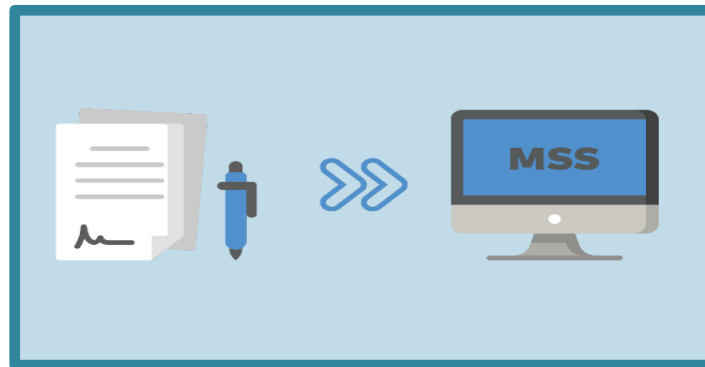
Click on the *Edit* Button, Select the *Emergency Fund Request Category*, Check the *Disclaimer* button and Click on the *Submit Emergency Fund Request Button*
Cliquez sur le bouton *Edit*, choisissez la catégorie, cochez le bouton *Disclaimer* et cliquez sur le bouton *Submit Emergency*

Submitted Request

Records Export

INSIDE MSS

Uploading and
submitting documents to
the UNJSPF electronically



Member Self Service (MSS): Submitting documents to the Fund electronically

Last Logon 04/12/2020 | Account | Logout



**Read and follow these instructions carefully!
Then click on 'Send Message' to begin the document uploading process.**

MSS Document Upload

Inbox
There are no messages found...

Send Message

"You can now submit official UNJSPF forms and supporting documentation to the Fund electronically by uploading documents inside this MSS tab. In most cases, you do not need to send original documents unless otherwise instructed by the Fund."

Disclaimer:
Use of MSS Document Upload is subject to acceptance of the [United Nations Joint Staff Pension Fund's Privacy Policy](#) and the [Member Self-Service Terms of Service](#). Use of MSS Document Upload signifies agreement to the terms and conditions stated therein.

Important Note: Do NOT use this MSS Document Upload feature for submission of queries to the Fund; queries submitted via MSS will NOT be read or answered. To ensure a response from the Fund, all queries must be submitted via the established channels as provided on the Fund's website <https://www.unjssf.org/contact-us/>.

MSS Document Upload Guidelines:
Please read the following instructions carefully to ensure the successful use of this new MSS Document Upload feature.

- All official UNJSPF forms will have to be downloaded, printed, dated and signed by you.
- All information that you provide must be true and complete.
- Note that there is no two-factor authentication through this process.
- By submitting UNJSPF forms electronically through MSS, you confirm that the signature on the form is your original signature.
- Any official UNJSPF form that includes a requirement for authentication of your signature by a UN or government official, or notary public, must be completed as instructed. Please refer to the Fund's website for guidance on signature authentication: <https://www.unjssf.org/authentication-of-signatures-and-docs/>.
- Before you can upload your documents you have to create a JPEG or PDF file of the completed document, which you must then save on your computer or device so that you can then upload the document to MSS via this feature.
- All documents must be uploaded in either JPEG or PDF format; no other file types are acceptable.
- Documents must be uploaded one by one as individual files (do NOT include several documents in the same PDF or JPEG file).
- Documents are best uploaded using current versions of Google Chrome, Mozilla Firefox, Internet Explorer (IE) and Microsoft Edge browsers. We do NOT recommend the use of the Apple Safari (for MAC systems) browser, as it can cause uploading issues and failure.
- Please follow the steps explained in this paragraph to ensure successful document upload.
Note that EACH document will have to be uploaded, one by one, following these steps: (i) click on the button "SEND MESSAGE" - this will change to a different page where you will access a "mailbox". At the bottom near "Select File" you click "CHOOSE FILE". There, (ii) select the PDF or JPEG file you wish to upload. Then, (iii) you click "UPLOAD" and you should now see the attachment name under "File Name" and a drop-down menu under "Description". (iv) Select the appropriate document name from the "DESCRIPTION" drop-down menu (official form name or description of supporting document). If all is in good order, you can proceed to upload the next document by following the same steps (i) to (iv) described above.
- The message area requires you to enter text. Please enter your name.
- Once all documents have been uploaded and text has been entered in the message area, click "SEND".
- You will see a temporary pop-up "Message sent successfully". Keep your eyes on the screen throughout the process in case an error message appears so that you are aware if the upload was not successful!
- All uploaded documents you submitted can be viewed by clicking on the "OUTBOX" tab.
- In case there was a technical issue uploading a document, you would see an error message pop up alerting you that the upload failed.
- You are expected to retain all original forms submitted in this manner for at least 12 months from the date of submission of the electronic copy to the Fund, so that you can produce it at any time, if so requested by the Fund.
- Documents successfully uploaded inside this MSS tab will be recorded in your UNJSPF file and will be accepted by the Fund for processing purposes in lieu of originals, only if the documents and official forms are legible and have been correctly completed, dated and signed.
- In case there is an issue with an uploaded document, or if additional information is required, the Fund will contact you at the email address associated with your MSS account.
- **Reminder:** do NOT use this MSS Document Upload feature for submission of queries to the Fund; they will not be read or answered. To ensure a response from the Fund, all queries must be submitted via the established channels, provided on the Fund's website <https://www.unjssf.org/contact-us/>

Member Self Service (MSS): Submitting documents to the Fund electronically



1. Click on « Choose File » to select the document you want to upload; it must be in PDF, JPG or JPEG format. Be patient, depending on network capacity it can be fast or take up to a minute for the document to appear.
2. Once the name of the chosen file appears in the 'Select File' box, click on « Upload » to attach the document to this message.
3. Once you have uploaded the document, you must select the appropriate document label from the description menu. If you want to attach and submit more than one document, repeat actions under 1., 2. and 3. You can upload max. 5 documents to one message. For submission of additional documents you must create a new message.
4. Once you have attached and labeled all documents you wish to submit to the Fund (max. 5 per message), click on « Send ».

- Menu
- Home
- Disbursements
- Documents
- E-Forms
- Proof Documents
- Personal Information
- Validation Request (Article 23)
- Restoration (Article 24)
- Emergency Fund
- Transfer-In Request
- Estimate
- MSS Document Upload**
- Help

Create Message

Subject: Document Submission

Message: **B I U ABC X₂ X₂** [Rich Text Editor Icons] [HTML] [Arial] [Colors]

-If you can use browsers GOOGLE CHROME or Internet EXPLORER when using MSS and this Document Upload feature.
-Your document must be in PDF or JPG or JPEG format before you can upload them here.
-You can upload max. 5 documents per submission. For additional documents you must create and submit a new message.
-Once you have selected the file you want to attach, you must click 'Upload' to attach it to this message.
You must then select the appropriate document label for each attached document from the the 'Description' menu below.
-Before sending this message you must type your name in this box.

Files

Select File: TEST E7 th...ges PDF.pdf

<input type="checkbox"/>	File Name	Description
<input type="checkbox"/>	TEST E7 three pages PDF.pdf	PIE7 - PI for CS > 5 years <input type="button" value="v"/>

Showing Records 1 - 1 of 1

Member Self Service (MSS): Submitting documents to the Fund electronically

Last Login: 11/25/2020 | Account | Logout



Once you have hit « Send » and your submission was successful, the below message will appear briefly to let you know. Pay careful attention to the screen as the message will appear only for a few seconds and then disappear.

Welcome 11/30/2020

Message was sent successfully.

When forms have been successfully uploaded, the above message will appear.

Menu

[Home](#)

[Disbursements](#)

[Documents](#)

[E-Forms](#)

[Proof Documents](#)

[Personal Information](#)

[Validation Request \(Article 23\)](#)

[Restoration \(Article 24\)](#)

[Emergency Fund](#)

[Transfer-In Request](#)

[Estimate](#)

[MSS Document Upload](#)

[Help](#)

Inbox

There are no messages found...

[Send Message](#)

[Outbox](#)

"You can now submit [official UNJSPF forms and supporting documentation](#) to the Fund electronically by uploading documents inside this MSS tab. In that case you do not need to send original documents unless otherwise instructed by the Fund."

Disclaimer:

Use of MSS Document Upload is subject to acceptance of the [United Nations Joint Staff Pension Fund's Privacy Policy](#) and the [Member Self-Service Terms of Service](#). Use of MSS Document Upload signifies agreement to the terms and conditions stated therein.

Important Note: Do NOT use this MSS Document Upload feature for submission of queries to the Fund: queries submitted via MSS will NOT be read or answered. To ensure a response from the Fund, all queries must be submitted via the established channels as provided on the Fund's website <https://www.unjspf.org/contact-us/>.

MSS Document Upload Guidelines:

Please read the following instructions carefully to ensure the successful use of this new MSS Document Upload feature.

- All official UNJSPF forms will have to be downloaded, printed, dated and signed by you.
- All information that you provide must be true and complete.
- Note that there is no two-factor authentication through this process.
- By submitting UNJSPF forms electronically through MSS, you confirm that the signature on the form is your original signature.
- Any official UNJSPF form that includes a requirement for authentication of your signature by a UN or government official, or notary public, must be completed as instructed. Please refer to the Fund's website for guidance on signature authentication: <https://www.unjspf.org/authentication-of-signatures-and-docs/>.
- Before you can upload your documents you have to create a JPEG or PDF file of the completed document, which you must then save on your computer or device so that you can then upload the document to MSS via this feature.
- All documents must be uploaded in either JPEG or PDF format; no other file types are acceptable.
- Documents must be uploaded one by one as individual files (do NOT include several documents in the same PDF or JPEG file).
- Documents are best uploaded using current versions of Google Chrome, Mozilla Firefox, Internet Explorer (IE) and Microsoft Edge browsers. We do NOT recommend the use of Apple Safari (for MAC systems) browser, as these can cause uploading issues and failure.
- Please follow the steps explained in this paragraph to ensure successful document upload.

Note that EACH document will have to be uploaded, one by one, following these steps: (i) click on the button "SEND MESSAGE" - this will change to a different

Member Self Service (MSS): Submitting documents to the Fund electronically



You can check whether your document submission was successful by visiting the « Outbox », where all successfully submitted messages with attached documents can be viewed.
If your message/documents do NOT show in the « Outbox » your submission failed and you have to start over.

Welcome 11/30/2020

Inbox

There are no messages found

Send Message

Outbox

To see the message and uploaded documents you sent click on OUTBOX

"You can now submit official UNJSPF forms and supporting documentation to the Fund electronically by uploading documents inside this MSS tab. In that case you do not need to send original documents unless otherwise instructed by the Fund."

Disclaimer:

Use of MSS Document Upload is subject to acceptance of the [United Nations Joint Staff Pension Fund's Privacy Policy](#) and the [Member Self-Service Terms of Service](#). Use of MSS Document Upload signifies agreement to the terms and conditions stated therein.

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MSS Document Upload Guidelines:

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- All information that you provide must be true and complete.
- Note that there is no two-factor authentication through this process.
- By submitting UNJSPF forms electronically through MSS, you confirm that the signature on the form is your original signature.
- Any official UNJSPF form that includes a requirement for authentication of your signature by a UN or government official, or notary public, must be completed as instructed. Please refer to the Fund's website for guidance on signature authentication: <https://www.unisfp.org/authentication-of-signatures-and-docs/>.
- Before you can upload your documents you have to create a JPEG or PDF file of the completed document, which you must then save on your computer or device so that you can then upload the document to MSS via this feature.

Menu

Home

Disbursements

Documents

E-Forms

Proof Documents

Personal Information

Validation Request (Article 23)

Restoration (Article 24)

Emergency Fund

Transfer-In Request

Estimate

MSS Document Upload

Help

Member Self Service (MSS): Submitting documents to the Fund electronically



All successfully submitted messages with attached documents can be viewed here in the « Outbox ».

To see message details and all documents attached, click on the message of your choice and you will be taken to the chosen message and attachment/s.

NB: If your message/documents do NOT show in the « Outbox » your submission failed and you have to start over.

Welcome 11/30/2020

Outbox

- Menu
- Home
- Disbursements
- Documents
- E-Forms
- Proof Documents
- Personal Information
- Validation Request (Article 23)
- Restoration (Article 24)
- Emergency Fund
- Transfer-In Request
- Estimate
- MSS Document Upload**
- Help

Filter Export

Date	Subject	Message
11/30/2020 10:06 AM	Document Submission	I have attached my UNJSPF form and supporting documents below

After clicking OUTBOX, you will see sent message. To see further detail and attached forms, click on the message

10 Page 1 of 3

Showing Records 1 - 10 of 27

Send Message

Inbox

Member Self Service (MSS): Submitting documents to the Fund electronically

Last Logon 11/25/2020 | Account | Logout



UNJSPF

The details of all successfully submitted messages with attached documents can be viewed here in the « Message Details ».

Welcome 11/30/2020

Message Details

Message details

Subject: Document Submission
From: You

I have attached my UNJSPF form and supporting documents below

Files

File Name	Description
document.pdf	BANK - Bank Related
document.pdf	MARRIAGE - Marriage / Divorce
document.pdf	PIE7 - PI for CS > 5 years
document.pdf	BIRTH - Birth related

Showing Records 1 - 4 of 4

Back

Menu

[Home](#)

[Disbursements](#)

[Documents](#)

[E-Forms](#)

[Proof Documents](#)

[Personal Information](#)

[Validation Request \(Article 23\)](#)

[Restoration \(Article 24\)](#)

[Emergency Fund](#)

[Transfer-In Request](#)

[Estimate](#)

[MSS Document Upload](#)

[Help](#)

**THE ANNUAL
CERTIFICATE OF
ENTITLEMENT (CE)
EXERCISE**



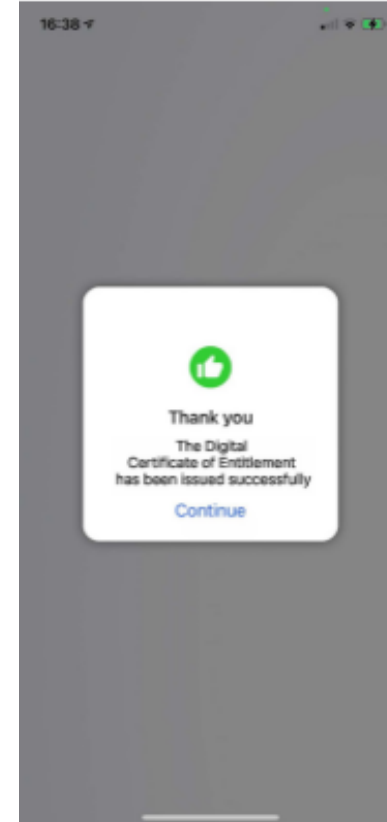
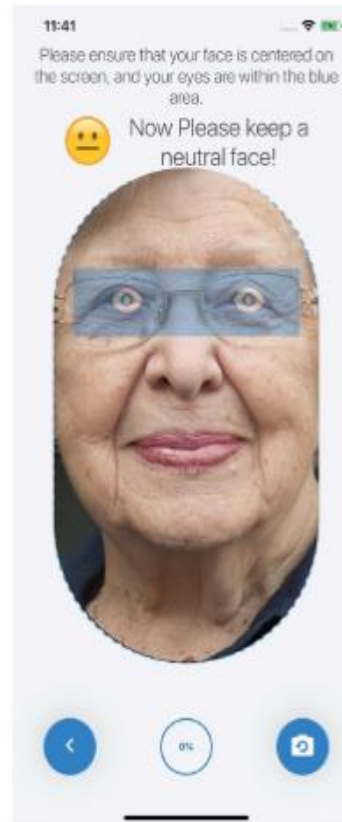
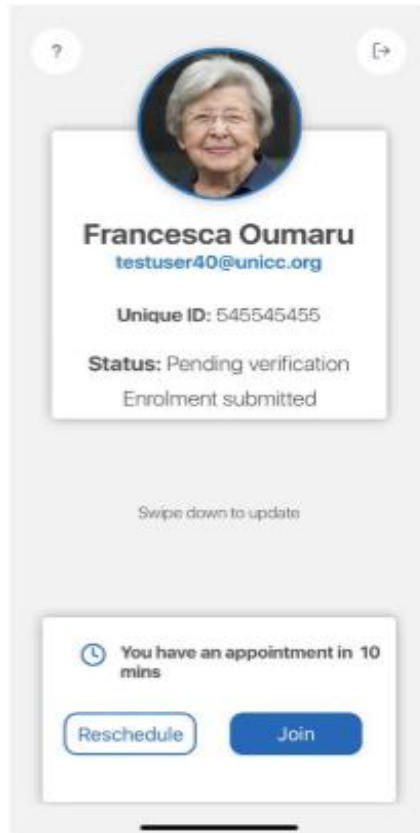
THE ANNUAL CE EXERCISE

General information about the Fund's annual CE Exercise:

- **The dedicated CE webpage** is updated for each annual CE Exercise and mailing with up to date information and guidance <https://www.unjspf.org/certificate-of-entitlement/>; general CE related info.
- **The "CE" Whiteboard video:** https://www.youtube.com/watch?time_continue=4&v=IEC1GSXWP3A
- **ALL retirees and beneficiaries will receive the barcoded and personalized annual CE by mail at their official mailing address on file with the Fund.**
- If a benefit is paid on the US Dollar Track (i.e. NOT paid on the Two-Track), **the beneficiary can also download and print the barcoded annual CE from inside their MSS, under the DOCUMENTS tab.** The MSS CE is generated and will be available in MSS at the same time the hardcopy CE is created and sent out by the Fund, i.e. usually very late May every year.
- **The Fund just implemented a new functionality inside MSS that allows MSS users to UPLOAD forms (including the annual CE form) and supporting documents inside their MSS portal, i.e. electronic submission of the duly completed, dated and signed annual CE form (and other documents) to the Fund. Documents submitted electronically via MSS are accepted in lieu of the original document.** In that case, there is no need to send the original physical CE form back to the Fund. Check the Fund's website www.unjspf.org for updates on the launch of this new functionality and related guidance.
- **Beneficiaries can track receipt by the Fund of their returned barcoded CE in MSS under the PROOF DOCUMENTS tab** – allow for 2 weeks for CE to be uploaded and MSS tracker updated.
- **It is key that the Fund has on file the beneficiary's UP TO DATE Mailing Address** to ensure the annual CE is mailed to the correct address (especially if benefit is paid on the Two-Track!).
- **OFFICIAL MAILING ADDRESSES can now be updated online in MSS**, provided the beneficiary is paid under the US Dollar track (i.e. NOT paid on the Two-Track) and their old or new address does NOT involve a Pouch Address; else an original and duly completed, dated and signed form PF23/M must be submitted to the Fund.
- **Authentication of signature is required ONLY if it changed** or if the beneficiary uses a thumbprint instead of a scripted signature; detailed guidance on signature authentication requirements is provided on the website: <https://www.unjspf.org/authentication-of-signatures-and-docs/>.
- **The Fund is currently developing a DIGITAL CE mobile application (DCE) which will be accessible via smart phones; go live is expected by 01 February 2021.** Read the related article and watch the explanatory video <https://www.unjspf.org/simplifying-the-certificate-of-entitlement-process-for-retirees-watch-the-video/>; check for updates on our website www.unjspf.org

The new Digital CE (DCE) Mobile App

Once the DCE app will go live the Fund will provide detailed guidelines, tutorials, FAQs and other support material on its website www.unjspf.org



THE UNJSPF EMERGENCY FUND



THE EMERGENCY FUND

- **Watch the Whiteboard video on the “EMERGENCY FUND” on the Fund’s website:**
<https://www.youtube.com/watch?v=FZoDnPqJ5M4>
- **Read the informative booklet on the “EMERGENCY FUND” which you can access and download here:**
<https://www.unjspf.org/wp-content/uploads/2017/02/Brochure-Emergency.pdf>
- **It is important that all requests for Emergency Fund (EF) financial assistance are submitted in writing accompanied by all required supporting documentation (e.g. medical reports, receipts for payment made, etc., if and as applicable).**
- **Monitor the Fund’s website www.unjspf.org for announcements for Special Emergency Fund assistance in the context of a Natural Disaster.**

For EF assistance in the context of a Natural Disaster, the Fund would publish an according announcement on its website and where possible reach out to local AFICS chapters and/or UN organizations, to raise awareness of such Special EF Payment.



UNJSPF

CONTENTS

- **SURVIVORS BENEFITS and INFORMATION FOR SURVIVORS** – Survivor's benefits – Guidance material – Useful information

EPPO FAO IAEA ICGEB ICCROM ICAO ICC IFAD ILO IMO IOM IPU
ISA ITU ITLOS STL UN UNESCO UNIDO WHO WIPO WMO WTO



UNJSPF

SURVIVORS BENEFITS

- **The following pages provide you with information about the kind of survivor's benefits that the Fund may pay after the death of a retiree.**
- **You will also find information about how to best contact the Fund to report the death of a retiree or a beneficiary and what documentation is required by the Fund to determine entitlement to a survivor's benefit.**
- **The Fund suggests that it is useful to print out a copy of the Fund's informational booklet about SURVIVORS BENEFITS and include it with your personal will, so that your survivors can easily access it when needed and no what action to take to inform the Fund, etc. You can download that booklet here:**
 - **Survivors Booklet with detailed information about conditions of entitlement to survivors benefits and required documentation:**
<https://www.unjspf.org/wp-content/uploads/2017/02/Survivors-Benefits-1.pdf>
 - **Web page with helpful information for survivors:** this UNJSPF web-page provides some basic information relevant for survivors of a retiree or beneficiary and links to related relevant pages, including required official forms, checklist, booklet, video, etc.:
<https://www.unjspf.org/survivors/>
 - **Survivors Whiteboard Videos:**
 - #15 Survivors to the retiree: <https://www.youtube.com/watch?v=Jqh4voWbqG8>
 - #16 Survivors to the survivor: https://www.youtube.com/watch?v=2I_e4jkaVTw
 - (#11 Residual Settlement and A2 form: <https://www.youtube.com/watch?v=ViGxk3y1xXU>)

EPPO FAO IAEA ICGEB ICCROM ICAO ICC IFAD ILO IMO IOM IPU
ISA ITU ITLOS STL UN UNESCO UNIDO WHO WIPO WMO WTO

SURVIVORS BENEFITS EXPLAINED



**PRIMARY
DEPENDENTS**

**Surviving spouse//
ex-spouse//child/ren**



The SURVIVING SPOUSE'S BENEFIT

(Articles 34 & 35)

...is a periodic benefit payable to your surviving spouse for life. It is adjusted for cost of living over time. No vesting period is required.

This benefit is payable if:

- You died while still in service provided your spouse was married to you at the date of your death; or
- You died after separation from service and while receiving a periodic retirement benefit from the Fund provided your spouse was married to you at the date of your separation and remained married to you until your death.
- Such benefit is payable for life to the entitled surviving spouse, even in the event that the widow/er got remarried.

How much is a surviving spouse's benefit ?

- The entitled surviving spouse is 'automatically' entitled to a lifelong, monthly benefit equal to ½ of the late retiree's FULL retirement entitlement. The amount of this benefit is NOT affected by the late retiree's choice of receiving a lump sum as part of their retirement benefit.
- There is NO lump sum option under this entitlement. It is a periodic benefit payable monthly in arrears.
- If such benefit is payable following the death of a retiree, it will be half the full benefit to which the retiree was entitled regardless of whether or not the retiree opted to commute part of the benefit into a lump sum. It would then be half of the full benefit to which the deceased participant would have been entitled to at their NRA.
- If such benefit is payable following the death in service of a participant, it is calculated based on the value of the full retirement benefit that the participant would have been entitled to had they contributed to the Fund until their Normal Retirement Age for pension purposes (NRA).

Learning Material on UNJSPF website:

Whiteboard videos: <https://www.unjspf.org/whiteboard-videos/>

Information booklet: <https://www.unjspf.org/wp-content/uploads/2017/02/Survivors-Benefits-1.pdf>

Additional guidelines: https://www.unjspf.org/wp-content/uploads/2018/10/Annex_R_Guidelines011018.pdf

**DIVORCED
SURVIVING
SPOUSE'S
BENEFIT
Article 35bis**



The DIVORCED SURVIVING SPOUSE'S BENEFIT (Article 35bis)

... is a periodic benefit payable to your divorced surviving spouse for life if s/he meets the requirements set forth in Article 35bis(b):

- You were married to your former spouse for a continuous period of at least 10 years during which contributions were paid in your respect to the UNJSPF;
- The Divorce Settlement Agreement/Judgment does NOT expressly state that the former spouse renounced UNJSPF pension entitlements.
- Your death must have occurred within 15 years of the date when divorce became final UNLESS at the time of death you were under a legal obligation to pay maintenance to your former spouse;
- The former spouse must have reached age 40 – otherwise payment will commence upon ex-spouse's 40th birthday;

How much is a divorced surviving spouse's benefit ?

If there is one (or more) surviving spouse(s) entitled to a widow/er's benefit, the survivor's benefit is divided between the surviving spouse(s) and the former spouse(s) in proportion to the duration of their marriages to the participant/retiree.
If there is no widow/er entitled to a survivor's benefit, the ex-spouse's benefit is equivalent to 1/2 of the full benefit payable to you during your lifetime.

There is NO lump sum option under this benefit; it is a periodic benefit payable monthly in arrears.

Learning Material on UNJSPF website:

Whiteboard video: <https://www.unjspf.org/whiteboard-videos/>

Information booklet: https://www.unjspf.org/wp-content/uploads/2017/01/Divorce_eng.pdf

Additional guidelines: https://www.unjspf.org/wp-content/uploads/2018/10/Annex_R_Guidelines011018.pdf

**SURVIVING SPOUSE'S
BENEFIT FOR SPOUSE
MARRIED AFTER
SEPARATION
Article 35ter**



The SURVIVING SPOUSE'S BENEFIT FOR A SPOUSE MARRIED AFTER SEPARATION (Article 35ter)

As from 1 April 1999, a former participant receiving a pension may elect to purchase a spouse's annuity, through a reduction of his/her periodic benefit, subject to certain limitations to protect both the Fund and the participant.

- Such election must be made within **one year** from the date of marriage;
- The election shall become effective **18 months** after the date of marriage;
- The election, once effected, may NOT be revoked except by an **explicit request in writing** by the UNJSPF retiree in case of **divorce or by death of the spouse**. A final divorce decree issued by competent national court must be provided. No payments will be refunded; such payments will not convey to the divorced spouse a benefit entitlement from UNJSPF either.

Learning Material on UNJSPF website:

Whiteboard videos: <https://www.unjspf.org/whiteboard-videos/>

Information booklet: <https://www.unjspf.org/wp-content/uploads/2017/02/Survivors-Benefits-1.pdf>

Additional guidelines: https://www.unjspf.org/wp-content/uploads/2018/10/Annex_R_Guidelines011018.pdf

SURVIVING CHILD'S BENEFIT

Article 36



The SURVIVING CHILD'S BENEFIT (Article 36)

... is payable to each child of a participant who died in service or of a beneficiary who died while entitled to a "normal" retirement, early retirement or disability benefit.

- Entitlement to a surviving child's benefit commences from the first day of the month following the beneficiary's death
- The surviving child's benefit is a periodic benefit, i.e. paid in monthly installments
- The surviving child's benefit is payable while the child remains under the age of 21; entitlement to this benefit ends at the end of the month during which the child reaches age 21...
- **...except in case of the child's disability:** a surviving child's benefit is also payable to any child OVER age 21 found by the Fund's Staff Pension Committee (SPC) to be incapacitated by illness or injury for substantial gainful employment; in that case entitlement to the surviving child's benefit continues beyond age 21, for as long as the child's disability lasts
- **There is no limitation on the number of surviving child's benefits payable**, however, there is a limit on the total amount payable as surviving child's benefits by the Fund. If following the death of a beneficiary numerous children are entitled to a surviving child's benefit, the amount payable will be divided into equal parts among the entitled children.
- Note: where several entitlements to survivors benefits co-exist, e.g. surviving spouse's and/or surviving ex-spouse's and child's benefit/s, these will be paid in parallel at the applicable rates.

How much is a Surviving Child's benefit ?

- **The surviving child's benefit is derived from the benefit payable to the late participant/beneficiary.**
The annual amount is 1/3 of the beneficiary's benefit, subject to a minimum amount of approx. USD 1,673 per year and to a maximum amount of approx. USD 3,329 per year (as of April 2012).

Learning Material on UNJSPF website:

Whiteboard videos: <https://www.unjspf.org/whiteboard-videos/>

Information booklet: <https://www.unjspf.org/wp-content/uploads/2017/02/Survivors-Benefits-1.pdf>

SECONDARY DEPENDENTS

**Surviving secondary
dependent**



**SURVIVING
SECONDARY
DEPENDANT'S
BENEFIT
Article 37**



The SURVIVING SECONDARY DEPENDANT's BENEFIT (Article 37)

A secondary dependant = mother or father or brother or sister.

ONLY one of them!

- If father OR mother → benefit level = widow(er)'s benefit
- If brother OR sister → benefit level = surviving child's benefit

Subject to the following conditions:

- NO surviving spouse's/ex-spouse's and/or child's benefit is/was payable.
- In the case of a brother or a sister, no Deferred Retirement benefit under Article 30 was payable.

Learning Material on UNJSPF website:

Whiteboard videos: <https://www.unjspf.org/whiteboard-videos/>

Information booklet: <https://www.unjspf.org/wp-content/uploads/2017/02/Survivors-Benefits-1.pdf>

**RESIDUAL
SETTLEMENT
Article 38**



The Residual Settlement (Article 38)

Watch the online Whiteboard video for summary information on the **Residual Settlement and the A2 form explained** available on the UNJSPF Website under “Learning Tools”

<https://www.youtube.com/watch?v=ViGxk3y1xXU>



The Residual Settlement (Article 38)

- **When is a residual benefit payable?**
 - If you die in service or while receiving a benefit from the Fund, provided there is **NO monthly survivor's benefit payable** by the Fund (i.e. no Surviving Spouse's benefit under Art 34/35, no Surviving Child's benefit under Art 36, no other kind of regular monthly survivor's benefit).
 - A Residual Settlement is only payable, if the Fund has not, yet, disbursed the equivalent of your OWN contributions you paid to the Fund during your participation in the UNJSPF, and the interest earned, in the form of a benefit to either you, or to a survivor entitled to a regular monthly benefit from the Fund.
 - It is a **one time payment** made only if the total amount of benefits already paid to you and/or to your survivors was less than your own contributions.
- **How much is a Residual Settlement?**
 - A Residual Settlement is the amount of your own contributions, with interest, minus any payments which have been made to you and/or your survivors.
- **To whom is the residual benefit payable?**
 - The Residual Settlement will be paid to any person(s) or institution(s) designated by you on the Fund's "Designation of Recipient of a Residual Settlement" form PENS.A/2 in accordance with % (if any) set by you.
 - If no original and duly completed residual settlement form is available, the Residual Settlement becomes payable to the estate.
- You can download form A2 from your Member Self Service (MSS).

Learning Material on UNJSPF website:

Whiteboard videos: <https://www.youtube.com/watch?v=ViGxk3y1xXU>

Information booklet: <https://www.unjspf.org/wp-content/uploads/2017/02/Survivors-Benefits-1.pdf>



Designation of Beneficiary (form A/2)

UNITED NATIONS JOINT STAFF PENSION FUND

DESIGNATION OF RECIPIENT OF A RESIDUAL SETTLEMENT UNDER ARTICLE 38 OF THE REGULATIONS

Pension Number

--	--	--	--	--	--	--

INSTRUCTIONS: Please read the instructions below before filling out this form

1. A residual settlement (equal to your own contributions with compound interest) becomes due to the designated recipient(s) *should you die in service and there are no survivors entitled to a benefit under articles 34, 35, 36 or 37 of the Regulations of the United Nations Joint Staff Pension Fund.*

Note: A residual settlement may become payable after a former participant in receipt of a monthly benefit dies, provided that (i) there are no survivors entitled to a benefit under articles 34, 35, 36 or 37, **AND** (ii) the total amount of the benefits previously paid to him/her was less than his/her own contributions with compound interest. The difference would be paid to the designated recipient(s).

2. If more than one recipient is designated, the recipients will share equally unless otherwise indicated. The share of a designated recipient who may predecease you will be distributed among surviving recipients in the ratio of their own shares. If no one is designated before your death or if no one designated survives you, the settlement will be paid to your estate.

3. Please complete this form using **BLOCK LETTERS** in type or print and return it duly signed to the Secretary of your Staff Pension Committee, or to the UNJSPF if you are a staff member of the UN, e.g., UNICEF, UNHCR, UNFPA, UNDP, etc. *It is suggested that you keep a copy of the completed form with your other important documents.*

4. You may alter your designation of a recipient at any time by submitting a new form which will supersede the previous one.

I, _____ <small>(Last name) (First) (Middle)</small>	ORGANIZATION	DUTY STATION
---	--------------	--------------

hereby designate the person(s)/entity(ies) shown hereunder as recipient(s) of the residual settlement. I hereby cancel and revoke any previous designation.

RECIPIENT'S NAME IN FULL	RECIPIENT'S Date of Birth (DD/MM/YY)	Sex	RECIPIENT'S ADDRESS Phone and E-mail	RECIPIENT'S RELATIONSHIP TO YOU (If any)	SHARE TO BE PAID (%)
<i>(Total must add up to 100%)</i>					

Date: _____
(day) (month) (year)

*(Signature of Participant)

***NOTE:** The completed form must bear your ORIGINAL SIGNATURE, no faxes or e-mails will be accepted.

APPLICABLE ONLY TO NEW ENTRANTS OR RE-ENTRANTS:

It may be possible to validate prior non-contributory service and/or restore prior contributory service, if any, under articles 23 & 24 of the Regulations, provided that you apply within one year of your entry/re-entry date to the Fund, but before separation should you separate from service earlier. For more information, please visit the UNJSPF website (www.unjspf.org).

SURVIVORS BENEFITS Practical Guidance



BASIC INFORMATION REQUIRED RELATING TO A RETIREE'S/BENEFICIARY'S DEATH

It should be noted that a final determination and confirmation of entitlement to a survivor's benefit from the Fund can be made by the Fund only upon the death of the participant/retiree/beneficiary.

Survivors Booklet: <https://www.unjspf.org/wp-content/uploads/2017/02/Survivors-Benefits-1.pdf>



Actions by and documents required from participants, retirees or beneficiaries

A residual settlement is a benefit due from the Fund at the time of death of a participant or of retiree, if the total amount of the benefits paid to and on account of the participant or retiree (such as surviving spouse's benefit, divorced surviving spouse's benefit, child's benefit) is less than the participant's/retiree's own contributions to the Fund. The benefit is paid as a one-time lump sum payment.

What should a participant do before retirement to facilitate the processing of benefits payable to his/her survivors?

All participants **must** submit to the Fund **at the time of separation from service** copies of:

- ✓ their **birth certificate**;
- ✓ **marriage certificate(s)**;
- ✓ **divorce decree(s)**;
- ✓ copy of **birth certificate of their spouse(s)**;
- ✓ verified signature of the spouse(s); and
- ✓ **birth certificate of each of their children under the age of 21**

What can a retiree do after retirement to facilitate the processing of his/her survivor's benefits?

After separation from service, it is strongly recommended that all retiree's and/or beneficiaries bring to the Fund's attention any change(s) in the retiree's marital status and/or family composition together with the supporting documentation.

What if a participant/retiree passes away?

Upon the death of a participant or of a retiree, a family member/friend or other representative must notify the Fund of the participant's/retiree's death as soon as possible and provide the Fund with a **certified copy of the participant's/retiree's official death certificate**.

This will allow the Fund to review the file to determine what benefit(s), if any, are payable. In the case of a retiree in receipt of a benefit from the Fund, a late notification can lead to overpayments that will need to be recovered from his/her estate or from benefits payable to his/her survivors.

Do I need to submit any documents in support of my claim for a benefit from the Fund upon a participant's or retiree's death?

In general, the Fund will require, as applicable and if not already in its file, the submission of copies of the following documents to process the abovementioned benefits:

- ✓ **Death Certificate** of the participant/retiree;
- ✓ **Marriage Certificate(s)** of the participant's/retiree's widow/widower and/or divorced surviving spouse;
- ✓ **Divorce Decree(s)** of the participant's/retiree's divorced surviving spouse;
- ✓ **Birth Certificate** of each beneficiary;
- ✓ Original and authenticated **Payment instructions** (form Pens.E/2) from each beneficiary; and
- ✓ Copy of an **Official Identification Document** from each beneficiary and bearing the beneficiary's signature (such as passport, driver's license, or national identity card)

Optional and only applicable in certain cases: form Pens. /E1 - with appropriate proof of residence, must be provided in the event a retiree or beneficiary decides to opt for the two-track feature of the Pension Adjustment System. Please refer to "The Two Track" booklet published by the Fund and contact the Fund or the SPC of the participant's/retiree's former employing organization for more information on this matter.



UNJSPF

CONTACTING THE UNJSPF: QUERIES FROM SURVIVORS

WEBSITE: www.unjspf.org

- **WEBSITE TOOLS:** The website provides information specifically about topics of interest for survivors; it provides general information, tutorials, white board videos explaining in English or French what is relevant. In addition, it provides a Contact Form to submit topic specific queries or an Urgent Assistance page providing contact information and general requirements for the two most urgent reasons for contact (Death related query or Monthly benefit stopped). A dedicated [Survivors Booklet](#) exists in English, French and Spanish languages providing all relevant and important information in this regard; this booklet can also be provided by the Fund in hard copy format. **Link to the Survivors web page and booklet on our website:** <https://www.unjspf.org/documents/survivors-benefits/>. **Links to the Whiteboard videos "SURVIVORS":** <https://www.youtube.com/watch?v=Jqh4voWbqG8> or **"Residual Settlement"** <https://www.youtube.com/watch?v=ViGxk3y1xXU>.
- **ONLINE CONTACT US FORM:** An online Contact Form has been created that allows to identify the client as participant, beneficiary or third party, and offers contact reason menu options so that the client can choose the topic that matches their query. Thus, queries reach the Fund already organized by topics and priority levels and dropped into according inbox buckets. This in turn allows the Fund to immediately identify and give priority attention to urgent queries (e.g. 'death related', 'monthly benefit payments stopped', etc.). Faster and better service will be given to clients. **Link to Contact Us web page:** <https://www.unjspf.org/contact-us/>.
- **URGENT ASSISTANCE WEB PAGE:** A special page, highlighted in the Home Page menu options, provides basic practical information for the two most urgent reasons of contact: Informing the Fund of the death of a retiree/beneficiary and monthly benefit payment stopped. The user is guided on how to contact the Fund and with which information. Two dedicated email addresses are provided for these specific priority queries. The page exists in the six official languages of the UN, so that beneficiaries of the Fund who do not speak English or French (usually entitled survivors, dependents) have access to this basic information and know what is required from them to help the Fund address their concern. **Link to Urgent Assistance web page:** <https://www.unjspf.org/emergency/>.
- **Call Center:** when clients calls the Fund's Call Center, they can choose to hear the menu options in either English or French. They are then offered menu options to guide the caller according to the reason of their call. All menu options contain a recorded message providing general topic related information deemed useful for the caller. Every work day, during the hours of 7AM through 7PM NY time, all menu options will channel the call to a Call Center representative who will respond in person. One of the menu options routes the caller to a special phone line for 'Death related queries' only. **Telephone number Call Center New York: +1 212 963 6931**

EPPO FAO IAEA ICGEB ICCROM ICAO ICC IFAD ILO IMO IOM IPU
ISA ITU ITLOS STL UN UNESCO UNIDO WHO WIPO WMO WTO

SURVIVORS: HOW TO REACH THE FUND

2. To Notify the Fund of a Retiree's or Beneficiary's Death


- If you need to inform the Fund about the death of a retiree or a beneficiary, kindly provide the following information:

- a) The deceased's full name;
- b) The deceased's date of birth;
- c) The date of death (day/month/year);
- d) The deceased's UNJSPF reference number (UNJSPF Unique ID), if known;
- e) The deceased's Retirement number (if known);
- f) The deceased's official mailing address;

- If possible, kindly also include:
 - g) Contact details for the surviving family;
 - h) An original or a certified copy of the deceased's death certificate should be sent to the Fund as soon as possible;
 - i) Any additional information that could be helpful.

The quickest way to notify the Fund of the death of a retiree or beneficiary is by sending an E-mail to: Deceased@unjspf.org
Please note that ONLY those emails will be answered at the above email address that report the death of a retiree or beneficiary of the UNJSPF.

Alternatively, you may call the following telephone number or mail your request to the address below (assistance will be provided in either English or French only):

 UNJSPF New York: +1 212 963 6931

UNJSPF Mailing Address NY:

1 DHP, 37th floor,
885 Second Avenue
New York, NY 10017
USA

UNJSPF Geneva: + 41 (22) 928 88 00

UNJSPF Mailing Address Geneva:

c/o Palais des Nations
1211 Geneva 10
Switzerland

Communications relating to the death of a retiree or beneficiary are treated as priority by the UNJSPF.

Please note:

* Retiree: refers to a participant who has officially separated from the service of his/her employing organization and is entitled to a periodic benefit from the Fund.

**Beneficiary: refers to a person entitled to a survivor's benefit (widow/widower, child, divorced surviving spouse, secondary dependent) or to a one-time payment from the Fund (e.g. a residual settlement).

NEW YORK

GENEVA

TOLL-FREE NUMBERS

By telephone

Toll-Free numbers available now for 68 countries, click here.

1 (212) 963 – 6931

Call Center hours: 07:00-19:00 (New York time)

By fax

1 (212) 963 – 3146

In person*

UNJSPF WALK-SERVICES ARE CURRENTLY SUSPENDED DUE TO COVID-19 OUTBREAK. PLEASE CONTACT US BY PHONE OR IN WRITING VIA THE CONTACT FORM ON THIS PAGE.

4th floor
1 Dag Hammarskjöld
Plaza (DHP)
Corner of 48th Street and
2nd Avenue

*In person visits, daily (except Thursdays) from 9 a.m. to 5 p.m. Monday through Friday. No appointment is needed. Walk-in, register, and a Client Service staff member will be with you.

IF DOCUMENTS ARE SENT BY REGULAR POSTAL MAIL:

United Nations Joint Staff Pension Fund
c/o United Nations
P.O. Box 5036
New York, NY 10163-5036
USA

IF DOCUMENTS ARE SENT BY EXPRESS COURIER (DHL, ETC.) OR REGISTERED MAIL:

United Nations Joint Staff Pension Fund
37th floor, 1 DHP
885 Second Avenue
New York, NY 10017
USA

NEW YORK

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Octagon Building
Chemin du Pavillon 2
1218 Grand Saconnex
Switzerland

*In person visits daily (except Thursdays) from 08.30 hrs until 17.00 hrs.
You may wish to call + 41 22 928 88 00 to schedule an appointment.

By letter:

UNJSPF
c/o Palais des Nations
CH-1211 Geneva 10
Switzerland

Skype:
Tutorial

CONTACTING THE FUND

Retirees and Beneficiaries



CONTACTING
THE FUND
In Writing:
Online Contact Form



HOW TO CONTACT THE UNJSPF: Contact Form

- To ensure proper tracking, routing and a timely response by the UNJSPF, **ALL** written queries must be submitted through the **online CONTACT FORM**.
- To submit a written query to the Fund, please visit the **CONTACT US** page on the Fund's website: <https://www.unjspf.org/contact-us/>



BANDWIDTH LO HI

HOME ABOUT THE FUND ▾ INVESTMENTS INFORMATION ▾ REFERENCE MATERIAL ▾ FORMS ▾ PUBLICATIONS ▾ **CONTACT US** URGENT ASSISTANCE ▾ LOGIN ▾

For information about special Covid-19 related arrangements, including for the submission of documentation to the Fund, please refer to the [Covid-19 FAQ](#)



UNJSPF Publishes 2019 Report on Sustainable Investing

MORE

LOGIN SETTINGS

Select a Portal ▾

★ MOST REQUESTED

- RUNNING AN ESTIMATE
- HOW CAN WE HELP YOU?
- ANNUAL PENSION STATEMENT
- FAFICS
- EMERGENCY FUND

🔗 QUICK LINKS BY USER TYPE

- CERTIFICATE OF ENTITLEMENT

🔗 URGENT ASSISTANCE

- 緊急協助須知:
- Urgent Assistance
- Assistance immédiate
- СРОЧНАЯ ОБРАБОТКА ЗАПРОСОВ
- Asistencia Urgente

HOW TO CONTACT THE UNJSPF: Contact Form

- Please complete the online CONTACT FORM with all the required details relating to your query. Fields marked with a * are required!
- Identify yourself as a 'Participant', if you are not, yet, in receipt of a benefit payment, or as a 'Retiree/Beneficiary' if you are in receipt of a regular monthly benefit from the Fund.
- Select the topic for which you are contacting the Fund from the drop-down menu.
- Make sure to provide a valid email address.

NEW YORK **GENEVA** **TOLL-FREE NUMBERS**

By telephone
Toll-Free numbers available now for 68 countries, click here.
1 (212) 963 - 6931
Call Center hours: 07:00-19:00 (New York time)

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4th floor
1 Dag Hammarskjöld
Plaza (DHP)
Corner of 48th Street and
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IF DOCUMENTS ARE SENT BY REGULAR POSTAL MAIL:
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c/o United Nations
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New York, NY 10163-5036
USA

IF DOCUMENTS ARE SENT BY EXPRESS COURIER (DHL, ETC.) OR REGISTERED MAIL:
United Nations Joint Staff Pension Fund
37th floor, 1 DHP
885 Second Avenue
New York, NY 10017
USA



Send us a Message

Please note that all fields with an asterisk (*) are required.

Are you? *

Retiree/Beneficiary

Anyone who has separated from service and the Fund and is in receipt of a regular monthly payment from the UNJSPF

How can we assist you? Ret./Ben. *

Two Track / Local Track - Estimate request

Unique Identification Number UID *

000123456

UIDs are 9 digits. Don't know my UID

Your title

Ms.

Your name *

Christine L Willow
First Middle Last

Please ensure that your the name is spelled exactly as it appears in the Fund's records.

Your email *

willow@gmail.com willow@gmail.com
Enter Email Confirm Email

Phone

+3306122112

Please use the international format. ie + 41 22 928 88 00

Country of Residence of UNJSPF Ben./Ret. *

FRANCE

Your Employing Organization Ben./Ret.

Select an option

Description of Query *

Please send me an estimate of the two track for France. Thank you.

66 of 2000 max characters

Optional File Attachment 1

Choose File No file chosen

HOW TO CONTACT THE UNJSPF: Contact Form

- **Retirees/Beneficiaries:** please select the name of your country of residence from the drop down menu (no need to provide the name of your former employing organization).
- You can **describe your query** in more detail in the free text field.
- You can **attach uploaded documents** to your query, if deemed useful.
- Once all required fields are completed, hit 'Submit'.
- Upon submission of your Contact Form, you will receive an **initial automated response** from the Fund, acknowledging your submission, tracking number and providing also information relevant to the topic of your query.
- Once a UNJSPF pension expert has reviewed your query and case file in depth, you will receive a **detailed, case specific response to your question**.
- In view of large number of queries reaching the Fund, which are responded to in chronological order of receipt, standard response time is currently 15 business days.

NEW YORK GENEVA TOLL-FREE NUMBERS

By telephone
Toll-Free numbers available now for 68 countries, click here.
1 (212) 963 - 6931

Call Center hours: 07:00-19:00 (New York time)

By fax
1 (212) 963 - 3146


In person*
UNJSPF WALK-SERVICES ARE CURRENTLY SUSPENDED DUE TO COVID-19 OUTBREAK, PLEASE CONTACT US BY PHONE OR IN WRITING VIA THE CONTACT FORM ON THIS PAGE.

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View larger map

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Unique Identification Number UID *

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UIDs are 9 digits. Don't know my UID

Your title

Ms.

Your name *

Christine L Willow
First Middle Last

Please ensure that your the name is spelled exactly as it appears in the Fund's records.

Your email *

willow@gmail.com willow@gmail.com
Enter Email Confirm Email

Phone

+3306122112

Please use the international format, ie + 41 22 928 88 00

Country of Residence of UNJSPF Ben./Ret. *

FRANCE

Your Employing Organization Ben./Ret.

Select an option

Description of Query *

Please send me an estimate of the two track for France. Thank you.

66 of 2000 max characters

Optional File Attachment 1

Choose File No file chosen

CONTACTING
THE FUND
In Writing:
Letter



HOW TO CONTACT THE UNJSPF: Letter

- While we strongly encourage that you contact us via the online [Contact Form](#), you can of course also contact us by mail.
- Please refer to the website **CONTACT US** webpage <https://www.unjspf.org/contact-us/>, where we provide the mailing addresses for the Fund's Geneva and New York offices.
- Note that when sending postal mail to the Fund's New York office, the address to use will depend on how you send your mail (postal service vs. special courier vs. pouch).
- Always make sure to include the **letter date, your full name, your UNJSPF reference number and your contact details** (address, phone, email address) **in all communications with the UNJSPF.**

UNJSPF NEW YORK		
NEW YORK	GENEVA	TOLL-FREE NUMBERS
By telephone Toll-Free numbers available now for 68 countries, click here.		
1 (212) 963 – 6931		
Call Center hours: 07:00-19:00 (New York time)		
By fax		
1 (212) 963 – 3146		
In person* UNJSPF WALK-SERVICES ARE CURRENTLY SUSPENDED DUE TO COVID-19 OUTBREAK. PLEASE CONTACT US BY PHONE OR IN WRITING VIA THE CONTACT FORM ON THIS PAGE.		
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United Nations Joint Staff Pension Fund 37th floor, 1 DHP 885 Second Avenue New York, NY 10017 USA		

UNJSPF GENEVA		
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Octagon Building Chemin du Pavillon 2 1218 Grand Saconnex Switzerland		
*In person visits daily (except Thursdays) from 08.30 hrs until 17.00 hrs. You may wish to call + 41 22 928 88 00 to schedule an appointment.		
By letter: UNJSPF c/o Palais des Nations CH-1211 Geneva 10 Switzerland		
Skype: Tutorial		

CONTACTING THE FUND **By Phone**



HOW TO CONTACT THE UNJSPF: TELEPHONE

- You can contact the UNJSPF by phone via our CALL CENTER**, operating during standard UNJSPF office hours in Geneva and New York. More details on our Contact Us page: <https://www.unjspf.org/contact-us/>.
- The Fund's CALL CENTER NUMBERS are:**
Geneva: +41(0)(22)928 88 00
New York: +1 212 963 6931
- The Fund has Toll-Free and Local numbers to 68 countries:**
<https://www.unjspf.org/toll-free-numbers/>.
 The Fund is adding new numbers regularly.

Toll-Free and Local Numbers

2 April 2020



Call-Center Team in New York

	INDIA	008000501571	Toll-Free
	INDONESIA	18030160003	Toll-Free
	IRELAND	(353)1800832767	Toll-Free
	ISRAEL	(972)37370097	Local Number
	ITALY	800598995	Toll-Free
	JAMAICA	(1)8767287011	Local Number
	JAPAN	0120536708	Toll-Free
	KENYA	0800221383	Toll-Free
	LEBANON	9611202586	Toll-Free
	MALAYSIA	01800383512	Toll-Free
	MALI	(223)44960045	Local Number
	MEXICO	018000408536	Toll-Free

CONTACTING THE FUND

UNJSPF New York
full contact details



IF YOU NEED ASSISTANCE

UNJSPF - NEW YORK OFFICE

1 Dag Hammarskjöld Plaza,
885 Second Avenue,
4th Floor

Tel: 1-212-963-6931 (Call Center)

Fax: 1-212-963-3146



E-mail: to submit your query, visit the Fund's website and on it the Contact Us page to submit a Contact Form: <https://www.unjspf.org/contact-us/>

Website: <http://www.unjspf.org>

- *Call Center hours are 7:00AM – 7:00PM every business day of the week.*
- **WALK IN SERVICES ARE CURRENTLY SUSPENDED DUE TO COVID-19**

CONTACTING THE FUND

UNJSPF Geneva
full contact details



IF YOU NEED ASSISTANCE

UNJSPF – GENEVA OFFICE

Octagon Building,
Chemin du Pavillon 2
1218 Grand Saconnex
Switzerland

Tel: **+41 (0) (22) 928 88 00**

Fax: **+41 (0) (22) 928 90 99**

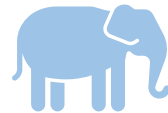


E-mail: to submit your query, visit the Fund's website and on it the Contact Us page to submit a Contact Form: <https://www.unjspf.org/contact-us/>

Website: <http://www.unjspf.org>

- ***Call Center hours are 8:30AM – 17:00PM every business day of the week.***
- ***WALK IN SERVICES ARE CURRENTLY SUSPENDED DUE TO COVID-19***

**CONTACTING
THE FUND
UNJSPF Bangkok
Liaison Office**



IF YOU NEED ASSISTANCE

UNJSPF Bangkok Liaison Office:

The United Nation Building | Rajadamnern Nauk Avenue, Bangkok, THAILAND 10200

Email: UNJSPF-Bangkok@unjspf.org

For all inquiries, please visit: <http://www.unjspf.org/contact-us/>

Call the UNJSPF Call Center toll free from Japan: 01 20 53 67 08 or, to call from other locations, check the Fund's contact numbers and toll free numbers here: <https://www.unjspf.org/contact-us/>.

Call Center hours are 8:30AM – 01:00AM Geneva/Switzerland time every business day of the week.

To view your personal pension pages, please visit and register for the Fund's Member Self-Service: <http://www.unjspf.org/member-self-service/>

For general information and learning tools, please visit the Fund's website: <http://www.unjspf.org>

- **Payment of your UNJSPF benefit:**
The Pension Adjustment System (PAS) –
The Two-Track and the USD Track;
Payments and Exchange Rates

THE PENSION ADJUSTMENT SYSTEM



PENSION ADJUSTMENT SYSTEM

Once you are in receipt of a monthly benefit from the Fund, that benefit is subject to the Pension Adjustment System. What is the purpose of the Pension Adjustment System?

- **To protect the purchasing power of a pension from inflation and, where applicable, from currency fluctuations.**

PENSION ADJUSTMENT SYSTEM CONT'D

HOW does this work?

- **Benefit amounts are adjusted to reflect changes in the **consumer price index** over certain thresholds.**
- **All UNJSPF monthly benefits are initially calculated and paid based on the **US Dollar**. Likewise, they are adjusted based on changes in the **consumer price index** in the United States.**

PENSION ADJUSTMENT SYSTEM CONT'D

HOW FREQUENTLY are benefits adjusted?

- **Annually, on 01 April, if the relevant consumer price index moved by at least 2% since the date of the last adjustment.**
- **Semi-Annually, on 01 April and on 01 October, if the consumer price index moved by 10% or more since the April adjustment.**

The first adjustment will be reduced by 0.5 percent.

PENSION ADJUSTMENT SYSTEM CONT'D

WHAT is the Two-track?

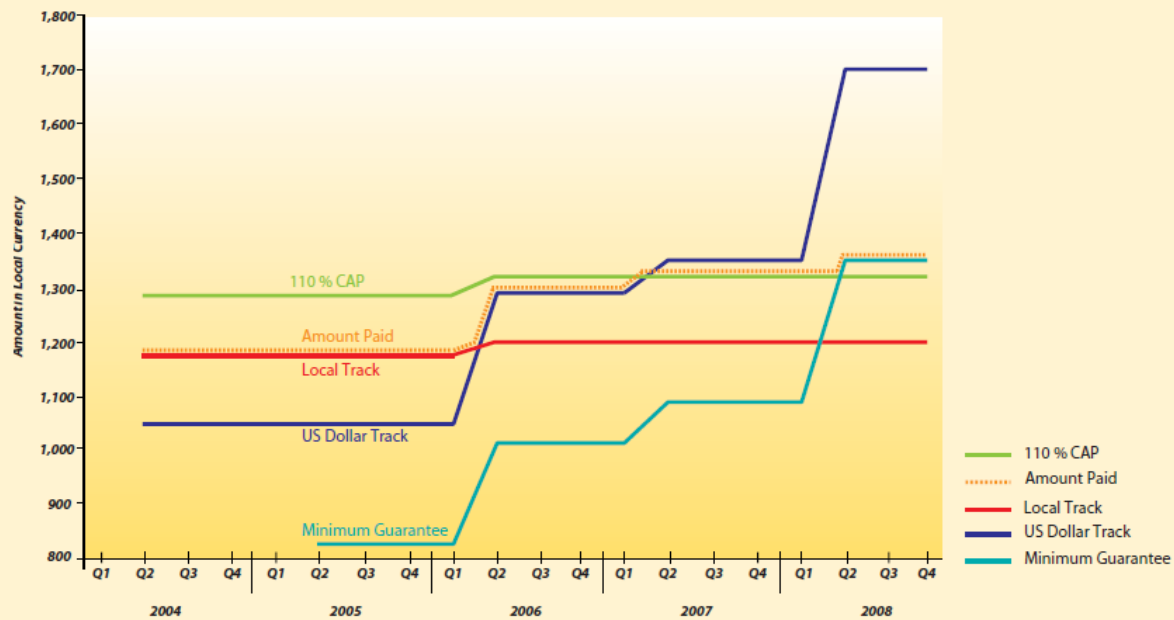
- **The Two-track System is an optional system you can elect in order to protect your monthly benefit amount against changes in the consumer price index (inflation) in their **country of residence**. You can elect to go on the Two-Track at any time after your benefit begins. However, once you make election, you **cannot** go off the Two-Track and must remain on it.**
- **Once on the two-track, the monthly benefit will be calculated both on the original, **US Dollar track**, and the **local track (currency of country of residence)**. The amount of benefit received will be the higher of the two amounts, **subject to caps**. The local track amount can never be:**
 - **Higher than 110%**of the **local track** amount, or
 - **Lower than 80%**of the **US Dollar track** amount

TWO-TRACK ILLUSTRATION

Illustration of the

Two-Track

Feature of the pension Adjustment System



TWO-TRACK SUMMARY POINTS

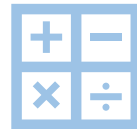
US Dollar Track benefits:

- US Dollar track is the default track for all new benefits and monthly benefits are adjusted based on fluctuations in the consumer price index of the United States.
- Benefits are paid in a currency you choose; your country of residence is not relevant to the amount you receive.

Local Track benefits:

- The Local Track is **Voluntary** election
- The Local Track is **Permanent** election
- If you are on the Local Track and you change your country of residence, you **must** inform the Fund so that your benefit can be **recalculated** on the Local Track for that country
- Local Track benefits are calculated based exchange rates and cost of living factors in your country of residence as of your **separation date**, regardless of whether you choose to go on the Two-Track system at the date of your initial benefit or a later date

PAYMENTS and EXCHANGE RATES

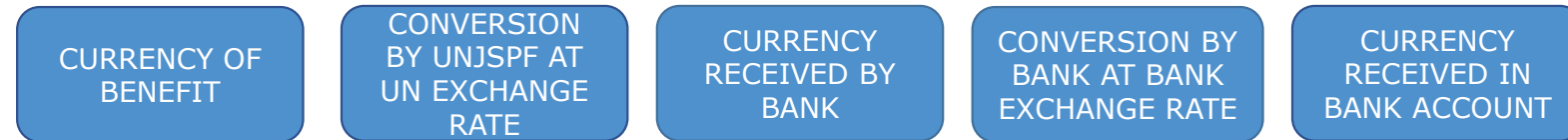


PAYMENTS AND EXCHANGE RATES

You can choose to have monthly benefit paid in any one of the 15 following currencies, in any country:

1. **US Dollar (USD)**
2. Euro (EUR)
3. Swiss Franc (CHF)
4. Pound Sterling (GBP)
5. Canadian Dollar (CAD)
6. Australian Dollar (AUD)
7. New Zealand Dollar (NZD)
8. Singapore Dollar (SGD)
9. **Japanese Yen (JPY)**
10. Danish Krone (DKK)
11. Norwegian Krone (NOK)
12. Swedish Krone (SEK)
13. Indian Rupee (INR)
14. Pakistani Rupee (PKR)
15. CFA Franc (XAF and XOF)

WHAT DOES THIS MEAN FOR US DOLLAR TRACK BENEFICIARIES?



US DOLLAR TRACK BENEFIT PAID INTO A JPY ACCOUNT IN JAPAN



US DOLLAR TRACK BENEFIT PAID INTO A USD ACCOUNT IN JAPAN***



US DOLLAR TRACK BENEFIT PAID INTO A 3RD CURRENCY ACCOUNT IN JAPAN OR IN 3RD COUNTRY***

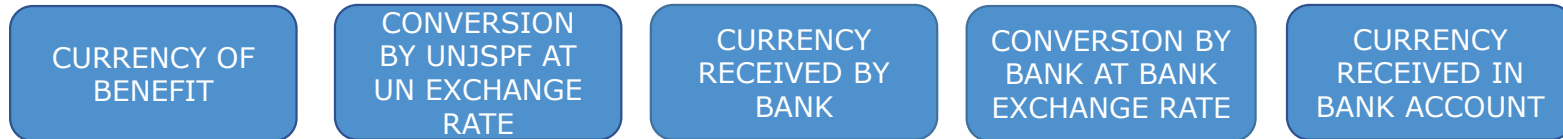


*** NOTE, IN THESE SCENARIOS THE BENEFIT DOES NOT ORIGINATE FROM A LOCAL BANK AND YOUR BANK IN JAPAN OR ANOTHER COUNTRY MAY USE AN INTERMEDIARY BANK TO RECEIVE THE PAYMENT FROM UNJSPF. YOU MAY OR MAY NOT BE CHARGED FEES BY THIS INTERMEDIARY BANK. YOU WOULD BE RESPONSIBLE FOR PAYING THESE FEES, NOT THE UNJSPF. YOU MAY ALSO BE SUBJECT TO OTHER FEES BY YOUR BANK. PLEASE CONSULT YOUR BANK FOR MORE DETAILS.

WHAT DOES THIS MEAN FOR US DOLLAR TRACK BENEFICIARIES?

- **Receiving Japanese Yen into a Japanese Yen bank account is the only way to ensure that you will avoid fees from your bank.**
- **Since JPY is a payroll currency of the UNJSPF, the Fund will convert your USD benefit into JPY using the UN exchange rate and pay through a local transfer.**
- **The Fund will use the UN quarterly exchange rate to convert from USD to JPY, so your benefit amount will fluctuate after every three months.**
- **If you reside in Japan but would like to receive your benefit in a currency other than JPY, you will probably incur fees, even if the currency is another UNJSPF payroll currency (for example, Euros).**
- **Benefits directed to a bank account that is not denominated in one of the 15 UNJSPF payroll currencies, will be sent to your bank in USD and subject to exchange to the bank's exchange rate, in addition to any fees levied by the bank.**

WHAT DOES THIS MEAN FOR TWO-TRACK BENEFICIARIES?



JAPAN LOCAL TRACK BENEFIT PAID INTO A JPY ACCOUNT IN JAPAN



JAPAN LOCAL TRACK BENEFIT PAID INTO A USD ACCOUNT IN JAPAN***



3rd COUNTRY LOCAL TRACK BENEFIT PAID INTO A 3RD CURRENCY ACCOUNT IN ANY COUNTRY***



*** NOTE, IN THESE SCENARIOS THE BENEFIT DOES NOT ORIGINATE FROM A LOCAL BANK AND YOUR BANK IN JAPAN OR ANOTHER COUNTRY MAY USE AN INTERMEDIARY BANK TO RECEIVE THE PAYMENT FROM UNJSPF. YOU MAY OR MAY NOT BE CHARGED FEES BY THIS INTERMEDIARY BANK. YOU WOULD BE RESPONSIBLE FOR PAYING THESE FEES, NOT THE UNJSPF. YOU MAY ALSO BE SUBJECT TO OTHER FEES BY YOUR BANK. PLEASE CONSULT YOUR BANK FOR MORE DETAILS.

WHAT DOES THIS MEAN FOR TWO-TRACK BENEFICIARIES?

- **Receiving Japanese Yen into a Japanese Yen bank account is the only way to ensure that you will avoid fees from your bank.**
- **Since JPY is a payroll currency of the UNJSPF, your Local Track benefit does not need to be converted and will be paid through a local transfer.**
- **If you reside in Japan but would like to receive your benefit in a currency other than JPY, you will probably incur fees, even if the currency is another UNJSPF payroll currency (for example, Euros)**
- **Benefits directed to a bank account that is not denominated in one of the 15 UNJSPF payroll currencies, will be sent to your bank in USD and subject to exchange at the bank's exchange rate, in addition to any fees levied by the bank.**

TWO-TRACK ESTIMATE IN MSS

US Dollar Track beneficiaries can run an estimate to see the effect of converting to the Two-Track

- **If you retired on or after 3 August 2015, you can run the estimate yourself in MSS on the Fund's website**
- **If you retired 2 August 2015 or earlier, please request an estimate from the Fund using the contact form on the website: <https://www.unjspf.org/contact-us/>**

For further information on the Two-Track system, please refer to:

<https://www.unjspf.org/help-tutorials/two-track/>

<https://www.unjspf.org/documents/the-two-track/>

TWO-TRACK ESTIMATE IN MSS

- Menu
- Home
- Address
- Disbursements
- Documents
- E-Forms
- Proof Documents
- Personal Information
- Validation Request (Article 23)
- Restoration (Article 24)
- Emergency Fund
- Transfer-In Request
- Estimate**
- MSS Document Upload
- Help

Disclaimer / Clause de non-responsabilité:

English

It can be useful to run an estimate of your benefit options for planning purposes or before making a final benefit election. To run your estimate, enter your proposed separation date in the designated box below. For detailed guidance on how to run and read estimates, refer to the Learning Tools page and 'Tutorials' on the Fund's website: <https://www.unjspf.org/help-tutorials/>. Once you have submitted your estimate request and the calculation is complete, you can view the estimate as a PDF file under the DOCUMENTS tab in MSS. Please take into consideration that the figures in the estimate are based on unaudited data, available to the Fund at the time of its running, as reported to us by you or your employing organization. In most cases, it will be a good estimate as long as there are no peculiar circumstances. Bear in mind that a full audit of your pension record will be conducted at the time of your actual separation from service, in the course of processing and establishing your final pension entitlement. If you need more advice on your estimate you may contact our Client Services via the online Contact Form: <https://www.unjspf.org/contact-us/>. Presently, there are some 'known issues' with the accuracy of this estimate calculator for very specific cases (e.g. cases where participants had periods of Special Leave without Pay, or transferred pension rights from an outside organization to the Fund, etc.); you can find a list of all 'known issues' here <https://www.unjspf.org/member-self-service/>. If your separation date is within the next six months and you noted an issue with your estimate, please contact the Fund through the online Contact Form for assistance.

Français

Il peut être utile de faire une estimation de vos options de prestations à des fins de planification ou avant de procéder à un choix final. Pour générer votre estimation, entrez votre date de départ proposée dans la case prévue ci-dessous. Pour obtenir des conseils détaillés sur la façon de générer et de lire des estimations, veuillez consulter la page OUTILS EDUCATIFS et les «Tutoriels» sur le site Web de la Caisse: <https://www.unjspf.org/fr/help-tutorials/>. Une fois que vous avez soumis votre demande d'estimation et que le calcul est terminé, l'estimation sera disponible dans l'onglet DOCUMENTS sous format de fichier PDF. Notez que les calculs de l'estimation sont basés sur des données non auditées disponibles dans votre dossier au moment que l'estimation est faite et telles que rapportées à la Caisse par vous ou votre organisation employeur. Dans la plupart des cas, ce sera une bonne estimation tant qu'il n'y aura pas de circonstances très particulières. Notez qu'une vérification complète de votre dossier de pension sera effectuée au moment de votre cessation d'emploi réelle, au cours du traitement et de l'établissement de votre prestation. Si vous avez besoin de plus de conseils sur votre estimation vous pouvez contacter le service clientèle de la Caisse via le formulaire de contact en ligne: <https://www.unjspf.org/fr/contactez-nous/>. À l'heure actuelle, il existe des «problèmes connus» concernant l'exactitude de ce calculateur d'estimation pour certain cas très précis (par exemple, pour des cas où les participants avaient des périodes de congé spécial sans solde ou des droits de retraite transférés d'une organisation externe à la Caisse, etc.); vous pouvez trouver une liste de tous les «problèmes connus» ici <https://www.unjspf.org/member-self-service/mss-known-issues-and-faq/>. Si la date de votre séparation de service est dans les six prochains mois et que vous avez noté un problème avec votre estimation, vous pouvez contacter la Caisse via le formulaire de contact en ligne pour obtenir de l'aide.

Pension Estimate

Estimate of your Pension Entitlement

Select Pension Application: Pension # [Redacted] ▼

Two Track Estimate

Effective Date: dd/mm/yyyy [Calendar Icon]

Country of Residence: [Dropdown Menu]

Submit Request

QUESTIONS AND ANSWERS