

IN-RETIREMENT PRESENTATION ILO GENEVA- OCTOBER 2016





To share information with you about . . .

- Certificate of Entitlement (CE)
- Quarterly Notification
- Survivor's Benefit
- > IPAS System Overview and New Features
- > Web Access: Member Self-Service (MSS)
- How to reach us



Certificate of Entitlement (CE)

Certificate of Entitlement (CE) – New Cycle



- Q: I am a new retiree and would like to know when I should expect my Certificate of Entitlement (CE)
- A: If you have received less than six monthly payments by **May**, you will not receive a CE for the current year.
- Otherwise, the CE is sent at the end of May (2016) with a reminder in September(2016) for those who do not return the May CE. If none of CE is received by the Fund, and no other Original Document or email is received by November 2016, the next pension will be suspended. Below the link for all information on the 2016 CE.
- http://www.unjspf.org/UNJSPF_Web/page.jsp?role=bene&page=b enCE&lang=eng
- Q: For me, I have just received the CE, but how do I fill it?
- A: You just need to date and sign at the indicated fields as shown the following slides



YOUR CERTIFICATE OF ENTITLEMENT

CERTIFICATE OF ENTITLEMENT / CERTIFICAT DE DROIT A PRESTATION / CERTIFICADO DE DERECHO A PRESTACIÓN

RETIREMENT NUMBER

NAME

DATE DATE

PENS A/5 (8-98)

FO

I certify that I receive a benefit(s) under the Regulations of the United Nations Joint Staff Pension Fund and that, on the date of my signature as indicated below, I continue to be entitled to this (these) benefit(s). I note that falsification of signature will be considered fraud.

Je certifie que je perçois une (des) prestation(s) qui m'est (me sont) versée(s) en vertu des dispositions des statuts de la Caisse commune des pensions du personnel des Nations Unies et que je continue d'y avoir droit à la date à laquelle j'appose ma signature. J'ai pris bonne note que falsifier une signature est consideré comme une tentative de fraude.

Certifico que recibo una(s) prestación(es) en virtud de las disposiciones de los Estatutos de la Caja Común de Pensiones del Personal de las Naciones Unidas, a la(s) que continúo teniendo derecho en la fecha que firmo el presente certificado. Entiendo que la falsificación de la firma será considerado como fraude.

SIGNATURE / FIRMA

DATE

Cust

↑

FOLD

33783

i

(See below if you are unable to sign) (Si vous n'êtes pas en mesure de signer, voir ci-dessous)

(Si no le es posible firmar, vea a continuación)

SIGN HERE

TYPE OF BENEFIT AND COUNTRY OF RESIDENCE FOR TWO-TRACK

IF YOU ARE UNABLE TO SIGN YOUR NAME, AFFIX YOUR THUMBPRINT HERE SI VOUS N'ETIEZ PAS EN MESURE DE SIGNER CI-DESSUS, VEUILLEZ APPOSER VOTRE EMPREINTE DIGITALE ICI SI NO LE FUE POSIBLE FIRMAR, PONGA SU HUELLA DIGITAL AQUÍ

	par le médecin traitant ou Validada por un funcionario	lu système des Nations Unies,	
Vitness Title / Titre du témoin / Cargo del testigo	SIGNATURE / FIRMA	OFFICIAL STAMP (SEAL) SCEAU OFFICIEL SELLO OFFICIAL	



RETURNING YOUR CERTIFICATE OF ENTITLEMENT







The barcodes are very important in handling your CE. Please DO NOT write or attach anything in this area.



UNITED NATIONS JOINT STAFF PENSION FUND C/O UNITED NATIONS PO BOX 5036 NEW YORK NY 10163-5036 USA

It is self-addressed to NY, but you can insert it into another envelop and send it to Geneva



Certificate of Entitlement (CE)

Q: For me, I received the CE, but because of my age or medical condition, I cannot sign it, what should I do?

A: You can affix your thumbprint at the indicated field and have it witnessed by a **UN system Official**, attending doctor or Local Government Authorities.

The person witnessing the thumbprint must state his/her **name, title and Official Seal** in the indicated fields.

For the first time the thumbprint is used instead of signature, a **Medical Certificate** should be enclosed to explain the condition preventing the retiree from signing.



Your Certificate of Entitlement (CE)

CERTIFICATE OF ENTITLEMENT / CERTIFICAT DE DROIT A PRESTATION / CERTIFICADO DE DERECHO A PRESTACIÓN

RETIREMENT NUMBER

NAME

DATE DATE

PENS A/5 (8-98

I certify that I receive a benefit(s) under the Regulations of the United Nations Joint Staff Pension Fund and that, on the date of my signature as indicated below, I continue to be entitled to this (these) benefit(s). I note that falsification of signature will be considered fraud.

Je certifie que je perçois une (des) prestation(s) qui m'est (me sont) versée(s) en vertu des dispositions des statuts de la Caisse commune des pensions du personnel des Nations Unies et que je continue d'y avoir droit à la date à laquelle j'appose ma signature. J'ai pris bonne note que falsifier une signature est consideré comme une tentative de fraude.

Certifico que recibo una(s) prestación(es) en virtud de las disposiciones de los Estatutos de la Caja Común de Pensiones del Personal de las Naciones Unidas, a la(s) que continúo teniendo derecho en la fecha que firmo el presente certificado. Entiendo que la falsificación de la firma será considerado como fraude.

SIGNATURE / FIRMA TYPE OF BENEFIT AND COUNTRY FOR RESIDENCE FOR TWO-TRACK (See below if you are unable to sign) (Si vous n'êtes pas en mesure de signer, voir ci-dessous) (Si no le es posible firmar, vea a continuación) DATE HERE DATE IF YOU ARE UNABLE TO SIGN YOUR NAME, AFFIX YOUR THUMBPRINT HERE SI VOUS N'ETIEZ PAS EN MESURE DE SIGNER CI-DESSUS, VEUILLEZ APPOSER VOTRE EMPREINTE DIGITALE ICI SI NO LE FUE POSIBLE FIRMAR, PONGA SU HUELLA DIGITAL AQUÍ Witnessed or attested to by a UN system official, Witness Name / Nom du témoin/ Apellido del testigo attending physician or local government authority. Validée par un fonctionnaire du système des Nations Unies, par le médecin traitant ou par les autorités locales. Validada por un funcionario del sistema de las Naciones Name of witness **Retiree's** Unidas, por el médico a cargo o por las autoridades locales Thumbprint OFFICIAL STAMP (SEAL) Witness Title / Titre du témoin / Cargo del testigo SIGNATURE / FIRMA SCEAU OFFICIEL Here SELLO OFFICIAL Title of witness Signature and Official Seal of Witness

Please read our new Legal Guardianship and estate booklet

English guardianshi and estate

United Nations Joint Staff Pension Fund

New York & Geneva May 2014





Certificate of Entitlement (CE)

Q: What to do if by mid-October, I do not receive neither the original CE (May) nor the Reminder (September)?

A: If that happens, please write and send an **Original Letter**, with your signature to inform the Fund your non-receipt of the CE and **confirm your mailing address** in that letter.

There is a review prior to the suspension, and your pension will not be suspended if we find the original letter in file. We will send you another CE to sign as the Original CE is still required.



Certificat de Droit à Prestation (CE)

Q: What if for whatever reason, my pension is suspended due to your non-receipt of my CE. What should I do?

A: Your payment will be reinstated retroactively once we receive a **signed Original CE from you**. The reinstatement process is a long process where the suspended payments will be reissued separately and we will re-establish the monthly payments.

Important: After Service Health Insurance (ASHI) deductions will **NOT** be done when the payment is suspended! Extended period of suspension can lead to termination of ASHI due to missing premiums. Benefits will be forfeited if the suspension lasts 2 years or longer. 10



Quarterly Notification



DUE TO THE MOVE FROM LEGACY TO IPAS, NO QUARTERLY NOTIFICATION WAS GENERATED FOR OCTOBER 2015 AND JANUARY 2016 QUARTERS.. THE PAYMENT DETAILS FOR **THESE QUARTERS ARE AVAILABLE IN YOUR MEMBER SELF SERVICE (MSS) JULY 2016 NOTIFICATIONS WILL BE** SENT SOON 12



Survivor's Benefits



Right to a pension

Q: If I pass away, will my spouse have a right to a pension?

A: A survivor's benefit is payable to surviving your spouse if you have the right to a monthly pension, and if the surviving spouse has been married to you prior to your separation from service and remained married to you until death.

Interpretation of Marriage by the Pension Board (2016 version):

The Pension Board has extended the interpretation of marriage to unions/partnerships lawfully entered into and legally recognized by the competent authority of the location where the status was established as long as the union confers the similar legal effect as marriage, specifically including pension rights.



Right to a Pension

- Q: Under which circumstances would my spouse not be entitled to a benefit?
- A: A widow/widower's benefit would not be payable if you have separated from service prior to 01 April 2001 and opted for a deferred retirement benefit with Lump Sum.

Or

If the marriage was contracted after Separation from Service and that no annuity has been purchased under Article 35 ter.



Administrative Procedures

Q: Upon death, what will the spouse need to do to establish the survivor's benefit?

A - The Fund reviews the file to see what documents are already with the Fund, among the checklist below. All pension forms are needed in **Original** while the Fund accept copies of other documents.



Required Documents

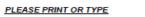
Copy of the retiree's Death Certificate

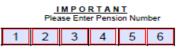


- Copy of the Marriage Certificate
 Copy of Spouse's Birth Certificate
- □Proof of Divorce (if applicable)
- Copy of Official ID bearing Photograph and Signature (Passport or National ID card)

UNITED NATIONS JOINT STAFF PENSION FUND

INSTRUCTIONS FOR PAYMENT OF DISABILITY OR DEATH BENEFIT(S)





Important Notes:

- I. Use this form to submit payment instructions ONLY for Disability or Death benefits payable under the UNJSPF Regulations. For other types of benefits, please obtain the appropriate form from the Secretary of your Staff Pension Committee or the Pension Fund's website: unjspf@un.org.
- II. Check the appropriate box below for the type of benefit to which you are entitled under the UNJSPF Regulations.
- III. All sections of the form overleaf should be completed and the form should be signed by you as a beneficiary of the UNJSPF. When completing the form, please bear in mind that your benefit must be paid to a bank account in your name or to a joint account which includes your name. <u>Only in exceptional cases</u>, where a beneficiary does not have a bank account and is unable to open one, can payment be sent in care of a UN office. Payment cannot be remitted to a mailing address, nor can it be made to third party. <u>Your signature on the form must be duly authenticated or witnessed, either by an officer of the United Nations or a local governmental authority. The full name, official title and signature of the Official authenticating your signature and their stamp/seal of office must be affixed to this form. If your signature is not authenticated or witnessed, your payment instructions will be returned which will delay the processing of your benefit.</u>
- IV. You are invited to provide Emergency contact details, for use by the UNJSPF ONLY when all efforts to reach you through normal channels fail.
- V. For assistance in filling out this form, please consult with the Secretary of your Staff Pension Committee.
- VI. Upon completion, submit <u>both pages 1 & 2</u> to the Secretary of your Staff Pension Committee.

TYPE OF BENEFIT DUE UNDER THE UNJSPF REGULATIONS:

a)	Disability benefit (Article 33)	
b)	Widow's benefit (Article 34)	✓
C)	Widower's benefit (Article 35)	
d)	Divorced surviving spouse's benefit (Article 35 bis)	
e)	Annuity for spouse married after separation (Article 35 ter)	
f)	Child's benefit (Article 36)	
g)	Secondary dependant's benefit (Article 37)	
h)	Residual settlement (Article 38)	

PENS.E/2 – Page 1

NEW FORM

- Please fill the form for our website if possible before printing and signing in order to avoid misinterpretations of letters and numbers
- The completed form bearing <u>ORIGINAL</u> <u>SIGNATURE</u> must be submitted to the Fund: <u>No faxes, photocopies</u> <u>or emails will be</u> <u>accepted</u>
- Please include a document from your bank showing your account details
- > Please check the right box

UNITED NATIONS JOINT STAFF PENSION FUND

INSTRUCTIONS FOR PAYMENT OF DISABILITY OR DEATH BENEFIT(S)

PLEASE PRINT OR TYPE	<u>IMPORTANT</u> PLEASE ENTER PENSION NUMBER
I, MYSURNAME MYFIRSTNAME (SURNAME) (FIRST) hereby submit payment instructions for the benefit(s) that becomes CURRENCY OF PAYMENT: DKK (Please Specify)	(MIDDLE) (become) payable under the UNJSPF Regulations. ACCOUNT TYPE: (Checking/Savings)
NAME OF FINANCIAL INSTITUTION MYBANK (SWIFT CODE of Financial Institution) MYBANK SWIFT CODE	BANK ACCOUNT NUMBER / IBAN IBAN Please provide any other bank identifiers like local routing codes (e.g., ABA,
(ADDRESS) MYBANK ADDRESS (CITY, STATE, POSTAL CODE, COUNTRY) MYBANK CITY AND COUNTRY	ABI/CAB, BLZ, Sort code, etc.) BIC CODE

NOTE: To facilitate transfer of funds, please provide a document from your bank indicating bank codes and preferred routing for international payments.

Mailing Address:	123 MY STREET		E-Mail:	myemail@domain.com
	(Street)			
	MYCITY		Telepho	^{ne} 0000 4000 4000
	(City)	(Zip oode)	Number	0000 1000 1.000
	STATE AND COUNTRY			
	(State)	(Country)	_	
mergency Contact Detai				
Name / Relationship:	NMAE / MY SON		E-Mail:	hisemail@domain.com
Mailing Address:	123 HIS ADDRESS		Telepho	
	HIS CITY		Number	<u>(111) 111 1111</u>
04/10/2	0016			SIGN HE
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(Day) (Mod IMPORTANT: BENEFIC MRS SO AND SO	nth) (Year			eneficiary's Signature '
(Day) (Mor IMPORTANT: BENEFIC MRS SO AND SO (Print Full Name of UN C	etti) (Year			eneficiary's Signature '
(Day) (Mod IMPORTANT: BENEFIC MRS SO AND SO	etti) (Year			eneficiary's Signature '
(Day) (Mor IMPORTANT: BENEFIC MRS SO AND SO (Print Full Name of UN C	CIARY'S SIGNATURE WIT		ND CERTIFIED AS AUT	eneficiary's Signature '
(Day) (Mor IMPORTANT: BENEFIC MRS SO AND SO (Print Full Name of UN O HR OFFICER UN C	Difficer or Governmental Author COPENHAGEN			

PENS.E/2 – Page FORM

NEW

- Please fill the form for our website if possible before printing and signing in order to avoid misinterpretations of letters and numbers
- The completed form bearing <u>ORIGINAL</u> <u>SIGNATURE</u> must be submitted to the Fund: <u>No faxes, photocopies</u> <u>or emails will be</u> <u>accepted</u>
- Please include a document from your bank showing your account details

¹ The completed form bearing <u>ORIGINAL SIGNATURES</u> must be submitted to the Fund; no faxes or e-mails will be accepted.



Witness of Signature

Q: Who can witness my spouse signature?

- A:
- 1. The UN Pension Fund if the spouse brings the documents to our offices.
- 2. Officials of the United Nations System
- 3. Local Government Authorities (City Hall), Consular Authorities





Q: How much will my spouse receive as widow's benefit?

- A:
- In general, the amount equals half of the retiree's full pension (before any lump sum commutation)
- This amount is payable for life and is adjusted for cost of living adjustment.



Transition from Retiree to Survivor

- Q: If the date of death is in mid-month, do I have the right the full month's benefit?
- A: Yes, the retiree has the right to the full amount of the month of death. The spouse has the right of the pension on the first day of the month following the death.
- Q: How long would my spouse have to wait to receiving her survivor's pension after my death?
- A: If the Fund receives the required documents in <u>good order</u>, we establish the survivor's benefit within 4 to 6 weeks. The Fund is currently experiencing some delays in establishing survivor's benefits. A Task Force has been established to 23 analyze and process Survivor's Benefits.



Survivor's Benefit: Recommendation



- Q: What can I do to facilitate the establishment of my spouse pension after my death?
- A: Please establish a pension file for your spouse where you can pre-fill out the Pens. E/2 form.
 - If you have a joint account and your bank agrees not to close it after your death, you can already fill the account number on Page 2 of the Pens. E/2 form.
 - Keep the Pens. E/2 and a bank document in the Pension File. PLEASE DO NOT SEND THIS FORM RIGHT NOW
 - Please send right now (but keep copy in the pension folder) to the Fund a copy of your marriage certificate, Birth Certificate for you and your spouse and a copy of your spouse ²⁴ Official ID (passport or ID card)

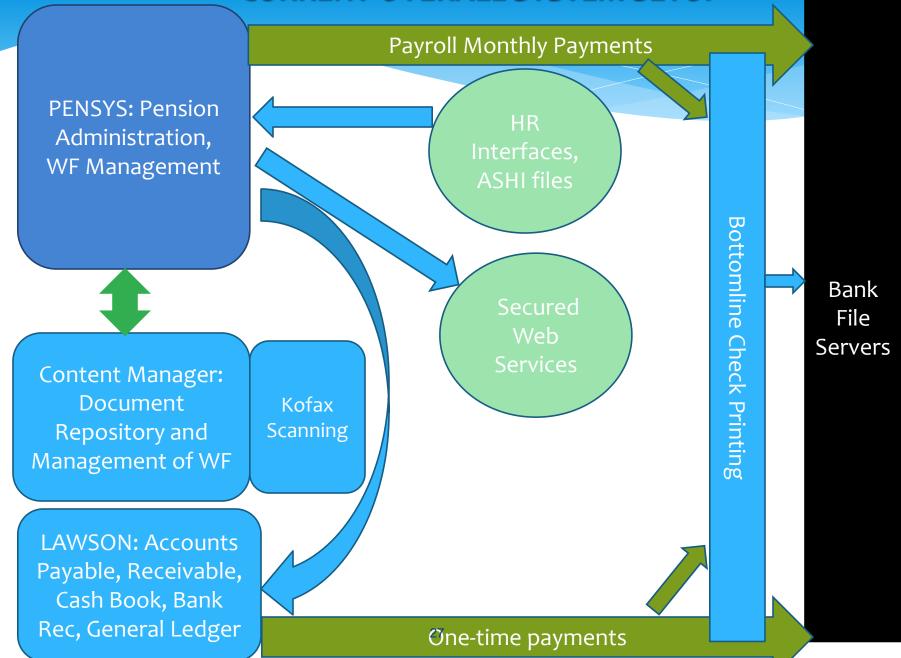


PAS and its New features for Retires

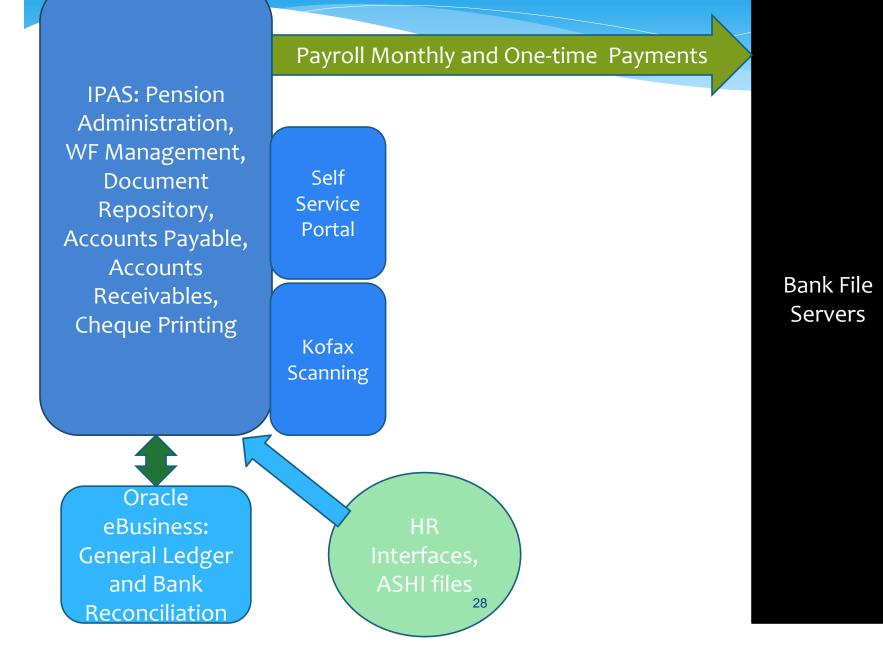


SYSTEMS OVERVIEW

CURRENT OVERALL SYSTEM SETUP



FUTURE OVERALL SYSTEM SETUP





- Possibility to aggregate or Disaggregate two or more payments going to the same Payee
- Possibility to go Paperless
- Possibility for retirees with small pensions to receive scheduled arrears payments in nonmonthly intervals
- Possibility for retirees on the USD Track to print their Certificate of Entitlement Online (effective 2017 CE)



Possibility to aggregate or Disaggregate two or more payments going to the same Payee

- It is now possible for retirees with multiple retirement numbers to combine their payments as long as they are paid in the same currency to the same person with the same payment instructions
- It is also possible to remove one or more retirement numbers from the aggregated payments and have it or them paid separately
- It is possible to unite a child benefit with the main benefit after it
 has been separated (was impossible under PENSYS)



- For those who do not wish to receive notifications by mail, they can use the "Yes Paperless" option in Member Self Service to stop mail notifications.
- For beneficiaries on the Two-Track, the Certificate of Entitlement (CE) will still be sent by mail as it also serves as proof of residence for the period.

Possibility for retirees with small pensions to receive scheduled arrears payments in non-monthly intervals

- Beneficiaries with small pensions (\$400 or less) can choose to receive payments Quarterly, Semi-annually or Annually.
- Upon request, the payment will be scheduled at the end of the third month (3 payments), sixth month (6 payments) or twelfth month (12 payments) depending of the choice.
- Unlike before, the payment is released as part of the payroll payments and is made through local clearing systems to avoid bank charges for most cases.

Possibility for retirees on the USD Track to print their Certificate of Entitlement Online (2017)

- Beneficiaries on the US Dollar Track will receive a copy of their Certificate of Entitlement on their Member Self Service
- They will then print the CE, sign it and return it in Original
- The Original CE will still be mailed unless the beneficiary has selected the "Yes Paperless" option

PROMISES AND CHALLENGES MADE IN MAY 2015 WHEN IPAS WAS PRESENTED TO FFOA IN ROME

THE GOOD NEWS

Although it does look complex, ultimately, ALL retirees will receive continuous payments at the end of each month as it is done now. **Promise Kept 100%**

We are currently testing payments from IPAS to selected retirees. So far, we successfully tested real payments to retirees in the following currencies: USD, EUR, GBP, DKK, NOK, SEK, SGD, AUD, CAD, and JPY. These payments were all successfully received by the retirees. It may seem normal that retirees continue to receive their pension, but this was due to successful: conversion of the payroll and cost of living databases; reconciliation of the payroll; implementation of ASHI in the new payroll; re-write and test of all electronic bank files, Check Printing and Payments by List; testing an verifying over 640 possibilities of changing banking instructions, as well as all other payroll maintenance (suspensions, deletions, reinstatements, adjustments), including the new features discussed earlier. **ALL of this successfully implemented.**

When the decision is made to turn on payments from IPAS, it would be after we have ensured that at least ALL beneficiaries receiving payments now will continue to receive them, and the transition will be seamless for them. **Promise Kept 100%**

THE CHALLENGE (we are now experiencing all of them)

We need down time to convert the legacy systems to IPAS. Therefore, we will have periods during which we can't process benefits and we can't access our systems.

Although staff have received proper training, it will take time for staff to fully grasp the new system and process cases with the same speed as now

Therefore, delays in both correspondence and payments to newly separated staff is to be expected.

Since we are now disclosing more information through Member Self-Service (MSS), we expect more queries. But Client Services capacity has not yet been increased. So the increase in workload per staff will automatically increase the response time

CONCLUSION

We will NOT have the perfect system at Go-Live, but with the necessary resources, we will make it perfect as we go along. Nevertheless, we can't go live if payment systems are not perfect. Payment Systems work perfectly. All newly calculated pensions are paid, and all retirees are being paid as normal.

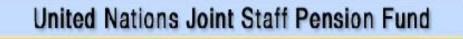
So it may look as if we took a few steps back, but that is to prepare ourselves to make a big leap into the future. It does feel this way now, but we keep improving the system on a monthly basis and the staff experience and processing numbers are growing steadily

The Fund staff have a wide experience in implementing large scale project (Banking Interface, Content Manager, Lawson Financials, Web-based ASHI, etc.). We are working tirelessly with the interest of the Fund and its constituents in mind. **Continues to be true.**

Making payments to beneficiaries is our «raison d'être». Making sure we make payments is our **Number 1 Go-Live Critical item**. **Continues to be true**



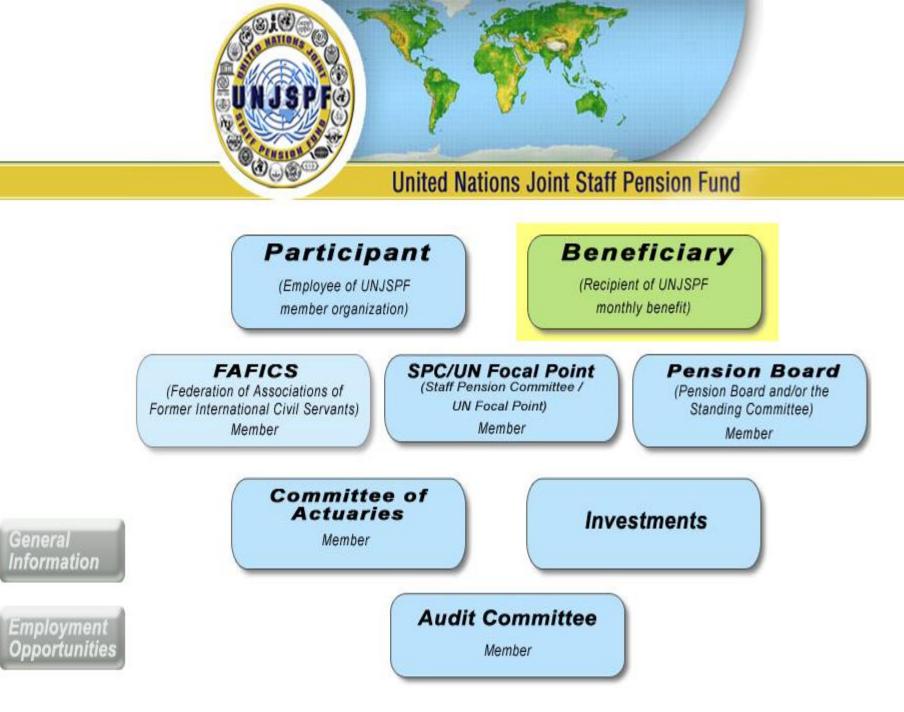
Internet Access





Caisse commune des Pensions du Personnel des Nations Unies

WWW.UNJSPF.ORG





In the unsecured part of our site, you will find important categories such as Forms, Publications and documents (where you can find the bookets), and UN exchange rates CPI and Contacting Us

	Jnited Nations Joint S	FRAN	NGLISH NÇAIS			Participants Beneficiaries SPC/Focal Points FAFICS Committee of Actuaries Pension Board Investments			
I'm looking for	Home	Forms	Publications	Regulations & Rules	About the U				
My Fund			Welcome to UNJSPF M	embers	Latest N	ews			
CE Tracking System			FAO IAEA ICGEB ICCROM ICAO ICC IFAD IL U ITLOS STL UN UNESCO UNIDO WHO W UNJSPF Member Self-Service is Op	pen for Business		UNJSPF September 2016 Newsletter Click here for more information New Member Self-Service is live UNJSPF bulletin for August 2016. Click here for more			
Forms		The UNJSPF Member Self-Service (MSS) was launched at the end of August 2016. This new tool provides UNJSPF members access to their pension account information. All members can now create their own personal login accounts.							
Publications & Documents Annual Reports Frequently Asked Questions Interactive Guides Investments	For retirees/beneficiaries after you login you will be able to see when your CE arrived at the Fund and much more. For participants you will be able to access your 2015 Annual Statement which is now being called your Pension Statement. The new accounts have enhanced security and are part of the Integrated Pension Administrative System or IPAS that was launched in 2015. For security reasons and because UNJSPF membership has increased to almost 200,000 people, a new Unique Identification Number (UID) has been generated for all individuals in the Fund's database, including active participants, retirees and other beneficiaries, including dependents. Please note that this number, which will be used								
Regulations & Rules	throughout the	e pension lifecycle, will	Il also be required to gain access to th	he new self-service feature. The UID will replace the	0010000	Message from the Fund To the attention of all clients			
Quick Overview				The UID numbers are NINE (9) digits. In May and nyone who has already created (beneficiaries or	UNJSPF	of the Pension Fund's (UNJSPF) New York Office:			
UN Rates of Exchange/CPI			JSPF Website can use a special tool t		Contraction of the second seco	*For in person visits, please note the Fund's New York			
Fund's Structure				eks. The Fund has also established systems to		NEW office hours for walk- in clients are from 9AM to 5PM daily, except on			
Member Organisations	how to login a	nd to retrieve your UI	IDs. For all information about this new D, please click on this link: <u>UNJSPF N</u>	v service, with detailed instructions and videos on <u>lember Self-Service</u>		Thursdays (when Client Services are closed). No			
Contacting Us						appointment is needed.			
Certificate of Entitlement (CE)					Section of	UNJSPB Communiqué			
FAFICS Information	Welcome, Beneficia	iry!			UNJSPF	Click here for the Communiqué from the United Nations Joint Staff			
Update from the Pension Fund	Annual Letter of the Fund								

Every January, the Fund sends a letter to all narticipants and beneficiaries worldwide. The letter contains an overview of activities and

HELP/FAQ CONTACT US

UNJSPF

MSS HOME

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

Welcome to UNJSPF Member Self-Service

This page is your guide to the UNJSPF Member Self-Service or MSS. Member Self-Service was developed to help members gather the information that they need when they need it. This is an extension of the new comprehensive computer system (Integrated Pension Administrative System or IPAS) that was launched in 2015. This system will safeguard your information and support the Fund for decades.

Member Self-Service will continue to be upgraded. It provides real-time information on members' accounts. Members can access Annual Statements (for participants in the Fund), there is an estimate tool where participants can calculate their potential future benefits, retirees can see when their Certificate of Entitlements or CE was received and registered by the Fund, and much more.

Quick Links

Retrieve

Beneficiary/Retiree Participant

Register

Login

Information

Your Unique Identification Number or UID This guide was developed to help you with this new tool. Navigate through the menu on the left to any question you may have. Videos (in English first, but soon in French) are embedded to give you step-by-step instructions also. We welcome your feedback about this site and ways it can be improved, please send suggestions to <u>MSSsupport@UNJSPF.org</u>.

Your Unique Identification Number or UID

All Fund members have been given a new, nine-digit Unique Identification (UID) number for the new IPAS system. This nine-digit number will be your personal pension number forever. Even if your Unique Identification Number starts with zeros (for example, 001234567) you must put in all nine



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.





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:	dd/mm/yyyy
Cancel Validate	



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:	000199000
Last Name:	YOURLASTNAME
Date Of Birth:	01/10/1966
Cancel Validate	



Account Setup

Account							
All fields are required. The passwor	d is case sensi	tive.					
Person:	DD: BACAR SAID, ALIAMANE						
Username:	Aliamane71]			
Enter New Password:	•••••			1			
Confirm New Password:	•••••			1			
Username Restrictions: -Username should have a minimum -Username should have a minimum -Username should have a minimum	of 2 alpha cha	racters					
Password Restrictions: -Password must have a minimum o -Password cannot be set to any of t	f 1 numeric cha f 1 capital letter f 1 lower case l	s etters					
Security Questions		to recover	r your password				
Select First Security Question:			your first job?				
Enter Answer to First Question:	Test	r town was	your marjob?				
Select Second Security Question:		last name	e of your third grad	le teacher?			
Enter Answer to Second Question:	Test	, last hanne	, or your third grad				
Select Third Security Question:		ur childhoo	d phone number	including area code	2		
	-		a priorie number	including area code	ب ک ا		
Enter Answer to Third Question:	Test						

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:

Cancel

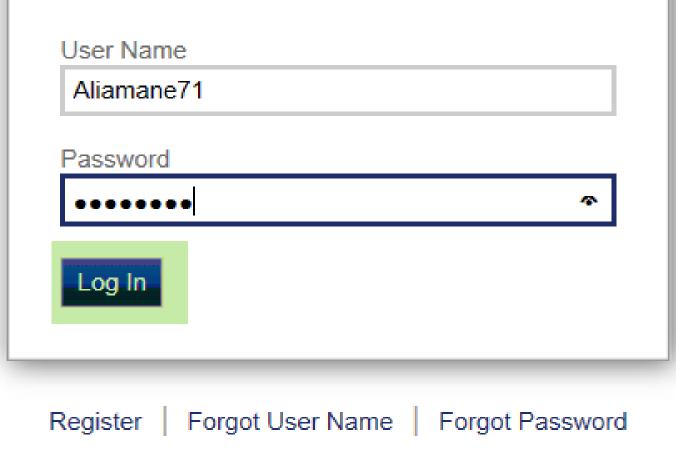
Re-enter Email Address:

Submit

aliamane@gmail.com	
aliamane@gmail.com	



UNJSPF Secure Login





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- Documents
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- **Proof Documents**
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- **Restoration (Article 24)**
- **Transfer-In Request**
- Help

Using this website will enable you to view and update certain information in your UNJSPF records. Should you find any errors in the information please follow the instructions below:

If you are an employee of the following organizations, EPPO, FAO, IAEA, ICCROM, ICGEB, ICAO, ICC, IFAD, ILO, IMO, IOM, IPU, ISA, ITU, ITLOS, STL, UNESCO, UNIDO, WHO, WIPO, WMO, UNWTO, please contact your Staff Pension Committee (SPC) Secretary. If you are a participant of the United Nations family Organization, please contact your Executive Office or your HR office immediately. If you are a retiree or a beneficiary, please contact the Fund's web master at <u>pfwebmaster@un.org</u> For additional information relating to the various tabs, please click on the HELP tab below.

23)	News	Alerts
	 Welcome to Member Self-Service. This is your personal United Nations Pension Fund information site containing data about your participation and your history with the Fund. Please take a few minutes to explore all of the tabs in the menu. 	
	 Beneficiaries, please note that you can check receipt of your 2016 Certificate of Entitlement (CE) through the "Proof Documents" tab. If your 2016 CE is not yet listed, check again in a couple of weeks, as the Fund continuously records returned CEs. 	
	 Participants, your 2015 Annual Statement, now called your 2015 Pension Statement, is available for 	

							v	Velcome				04/10/201
Menu	Disburs	ement	s									
Home	Below is his	torical reco	ord of your	disburse	ments							
Disbursements	201011-10-1110											
Documents	Issued Dis	sbursem	ents									
E-Forms												
Proof Documents	Disbursemer	nts that ha	ve already	been sei	nt to you.							
Personal Information	Payee: All				•	Ben	efit ount: All		•		Year:	All .
Validation Request (Article 23)						7100						
Emergency Fund	I Records											
Restoration (Article 24)	Value Date	Payment Currency	COP Gross	ASHI	COP Deductions	COP Net	Status	Reason Check Code EFT N		ment Un	ique Id	Payee Name
Transfer-In Request Help	31/10/2016	DKK -	21,300.70	0.00	0.00	21,300.70	Issued	20466	6 EFT			
	30/09/2016	DKK - Danish Krone	21,300.70	815.78	0.00	20,484.92	Issued	20428	1 EFT	ſ		
	31/08/2016	DKK - Danish Krone	21,300.70	815.78	0.00	20,484.92	Reconciled	20414	9 EFT			
	31/07/2016	DKK - Danish Krone	21,300.70	815.78	0.00	20,484.92	Reconciled	20381	D EFT		Deleted for	eleted for
	30/06/2016	DKK - Danish Krone	21,405.82	815.78	0.00	20,590.04	Reconciled	20348	4 EFT		Co F	nfidentiality Purposes. ation contains
	31/05/2016	DKK - Danish Krone	21,405.82	815.78	0.00	20,590.04	Reconciled	20310	1 EFT			que ID and Name
	30/04/2016	DKK - Danish Krone	21,405.82	815.78	0.00	20,590.04	Reconciled	20264	3 EFT			
	31/03/2016	DKK - Danish Krone	22,179.53	815.78	0.00	21,363.75	Reconciled	20230	1 EFT			
	29/02/2016	DKK - Danish Krone	22,179.53	815.78	0.00	21,363.75	Reconciled	20208	5 EFT			

Welcome		04/10/2016
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Documents

You now have the ability to select a paperless delivery option for communications. If you select this option you will receive a notification by email. The email will direct you to this page so you can view your document on-line. If you check the box "Yes, Paperless Notification." you will no longer receive mail for most documents.

Yes, Paperless Notification

🏽 Records 🔒 Export

Date	Document	Recipient	Action
04-Oct-2016	MSS Registration Success	Removed for confidentiality.	Details
28-Jun-2016	🔁 CO 001 - COLA Letter English	Removed for confidentiality.	Details

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04/10/2016

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E-Forms

Below is a list of standard forms used by the UN Pension Fund. The forms are formatted for US letter-sized paper, which is slightly smaller, but should print without problems on international standard, A4. The 'Type & Print' feature allows users to type their information directly into the PDF forms. Once the information is typed in, the form must be printed and signed. The UNJSPF currently accepts ONLY printed and signed forms. No e-mails or faxes are accepted. Forms are in PDF format. In order to view or print them, you will need Adobe Reader, version 11 or later. For printing the e-forms in PDF format, choose 'Actual Size' option under the Page Sizing & Handling section.

Please be aware that if you are in receipt of more than one benefit from the Fund, you must include all those Retirement numbers to which the change you are requesting shall apply, particularly for the following forms 'PF 23, PF23B, E10, E11, A2'

Employee Forms

A2-E - Designation of Beneficiary - English

Form used in Member Self Service

A2-F - Désignation de bénéficiaires d'un versement résiduel

Formulaire français disponible pour les démarches autonomes de nos membres.

B1-E - Notice of Election to Validate - English

Form used in Member Self Service

B1-F - Demande de Validation

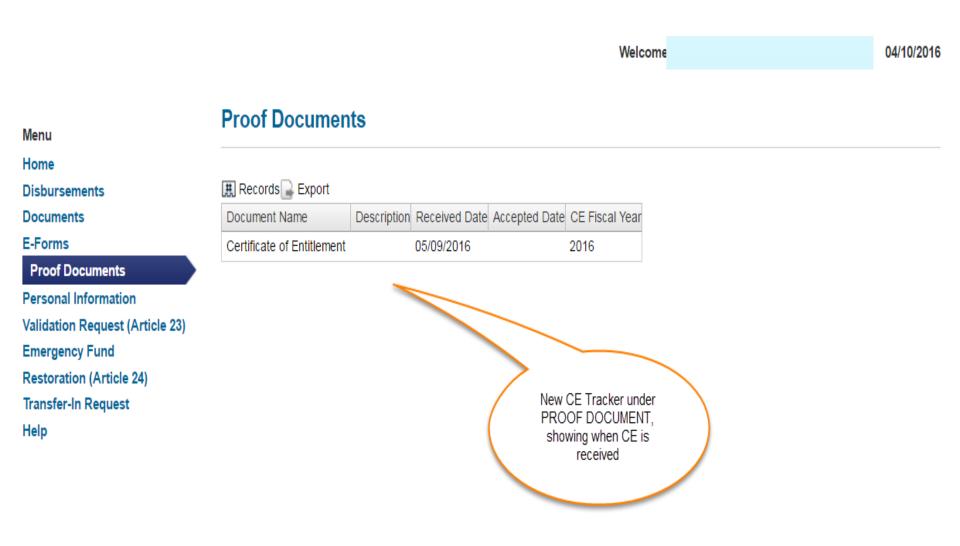
Formulaire français disponible pour les démarches autonomes de nos membres.

C1-E - Notice of Election to Restore - English

Form used in Member Self Service

C1-F - Demande de Restitution

Formulaire français disponible pour les démarches autonomes de nos membres.



04/10/2016 Welcome Personal/Dependent Information This page displays detailed personal information. If any of the information is incorrect, please contact the fund office. First Name: DOB. 75 Middle Name: Age: Last Name: Gender: Female Information removed for Security Reasons Suffix: Marital Status: Married Unique ID: Current Status: Separated Current Nationality: English Language: Additional Information This is the Participation Date Disability Status, not Marital Disabled: Awarded or Certified: Medical Clearance Date of Next Review: Indicator: Short Term Disabled Short Term Disabled Start Date: End Date: Most Recent BCS Most Recent Entry 01-Feb-1971 01-Feb-1971 Date: Date:

Person Alias

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First Name	Middle Name	Last Name	Preferred Name Flag
			, ,

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Restoration (Article 24)	locat
Transfer-In Request	. 1
Help	³ Cre

Request for Emergency Funds

Emergency Fund is utilized to provide financial assistance to beneficiaries who are currently receiving a periodic benefit from the Fund. It is ided to provide relief in individual cases of proven hardship owing to illness, infirmity or similar cases, including funeral arrangements. It is ntended to supplement pensions that may be considered insufficient, whether due to general or local economic situations or limited ributory service. se answer the following questions in order to determine if you meet the minimum requirements of applying for Emergency Fund assistance.

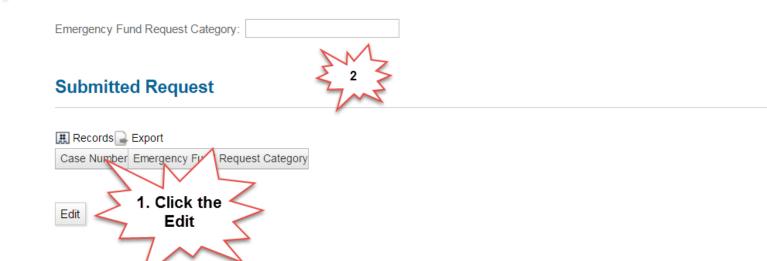
re you currently receiving a periodic benefit from the UNJSPF? Yes/No

our request is not due to educational expenses or loans. Yes/No

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

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

eate Request - (click Edit to create)



Welcome GURLI VESTERGAARD PEDERSEN 04/10/2016

Menu	Request for Emergency Funds
Home Disbursements Documents E-Forms Proof Documents Personal Information	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.
Validation Request (Article 23) Emergency Fund Restoration (Article 24) Transfer-In Request Help 3. Check	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.
Button	Emergency Fund Request Category: Funeral Funeral Medical Natural Disaster Other V Conservation
	Records Export Case Number Emergency Fund Request Category Cancel Submit Emergency Funds Request

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Help

You now have the ability to select a paperless delivery option for communications. If you select this option you will receive a notification by email. The email will direct you to this page so you can view your document on-line. If you check the box "Yes, Paperless Notification." you will no longer receive mail for most documents.

Yes, Paperless Notification

🏨 Records 🔒 Export

Date	Document	Recipient	Action
04-Oct-2016	EF 001 - Emergency Fund Letter		Details
04-Oct-2016	MSS Registration Success		Details
28-Jun-2016	🚺 CO 001 - COLA Letter English		Details



SOME BOOKLETS THAT COULD BE OF INTEREST TO YOU

English

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United Nations Joint Staff Pension Fund

New York & Geneva June 2009

Divorce

STIDYNO

benefits

United Nations Joint Staff, Pension Fun





Solution

IVIE

English

The Two

United Nations Joint Staff Pension Fund

New York & Geneva May 2010



Emergenci fund

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sectors in a support of the

for beneficiairies

United Nations Joint Staff Pension Fu

New York & Genev May 2008

April 2009





To Contact Us



SCNC

How to contact us. . .

UNJSPF HQ P.O. Box 5036 New York, NY 10017 USA

Tel: +1-212-9636931 Fax: +1-212-9633146 E-mail: <u>unjspf@un.org</u>

UNJSPF GVA Office Palais des Nations 1211 Geneva 10 Tel: +41-22-9288800 Skype ID: unjspf.geneva Fax: +41-22-928 9099 E-mail: unjspf.gva@unjspf.org **Office: DuPont de Nemours Building** Ch. du Pavillon 2, Z 1218 Grand-Saconnex Switzerland **Open Hours: Monday-Friday** 08:30 to 17:00 with or without Appointment



How to call us free with Skype

- Q: I heard you have Skype in Geneva, how can I use it to call you for free?
- R: Please install



- Then go to <u>Add a Contact</u> and add <u>unjspf.geneva</u>
- You will be accepted automatically and our ID is always online.

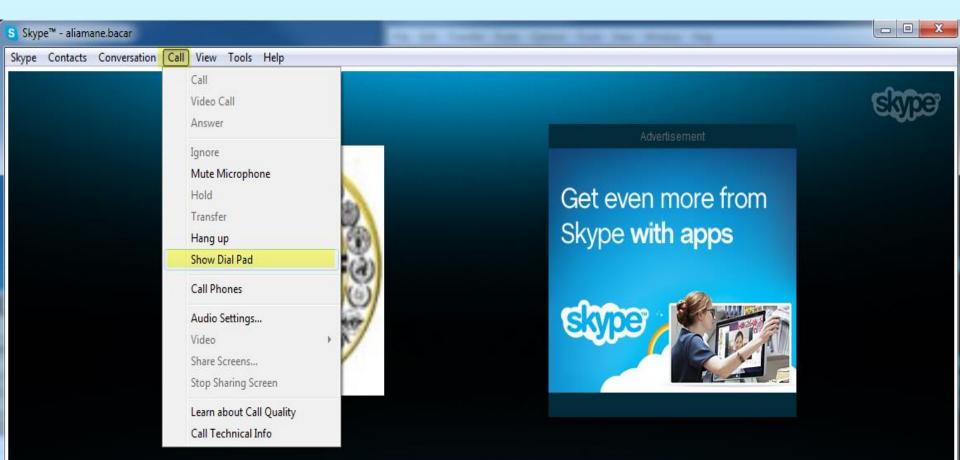
Select the UNJSPF GVA contact and click

S Skype - allamane.bacar		
Skype Contacts Conversation Call View	Tools Help	
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😡 🍳 UNJSPF GVA		
	③ Show messages from: Yesterday + 7 days + 30 days + 3 months + 6 months	
	% Call to UNUSPF GVA, duration 00:11. 6:51 PM	
-	Send a message	
💄 + Add a contact 🛛 🚢 Create a group	via Skype 🔻	



How to call us free with Skype

To be able to choose the option given on our phone system, please show the Dial Pad after having initiated the call, by clicking on Call and then Show Dial Pad





How to call us free with Skype

After having clicked on *Show Dial Pad*, the Dial Pad becomes visible and you can select the option you wish to access on our phone system (*for example 1 for beneficiary or 2 for participant*)





