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Integrated Pension Administration System (IPAS) is going live

1 June 2015

This is further to my communication dated 29 April 2015, advising you of the Fund's large scale implementation of a new Integrated Pension Administration System (IPAS). As indicated in that earlier communication, following a controlled deployment that is already underway, IPAS is expected to be fully live during the summer of 2015. The complete changeover to IPAS is now currently anticipated for the first week of August. This note is to provide you with further updated information.

At the outset, it should be reiterated that the IPAS implementation will not have any direct impact on the vast majority of the participants, retirees or other beneficiaries. Those periodic benefits already in payment will continue to be paid at the same time and interval each month with no further action needed. However, given that the controlled deployment is currently underway with all its related activities including extensive training, you may be experiencing some delays in the response time to your inquiries. **In addition, this is to further note that those of you who separate from active service, between June and September 2015, may experience a temporary slow-down of processing times in respect to your benefit payment. Therefore, should you anticipate that this might pose a particular problem concerning your cash-flow requirements during this period you might wish to plan, accordingly.** It should be stressed however that, as usual, widow, widower and disability cases will continue to be processed on a priority basis. Other separations will be processed on the basis of the separation dates, with the earlier separation dates being the priority.

The initial months of operation of major new systems such as IPAS are always challenging for the staff and clients alike, but with a little patience it will quickly lead to more sustainable and secure applications and better services in the future. We will do our best to reduce backlogs and process all outstanding cases as soon as practicable after go-live. The Fund is working hard to improve the services it provides to its nearly 200,000 participants, retirees and other beneficiaries living and/or working in over 190 countries. Your understanding of the Fund's endeavors during this challenging transition period would therefore be most appreciated.

For up to date information on the IPAS implementation, please continue to check the Fund's website at: www.unjspf.org where you can also continue to run your individual estimates and view your annual statement.

Yours sincerely,

Sergio B. Arvizú
Chief Executive Officer