



**UNJSPF**  
United Nations Joint  
Staff Pension Fund

# **UNJSPF**

# **PENSION TOWNHALL**

## **Pension Essentials for Retirees and Beneficiaries**

**15 January 2025**

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



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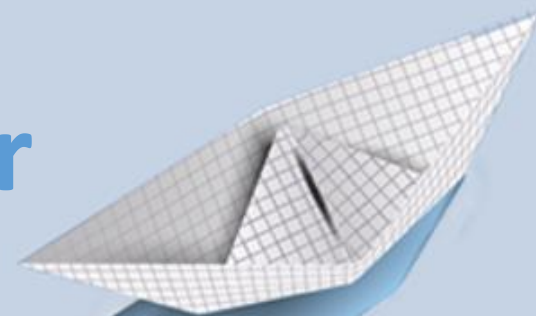
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**What is your main hope for  
this new year?**





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## Disclaimer...

**This presentation is made available for the convenient information of the UNJSPF participants, retirees and other beneficiaries.**

**Should there be any ambiguity or inconsistency between the information provided herein and the UNJSPF Regulations, Rules and Pension Adjustment System, any decisions will be based on the appropriate provisions contained therein.**

**Should this presentation be provided by staff other than the staff of the UNJSPF, any ambiguity or inconsistency should likewise be clarified either with the appropriate provisions, or through communications with the staff of the Fund.**



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**Before we start...**



**Today's presentation is for current (and soon to be) retirees and beneficiaries who are entitled to and in receipt of one of the following regular monthly benefits from the UNJSPF:**

- **Disability Benefit**
- **Retirement benefit** (deferred, early, or normal)
- **Survivor's benefit** (spouse; ex-spouse; child; secondary dependent)



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**Keep an eye on our website for information about past and upcoming virtual Pension Townhall sessions that might interest you:**

**<https://www.unjspf.org/pension-townhall-sessions/>**

We also publish the recordings and presentation of this and all past sessions on the above webpage



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We recommend you take the  
Pension eLearning module  
*“Essentials for Retirees  
and Beneficiaries”*

[https://www.unjspf.org/unjspf-pension-  
elearning-modules/](https://www.unjspf.org/unjspf-pension-elearning-modules/)





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If you are interested in the topic of the “Two-Track”,  
we strongly recommend that you:

-visit the webpage dedicated to the “Two-Track”  
<https://www.unjspf.org/for-clients/two-track-pension-adjustment-system/>

-take the online Pension eLearning module #11  
*“The Two-Track”*  
<https://www.unjspf.org/fr/unjspf-pension-elearning-modules/>

-listen to the recording and read the related document of the  
virtual Pension Townhall of 20 March 2024,  
*“Two-Track Essentials”*  
<https://www.unjspf.org/unjspf-pension-elearning-modules/>



# Today's presentation overview

- **The UNJSPF**
- Website and Member Self-Service (MSS)
- Death-related matters and survivors' benefits
- Certificate of Entitlement (CE) – annual proof of life requirement
- Digital Certificate of Entitlement (DCE)
- Change of Address or Bank details
- Cost-of-Living Adjustment (COLA)
- The UNJSPF Emergency Fund
- How to contact the UNJSPF



## **Key take aways:**

- **The Fund is fully funded and financially stable**
- **The Fund continues to modernize**

## Serving close to 236,000 members as of 31 December 2023

- **24 Member Organizations**
- **149,848 active participants** (increase of 4.3% from 31/12/2022)
- **86,013 periodic benefits in award** (of which 17% paid on the two-track)

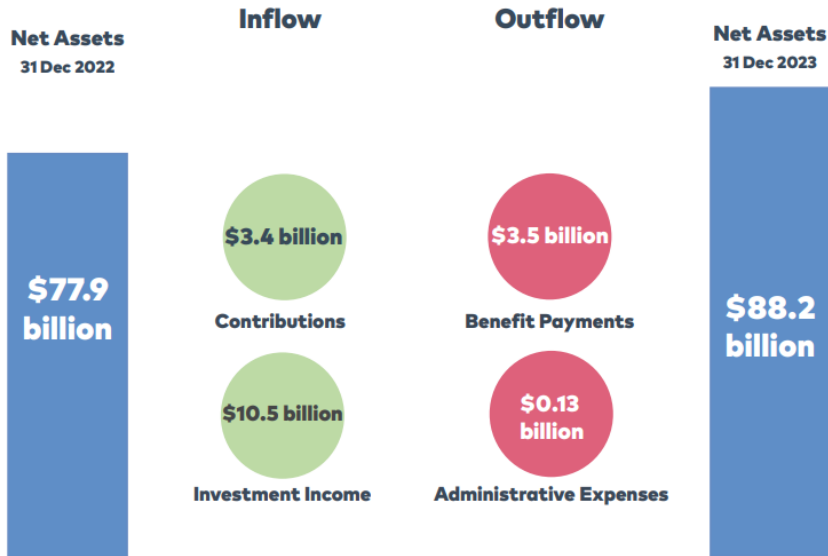
## Funding status

- **USD 3.40 billion** in contributions received per annum (as of 31/12/2023)
- **USD 3.52 billion** in benefits paid per annum (as of 31/12/2023)
- **Market Value of Assets: USD 94.6 billion** (as of 10/01/2025)
- **Funded Ratio: 111%** (a ratio exceeding 100% means the Fund is in a strongly funded position)

## Funding status 2023 and prior

### Overview of the Fund's 2023 Financial Statements

The figures below are in USD.

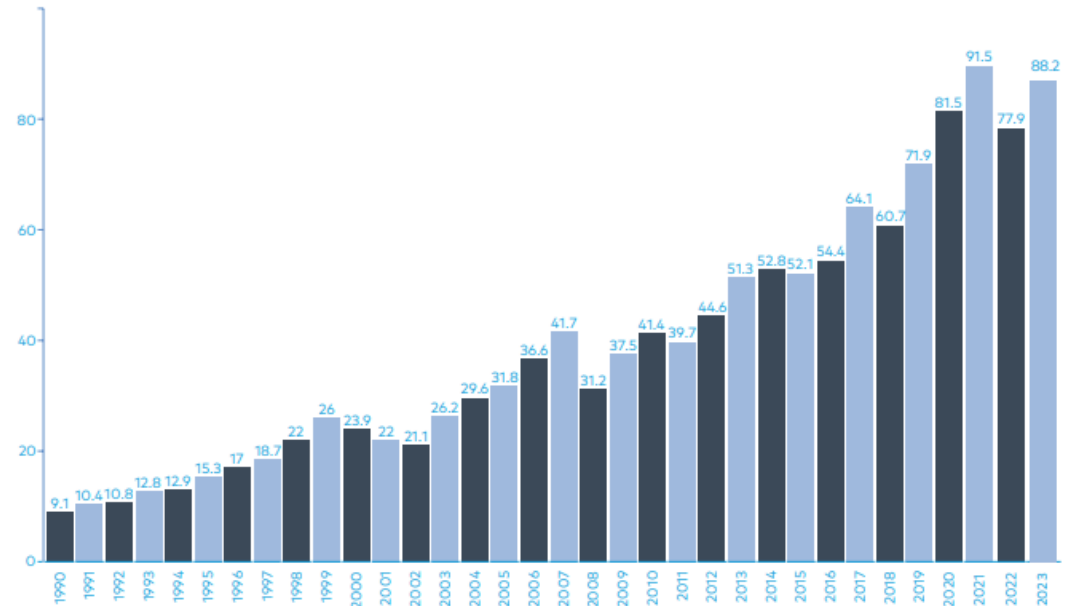


### UNJSPF Value of the Assets

As at 31 December 2023

# US\$88.2 billion

(Billions of USD)

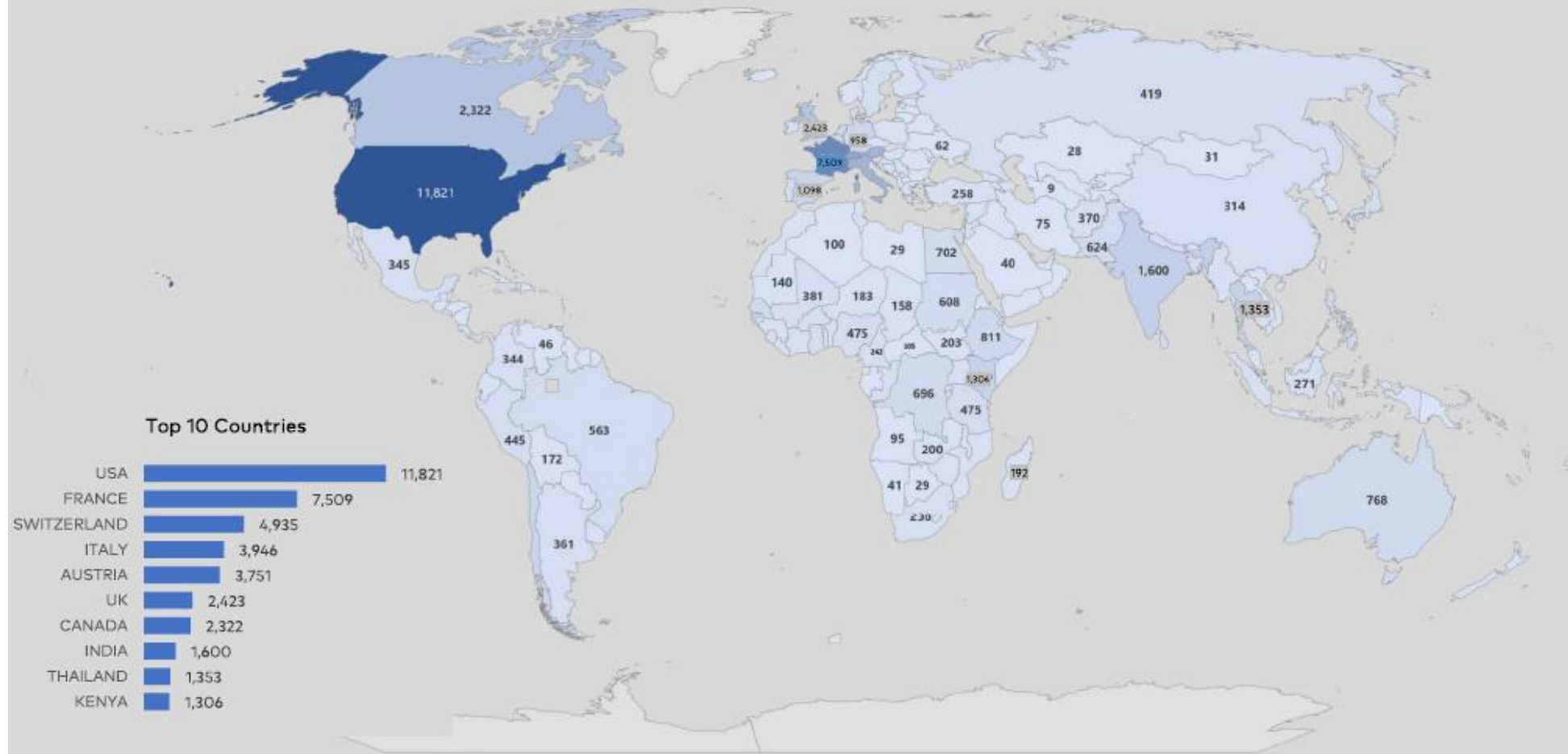


# The UNJSPF – where we pay benefits

## UNJSPF Retirees & Beneficiaries Live in Every Corner of the World

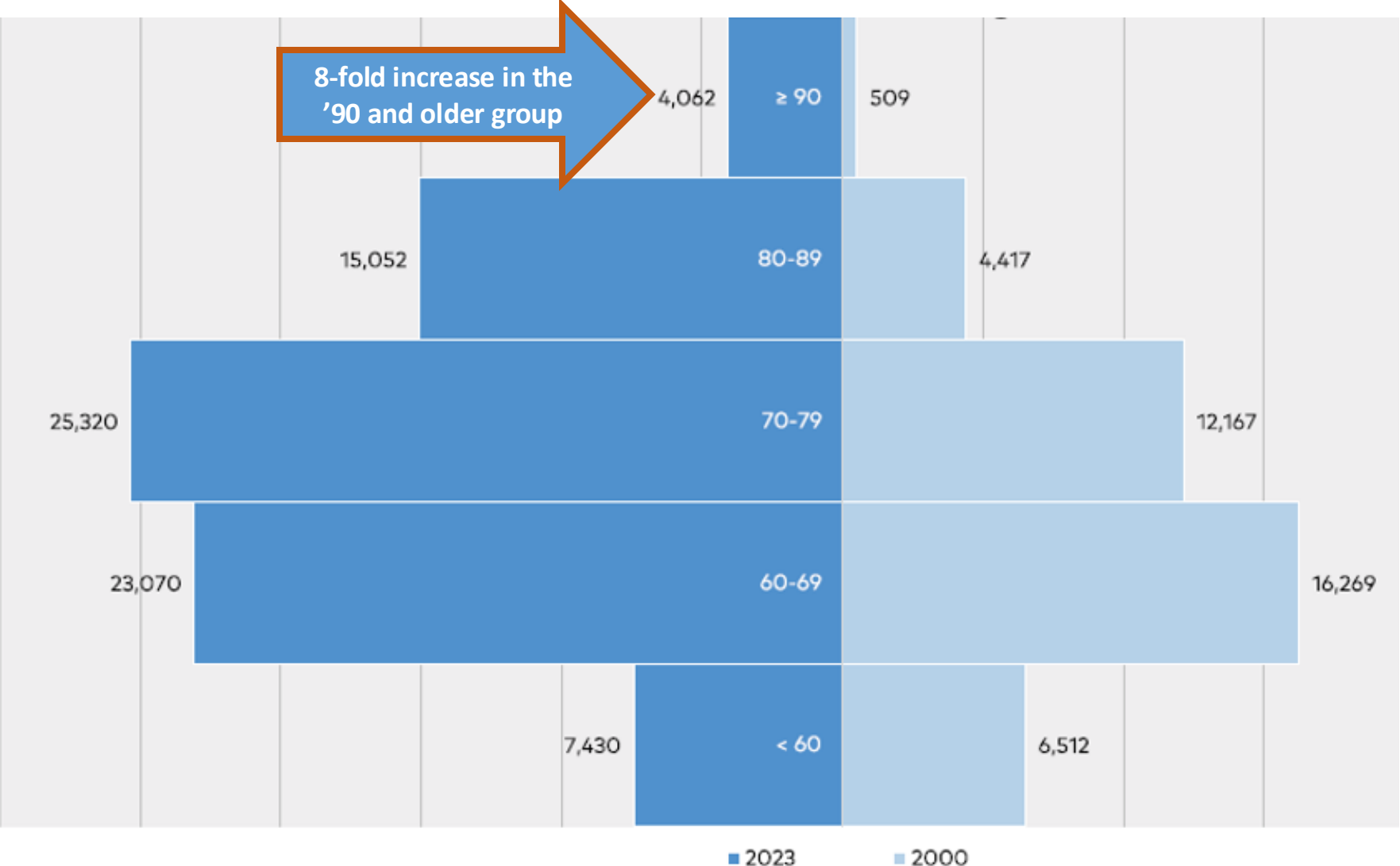
\*Note: Based on 2023 periodic benefits census data excluding children.

UNJSPF Retirees & Beneficiaries Live in Every Corner of the World\* (USA Most Popular Country)



# The UNJSPF – Aging trends of UNJSPF retirees/beneficiaries

## Aging of UNJSPF retirees/beneficiaries 2023 vs. 2000 (excluding children)



# The Fund continues to perform



- **Pension processing benchmark outperformed at 93.2% (2024)** (new benefits implemented within 15 business days from date of receipt of all required documents from staff and org.)
- **Ongoing modernization:** in 2024, over 50% of retirees/beneficiaries issued their **Digital Certificates of Entitlement** (*out of the total 71,483 beneficiaries, over 38,280 used the DCE App*). Over 34,000 DCEs were already issued for 2025 (by the time of this presentation)!
- **UNJSPF Connect** (new Customer Relationship Management system): Initial Phase was successfully deployed early November 2024; all new queries now handled in new system. The project continues for the next phases this and next year.



# Pension payments



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- **Monthly payroll** has continued to be issued on time
- **COLA for 2024: 3.4%** (from 1 April 2024, for USD track)
- **Addressing disruptions** in global payment channels

# Pension Administration Strategy



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- From **CARE strategy 2021-2023...**
- ...to **CARE strategy for 2024 and beyond**

# Priority projects for 2025



Aligned with **CARE Strategy**:

- **UNJSPF Connect** (new Customer Relationship Management system) – project continues with next phases
- **Multi-Factor Authentication** (for Member Self-Service)
- **AI-generated automated translation service for content on our public website** into 6 official UN languages (EN and FR will prevail in case of doubt)

# Benefits of UNJSPF Connect



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## For our Clients and Partners

- **Faster resolution** by getting requests to the right person, first-time
- **Straight-through self-servicing processing**
- **More ways to get help** through new channels, self-service, and available resources
- **Consistent servicing** using standard notifications and enhanced visibility of cases

## For our Staff

- **Single client view** giving all the required information to support our Clients
- **Transparent case management** with standardized and efficient processes
- **Integration with other systems** for consistent information and document management

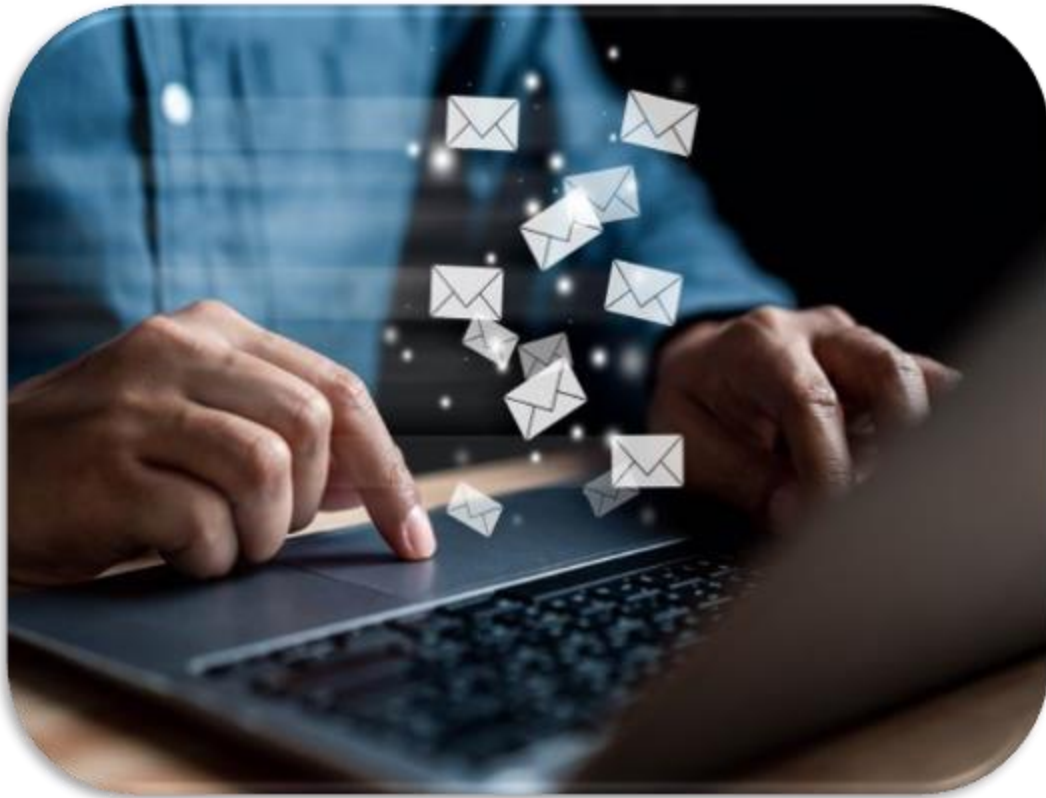
## For the Fund

- **Leading CRM solution in the market**, a robust, secure, scalable system based on latest technologies
- **Cloud-based solution** enabling security, scaling and cost benefits
- **Obtain valuable operational metrics and performance indicators** using real-time dashboards
- **Automated testing tools**

# Benefits of Multi-Factor Authentication (MFA) for UNJSPF Member Self-Service (MSS)



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- **Increased Security**
- **Reduce risks** associated with password vulnerabilities
- **Better control** over sensitive data
- **Variety of authentication** choices
- **Conform to best practices** and industry standards

# Outreach initiatives



- Pension Townhall sessions (EN+FF)
- Pension Chats – topic specific short and interactive briefings (EN+FR)
- New videos, more **web news** and regular newsletters
- Annual Letter
- Booklets updated
- Website content in the 6 UN Languages



**New social media channel -  
WhatsApp! Follow this link:**

[United Nations Joint Staff Pension Fund \(UNJSPF\) |  
WhatsApp Channel](#)



# Today's presentation overview

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- Cost-of-Living Adjustment (COLA)
- The UNJSPF Emergency Fund
- How to contact the UNJSPF



## Key take aways:

- The Fund's website [www.unjspf.org](http://www.unjspf.org) is a useful tool to keep yourself informed and find answers to your pension questions
- Sign up for [UNJSPF Member Self-Service \(MSS\)](#) to make use of this personalized pension space and access important info about YOUR pension as well as useful pension tools



The UNJSPF website - let's take a tour!

**UNJSPF WEBSITE**

**[www.unjspf.org](http://www.unjspf.org)**

# UNJSPF Member Self-Service (MSS)

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

## About Member Self-Service (MSS)

MSS provides you with access to your pension account and allows you to submit forms and documents to the Fund.

Login

or

Register

If you require assistance logging into your MSS account, contact us:

- **BY PHONE**  
Hours (M-F): 07:00-19:00 (New York time) or 08:00-17:00 (Geneva time)  
Telephone numbers: 1-212-963-6931 (New York, U.S.A.) or 41-(0)22-928-8800 (Geneva, Switzerland)  
Toll Free numbers (for 68 countries)
- **BY EMAIL**  
[msssupport@unjspf.org](mailto:msssupport@unjspf.org) or via the Contact Us webpage: [contact-us](#).

Most UNJSPF participants can:

- check their personal information and update their email address;
- run estimates of future pension benefits and options;
- access their Annual Pension Statement;
- access UNJSPF forms pre-completed with their name and Unique Identification Number;
- electronically submit required pension forms to the Fund (please see the MSS Document Upload section below under MSS Features for more information);
- fill online requests to validate, restore, or transfer your pension rights.

Most UNJSPF retirees and beneficiaries can:

- track all payments from the Fund as well as After Service Health Insurance premium

## Resources

### Videos



Member Self-Service



Set up your MSS account



Recover Your Password



Beneficiary Services



Participant Services

### Tutorials



English

How to register (English)



French

Comment s'inscrire (Français)



Spanish

Cómo registrarse (Español)



# UNJSPF Member Self Service (MSS) – How to access

← → ↻ 🏠 <https://www.unjspf.org>

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[Member Self-Service Login](#)

Our priority:  
your pension security

What is your situation?



Participating  
in the Fund



Separating or  
retiring



Retired or  
receiving benefits



Survivor



Something else



# Member Self-Service (MSS) – How to register

- Register for MSS access at <https://www.unjspf.org/member-self-service/>
- To get started
  - Your nine-digit UNJSPF Unique Identification Number (UID) (included in all official communications from the UNJSPF)
  - Your surname (as on record with the Fund)
  - Your Date of birth (as on record with the Fund)
  - Your Email address
- Support
  - [How-to-Register-in-Member-Self-Service.pdf \(unjspf.org\)](#)
  - If you don't know your UID: [requestuidonly@unjspf.org](mailto:requestuidonly@unjspf.org)
  - For technical issues: [mssupport@unjspf.org](mailto:mssupport@unjspf.org)
- **Use your personal email and ensure to update MSS if you change your email address!**

## About Member Self-Service (MSS)

MSS provides you with access to your pension account and allows you to submit forms and documents to the Fund.

Login

or

Register

If you require assistance logging into your MSS account, contact us:

- **BY PHONE**  
Hours (M-F): 07:00-19:00 (New York time) or 08:00-17:00 (Geneva time)  
Telephone numbers: 1-212-963-6931 (New York, U.S.A.) or 41-(0)22-928-8800 (Geneva, Switzerland)  
[Toll Free numbers \(for 68 countries\)](#)
- **BY EMAIL**  
[mssupport@unjspf.org](mailto:mssupport@unjspf.org) or via the Contact Us webpage: [contact-us](#).

Most UNJSPF retirees and beneficiaries can:

- update their email address and mailing address on file with the Fund and provide an emergency contact;
- track all payments from the Fund as well as After Service Health Insurance premium deductions;
- access important pension documents;
- access the PDF of the annual Certificate of Entitlement or CE form, unless they are paid under the two-track system;
- track whether their returned CE was received by the Fund;
- access all official UNJSPF forms pre-completed with their name and UID;
- upload and submit completed, dated, and signed pension forms and supporting documents;
- submit an initial Emergency Fund request in case of severe financial hardship;
- run an estimate of their entitlement under the two-track option, if they retired after 02 August 2015.



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**Let's have a look at some of the key MSS  
tools for retirees and beneficiaries...**

# Member Self-Service (MSS) – For Retirees and Beneficiaries

- MSS is a **web portal** providing real-time information about your UNJSPF pension account. You can navigate MSS either in **Englishh** or **French**.
- You can **verify** your personal information, **payment details** and **retrieve important documents** including official benefit letter, statements and (if you are not on the two-track) the **annual Certificate of Entitlement form (CE)**
- You can **change your address** (if you are not on the two-track) and provide **Emergency Contact details**
- **You can also:**
  - Track receipt of your Certificate of Entitlement (CE) form AND your Digital CE (DCE) by the Fund
  - Submit a request for Emergency Fund assistance
  - Print official pension forms
  - Upload hand-signed copies of official forms and supporting documents directly to the Fund (then, no need to send the documents by mail!)
  - And much more!



Welcome [redacted] 14/01/2025

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## Home

**Pour mettre à jour vos préférences linguistiques pour l'Espace client de la CCPPNU (MSS), veuillez aller à l'onglet "COMPTE" situé dans le coin supérieur droit de cette page, puis, sélectionnez l'onglet correspondant.** Votre préférence linguistique définit la langue dans laquelle vous souhaitez utiliser MSS. Vos options de langue sont soit l'anglais, soit le français. Une fois que vous avez opté pour une nouvelle langue, les NOUVEAUX documents générés pour votre dossier seront dans la nouvelle langue à compter de la date de changement ; les documents qui étaient déjà dans votre dossier avant un changement de langue ne seront PAS traduits dans la nouvelle langue de votre choix.

**To update your language preference for your UNJSPF Member Self-Service (MSS), go to the "ACCOUNT" tab at the top right of this page and select the according tab to change your language preference.** Your language preference defines the language in which you will use MSS. Your language options are either English, or French. Once you have opted for a new language, NEW documents generated for your case as of that date will be in the new language; documents that were already on file prior to a language change will NOT be translated into your new language of choice.

### General instructions:

MSS will allow you to view and update certain information in your UNJSPF records.

*The Terms of Service for use of the UNJSPF MSS portal have been updated. Please read them in full [here](#). Your continued use of the MSS portal constitutes your agreement to follow and be bound by the updated Terms of Service.*

-To update your MSS email address or password, please go to the "Account" tab at the top right of this page; select the tab(s) of your choice to make the according change(s).

-To correct any personal information, please follow the instructions below:

If you are an employee of CTBTO, EPPO, FAO, IAEA, ICCROM, ICGEB, ICAO, ICC, IFAD, ILO, IMO, IOM, IPU, ISA, ITU, ITLOS, UNESCO, UNIDO, WHO, WIPO, WMO, UNWTO, [contact your Staff Pension Committee \(SPC\) Secretary](#).

If you are an employee of the UN family, contact your Executive Office or your HR Office immediately.

If you are a retiree or a beneficiary, please contact the Fund at [United Nations Joint Staff Pension Fund \(unjspf.org\)](#).

-For help with technical problems accessing your MSS account please contact the Fund at [MSSsupport@unjspf.org](#).

-For more detailed information on MSS please see [About Member Self-Service \(MSS\) - UNJSPF](#)

[News](#)

[Alerts](#)



# Member Self-Service (MSS) – Functionalities

## Menu

Home

Address - Emergency Contact

View the history of all payments the Fund has made to you (including lump sums and monthly payments). If applicable, you can also view deductions made from your monthly pension for ASHI premium payments.

Update your mailing address and set up an Emergency Contact mailing address, provided you are NOT on the Two Track, and it is NOT a pouch address.

Disbursements

View, download and print all official UNJSPF Forms, including for Change of PI, Change of Address, Two-Track Forms, etc. *Remember, the Fund does not accept electronic signatures!*

View and download official letters from the UNJSPF to you, including Benefit Entitlement letter, COLA Statements, Statement of Benefit (for Tax purposes), Annual CE Form (if NOT on the Two Track), etc. Also, Two Track estimates generated in MSS.

Documents

E-Forms

View some of your personal information as on record with the Fund. The Fund is in the process of updating this tab with more detailed personal details.

Track receipt by the Fund of your returned annual CE Form, as well as the successful issuance of your annual Digital CE (DCE).

Proof Documents

Personal Information

Generate estimates of your entitlement if paid under the Two Track.

Submit an initial request for Emergency Fund assistance from the UNJSPF. Please read the instructions provided on this page, as well as the EF booklet before submitting your request. You will also have to submit additional supporting documentation.

Emergency Fund

Estimate

MSS Document Upload

Upload the scanned version of your hand signed and dated annual CE form, other pension forms, and supporting documents to the Fund electronically.

Help

# Member Self-Service (MSS) – All the menu items explained

- **Account** (top right corner of your MSS page): to change your Email address, MSS password, Security Questions and set your language preference (English or French)
- **Home page**: including alerts from the Fund.
- **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. You can upload and submit the form to the Fund electronically, inside your MSS account.*
- **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 («tax statement»)** (if requested)
  - **Two-track estimates that you have generated**
  - **Certificate of Entitlement (if on the US Dollar Track)**
  - Other important documents

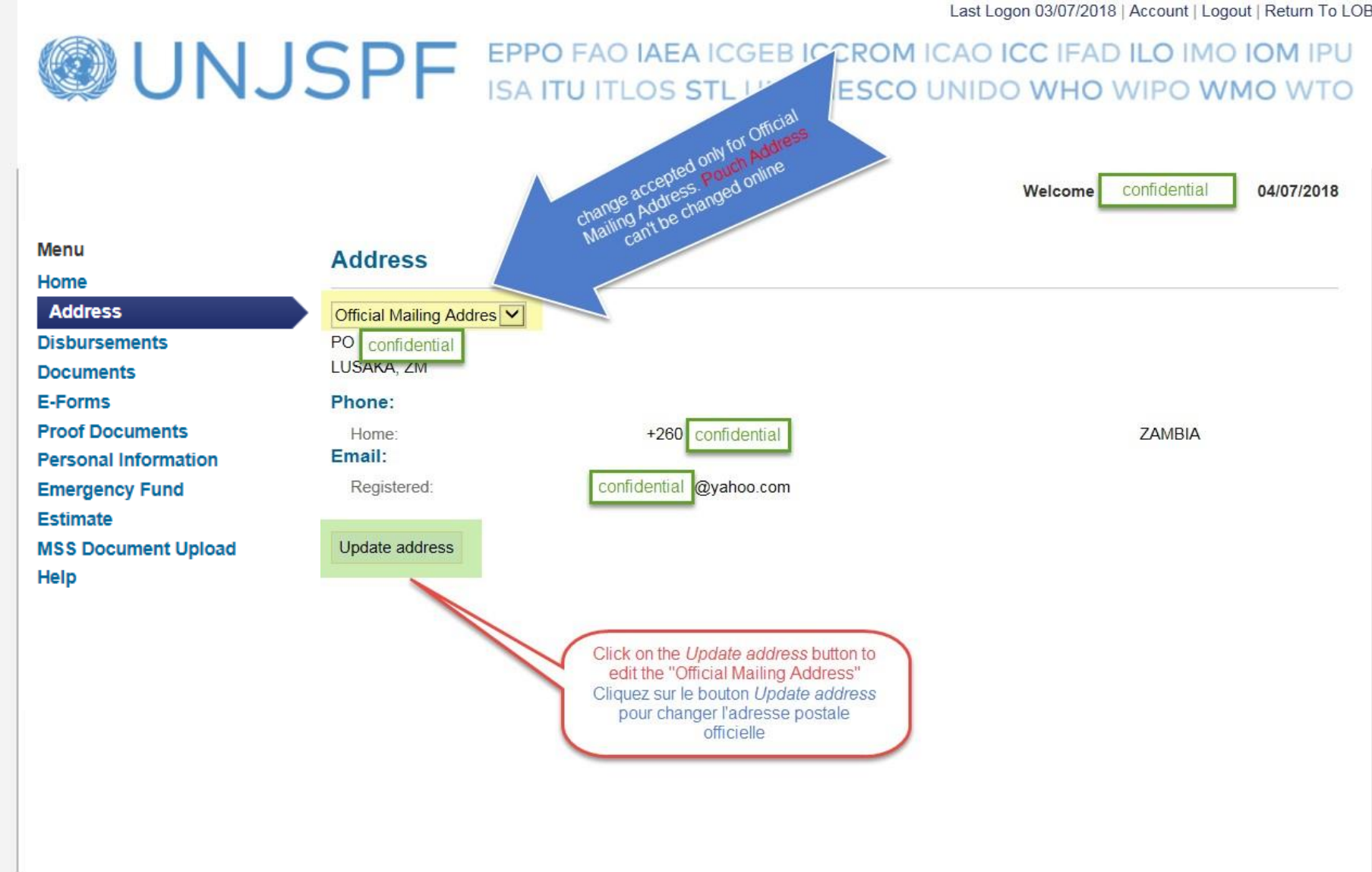
# Member Self-Service (MSS) – All the menu items explained

- **E-Forms:** 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.) – always use these forms as applicable!
- **Emergency Fund:** in case of severe financial hardship, submit an initial EF request online, and supporting documents via MSS Document Upload.
- **MSS Document Upload:** to upload and submit to the Fund duly completed, dated and signed official form/s and relevant supporting documents (e.g., current year barcoded CE, PF23, E10, E11, ID docs, Birth Cert./s, Marriage Cert., Divorce doc., etc.)
- **Proof Documents:** to track dated receipt by the Fund of your returned, barcoded annual CE form **and/or successful issuance of your annual DCE.**
- **Two-Track Estimate:** to run your estimates of your entitlement if paid under the local track of your country of residence.

# Member Self-Service (MSS) – Change address in account

- **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.*

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



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

Welcome confidential 04/07/2018

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**Address**

Official Mailing Address ▼  
PO confidential  
LUSAKA, ZM

**Phone:**  
Home: +260 confidential

**Email:**  
Registered: confidential@yahoo.com

Update address

ZAMBIA

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

# Member Self-Service (MSS) – View disbursements account



UNJSPF

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

Welcome **confidential** 04/07/2018

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## 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			<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"/>

CONFIDENTIAL



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ISA ITU ITLOS STL UN UNESCO UNIDO WHO WIPO WMO WTO

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

- Annual CE form
- STATEMENTS
- LETTERS
- ESTIMATES

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## 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

- *All official UNJSPF forms*
- *All forms in English and French version*
- *All forms pre-completed with your name and your UID#*
- **CE form (if not on two-track)**
- **Change in Payment Instructions form - PF23** (account, currency)
- **Change of Mailing Address form - PF23M** (and/or email, phone)
- **Two-Track forms (election and change in country of residence) – E10 and E11**
- **Other**



# UNJSPF

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

Welcome [redacted] 05/06/2024

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## 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.

- The receipt date of the **Certificate of Entitlement form** can be seen under Proof Documents. **Don't worry if no date is provided under the field "Accepted Date" as it is not required/ needed;** the importance is that you submitted, and the Fund received your CE form. If there was any issue with your CE, the Fund would reach out to you to address it.
- Now the DCE can also be tracked [here](#), as well as inside the DCE App!



## UNJSPF

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

Welcome [Redacted] 15/01/2025

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- Disbursements
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- Proof Documents**
- Personal Information
- Emergency Fund
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- MSS Document Upload
- Help

### Proof Documents Tracking

In the section below you can track receipt by the Fund of your Certificate of Entitlement (CE) form and/or of your annual Digital Certificate of Entitlement (DCE). If the "Received Date" for the CE year in question is provided, it means you have recorded your annual CE. For as long as at least one CE form has been issued inside the DCE App, has been recorded, you are eligible for an order for your case and no further action is required. For detailed information about the annual CE Exercise, please visit [clients/certificate-of-entitlement/](#) and for information about the DCE App, please visit <https://www.unjspf.org/for-clients/digital-certificate-of-entitlement/>.

Records Export

Document Name	Received Date	Accepted Date	Rejection Date	Reason For Rejection	Year
Certificate of Entitlement		28/10/2021			2016
Certificate of Entitlement		28/10/2021			2017
Certificate of Entitlement		28/10/2021			2018
Certificate of Entitlement		28/10/2021			2017
Certificate of Entitlement	11/06/2019	28/10/2021			2019
Certificate of Entitlement	11/06/2019	28/10/2021			2019
Certificate of Entitlement	14/07/2020	28/10/2021			2020
Certificate of Entitlement	24/08/2021	28/10/2021			2021
Certificate of Entitlement	09/07/2021	28/10/2021			2021
Digital CE	15/11/2021				2021
Digital CE	23/05/2022				2022
Digital CE	02/02/2023				2023
Digital CE	03/01/2024				2024

You can now track both, receipt by the Fund of your annual CE FORM, or/and, successful issuance of your Digital CE (DCE) inside the DCE App.



# Member Self-Service (MSS) – Submit an Emergency Fund request



# UNJSPF

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

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## 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

# Member Self-Service (MSS) – Two-Track Estimate Tool



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## ALERT:

Some estimates generated by this tool are currently experiencing an issue. If you ran an estimate providing you with the amounts for a full Early Retirement benefit under Art. 29 and a full Deferred Retirement benefit under Art. 30 and the same entitlement amount is provided for both benefits, please disregard it. In that case, if you need an estimate, you may request it from the Fund via the "Contact Us" webpage (<https://contact.unjspf.org/>); in your request, please indicate your 9-digit UID number in the designated UID field, as well as the separation date for your estimate in the free text box at the bottom of the form. We will send the new estimate to your UNJSPF Member Self-Service (MSS) email address. **Please know we are working to resolve this issue and thank you for your patience.**

[Disclaimer / Clause de non-responsabilit ](#)

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, check the Estimates page (<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/>. 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.

## Pension Estimate

### Estimate of your Pension Entitlement

Select Pension Application:

#### Local Track Pension

Effective Date:

New Country of Residence:

Submit Request

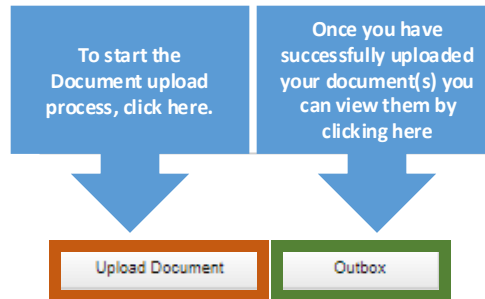
# Member Self-Service (MSS) – MSS Document Upload

Last Logon 15/01/2025 | Account | Logout | Return To LOB



Welcome [Redacted] 15/01/2025

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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:** You cannot submit pension queries via this feature. 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 in ink before transforming them into a format that allows for uploading. The Fund does not accept forms with electronic signatures.
- 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 document(s), you have to create a JPEG, JPG or PDF file of the duly 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, JPG 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, JPG or JPEG file).
- You can upload a maximum of five (5) documents in one electronic submission. If you want to submit more than 5 documents, you must create a new submission.
- 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 and submission.  
**Note that EACH document will have to be uploaded, one by one, following these steps:** (i) click on the button "UPLOAD DOCUMENT" - this will take you to a different page where you will access an "UPLoad DOCUMENT feature" where you will be able to upload your document(s). At the bottom next to the "Select File" field, you click "CHOOSE FILE". There, (ii) select the PDF, JPG 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) Now you must label the uploaded document by selecting the appropriate document name from the "DESCRIPTION" drop-down menu (i.e. 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.

Read these guideline explaining how to upload documents. A detailed step by step guide is available on the Fund's ['About Member Self Service \(MSS\)' webpage](#)



# Today's presentation overview

- The UNJSPF
- Website and Member Self-Service (MSS)
- **Death-related matters and survivors' benefits**
- Certificate of Entitlement (CE) – annual proof of life requirement
- Digital Certificate of Entitlement (DCE)
- Change of Address or Bank details
- Cost-of-Living Adjustment (COLA)
- The UNJSPF Emergency Fund
- How to contact the UNJSPF



## Key take aways:

- **Share with your family and/or keep with your will or in a designated folder the contact details for the UNJSPF and key info about what to do in case of your passing, so that your survivors know where to turn and what to do**
- **The Fund must be informed asap after the passing of a UNJSPF member to prevent potential overpayments**



UNJSPF  
United Nations Joint  
Staff Pension Fund

Watch the educational video about  
**“Survivor’s Benefits”**

[https://www.youtube.com/watch?v=Vo\\_1OTDFRIk](https://www.youtube.com/watch?v=Vo_1OTDFRIk)

Watch the educational video  
**“Are you a survivor of a UNJSPF  
retiree/beneficiary?”**

<https://www.youtube.com/watch?v=C9y7guPsqO4>

# Informing the Fund of the death of a UNJSPF member

- Send an email to [unjspf-deathrelated@un.org](mailto:unjspf-deathrelated@un.org) OR,
- Inform the Fund via the online [Contact Us form](#)
- Call the Fund - details for the Fund's Contact Centre are provided on the website under [Contact Us](#)
- **Provide/include the following information:**
  - Full Name of the deceased
  - The deceased's Date of Birth
  - The deceased's Date of Death
  - The deceased's UID (9 digits) and/or retirement number (6 alphanumeric digits)
  - The deceased's official mailing address
  - If possible, include:
    - Contact details for the surviving family (so we can reach out to them as needed)
    - An original or a certified copy of **the deceased's death certificate** (if it is not available at the time of informing the Fund, it should be sent to the Fund as soon as it becomes available so the Fund can start the necessary processes for the potentially entitled survivors)

- Once the Fund has been informed of the death of a retiree, it will **stop payment** of the benefit; if necessary, the Fund will reach out to the survivors to request **reimbursement of overpayments**.
  
- Once the **death certificate** has been received by the Fund, we will review the late retiree's case to determine whether there any potential survivors entitled to a survivor's benefit. If so, the Fund will reach out to the survivors to request submission of payment instructions and supporting documents. **If not on file, these documents will be requested:**
  - Copy of the retiree's Death Certificate
  - Copy of Marriage Certificate
  - Copy of Spouse's Birth Certificate
  - Copy of divorce court document (if applicable)
  - Copy of valid, government issued photo ID bearing the name, date of birth, validity date, and the signature of the entitled survivor (e.g., passport or National ID card)
  - **Original PENS.E/2** payment instruction form duly completed, dated, and hand signed by the entitled survivor(s), with signature duly authenticated (this form should NOT be sent to the Fund during the retiree's lifetime!)



## Will my spouse be entitled to a survivor's benefit in the event of my death?

- If you were married at the time of separation from service and remained married to the same spouse until your death, your spouse will be entitled to a lifelong surviving spouse's benefit.
- A divorced surviving spouse is entitled to a survivor's benefit only if certain conditions are met.

For details, visit the webpage about [Survivors Benefits](#).

## Under which circumstances would my spouse not be entitled?

- If you married after separation from service and did not purchase an annuity.
- If you separated from service before 01 April 2001 and chose a **Deferred retirement benefit with partial lump sum**.

## How long will it take to receive the survivor's benefit after submitting all requested documentation?

- If all required documents are received in good order and no discrepancies are noted, standard processing time of a survivor's benefit is 15-20 business days.
- The surviving spouse's benefit is payable from the 1st day of the month following the death of the retiree.

## How much will my surviving spouse receive?

- 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.
- A Certificate of Entitlement will need to be submitted each year to the Fund as proof of life to continue receiving the benefit

## What can I do to facilitate the establishment of my spouse's pension after my death?

- Please establish a pension file for your spouse where you include print outs of [relevant pages](#) from the Fund's website, [contact details for the Fund](#), and copies of the relevant supporting documents as well as form Pens.E/2 which you can download from your [MSS account](#) or the [website](#).
- For form Pens.E/2: if you have a joint bank account with your spouse, and your bank agrees not to close it after your death, you can already fill the account details on page 2 of the Pens. E/2 form. Otherwise, your spouse will have to provide their own bank account details if/when the time comes.
- **PLEASE DO NOT SEND FORM PENS.E/2 TO THE FUND RIGHT NOW**, as it would confuse the Fund's systems, and likely the form would be outdated by the time we need it, and the Fund would have to request a new one then.
- **Right now, you can send** (and keep a copy in your pension folder) to the Fund a copy of your marriage certificate, birth certificates for you and your spouse and a copy of your spouse's valid, government issued photo ID (ideally, passport or National ID card). If you divorced from a spouse that was reported to the Fund in the past, then please also include copy of the Divorce Decree.
- Inform your spouse also about the future requirement to submit their annual proof of life to the Fund, in the form of the [Certificate of Entitlement](#).

## If the child has already been deemed disabled and approved for a disabled child's benefit by the Fund:

- If following your death, the other parent is still alive, they will be the natural guardian. The child's benefit will be paid to that parent.
- If both parents are deceased, or the child does not reside with the other parent, then a legal guardianship needs to be arranged. If the child is in custody of a third party, the child's benefit will be paid to a legal guardian appointed for the child by the appropriate judicial authority in the child's country of residence. In that case the benefit will have to be paid into a Guardianship account.
- In some cases, a disabled child can handle their own financial affairs (based on proof from a treating physician). When the child turns age 16, the benefit can be paid directly to the child, if the child is able to handle their own financial affairs.

For more information: <https://www.unjspf.org/for-clients/disability-benefit/>.

For questions, please [contact us](#).

## Preparation and reminders:

- If your disabled child is unable to handle their own financial affairs, please consider who will be the legal guardian in the event of your death.
- Please be aware that a disabled child benefit may be subject to periodic review. In the event of your death, someone will need to arrange for the medical reports to be submitted to the Fund.
- The Certificate of Entitlement will need to be submitted yearly to the Fund for the child benefit.
- See the booklet on Legal Guardianship and the type of bank account that is required. The benefit of a disabled child can only be paid to a guardianship/trust account in the name of or on behalf of the child, an account in the name of the child, or a joint account in the name of the legal guardian and the child.

## If the child has not yet been approved for a disabled child's benefit by the Fund:

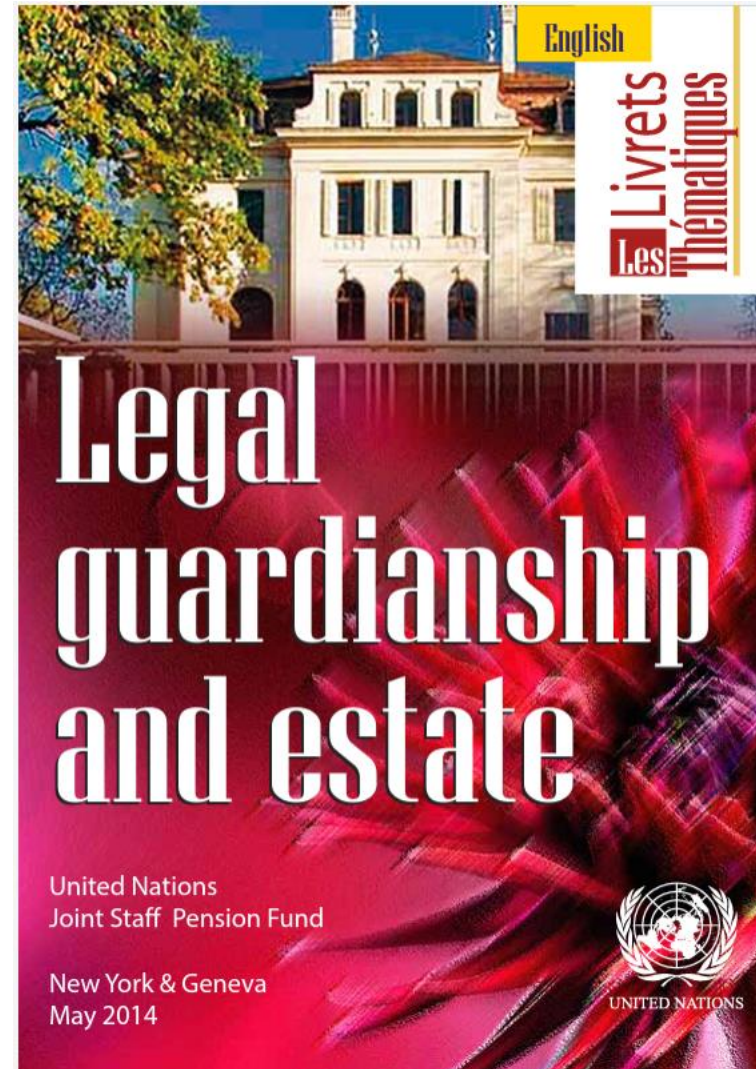
- If you are a retiree and in receipt of a child's benefit on behalf of your child, the child's benefit will normally stop at the end of the month during which the child reaches age 21. If the child is approved for disability, the benefit will be paid beyond age 21 and is usually subject to periodic reviews.
- If the child is disabled, you should declare this to the Fund at the time of separation, or as soon as possible thereafter. The case will need to be reviewed for approval by the Staff Pension Committee.

**For more information:** <https://www.unjspf.org/for-clients/disability-benefit/>. \

**For questions,** please [contact us](#).

Please read the Fund's  
**Legal guardianship  
and estate booklet:**

<https://www.unjspf.org/for-clients/legal-guardianship-and-estate/>



## PENS.E/2 payment instruction form

- Please fill the form for our website if possible before printing and signing to avoid misinterpretations of letters and numbers.
- The completed form bearing **ORIGINAL SIGNATURE** must be submitted to the Fund, normally, via mail.
- Please include a document from your bank showing your account details.

*Advice to the survivor to make sure to check the correct box, as applicable*



**UNITED NATIONS JOINT STAFF PENSION FUND**

INSTRUCTIONS FOR PAYMENT OF DISABILITY OR DEATH BENEFIT(S)

**IMPORTANT**  
Please Enter Pension Number

PLEASE PRINT OR TYPE

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

**Important Notes:**

- 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](mailto:unjspf@un.org).
- Check the appropriate box below for the type of benefit to which you are entitled under the UNJSPF Regulations.
- 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. **Only in exceptional cases, 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. 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.**
- You are invited to provide Emergency contact details, for use by the UNJSPF **ONLY** when all efforts to reach you through normal channels fail.
- For assistance in filling out this form, please consult with the Secretary of your Staff Pension Committee.
- Upon completion, submit **both pages 1 & 2** to the Secretary of your Staff Pension Committee.

**TYPE OF BENEFIT DUE UNDER THE UNJSPF REGULATIONS:**

a) Disability benefit (Article 33)	<input type="checkbox"/>
b) Widow's benefit (Article 34)	<input type="checkbox"/>
c) Widower's benefit (Article 35)	<input type="checkbox"/>
d) Divorced surviving spouse's benefit (Article 35 bis)	<input type="checkbox"/>
e) Annuity for spouse married after separation (Article 35 ter)	<input type="checkbox"/>
f) Child's benefit (Article 36)	<input type="checkbox"/>
g) Secondary dependant's benefit (Article 37)	<input type="checkbox"/>
h) Residual settlement (Article 38)	<input type="checkbox"/>



# SURVIVOR'S BENEFITS – Completing form Pens.E/2 (by the entitled survivor)



## PENS.E/2 payment instruction form

- The entitled survivor must fill the form on our website, if possible, before printing and hand signing the document in the presence of an authenticating official to avoid misinterpretations of letters and numbers.
- The completed form bearing **ORIGINAL SIGNATURE** must be submitted to the Fund.
- The signature **MUST BE AUTHENTICATED** in line with the Fund's [signature authentication requirements](#).
- A document from the beneficiary's bank must be included, showing their account details.

**UNITED NATIONS JOINT STAFF PENSION FUND**  
**INSTRUCTIONS FOR PAYMENT OF DISABILITY OR DEATH BENEFIT(S)**

**IMPORTANT**  
PLEASE ENTER PENSION NUMBER

PLEASE PRINT OR TYPE  
I, \_\_\_\_\_ (SURNAME) \_\_\_\_\_ (FIRST) \_\_\_\_\_ (MIDDLE) \_\_\_\_\_  
hereby submit payment instructions for the benefit(s) that becomes (become) payable under the UNJSPF Regulations.

CURRENCY OF PAYMENT: \_\_\_\_\_ (Please Specify) ACCOUNT TYPE: \_\_\_\_\_ (Checking/Savings)

Payee name as shown on Account: \_\_\_\_\_ (SURNAME) \_\_\_\_\_ (FIRST) \_\_\_\_\_ (MIDDLE)

NAME OF FINANCIAL INSTITUTION	BANK ACCOUNT NUMBER / IBAN
(SWIFT CODE of Financial Institution)	Please provide any other bank identifiers like local routing codes (e.g., ABA, ABI/CAB, BLZ, Sort code, etc.)
(ADDRESS)	
(CITY, STATE, POSTAL CODE, COUNTRY)	

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

**My Contact details:**  
Mailing Address: \_\_\_\_\_ (Street) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
(City) (Zip code)  
\_\_\_\_\_  
(State) (Country)  
E-Mail: \_\_\_\_\_  
Telephone Number: (\_\_\_\_) \_\_\_\_\_-\_\_\_\_

**Emergency Contact Details:**  
Name / Relationship: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
E-Mail: \_\_\_\_\_  
Telephone Number: (\_\_\_\_) \_\_\_\_\_-\_\_\_\_

Date: \_\_\_\_\_ (Day) (Month) (Year)

\_\_\_\_\_  
**Beneficiary's Signature** <sup>1</sup>

**IMPORTANT: BENEFICIARY'S SIGNATURE WITNESSED, VERIFIED AND CERTIFIED AS AUTHENTIC BY:**

_____ (Print Full Name of UN Officer or Governmental Authority)	AFFIX OFFICIAL STAMP HERE
_____ (Official Title)	
_____ (Signature)	

Date: \_\_\_\_\_ (Day) (Month) (Year)

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

Page 2 of 2 PENS.E/2 (06/7)-E

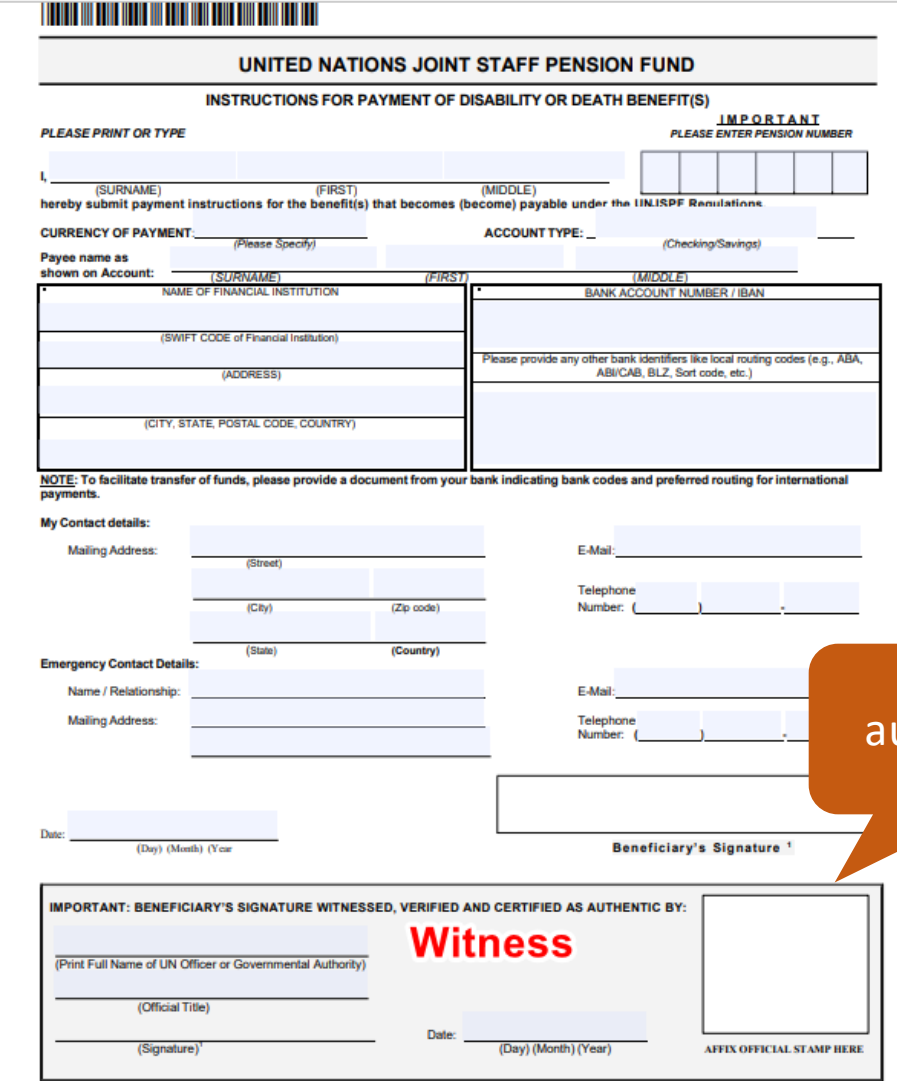
# SURVIVOR'S BENEFITS – Signature authentication requirements

## Who can witness the signature on the PENS.E/2 payment instruction form?

1. The UN Pension Fund if the entitled survivor brings the documents to our Fund offices.
2. Officials of the United Nations System
3. Local Government Authorities (City Hall), Consular Authorities, Notary Public
4. Exceptionally, your treating physician (for details and conditions, visit the link below)

For details, visit the webpage about  
Signature Authentication:

<https://www.unjspf.org/for-clients/authentication-of-signatures-documents/>



The image shows a form titled "UNITED NATIONS JOINT STAFF PENSION FUND" with the subtitle "INSTRUCTIONS FOR PAYMENT OF DISABILITY OR DEATH BENEFIT(S)". The form includes fields for the beneficiary's name (SURNAME, FIRST, MIDDLE), pension number, currency of payment, account type, and bank details (NAME OF FINANCIAL INSTITUTION, SWIFT CODE, ADDRESS, CITY, STATE, POSTAL CODE, COUNTRY, BANK ACCOUNT NUMBER / IBAN). It also has sections for "My Contact details" and "Emergency Contact Details". A "Date" field is present at the bottom left. A large orange speech bubble points to the "Beneficiary's Signature" field, which is highlighted with a red box and the word "Witness" in red. Below the signature field is a section for "IMPORTANT: BENEFICIARY'S SIGNATURE WITNESSED, VERIFIED AND CERTIFIED AS AUTHENTIC BY:" with fields for the witness's name, official title, signature, and date, and a box for the "AFFIX OFFICIAL STAMP HERE".

**Signature authentication here!**

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



# Today's presentation overview

- The UNJSPF
- Website and Member Self-Service (MSS)
- Death-related matters and survivors' benefits
- **Certificate of Entitlement (CE) – annual proof of life requirement**
- Digital Certificate of Entitlement (DCE)
- Change of Address or Bank details
- Cost-of-Living Adjustment (COLA)
- The UNJSPF Emergency Fund
- How to contact the UNJSPF



## Key take aways:

- As a recipient of a monthly payment from the Fund, you must submit your proof of life to the Fund every year, latest by 31 December, to prevent a possible benefit suspension
- You should provide your proof of life in the form of the “*Certificate of Entitlement*” (CE) which you can submit either using the paper-based barcoded annual CE form, OR by using the Digital CE App. One or the other is good!



UNJSPF  
United Nations Joint  
Staff Pension Fund

Watch the educational video about  
**“The Certificate of Entitlement (CE)”**

**<https://www.unjspf.org/for-clients/certificate-of-entitlement/>**

# The Certificate of Entitlement (CE)

The Certificate of Entitlement (CE) is a yearly proof of life document to confirm you are alive and continue to be entitled to your monthly benefit from the Fund.

- Once you are in receipt of a regular monthly payment from the Fund, you must submit your annual proof of life in the form of the CE every year **or your benefit might get suspended**. Detailed and up to date CE information can be found on the following webpage: <https://www.unjspf.org/for-clients/certificate-of-entitlement/> - please check this webpage once your benefit has started into payment, so you are aware of the applicable timelines and requirements for this annual exercise.
- The annual CE can be submitted to the Fund in one of the following two ways:
  - either in biometric format inside the so-called Digital CE (DCE) mobile app **any time between 01 January and 31 December each year**, OR
  - by using a paper-based, barcoded CE form which is sent to all retirees and beneficiaries concerned early July every year; a reminder is sent -normally at the end of October of that same year- to those who did not return the July CE form by then. The duly completed, dated and hand signed CE form must be returned latest by 31 December.
- You must submit your DCE or your duly completed barcoded CE form to the Fund at the latest by 31 December each year.
- If no DCE or CE form is received from you by the Fund by end of December, and no other acceptable proof of life (including email or phone call) was received by the Fund indicating that you are alive, you risk the suspension of your monthly benefit payments effective **June of the following calendar year. So, if in doubt, contact the Fund before year end, to ensure we have heard from you!**

# The Certificate of Entitlement (CE) – your annual proof of life

## Should I use the DCE mobile app OR the CE Form to submit my annual proof of life to the Fund?

- **It is entirely up to you!** You can choose each year whether to use the user friendly, secure Digital CE Mobile App (DCE app) to submit your annual CE, **OR** to submit your proof of life using the paper-based barcoded CE Form.
- If you prefer to use the paper-based barcoded CE Form, you can either await the physical form mailed out by the Fund end of June to all beneficiaries who must complete it, **OR**, if you are **NOT** on the Two Track, you can access the form inside the ‘Documents’ tab of your Member Self-Service (MSS) as of 01 July each year.  
You can download, print, complete, date and hand sign the form, and then return it to the Fund in one of the following ways:
  - submit it electronically inside the ‘Document Upload’ tab inside your MSS, or
  - send the original CE form (with your original signature) to the Fund by mail, or
  - remit it in person at the Fund’s offices in NY or Geneva).**In any case, before submitting your CE Form to the Fund, you must hand sign and date your form! Electronic signatures are not accepted. Only the barcoded CE form can be automatically tracked by the Fund and inside your Member Self-Service account!**
- **If you prefer to use the DCE App, we encourage you to do so before 21 June each year.** In that case, we would **NOT** send you the paper-based CE form. If we do not see your DCE issued in the App by 21 June, we will send you the CE Form, and you can choose which version of the CE to complete: the CE Form or the DCE inside the app.
- If you issue your Digital CE inside the DCE app, you do **NOT** have to submit the CE form.  
If you remit your CE form, you do **NOT** have to issue your DCE inside the DCE app.  
**It is enough to submit one acceptable proof of life per year.**
- *More details about both ways of submitting your CE follow in the next pages...*

# Let's have a look at the annual paper-based, barcoded CE FORM

<https://www.unjspf.org/for-clients/certificate-of-entitlement/>








# The Certificate of Entitlement (CE) form (front)

Only barcoded CE forms can be tracked!

This is what your CERTIFICATE OF ENTITLEMENT (CE) form looks like.

The mailed CE form and the CE Form you can download inside your MSS account look alike.

**CERTIFICATE OF ENTITLEMENT / CERIFICAT DE DROIT A PRESTATION / CERTIFICADO DE DERECHO A PRESTACIÓN**

<b>UID Number</b>	<b>DATE</b>
<i>Name</i>	The date on which the CE Form was mailed out by the Fund will show here.

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 considéré 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 firm el presente certificado. Entiendo que la falsificación de la firma sera considerado como fraude.

<p><b>SIGNATURE</b></p> <div style="border: 2px solid orange; padding: 5px; text-align: center; width: fit-content; margin: 0 auto;">SIGN HERE</div> <p style="font-size: small;">(See below if you are unable to sign) (Si vous n'êtes pas en mesure de signer, voir ci-dessous)</p>	<ul style="list-style-type: none"> <li>▪ Retirement Number</li> <li>▪ TYPE OF BENEFIT</li> <li>▪ (Country of Residence for Two Track beneficiaries)</li> </ul>
<p><b>DATE</b></p> <div style="border: 2px solid orange; padding: 5px; text-align: center; width: fit-content; margin: 0 auto;">DATE HERE</div>	

**IF YOU ARE UNABLE TO SIGN YOUR NAME, AFFIX YOUR THUMBPRINT HERE AND HAVE IT WITNESSED HERE AS STATED BELOW.**  
SI VOUS N'ETIEZ PAS EN MESURE DE SIGNER CI-DESSUS, VEUILLEZ APPOSER VOTRE EMPREINTE DIGITALE ICI; ELLOE DOIT ÊTRE DUMENT CERTIFIÉE  
SI NO LE FUE POSIBLE FIRMAR, PONGA SU HUELLA DIGITAL AQUÍ Y HÁGALA TESTIFICAR AQUÍ, TAL COMO SE INDICA ABAJO.

<b>Witness Name / Nom du témoin / Apellido del testigo</b>	<b>Witnessed or attested to by a UN system official, attending physician or local government authority.</b> <small>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 Unidas, por el médico a cargo o por las autoridades locales.</small>	
<b>Witness Title / Titre du témoin / Cargo del testigo</b>	<b>SIGNATURE/FIRMA</b>	<b>OFFICIAL STAMP (SEAL)</b> SCEAU OFFICIEL SELLO OFFICIAL

You must return this certificate within 45 days of the above date in order to ensure continued payment of your benefit.

A fin d'éviter que le paiement de votre prestation ne soit interrompu, veuillez remplir et retourner le présent certificat dans un délai de 45 jours à partir de la date indiquée ci-dessus.

Este certificado debe ser devuelto dentro de los 45 días a contar de la fecha de esta comunicación para asegurar el pago ininterumpido se su prestación.

Complete all required entries.

Remplir toutes les rubriques pertinentes.

Complete toda la información solicitada.

**WARNING:**  
Any willful misrepresentation for the purpose of collecting benefits from the Fund might lead to prosecution by the appropriate national authorities.

**AVERTISSEMENT:**  
Toute personne qui fait sciemment de fausses déclarations en vue de percevoir des prestations de la Caisse sera passible de poursuites par les autorités nationales compétentes.

**ADVERTENCIA:**  
Cualquier representación falsa hecha deliberadamente con el propósito de recibir prestaciones de la Caja puede resultar en enjuiciamiento por parte de las autoridades nacionales competentes.

Your name and official mailing address will show here

# The Certificate of Entitlement (CE) form (back)

This is what your **CERTIFICATE OF ENTITLEMENT (CE)** form looks like.

If you mail the form back to the Fund, you can send it to the Fund's New York or Geneva office, as you prefer. If you send it to Geneva, please insert it into a stamped envelope and affix the UNJSPF Geneva office address.



# The Certificate of Entitlement (CE) Form

## How do I receive the barcoded Certificate of Entitlement (CE) form?

- The CE will be mailed to your official mailing address on file with the Fund.
- It will be sent mid-year (usually late June/early July)
- You must hand-sign and date the CE. If you cannot sign with a scripted signature, you can affix your thumbprint in line with instructions provided on our [Signature Authentication webpage](#).
- Or, instead of waiting for the CE form to reach you by postal mail, you can access and download the barcoded CE Form inside your Member Self-Service (MSS) account under the 'Documents' tab, as of 01 July, provided you are not on the Two-Track.

## How do I return the completed Certificate of Entitlement (CE) form to the Fund?

**You can return your dated and hand-signed CE Form to the Fund in one of the following ways:**

- Electronic submission of the PDF or JPG/JPEG of your duly completed and hand signed CE form via your MSS account under the 'Document Upload' tab.
- Mailing your duly completed, original CE form to the Fund.
- Dropping your original CE form off at the Fund in person, either in New York or in Geneva.

**More detailed info is available here:** <https://www.unjspf.org/for-clients/certificate-of-entitlement/>

# The Certificate of Entitlement (CE) – Affixing your thumbprint

## What should I do if I cannot sign the Certificate of Entitlement due to my age or a medical condition?

- You can affix your thumbprint in the indicated field and have it witnessed by a UN system official, an attending doctor, a Notary Public, or a Local Government Authority.
- The person witnessing the thumbprint must provide their name, official title and seal or stamp of office in the designated authentication box on the CE form.
- If you are using a thumbprint instead of your scripted signature for the first time, you must have your signature authenticated by your treating doctor and affix a medical certificate form the same doctor, on their official letter head, confirming the medical reason that is preventing you from using your usual signature.
- More details about signature authentication requirements are provided here: <https://www.unjspf.org/for-clients/authentication-of-signatures-documents/>

PENS A/5 (8-98)

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

DATE

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 considéré 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

(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

**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 AQUI**

Witness Name / Nom du témoin/ Apellido del testigo	Witnessed or attested to by a UN system official, 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 Unidas, por el médico a cargo o por las autoridades locales.	
Name of witness	SIGNATURE / FIRMA	OFFICIAL STAMP (SEAL) SCEAU OFFICIEL SELLO OFICIAL
Witness Title / Titre du témoin / Cargo del testigo	Signature and official seal or stamp of office of authenticating Official	
Title of witness	Retiree's/ Beneficiary's thumbprint affixed here	

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L.I. ■ 32783

InfoSeal® Patent Number 4,951,884

# The Certificate of Entitlement (CE) – What to do if you did not receive you CE

## What if I do not receive my Certificate of Entitlement? What do I do?

- *If you are NOT paid under the two-track system, **you can access your annual CE form inside your UNJSPF Member Self Service (MSS), under the ‘Documents’ tab where you can download the CE, print it, hand-sign it and then return a scanned copy to the Fund insider your MSS account under the ‘Document Upload’ tab.**  
**Or you can use the [DCE App](#) to submit your CE.***
- Otherwise, if the above options are not possible for you, please [contact the Fund](#) asap via the official contact channels, to let us know you are alive and did not receive your annual CE form. Write and send an **original letter to the Fund**, with your full name, current mailing address, the date, and your signature to inform the Fund your non-receipt of the CE and **confirm your mailing address** in that letter. Include your UID number and the subject line “*Non-receipt of 2025 CE*”!
- There is a review by the Fund prior to the suspension of benefits, and your pension would not be suspended if we have such original letter on file. In that case, we would send you another CE form to sign, as the barcoded CE is still required for audit purposes.

More info is available here: <https://www.unjspf.org/for-clients/certificate-of-entitlement/>

## What if my pension is suspended due to the Fund's non-receipt of my CE, what should I do?

- As soon as you notice the suspension, **contact the UNJSPF: [Contact Us - UNJSPF - Contact Us](#) or [paymentstopped@unjspf.org](mailto:paymentstopped@unjspf.org)**
- Your payment will be reinstated retroactively once you issue your Digital CE, or, once we receive an acceptable, **signed and dated CE form or other acceptable proof of life from you**. The reinstatement process is a fairly long process of approx. 3 weeks from the date of receipt of the acceptable proof of life from you, where the suspended payments will be reissued separately, and we will have to re-establish your monthly payments.
- **Important:**
  - **After Service Health Insurance (ASHI)** deductions cannot be deducted once your payment is suspended! An extended period of benefit suspension can lead to termination of ASHI due to missing premium payments. Contact your ASHI provider for more information. Once your benefit has been re-instated, reach out to your ASHI provider to ensure all is again in good order. The Fund CANNOT advise regarding ASHI.
  - Forfeiture: Pension benefits will be **forfeited** if the suspension lasts 2 years or longer.

# Reminder:

## Access your CE form under Documents in MSS (if NOT on the two-track)

- You can download your CE form inside your MSS account, if you are NOT paid under the Two-Track.
- The Two-Track system requires proof that you are residing in the country you declare as your country of residence.
- Currently, for those on the Two-Track the CE form is mailed to the official mailing address in the declared country of residence as part of the process to check that the retiree continued to reside there.



# UNJSPF

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

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](#)



[Emergency Fund](#)

[Estimate](#)

[MSS Document Upload](#)

[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

# Reminder:

## Member Self-Service (MSS) – Track receipt of your CE form by the Fund

- **The receipt date of the Certificate of Entitlement form** can be seen under Proof Documents. Don't worry if no date is provided under the field "Accepted Date" as it is not required/ needed; the importance is that you submitted, and the Fund received your CE form. If there was any issue with your CE, the Fund would reach out to you to address it.
- **Now the DCE can also be tracked here**, as well as inside the DCE App!

### Proof Documents Tracking

In the section below you can track receipt by the Fund of your annual Certificate of Entitlement (CE) form and/or of your annual Digital Certificate of Entitlement (DCE). If the "Received Date" for the CE year in question is provided, it means you have recorded your annual CE. For as long as at least one CE form or DCE has been issued inside the DCE App, has been recorded in the system, you are in good order for your case and no further action is required. For detailed information about the annual CE Exercise, please visit [clients/certificate-of-entitlement/](https://www.unjspf.org/for-clients/certificate-of-entitlement/) and for information about the DCE App, please visit <https://www.unjspf.org/for-clients/digital-certificate-of-entitlement/>.

Records Export

Document Name	Received Date	Accepted Date	Rejection Date	Reason	Year
Certificate of Entitlement		28/10/2021			2016
Certificate of Entitlement		28/10/2021			2017
Certificate of Entitlement		28/10/2021			2018
Certificate of Entitlement		28/10/2021			2017
Certificate of Entitlement	11/06/2019	28/10/2021			2019
Certificate of Entitlement	11/06/2019	28/10/2021			2019
Certificate of Entitlement	14/07/2020	28/10/2021			2020
Certificate of Entitlement	24/08/2021	28/10/2021			2021
Certificate of Entitlement	09/07/2021	28/10/2021			2021
Digital CE	15/11/2021				2021
Digital CE	23/05/2022				2022
Digital CE	02/02/2023				2023
Digital CE	03/01/2024				2024

You can now track both, receipt by the Fund of your annual CE FORM, or/and, successful issuance of your Digital CE (DCE) inside the DCE App.





# Today's presentation overview

- The UNJSPF
- Website and Member Self-Service (MSS)
- Death-related matters and survivors' benefits
- Certificate of Entitlement (CE) – annual proof of life requirement
- **Digital Certificate of Entitlement (DCE)**
- Change of Address or Bank details
- Cost-of-Living Adjustment (COLA)
- The UNJSPF Emergency Fund
- How to contact the UNJSPF



## Key take aways:

- You can issue your Digital CE (DCE) any time between 01 Jan. and 31 December
- If you use the DCE app and are paid on the Two-Track, you must be physically present in your country of residence when issuing your DCE
- You can get help with the DCE App by contacting [dce@unjspf.org](mailto:dce@unjspf.org) or by calling the Fund's **Contact Centre**



UNJSPF  
United Nations Joint  
Staff Pension Fund

Watch the videos about  
**“The Digital Certificate of  
Entitlement (CE)”**

**<https://www.unjspf.org/for-clients/digital-certificate-of-entitlement/>**

# Let's have a look at the Digital CE (DCE) and the DCE Mobile App

<https://www.unjspf.org/for-clients/digital-certificate-of-entitlement/>



# The Digital Certificate of Entitlement (DCE)

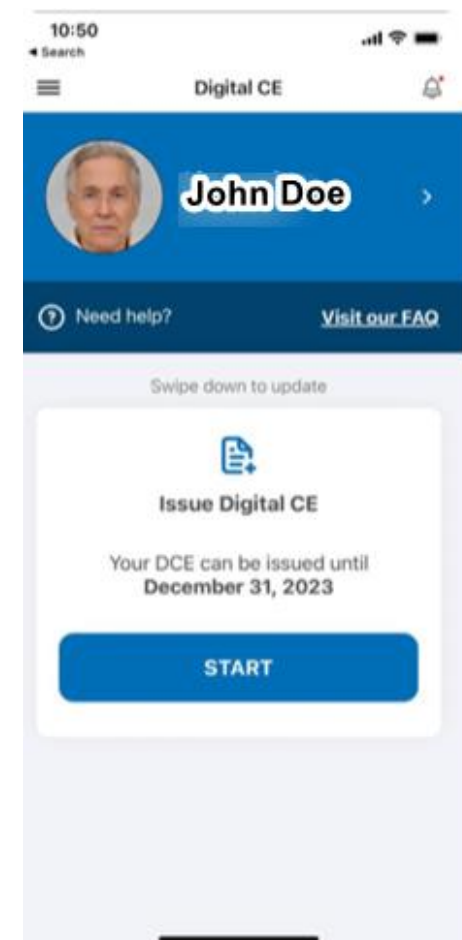
- The Fund has a **Digital CE (DCE) app**, which you can download on your mobile device (cell phone or tablet).
- The DCE is an **optional way** to fulfill your yearly obligation to submit the CE as proof of life to the Fund.
- The DCE **can be used by all retirees and beneficiaries**, including those who are paid on the two-track. The DCE app tracks the details of your location while you submit your Digital CE inside the app.
- If you submit the DCE, **you do not need to submit a paper CE** for that year.
- **You can submit your DCE anytime between 01 January and 31 December** to fulfill that year's CE requirement.
- **If you submit the DCE before 21 June, you will NOT receive the paper CE in the mail that year.** Each year you have the option to use the DCE App OR the paper-based CE form to fulfill your annual proof of life requirement. If you have not submitted the DCE by 21 June, the paper CE will be mailed to you, however, **you will still have the option to submit the DCE any time until 31 December, even if you received the paper CE form.**

# The Digital Certificate of Entitlement (DCE)



UNJSPF  
United Nations Joint  
Staff Pension Fund

- To be able to issue your annual CE using the Digital CE (DCE) app, **you must first download the DCE app on your mobile device and complete the several step enrolment process.** This process includes a one-time video appointment with a Fund representative to confirm your identity. Before that appointment, to enroll, **you will need your nine-digit UNJSPF Unique ID (UID) number, a valid government-issued photo ID document, your cell phone number, and an email address;** you will also take your first **biometric photo** of your face. You will then be contacted by the Fund for a one-time video call on your cell phone, during which the Fund will authorize your use of the DCE app which will complete the enrolment process.
- Once your enrolment is complete and approved by the Fund, **you can submit your annual Digital CE inside the DCE app each year.** No further appointments will be required with the Fund.
- The DCE app runs on a mobile or tablet; **the app exists in English, French and Spanish.**
- The DCE app collects your **biometric data** by recording an image of your face.
- A **detailed step-by-step guide** is available on the Fund's website, explaining the DCE enrolment process, as well as an extensive Q&A, and a **DCE Support team** exists to assist with enrolment and any DCE related queries you may have at any point.



# The Digital Certificate of Entitlement (DCE)

- Detailed information about the DCE app and DCE is available on our website, here: <https://www.unjspf.org/for-clients/digital-certificate-of-entitlement/>. On this webpage you can access a step-by-step DCE app enrolment guide, DCE FAQs, and other DCE relevant information.
- Key DCE resources are provided in English, French and Spanish language.
- **Should you need support with the DCE**, please write to: [dce@unjspf.org](mailto:dce@unjspf.org)
- To start, we suggest you watch a short video explaining the DCE and related process: <https://www.unjspf.org/resources/all-videos/>. All videos exist in English, French and Spanish.



# Today's presentation overview

- The UNJSPF
- Website and Member Self-Service (MSS)
- Death-related matters and survivors' benefits
- Certificate of Entitlement (CE) – annual proof of life requirement
- Digital Certificate of Entitlement (DCE)
- **Change of Address or Bank details**
- Cost-of-Living Adjustment (COLA)
- The UNJSPF Emergency Fund
- How to contact the UNJSPF





# Main take aways:

- Ensure the Fund always has your up-to-date address on file
- You can update your mailing address inside your MSS (if not on the Two Track and no pouch) or by submitting form PF.23M
- You can change your bank account or/and currency of payment as needed by submitting form PF.23

## Updating your address:

Most retirees/beneficiaries can update their mailing address **inside their MSS account**; (only those who are on the two-track cannot use MSS). If you cannot use MSS, then you must submit form PF.23M to the Fund. Details on how to do that are following.

## Updating your banking instructions:

All changes to your bank account and/or currency of payment must be submit using form PF.23.

## How to submit forms to the Fund (for more details, visit the webpage linked):

- Inside your MSS account, using the Document Upload function to submit a scanned copy of the duly completed, dated and hand signed form electronically. In that case you do not need to send the form by mail.
- Outside of MSS, you can submit by mailing **the original form** to the Fund's office.

**For change of address requests via PF.23 form, you must hand sign the form and submit the original form to the Fund OR upload a scanned copy inside your MSS**

# Submitting Change of Address or Bank Details other than using MSS

## Form PF.23M for Change of Address - Form PF.23 for Change of Bank Instructions/Currency



**UNITED NATIONS JOINT STAFF PENSION FUND**

NEW YORK (Headquarters)  
P.O. Box 5026, UNITED NATIONS, N.Y., N.Y. 10017  
Tel: (212) 963-4931; Fax: (212) 963-3146  
E-mail: [UNJSPF@UN.org](mailto:UNJSPF@UN.org)  
Web: <http://www.unjpf.org>

OFFICE AT GENEVA  
c/o PALAIS DES NATIONS  
CH-1211, Geneva 10  
Tel: +41 (0) 22 928-8900; Fax: +41 (0) 22 928-9099  
E-mail: [UNJSPF.GVA@UNJSPF.ORG](mailto:UNJSPF.GVA@UNJSPF.ORG)  
Web: <http://www.unjpf.org>

OFFICE AT GENEVA  
PALAIS DES NATIONS  
CH-1211, Geneva 10  
Tel: +41 (0) 22 928-8900; Fax: +41 (0) 22 928-9099  
E-mail: [UNJSPF.GE@UN.ORG](mailto:UNJSPF.GE@UN.ORG)  
Web: <http://www.unjpf.org>

**CHANGE OF MAILING ADDRESS**

**IMPORTANT**  
Please Enter Your Retirement Number

**PLEASE PRINT OR TYPE**

R/					
----	--	--	--	--	--

I, \_\_\_\_\_  
(SURNAME) (FIRST) (MIDDLE)

hereby notify the UNJSPF of a change in my mailing address as shown below:

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_


Additional contact information:

E-Mail: \_\_\_\_\_  
Phone No: \_\_\_\_\_

Signature <sup>1</sup>

Date: \_\_\_\_\_  
(dd/mm/yyyy)

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



**UNITED NATIONS JOINT STAFF PENSION FUND**

NEW YORK (Headquarters)  
c/o United Nations P.O. Box 5026 NY 10163-5036  
Tel: (212) 963-4931; Fax: (212) 963-3146  
E-mail: [UNJSPF@UN.ORG](mailto:UNJSPF@UN.ORG)  
Web: <http://www.unjpf.org>

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E-mail: [UNJSPF.GE@UN.ORG](mailto:UNJSPF.GE@UN.ORG)  
Web: <http://www.unjpf.org>

**CHANGE IN PAYMENT INSTRUCTIONS**

**IMPORTANT**  
Please Enter Your Retirement Number

**PLEASE PRINT OR TYPE**

R/					
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UNJSPF ID \_\_\_\_\_

\_\_\_\_\_  
(SURNAME) (FIRST) (MIDDLE)

**ADDRESSEE NAME:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**MAILING ADDRESS:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone No: \_\_\_\_\_ e-mail: \_\_\_\_\_

**MAKE PAYMENT TO MY ACCOUNT AS FOLLOWS:**

**CURRENCY OF PAYMENT:** \_\_\_\_\_  
(Please specify)

**Payee name as shown on account:** \_\_\_\_\_  
(SURNAME) (FIRST) (MIDDLE)

NAME OF FINANCIAL INSTITUTION	BANK ACCOUNT NUMBER
(NAME OF BRANCH, IF APPLICABLE)	
(ADDRESS)	Obtain from your bank a SWIFT, ABA, Routing, BLZ, ABI, CAB, IBAN or sorting code, etc. as required for wire transfer
(CITY, STATE, POSTAL CODE, COUNTRY)	

**NOTE: If possible, for bank accounts outside the USA and Switzerland ONLY, please provide a document from your bank indicating bank codes and preferred routing to facilitate the receipt of your benefit.**  
For administrative reasons, the above payment instructions will have to remain in force for at least one year.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

**NOTE: The completed form bearing your original signature must be submitted to the Fund, no faxes or e-mails will be accepted. Following the receipt of the form, the required change might take up to 6 weeks to implement.**

# Submitting Change of Payment Instructions form PF.23

## Regarding form PF.23, keep in mind:

- If you are changing your bank account, even in the same country, you need to inform the Fund by filling out the **PF.23 Change of Payment Instructions form** and send it to the Fund in **original** by mail or diplomatic pouch.
- If your bank informs you that your **bank codes (Sort Code or SWIFT)** have changed, please inform the Fund through the same method, so we can ensure continued payments.

**Documents received by email (including PDF attachments), photocopies and faxes are not accepted by the Fund; changes will not be made!**

- Only for changes in **intermediary banks** for cross-border payments, an email with the **name and SWIFT code** of the new intermediary bank is acceptable.

Regarding form PF.23, keep in mind:

How long does it take the Fund to make the change?

- Generally, it take the Fund **15 business days** to implement a change to payment instructions.
- It **also depends on when we receive the request**. We usually close the payroll around the 9<sup>th</sup> or 10<sup>th</sup> of each month for the pensions due at the end of that month.  
*Example: Payroll closing on 9 March for payments due on 31 March 2025.*
- Therefore, instructions received after the 7<sup>th</sup> of the month are normally processed for the following month's payroll (*i.e., for the April 2025 payroll in the example above*).

**Beneficiaries should NOT close their “old” bank account until they have received at least one payment in the new bank account!**



# Today's presentation overview

- The UNJSPF
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- Change of Address or Bank details
- **Cost-of-Living Adjustment (COLA)**
- The UNJSPF Emergency Fund
- How to contact the UNJSPF



## **Main take aways:**

- **All UNJSPF benefits are adjusted for cost of living over time, in line with the provisions of the Fund's Pension Adjustment System (PAS)**
- **Usually, when cost of living adjustments are applied, they are effective 01 April**

# Cost-of-living adjustment (COLA)

## How are COLA rates fixed?

## What is the periodicity, the mechanism and base date for both USD and local track?

## Who is in charge of this?

- Your initial benefit is adjusted over time for movements of the consumer price index in the United States or for your country of residence. If your benefit is on the dollar track, it will be adjusted periodically in accordance with the movement of the United States consumer price index (CPI). If you have opted for the two-track system, your pension amount will be adjusted also taking into account the movement of the CPI of your country of residence.
- Normally benefits are adjusted once a year, provided that the relevant consumer price index has moved by at least 2% since the date of the last adjustment. Adjustments are only made if the consumer price index has moved by 2% or more since the prior adjustment. If this is not the case, the CPI movement will be carried over and applied the following year.
- Adjustments are normally undertaken in April of the following year. However, in high-inflation situation, i.e. where the consumer price index has moved by 10% or more since the date of the last adjustment, benefits are adjusted semi-annually—on 1<sup>st</sup> April and 1<sup>st</sup> October.



- There was a 3.4% cost-of-living adjustment (COLA) to the US dollar track of periodic benefits effective 01 April 2024. [The next COLA is expected to be 2.8%, effective 01 April 2025.](#)  
This is in accordance with the UNJSPF Pension adjustment system and based on CPI (consumer price index) data from the Monthly Bulletin of Statistics (MBS) published by the UN Statistics Division.
- The UNJSPF is bound to use the CPI data in the Monthly Bulletin of Statistics (MBS) published by the UN Statistics Division, in accordance with the UNJSPF Pension Adjustment System.
- For those who are on the Two-Track, the applicable COLA adjustments for all countries of residence was also applied effective 01 April 2024 and will again be applied, as applicable, effective 01 April 2025. Cost-of-Living Adjustment (COLA) letters with the 2024 details were issued by the end of April 2024, and [2025 COLA letters are expected to be issued by end of April 2025.](#)
- The Fund's Payments Section prepares the Cost-of-Living Adjustment (COLA) letters, also known as Quarterly Statements. These statements provide the quarterly exchange and COLA percentage applied annually to your benefit. They also detail the established monthly payable amount per quarter and the After Service Insurance Deduction, and the Total Net Payment Amount.
- If you have an MSS account, you can access your COLA letter in your MSS account under Documents. All others should have received their COLA letter by mail.



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# Main take aways:

- Those in receipt of a regular monthly payment from the Fund, may qualify for a one-time Emergency Fund (EF) payment in case they suffer financial hardship
- Eligibility conditions apply
- EF payments are one-time payments

- To understand the purpose, functioning and condition to apply for financial assistance from the UNJSPF Emergency Fund, **watch the Whiteboard video on the “EMERGENCY FUND” on the Fund’s website: <https://www.youtube.com/watch?v=FZoDnPgJ5M4>**
- 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)  
**OR...**
- You could **submit your EF request via the Fund’s Member Self-Service (MSS) Emergency Fund tab** ([see next page](#)). In that case, please make sure to **still submit to the Fund the required supporting documentation via the Fund’s MSS Document Upload tab**, or, to mail the documentation to the Fund. Your EF request cannot be reviewed until the Fund has received the full required supporting documentation.
- **Monitor the Fund’s website [www.unjspf.org](http://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 usually 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.

# The Emergency Fund tab in your Member Self-Service (MSS)



# UNJSPF

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

Welcome

04/07/2018

## Menu

Home

Address

Disbursements

Documents

E-Forms

Proof Documents

Personal Information

**Emergency Fund**

Estimate

MSS Document Upload

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:

## Submitted Request

 Records  Export

**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*



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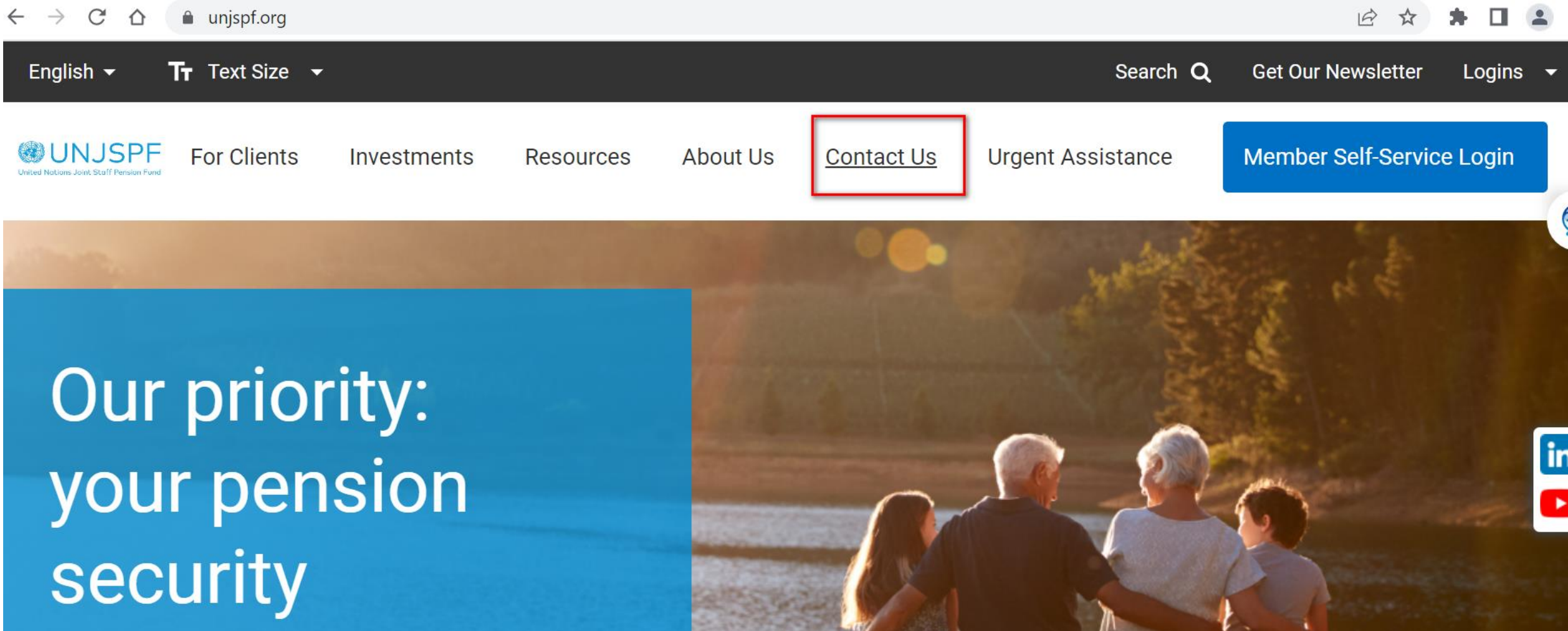


## Main take aways:

- You can contact us by phone, in writing via the Contact Form, by mail or in person
- The UNJSPF Contact Centre functions 24/5 (Monday-Friday)
- All queries should be submitted using the official contact channels on the Fund's website (Contact Us webpage) to ensure they are duly tracked, routed to the right team in the Fund, and actioned in a timely manner

# Contacting the UNJSPF - All contact details under “Contact Us”

Please go to the Fund’s website [www.unjspf.org](http://www.unjspf.org) and click on “CONTACT US”

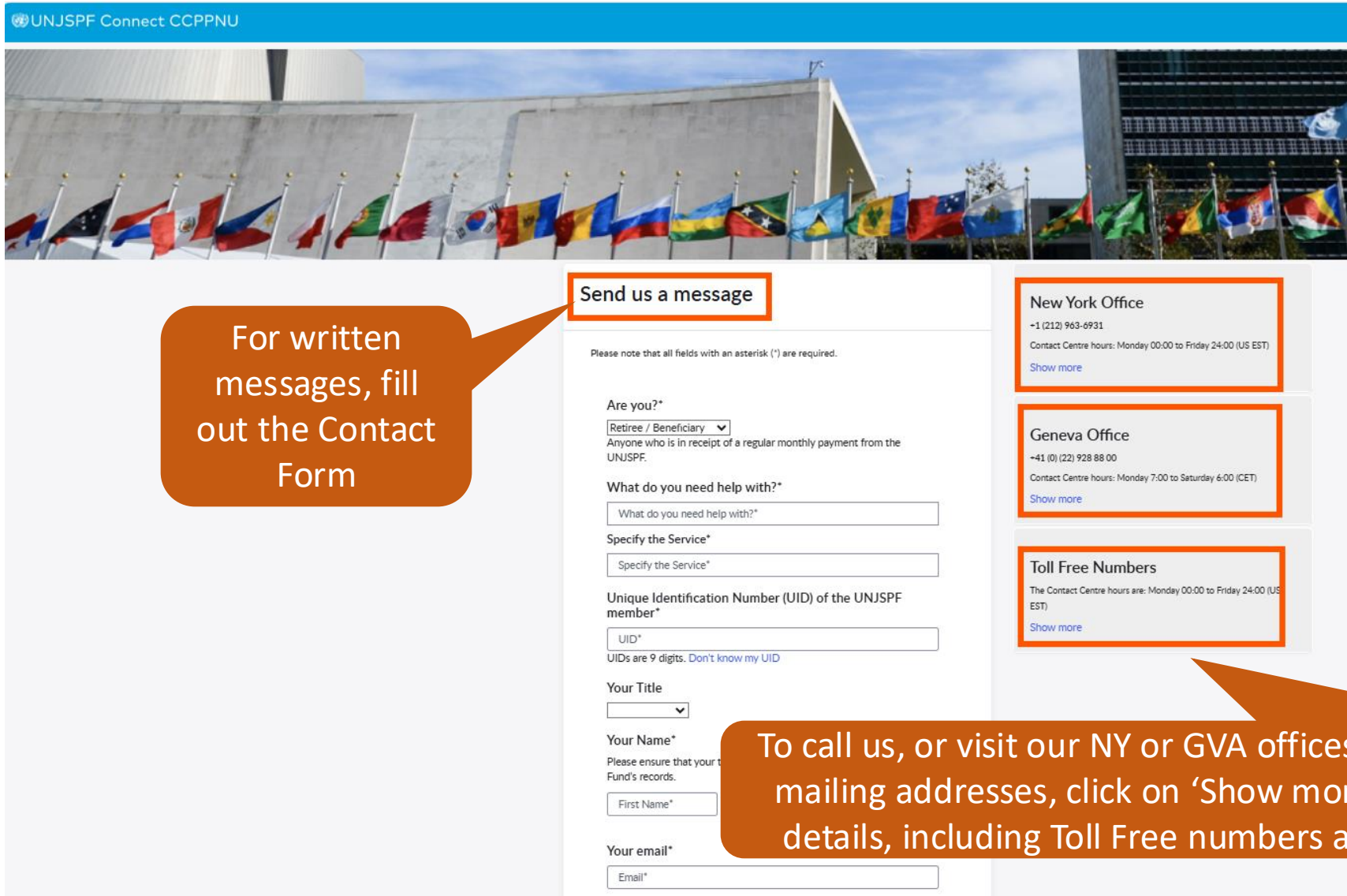


The screenshot shows the UNJSPF website homepage. At the top, there is a navigation bar with the following elements: a language dropdown set to "English", a "Text Size" dropdown, a search icon, "Get Our Newsletter", and "Logins". Below this is a main navigation menu with links for "For Clients", "Investments", "Resources", "About Us", "Contact Us" (highlighted with a red box), "Urgent Assistance", and a blue button for "Member Self-Service Login". The main content area features a large banner image of a family (two adults and two children) looking out over a lake at sunset. On the left side of the banner, a blue overlay contains the text "Our priority: your pension security". On the right side of the banner, there are social media icons for LinkedIn and YouTube.



# Contacting the UNJSPF – Sending an electronic message/submitting a query

To send us a message, fill out the information under «Send us a message» and select ‘Submit’



UNJSPF Connect CAPPNU

**Send us a message**

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

Are you?\*  
Retiree / Beneficiary  
Anyone who is in receipt of a regular monthly payment from the UNJSPF.

What do you need help with?\*

Specify the Service\*

Unique Identification Number (UID) of the UNJSPF member\*  
UID\*  
UIDs are 9 digits. Don't know my UID

Your Title

Your Name\*  
Please ensure that your name matches the records in the Fund's records.  
First Name\*

Your email\*  
Email\*

**New York Office**  
+1 (212) 963-6931  
Contact Centre hours: Monday 00:00 to Friday 24:00 (US EST)  
[Show more](#)

**Geneva Office**  
+41 (0) (22) 928 88 00  
Contact Centre hours: Monday 7:00 to Saturday 6:00 (CET)  
[Show more](#)

**Toll Free Numbers**  
The Contact Centre hours are: Monday 00:00 to Friday 24:00 (US EST)  
[Show more](#)

For written messages, fill out the Contact Form

To call us, or visit our NY or GVA offices, or to check our mailing addresses, click on ‘Show more’ to see all the details, including Toll Free numbers and office hours

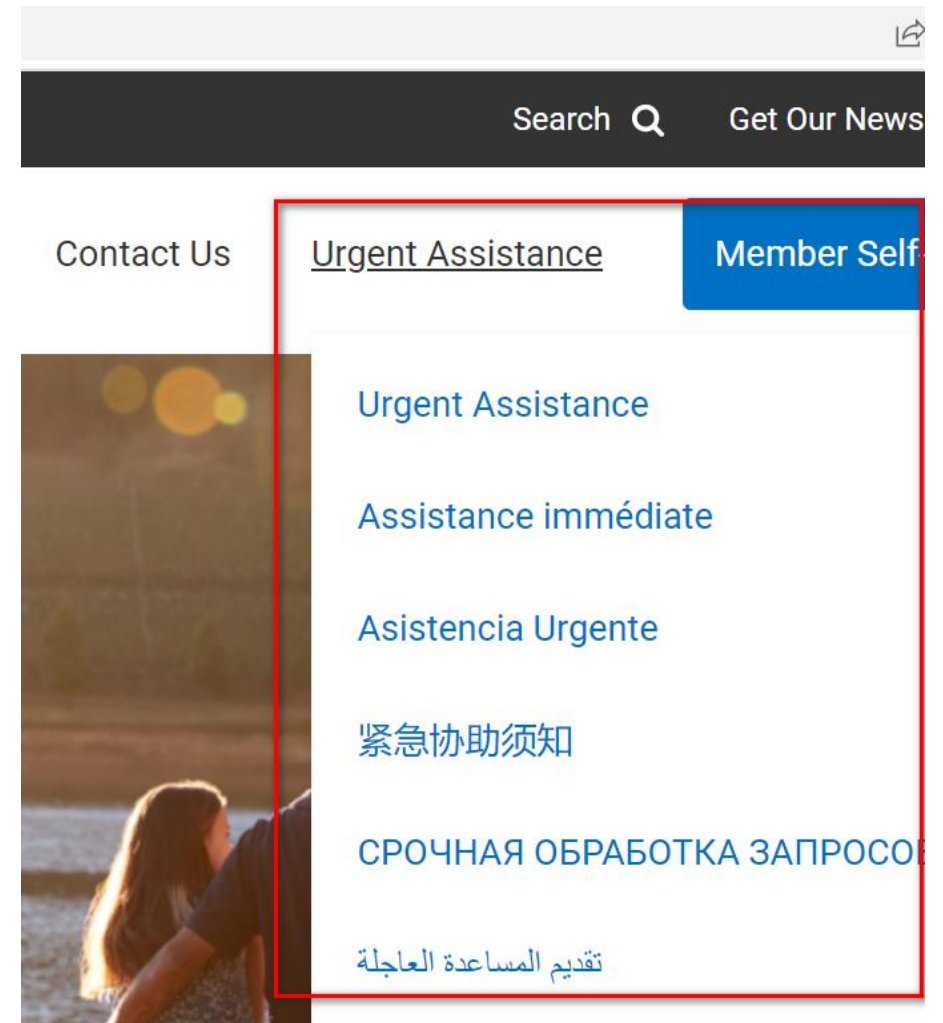
# Contacting the UNJSPF – By phone or in person

- You may also contact the Fund by **phone, mail or in person**
- Call Center and **toll-free numbers** available in over 65 countries
- **Postal mail or courier** to either our New York or Geneva office
- UNJSPF **walk-in services** in New York and Geneva (currently on Tuesdays and Thursdays)
- Please see the [Contact Us page](#) on the Fund's website for all details and hours of operation

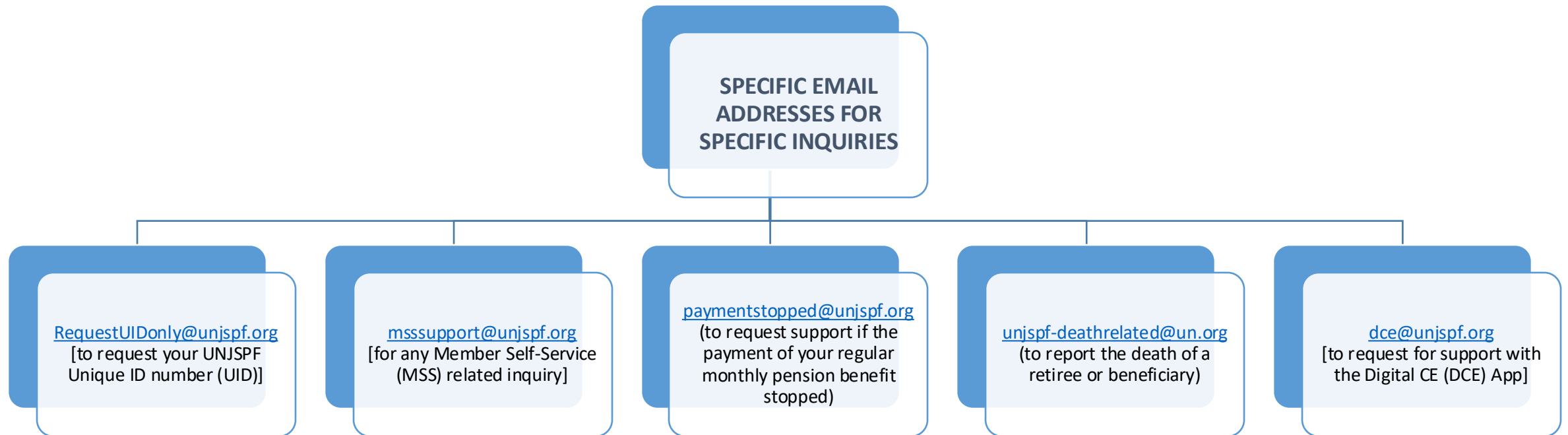
## Urgent Assistance for **NON-RECEIPT OF MONTHLY BENEFIT OR, to notify the Fund of the DEATH OF A RETIREE OR A BENEFICIARY**

- Go to [www.unjspf.org](http://www.unjspf.org)
- Select the “URGENT ASSISTANCE” tab in the language of your choice.

Essential information on how to contact the Fund and what information to provide for these two **HIGH PRIORITY TOPICS** is available in the six official UN languages.



# Contacting the UNJSPF – Special mailboxes



*In general, we encourage you to please submit all your queries, including for the above topics, via the online Contact Form on our website.*



**Thank you!**