



Help is on the Way

Understaffed and overworked, the UNJSPF Client Service Unit in New York is finally being reinforced. For the last five years the management of the Fund called for and the Pension Board recommended to the General Assembly that additional posts be given to beef up this Unit, and for the last three biennial the Fund and the Board's requests were not fully supported. Last year, as the transition to the new IPAS computer system slowed processing and the wide circulation of inaccurate information sowed fear and confusion, highlighted the need for additional Client Service staff. Now with the full support of the Board (see below) the recommendation to reinforce this Unit is before the GA again.

Client Services

Pilot Call Centre / Tree

HELLO

مرحبا

здравствуй

你好

BONJOUR

HOLA

E-mail Buckets

CE
 Annual Statement
 Non-receipt of Payment
 Change of Address
 Divorce

FAQ Updated

New Website
(Launch date January 2017)

HOW CAN I HELP YOU?

In the meantime, to address the acute need, in October the Pension Fund Pilot Call Centre was established in New York. Presently new staff are concentrating on Member Self-Service queries, but will soon receive telephone calls from 07:00 a.m. to 07:00 p.m. (New York time) Monday to Friday. For survivor's benefit, which are always the highest priority, there is a special option on the Fund's call tree to ensure these calls are addressed quickly. The number for New York is: + 1 (212) 963-6931. The Fund also provides telephone support through its Client Service capacity in Geneva: + 41 22 928-8800.

To put it in perspective, over the last few months, the Client Service unit in New York received, on average, 432 walk-in visits, 1,700 phone calls and some 3,300 e-mails each month. With a total of 8 staff, who are also responsible to assess the eligibility and process validation and restoration requests; scrutinize the criteria for transfers from external organizations; issue official benefit estimates; process address changes and assess and process Emergency Fund requests, the need for more staff is obvious.

UMOJA Cluster 5 and UNJSPF

The Pension Fund's IT staff continue to work closely with UMOJA staff. Both the UN and the Pension Fund (as well as many other UNJSPF Member Organizations) changed enterprise resource planning systems over the last few years. The Pension Fund built and implemented the Integrated Pension Administration System known as IPAS, which was launched in August 2015, three months before UMOJA Cluster 4 went live. UMOJA and UNJSPF cooperation includes the Pension Fund having developed a special program to verify and "clean" UMOJA data. Guaranteeing and harmonizing Cluster 5 meta-data, before going live, is extremely important for the smooth payment of benefits when staff separate or retire.



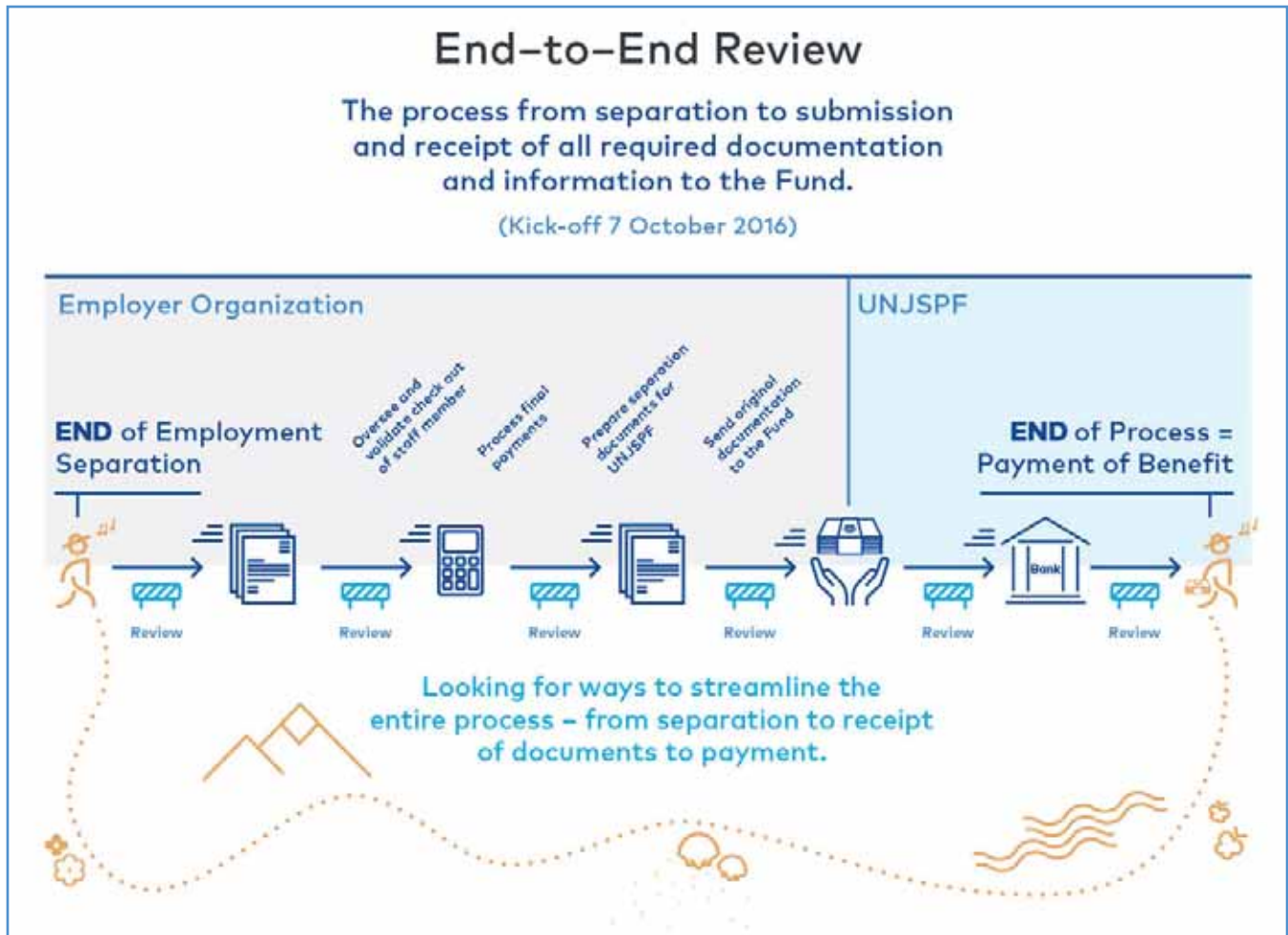
Hot off the Press

The official "Report of the United Nations Joint Staff Pension Fund" (A/71/9), 63rd session (14-22 July 2016) was published in New York on the 25 October 2016. Weighing in at 98 pages with 127 pages of annexes (18 in total), this comprehensive and authoritative overview of the State of the Fund is available on the Fund's website (UNJSPF.org) and on the United Nations Official Document System. If you want to know first-hand what the Board discussed, debated and recommended – read this report.

End-to-End Review Launched

The Pension Fund's "End-to-End Review" was formally launched on the 7 October. Under-Secretaries-General Yukio Takasu (Department of Management) and Atul Khare (Department of Field Support) participated with the Pension Fund Chief Executive Officer (CEO) Sergio Arvizú at UNJSPF HQ in New York and were joined via video by representatives of FAO and WHO. The comprehensive review, undertaken with the support and expertise of a professional business consultancy service, will examine every aspect of the process of a UNJSPF participant finishing work, checking out, including all requirements of UNJSPF member organizations/employing organizations to finalize separation documents. Results of the study will be presented to the 64th UNJSPF Board Meeting in July 2017.





Town Halls

To bolster communications with Pension Fund clients, stakeholders, partners and participants the CEO of the Fund is organizing two town hall meetings at the end of 2016. The first one will be held at UNOG in Geneva on the 2 December (11:30 - 14:00) and the second at UNHQ in New York on the 9 December (13:15 - 15:30). Stay tuned for the location, which will be published on our website.

IPAS Member Self-Service in Numbers

By November more than 50,000 participants, retirees and beneficiaries had registered in the Integrated Pension Administration System's Member Self-Service portal. The Fund has sent the new IPAS "unique ID" or UID numbers to almost all of its 200,000 participants, retirees and beneficiaries by e-mail. The Member Self-Service website is now available in French (see tab on top of English site). UNJSPF strongly recommends that all people associated with the Fund register on this portal. It is especially important for those separating, leaving their jobs, either to find a new job or to retire, because the Member Self-Service registration requires that each registrant record an e-mail address, which it is suggested is not work related. This way the Fund can reach out to the individual quickly and easily if there are any questions related to the withdrawal, deferment or monthly benefit processing of that person's case. If you have not registered, or if you would like more information, visit: mss.unjspf.org

Member Self-Service

The United Nations Joint Staff Pension Fund launched its Member Self-Service tool at the end of August 2016. This innovative tool will give members the possibility of consulting their own accounts in real time. As all service industries trend towards self-service solutions for their members so has the UN Pension Fund. "We are very pleased to make this long awaited service available," explained the Chief Executive Officer of the Fund Mr. Sergio Arvizú. The new service, which is more secure, will allow retirees,

beneficiaries and participants access to their own real-time account information and has special features facilitating their interaction with the Fund and their ability to review their own information. The United Nations Pension Fund employs 272 people, of which 187 service its 200,000 members living in more than 190 countries and territories. This new tool will greatly enhance service and the ability of the Fund to respond to its members' needs faster. For more information visit the UNJSPF Website unjspf.org.



UNJSPF You Tube

As part of its outreach efforts to introduce participants, retirees, beneficiaries and partners to the Fund and to begin the development of how to videos, UNJSPF has established a You Tube page: <https://www.youtube.com/channel/UCIYus2IXTS2fV-wnDjOnbaQ>

UNJSPF "The Movie"

Is it possible to understand what the UN Joint Staff Pension Fund is and does in two minutes and 23 seconds? Probably not, but check out the "UNJSPF Our Mission – Your Security" short introductory video. <https://www.youtube.com/watch?v=N8Ch-05zfgE>

