



# UNJSPF

## General Update October 2016

### Member Self-Service

The Fund launched its Member Self-Service tool at the end of August. This new, innovative tool gives Fund members the possibility of consulting their own accounts in real time. The new service, which is more robust and versatile, will give UNJSPF members access to their own accounts, making it possible for them to consult their Annual Statements, to track their Certificate of Entitlements and to download and print customized E-Forms in case they wish to update their pension fund account information. 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 185 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](http://unjspf.org).

### Update

More than 15,000 UNJSPF retirees, beneficiaries and participants ("Members") have registered on the UNJSPF Member Self-Service site in September, making it possible for them to consult their own accounts in real time. The Fund continues to send out individual invitations to all 200,000 participants, retirees and beneficiaries, and will have contacted and sent new Unique Identification numbers (UID) to most members by the end of October. The Fund invites all participants, retirees and beneficiaries to try out this self-service feature.

### The New Task-Force

Following the July (14 – 22) UNJSPF Board meeting, the Fund was authorized to hire 18 temporary staff (for up to 1.5 years) to join a new task-force to support in processing the high number of new pension cases coming into the Fund. As of 1 September 2016, 12 general service staff were hired (OHRM completed the on-boarding process for one, and was finalizing the process for the remaining 11) and the announcements for two TJO posts for professional staff were closed and applications are being evaluated now. The Fund's Geneva office is also hiring two temporary general service staff to help its new benefits services. for two TJO posts for professional staff were closed and applications are being evaluated now. The Fund's Geneva office is also hiring two temporary general service staff to help its new benefits services.



The 18-person Task Force in New York and Geneva is up and running, making it possible for the Fund, using the new Integrated Pension Administration System (IPAS), to process more cases than any time in its history and support the Fund's operations (see photo of NY Task Force).

REPORTING TO ACABQ

The Chairman of the 63rd Session of the UNJSP Board, Mr. Vladimir Yossifov, presented the report of the Pension Board to the ACABQ on September 29th. Among the decisions on which he reported, he highlighted the actions being pro-actively taken by the Fund to address the increased number of cases reaching the Fund, which include establishing a Task Force to process withdrawal settlements and survivor's benefits; revamping the Fund's website, and introducing a pilot Client Services call centre.

POLITICAL AND PEACEKEEPING MISSION VISITS

The Fund is sending Client Service officers to UN field missions. In cooperation with the Department of Field Support, the Fund will undertake informational outreach and support activities in a number of missions. The timing of the missions will be determined by Mission Support. Missions that are currently being considered include Afghanistan, Côte d'Ivoire, Democratic Republic of Congo, Uganda (Entebbe Support Base), Haiti, Iraq, Liberia and South Sudan.

Client Services

Pilot Call Centre



E-mail Buckets



FAQ Updated

New Website

(Launch date January 2017)

HOW CAN I HELP YOU?



Following endorsement by the 63rd Board Session to reinforce the Fund's Client Service, a number of initiatives are being launched by the Fund. These include, setting up a pilot call centre, building a multilingual call tree, developing a more efficient E-mail system, updating the Frequently Asked Questions, which are being put onto the UNJSPF Website and working on rebuilding the UNJSPF Website, a project that will be completed in January 2017.

END-TO-END REVIEW

The Fund and a number of its Member Organizations, including the United Nations, will begin a joint end-to-end review of the interface between employing organizations and the Fund secretariat this month. Looking for ways to streamline the process from separation to submission, receipt and processing of all required documentation and information, the review will examine how documents are prepared, sent and verified. The result of this study, it is hoped, will speed up the overall process, simplify tasks and requirements, and identify and resolve the most serious bottlenecks. The review's conclusion will be presented to the Pension Board at its 64th session in July 2017.

End-to-End Review

The process from separation to submission and receipt of all required documentation and information to the Fund.

(Kick-off 7 October 2016)

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

Participation,  
Separation, sending  
of documents

Receipt  
of information  
& documents





Processing  
& payment  
of benefits



Looking for ways to streamline the entire process – from separation to receipt of documents to payment.

## Analysis of workflow statistics

in September 2016

	NUMBER OF ACTIONABLE CASES FOR PROCESSING ON 1 SEPTEMBER	1,389
	NEW BENEFIT CASES RECEIVED IN SEPTEMBER*	1,061
	REDUCTION OF CASES IN SEPTEMBER	1,576
	NUMBER OF ACTIONABLE CASES FOR PROCESSING ON 1 OCTOBER	<u>874</u>

\* 40 % HIGHER THAN 10-YEAR MONTHLY AVERAGE

In September 2016 the Fund reduced the number of its actionable cases by more than 1,500, a record, though many of the cases were deferments. At the end of the month the Fund had 874 actionable cases to process. If the Fund can continue to reduce cases by its recent average of 1,100 per month, which should be possible with the new task force, the Fund should be able to reduce the current processing time of 6 to 8 weeks to 6 weeks soon.