



### Member Self-Service

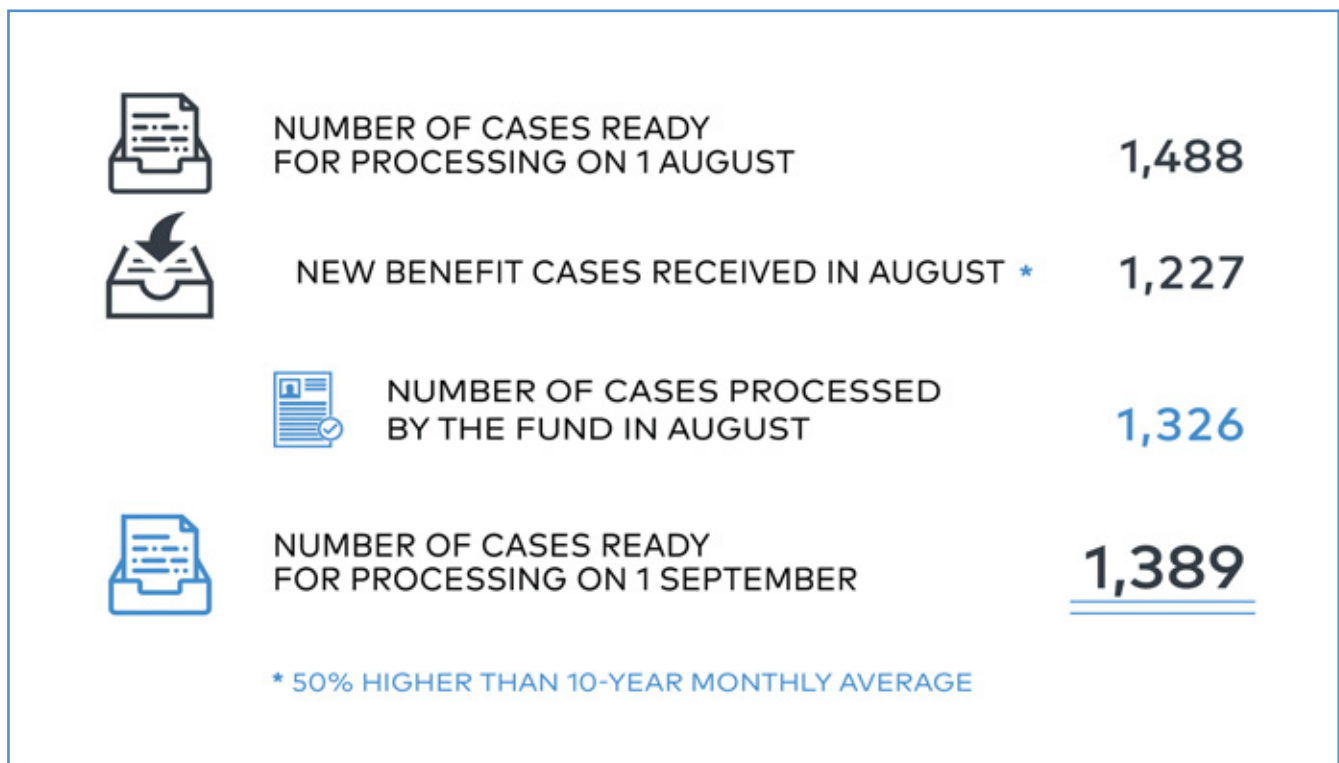
The Fund launched its Member Self-Service tool at the end of August. This new, innovative tool gives Fund members the possibility of consulting their own accounts in real time. As all service industries trend towards self-service solutions for their members so has the UN Pension Fund. "We are very pleased to make this service available," explained the Chief Executive Officer of the Fund Mr. Sergio Arvizú. "This new Member Self-Service portal gives all of our participants, retirees and beneficiaries a chance to see the face of the new computer system – the Integrated Pension Administration System or IPAS."

The new service, which is robust and versatile, will give UNJSPF participants, retirees and beneficiaries access to their own accounts, making it possible for participants to consult their Annual Statements, for beneficiaries to track their Certificate of Entitlements and all members can download and print customized E-Forms in case they need to update their pension fund account information.

To learn more about UNJSPF Member Self-Service visit: [mss.unjspf.org](http://mss.unjspf.org).

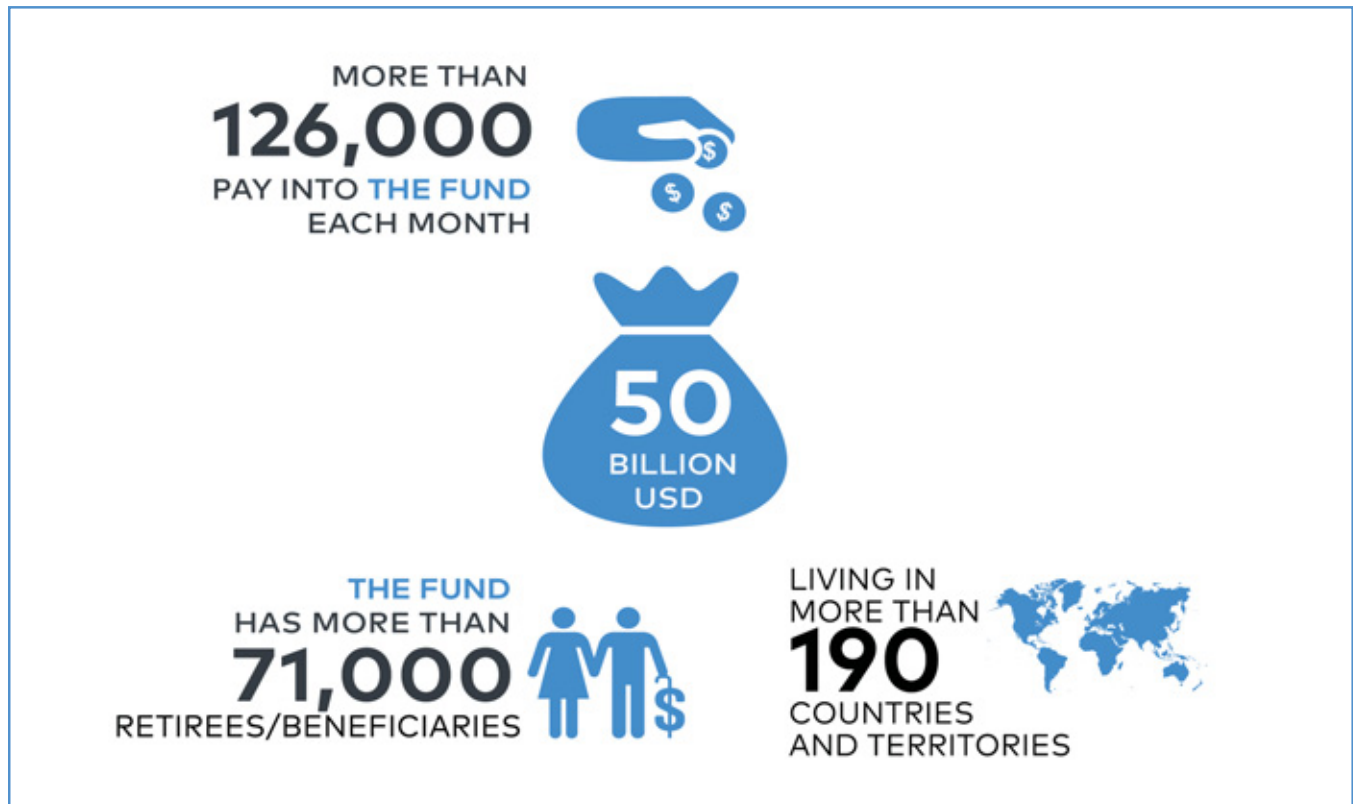
### The Numbers: Cases in, Cases out 1 Aug – 31 Aug 2016

On 1 August 2016 the UN Pension Fund had 1,488 new cases waiting to be processed by the Fund. The Fund received an additional 1,227 cases during August (a total of 2,715 cases). The Fund processed 1,326 cases by the end of August, leaving 1,389 cases as of the 1 September 2016. The monthly number of new cases coming to the Fund remains some 50% higher than the 10-year monthly average of 804 cases.



## 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 the processing of new pension cases coming into the Fund. As of 1 September 2016, 12 general service staff were hired in New York (OHRM completed the on-boarding process for one, and was finalizing the process for the remaining 11) and the announcements for two New York-based professional staff were closed and applications were being evaluated. The Fund's Geneva office is in the process of hiring two temporary general service and two professional staff to strengthen its benefits services.



## Meeting Members Face-to-Face

Fund CEO Mr. Sergio Arvizú is planning to hold Townhall meetings with UNJSPF members in Geneva and in New York in November and December. The Townhalls will give UNJSPF members an opportunity to hear first-hand from the Fund's leadership and Board. In July the CEO, RSG, the UN Controller and the Chairman of the Pension Board, held a Townhall meeting with staff at the IAEA Headquarters in the United Nations Office in Vienna.

## Stay Tuned

Following decisions taken by the Pension Board meeting, the Fund is focusing on enhancing and reinforcing its Client Services. The number of phone calls and e-mails that the Fund receives on a daily basis remains very high and the Client Service staff in New York is not able to respond in a timely manner. The Fund is working on establishing a call tree in multiple languages, using International Computing Centre assistance to establish a call centre and is building a new, accessible and easy-to-navigate website that will be launched in 2017.