

Disbursements

Disbursements provide the current status of your Pension Fund benefit payments. It reflects benefits that were paid (reconciled), are scheduled for payment, placed on hold pending action by a beneficiary (requiring additional documentation) or benefits in the process of being reissued. Payments can be returned, voided, cancelled, replaced and forfeited.

Issued Disbursements

Disbursements that have already been sent to you.

Payee: Benefit Account: Year:

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	Overpayment Status
31/12/2015	EUR - Euro	18.25	0.00	0.00	18.25	On Hold		473981	EFT	123456789	John Doe	<input type="checkbox"/>	
16/12/2015	EUR - Euro	97.00	0.00	0.00	97.00	Reconciled		274964	EFT	123456789	John Doe	<input type="checkbox"/>	
16/12/2015	EUR - Euro	19.40	0.00	0.00	19.40	Reconciled		274963	EFT	123456789	John Doe	<input type="checkbox"/>	
30/11/2015	USD - US Dollar	20.53	0.00	0.00	20.53	Reissue Audit Approval Pending		604366	Check	123456789	John Doe	<input type="checkbox"/>	
31/10/2015	USD - US Dollar	20.53	0.00	0.00	20.53	Reissue Audit Approval Pending		603151	Check	123456789	John Doe	<input type="checkbox"/>	
30/09/2015	USD - US Dollar	20.53	0.00	0.00	20.53	Reissue Audit Approval Pending		602709	Check	123456789	John Doe	<input type="checkbox"/>	
30/09/2015	USD - US Dollar	20.53	0.00	0.00	20.53	Replaced		601706	Check	123456789	John Doe	<input type="checkbox"/>	
31/08/2015	USD - US Dollar	20.53	0.00	0.00	20.53	Voided		600291	Check	123456789	John Doe	<input type="checkbox"/>	
01/08/2015	USD - US Dollar	20.53	0.00	0.00	20.53	Voided		569917	Check	123456789	John Doe	<input type="checkbox"/>	
01/07/2015	USD - US Dollar	20.53	0.00	0.00	20.53	Voided		568700	Check	123456789	John Doe	<input type="checkbox"/>	
01/06/2015	USD - US Dollar	20.53	0.00	0.00	20.53	Voided		567478	Check	123456789	John Doe	<input type="checkbox"/>	
01/05/2015	USD - US Dollar	20.53	0.00	0.00	20.53	Replaced		566248	Check	123456789	John Doe	<input type="checkbox"/>	

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Pending Disbursements

Disbursements that are ready to be sent to you but have not been processed yet.

Records Export

Date Requested	Benefit Acct.	Payee	Gross Amt	Net Amt
30/06/2016	Monthly NY USD Other	Jane Doe	3,857.12	3,837.76
			3,857.12	3,837.76

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Q: It a Payee the same as a Beneficiary?

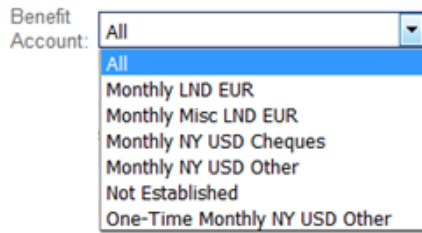
A: The Payee is the person to whom the Pension Fund issues payment of benefits. Normally the Beneficiary is also the Payee; however child benefits are normally paid to the retiree, a surviving spouse or a legal guardian, and in such cases they are the Payee while the child is the beneficiary. In case of a beneficiary who can no longer manage his financial affairs and a legal guardian has been appointed to him/her, the guardian should open a guardianship/trust account in the name of or on behalf of the beneficiary, or a joint bank account in the name of the guardian and the beneficiary. Therefore in such cases the Payee will remain the Beneficiary. For more information about this matter please read the Fund's informative booklet on [Legal Guardianship and Estate](#).

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Q: What is meant by Benefit Account?

A: The Benefit Account is associated with the payment methods the Pension Fund uses. One-time payments, such as withdrawal settlements, lump sum and arrear payments are considered 'high-value' payments. These payments are individualized, more secure and the recipient may incur bank charges.

Monthly (periodic) benefits can be paid out from banks in a select number of payment currencies. These payments are considered 'low-value' and are processed in an automated manner, where possible. Each Benefit Account is associated with one currency and one method of processing.



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Q: When should I use the Benefit Account filter?

A: If you are in receipt of periodic benefits, over time your payment history can grow to be substantial.

If you wish to find certain payments, using the Benefit Accounts filter can help you narrow down payments, for example to see only lump sum or arrear payments (arrear payments represent a number of monthly payments made in bulk). Look for any Benefit Account that includes "One-Time....."

If you are looking for periodic or arrear payments made in a specific currency look for Benefit Accounts that include the currency code you are looking for, for example "....EUR..." for euros. If some of your payments were made using cheques, look for "....Cheques".

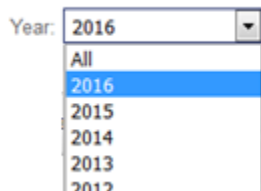
The Pension Fund has retained payments back as far as August 1999; payments made from bank accounts that the Pension Fund no longer maintains (2004 and earlier) have been converted under "Not Established".

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Q: When should I use the Year filter?

A: Use the "Year" filter to narrow your results to a single year.

If you do not find a payment, make sure you have reset your other filters back to "ALL" to ensure you do not miss out on the payment you are looking for.



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Q: What is meant by Value Date?

A: The Value Date for monthly payments relate to the payroll dates set in our current system and is reflected for example as “31/05/2016”, which represents the payroll payment for the month of May 2016. For beneficiaries in payment prior to August 2015, you may notice there is a Value Date for the payroll on both “01/08/2016” and “31/08/2015”. August was our transition month from our prior system to our current system. Payroll payments that relate to our prior system use payroll dates such as “01/08/2015” which represents the July 2015 payroll.

In both cases you will notice that the payments will be in your bank account on the last **business day** of the respective payroll month. One time benefits as well as benefits being reissued are issued once a week on Thursdays; these payments will carry the date on which they were actually made. Payments related to our prior system reflect a Wednesday date, while being paid the following day on Thursday.

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Q: Can you explain more about the Payment Currency?

A: The Pension Fund maintains benefits in US dollars. For a beneficiary who opted for the Two-Track, the benefit is also maintained in the currency of the country the beneficiary resides in. Beneficiaries furthermore have the choice to receive a monthly benefit payment in one of [sixteen payroll currencies](#). Regardless of what currency a benefit is established in, the Pension Fund will convert the benefit from USD or Two-Track to the Currency of Payment (COP). The amount to be paid is calculated on a quarterly basis; for more details read the Fund’s Pension Adjustment System, which is annexed to the Fund’s [Regulations and Rules](#).

For example: John Doe resides in France and opted for the Two-Track; his benefit is in Euro’s, but John has a bank account in Swiss Franc’s and prefers to receive his benefit in Swiss Franc’s (CHF). Using a quarterly exchange rate based on the United Nations Operational Rate of Exchange (UNORE), the Pension Fund will calculate what the CHF equivalent is of the EUR benefit and this will be paid for the next quarter.

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Q: Can you list the currencies available for me to receive payments in?

A: You can chose to have your monthly benefit paid in one of the following Currencies of Payment (COP):

USD	United States Dollars
AUD	Australian Dollars
CAD	Canadian Dollars
NZD	New Zealand Dollars
SGD	Singapore Dollars
CHF	Swiss Franc
EUR	Euro’s
JPY	Japanese Yen
INR	Indian Rupee
PKR	Pakistan Rupee
GBP	Great Britain Pounds
DKK	Danish Krone
NOK	Norwegian Krone
SEK	Swedish Krone
XAF	Central African CFA Franc
XOF	West African CFA Franc

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Q: What does COP Gross mean?

A: The COP Gross, stands for the Currency of Payments gross benefit amount, the amounts displayed here are all representative of the currency you requested your benefit to be paid in. The gross benefit amount is the combined total of all benefits paid to you in a single payment **prior to any deductions**, an example of this is if you requested to combine your retirement benefit, an add-on benefit and/or a child benefit and which is subject to an ASHI deduction.

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Q: What does ASHI stand for and does it apply to me?

A: ASHI stands for After Service Health Insurance. You may be insured medically through your former employer's organization and owe medical premiums for this insurance. If your former organization has an agreement with the UNJSPF to deduct premiums directly from your pension, the premium amount will be reflected in this column. Not all organizations however have such an agreement with the UNJSPF, in which case your premiums are due directly to your former organization.

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Q: Who should I contact if I have questions about the ASHI deduction?

A: For any questions regarding ASHI deductions please contact the ASHI organization that handles your medical insurance; in some cases the ASHI organization handling your medical insurance will be different from your former organization.

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Q: How does the ASHI deduction through my pension work?

A: Your ASHI organization, before each payroll period, submits electronically a listing of premiums that require to be deducted from the beneficiary pensions. The premium amount is determined by your ASHI organization and cannot be influenced by the Pension Fund.

Each premium is submitted either in US dollars or in the currency of payment of the benefit. If your payroll payment is not in US dollars, a deduction in US dollars will be converted to the currency of payment based on the quarterly exchange rate based on the United Nations Operational Rate of Exchange (UNORE) **this may result in a slight difference from the premium amount your ASHI organization originally informed you of.**

If your benefit is on hold for any reason, the premium cannot be deducted and your organization will be informed by the Pension Fund. After your benefit has been restarted (as the reason for the hold has been resolved), it is up to your ASHI organization to recover overdue premiums for the period during which your benefit was on hold.

Normally the Pension Fund will make a one-time bulk payment of all benefits that had not been paid due to an on hold situation. From this one-time payment no ASHI premium will be deducted. As a result your ASHI organization will be recovering arrear premiums, i.e. premiums for multiple months, from the next available monthly benefit payment. ***Please ensure you make arrangements for such a situation, so you are prepared for the resulting drop in benefit payment.***

While benefits will not change during the quarter, ASHI premiums may fluctuate due to, additional premium deductions (see above), a refund that reduces your premium amount as a result of Medicare B refunds (USA only) or due to an (annual) premium recalculation (e.g. refund) or a premium holiday. ***The Pension Fund will not be notified of such activities, if you have any questions, please contact your ASHI organization.***

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Q: What are COP Deductions?

A: The COP Deductions stands for Currency of Payment Deductions. Overpayments can result from a benefit recalculation or result from a late notification when a beneficiary is deceased, resulting in benefits having been paid that are subsequently cancelled. Recovery of any such overpayment will be made from either the retirement benefit or a survivor's benefit, pending the situation.

Overpayments are established in US dollars, monthly recovery amounts are in general setup to not exceed 25% of the total benefit amount (exceptions do apply). The monthly recovery amounts are converted during the payroll to the currency of payment; the final recovery amount may differ as we clear the overpayment balance.

At this time the Member Self Services portal can only display the overpayment recoveries that have been recovered from past payments, not the total overpayment amount nor the overpayment balance.

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Q: What does COP Net mean?

A: The COP Net stands for Currency of Payments Net amount, this is the amount that should have been deposited in your account (less charges by your bank) or be the amount on your cheque. This amount is in the currency of payment less any ASHI and/or overpayment recovery.

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Q: What do the different Statuses mean?

A: There are various statuses; most beneficiaries may see only a handful in the distributions table. To simplify their explanations they are broken down into several sections:

[I am receiving my payments on time.](#)

[I had at least one bank transfer fail.](#)

[I am paid by bank cheque and had at least one cheque that was lost or stale dated.](#)

[I am paid locally by UNDP, UNIFIL or UNESCO \(SEPU\).](#)

[My benefit is or was on hold, what happens when the benefit goes back into payment?](#)

[One of my payments is in the process of forfeiture or was forfeited.](#)

[I opted to have my benefit paid annually, semi-annually or quarterly.](#)

I am receiving my payments on time.

Issued → Reconciled

Section	Status	Disbursement	Description
Pending Disbursements			The Pension Fund processes the payroll mid-month. Immediately after completion of the payroll the payment can be seen in the Pending Disbursements section.
Issued Disbursements	Issued		Normally the day after the payroll process has been completed; the payment will be prepared by the Fund's Treasury. This is the same for all disbursement methods, i.e. "EFT" (bank transfer), a "Check" (cheque) or a "Bulk Check" (Listing payment). From this moment your payment will be displayed in the Issued Disbursements section with the status "Issued". <i>It is important to realize your payment is prepared in advance, it will be shown as issued from the middle of each month, but only released on the last day of the month.</i>
Issued Disbursement	Reconciled	EFT	Once the payment has been completed by our bank, a confirmation file is issued by the bank. Following the processing of this confirmation file your payment status will display "Reconciled".
Issued Disbursement	Reconciled	Check	Once your cheque has been cleared by our bank and you received your payment, a confirmation file is issued by the bank. Following the processing of this confirmation file your payment status will display "Reconciled".
Issued Disbursement	Issued	Bulk Check	Due to the third party distribution method, payments made after August 2015 while having been paid to the beneficiaries will continue to display "Issued" as its status. When this issue has been resolved the status will reflect "Reconciled".

The above process is identical for one-time payments, such as withdrawal settlements, reissued payments, first payments of arrears (new benefit) and/or lump sum payments, with the only difference that the one-time payments are made once a week, normally on Thursdays.

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I had at least one bank transfer fail.

Issued → Reconciled → Returned → Reissue Audit Approval Pending → Reissue Approval Pending → Replaced

Status	Description
Issued	Normally the day after the payroll process has been completed; the payment will be prepared by the Fund's Treasury. From this moment your payment will be displayed in the Issued Disbursements section with the status "Issued".
Reconciled	Once the payment has been transmitted by our bank, a payment confirmation file is issued by the bank. Following the processing of this confirmation file your payment status will display "Reconciled".
Returned	Payments transmitted to your bank can fail due to a number of reasons, e.g. inaccurate instructions, these payments are returned to our bank. Our bank will issue a return notification file. <i>The payment remains in this status until the underlying reason has been identified and can be fixed.</i>
Reissue Audit	Once the Pension Fund has resolved the underlying reason a new payment will be

Approval Pending	prepared by a reviewer, which requires auditing. Payments displaying this status normally will go into payment within two weeks.
Reissue Approval Pending	Once the payment has successfully passed auditing, it is passed on to our Releaser to be reissued.
Replaced	The original payment that failed and now has been reissued will permanently display the status "Replaced".
	The new payment will first be displayed under the Pending Disbursements section and next under the Issued Disbursements section as "Issued".

Issued → Voided → Cancelled

Status	Description
Issued	<p>Normally the day after the payroll process has been completed; the payment will be prepared by the Pension Fund Treasury. From this moment your payment will be displayed in the Issued Disbursements section with the status "Issued".</p> <p>In exceptional cases, for example, when a payment required multiple transfers between corresponding banks, the final deposit to the recipient bank is not made and our bank does not transmit a confirmation file. Your payment will remain in the "issued" status. Note: The "Issued" status is normal until several days after the Value Date. You may contact the Fund if seven days after the Value Date the status has not changed from "Issued" to "Reconciled" or to "Voided".</p>
Voided	<p>Once the Fund has reviewed a failed transfer, the payment becomes "Voided". The payment remains in this status until the underlying reason has been identified and can be fixed, it may require a fix to or complete new payment instructions.</p>
Cancelled	<p>Once the Pension Fund has resolved the underlying reason a new payment will be prepared. The original payment that failed and now has been reissued, will permanently display the status "Cancelled".</p>
	The new payment will first be displayed under the Pending Disbursements section and next under the Issued Disbursements section as "Issued".

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I am paid by bank cheque and had at least one cheque that was lost or stale dated.

Issued → Voided → Reissue Audit Approval Pending → Reissue Approval Pending → Replaced

Status	Description
Issued	<p>Normally the day after the payroll process has been completed; the payment will be prepared by the Fund's Treasury. From this moment your payment will be displayed in the Issued Disbursements section with the status "Issued".</p> <p>Cheques are printed and dispatched by pouch to the respective duty stations for distribution on the last working day of the month.</p> <p>Until cheques have cleared our bank and the Pension Fund process the confirmation file send by the bank, the payment will remain in "Issued" status.</p>
Voided	<p>Cheques can get lost, damaged or when not cashed within 180 days will have to be reissued. As soon as the Pension Fund is notified of a lost or damaged cheque, the cheque will be voided. A process is in place to void cheques as soon as 180 days have passed. For more information, see How to replace a cheque? The payment remains in this status until the cheques are reissued.</p>
Reissue Audit Approval Pending	<p>Once the Pension Fund has received back the cheques that need to be reissued or alternatively received a signed indemnity letter a new cheque payment will be prepared by a reviewer, which requires auditing. Payments displaying this status normally will have a cheque prepared within the week, please allow for an additional week for pouching the cheque to the duty station where you collect your cheques from.</p>
Reissue Approval Pending	Once the payment has successfully passed auditing, it is passed on to our Releaser to be reissued.
Replaced	The original payment that failed and now has been reissued will permanently display the status "Replaced".
	The new payment will first be displayed under the Pending Disbursements section and next under the Issued Disbursements section as "Issued".

Issued → Voided → Cancelled

Status	Description
Issued	<p>Normally the day after the payroll process has been completed; the payment will be prepared by the Fund's Treasury. From this moment your payment will be displayed in the Issued Disbursements section with the status "Issued". Cheques are printed and dispatched by pouch to the respective duty stations for distribution on the last working day of the month.</p> <p><i>Until cheques have cleared our bank and the Pension Fund process the confirmation file send by the bank, the payment will remain in "Issued" status.</i></p>
Voided	<p>Cheques can get lost, damaged or when not cashed within 180 days will have to be reissued. As soon as the Pension Fund is notified of a lost or damaged cheque, the cheque will be voided. A process is in place to void cheques as soon as 180 days have passed. For more information, see How to replace a cheque? <i>The payment remains in this status until the payment has been reissued.</i></p>
Cancelled	<p>When you provide the Pension Fund with a new payment instruction in order for the cheque payment to be reissued through a bank transfer instead, the Fund will setup this new instruction for all future payments and prepare the replacement payment. <i>The original payment that failed will permanently display the status "Cancelled".</i></p>
	<p>The new payment will first be displayed under the Pending Disbursements section and next under the Issued Disbursements section as "Issued".</p>

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I am paid locally by UNDP, UNIFIL or UNESCO (SEPU).

Issued → Returned → Replaced **UNESCO (SEPU) only**

Status	Description
Issued	<p>Normally the day after the payroll process has been completed; the Listing payments will be prepared by the Fund's Treasury. From this moment your payment will be displayed in the Issued Disbursements section with the status "Issued". <i>Due to its nature Bulk Check payments will remain in "Issued" for the moment.</i></p>
Returned	<p>As soon as the Pension Fund is notified of a change in the situation of the beneficiary, that is cause for a payment to go uncollected, the payment will change to the status "Returned". <i>The payment remains in this status until the payment has been reissued.</i></p>
Reissue Audit Approval Pending	<p>Once the Pension Fund has resolved the underlying reason a new payment will be prepared by a reviewer, which requires auditing. <i>Payments displaying this status normally will go into payment within two weeks.</i></p>
Reissue Approval Pending	<p>Once the payment has successfully passed auditing, it is passed on to our Releaser to be reissued.</p>
Replaced	<p>The original payment that failed and now has been reissued will permanently display the status "Replaced".</p>
	<p>The new payment will first be displayed under the Pending Disbursements section and next under the Issued Disbursements section as "Issued". Reissued payments to a UNESCO SEPU account are made as a one-time payment and will have a status "Reconciled" as soon as the Fund receives the bank's paid confirmation.</p>

Issued → Returned → Cancelled

Status	Description
Issued	<p>Normally the day after the payroll process has been completed; the Listing payments will be prepared by the Fund's Treasury. From this moment your payment will be displayed in the Issued Disbursements section with the status "Issued". <i>Due to its nature Bulk Check payments will remain in "Issued" for the moment.</i></p>
Returned	<p>As soon as the Pension Fund is notified of a change in the situation of the beneficiary, that is cause for a payment to go uncollected, the payment will change to the status "Returned". <i>The payment remains in this status until the payment has been reissued.</i></p>
Cancelled	<p>When you provide the Pension Fund with a new payment instruction in order for the payment to be reissued through a bank transfer instead, the Fund will setup this new instruction for all future payments and prepare the replacement payment. <i>The original payment that failed will permanently display the status "Cancelled".</i></p>
	<p>The new payment will first be displayed under the Pending Disbursements section and next under the Issued Disbursements section as "Issued".</p>

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My benefit is or was on hold, what happens when the benefit goes back into payment?

On Hold → Reissue Audit Approval Pending → Reissue Approval Pending → Replaced

Status	Description
On Hold	The status "On Hold" means the benefit itself has been suspended until the underlying cause has been resolved. While the beneficiary remains active on the payroll the Pension Fund will not issue any payments to the beneficiary until the "On Hold" status is lifted. <i>The payment remains in this status until the underlying reason has been identified and can be fixed, an "On Hold" normally requires action by the beneficiary.</i>
Reissue Audit Approval Pending	Once the Pension Fund has reinstated the benefit, the outstanding payments are processed in the same manner as reissues. The payment will be prepared by a reviewer, which requires auditing. <i>Payments displaying this status normally will go into payment within the week.</i>
Reissue Approval Pending	Once the payment has successfully passed auditing, it is passed on to our Releaser to be reissued.
Replaced	The original payment that was "On Hold" and now has been issued will permanently display the status "Replaced".
	The new payment will first be displayed under the Pending Disbursements section and next under the Issued Disbursements section as "Issued".

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One of my payments is in the process of forfeiture or was forfeited.

On Hold → Forfeit Audit Approval Pending → Forfeit Approval Pending → Forfeited

Status	Description
On Hold	The status "On Hold" means the benefit itself has been suspended until the underlying cause has been resolved. While the beneficiary remains active on the payroll the Pension Fund will not issue any payments to the beneficiary until the "On Hold" status is lifted. <i>The payment remains in this status until the underlying reason has been identified and can be fixed, an "On Hold" normally requires action by the beneficiary.</i>
Forfeit Audit Approval Pending	Under Article 46 of the Regulations and Rules of the UNJSPF, the right to a benefit shall be forfeited if, for two years after payment has been due, the beneficiary has failed to submit payment instructions or has failed or refused to accept payment or has failed to submit the duly signed Certificate of Entitlement. The right to a withdrawal settlement or residual settlement shall be forfeited if for two years after payment has been due the beneficiary has failed to submit payment instructions or has failed or refused to accept payment. Once the Pension Fund has performed a final review after the designated period has passed and we exhausted our efforts to reach the beneficiary, the benefit will be forfeited as will all outstanding payments.
Forfeit Approval Pending	Once the forfeiture has successfully passed auditing, it is passed on to our Releaser to be forfeited.
Forfeited	The original payment that was "On Hold" now will display the status "Forfeited".

Issued → Voided → Forfeit Audit Approval Pending → Forfeit Approval Pending → Forfeited

Status	Description
Issued	Normally the day after the payroll process has been completed; the payment will be prepared by the Fund's Treasury. From this moment your payment will be displayed in the Issued Disbursements section with the status "Issued". Cheques are printed and dispatched by pouch to the respective duty stations for distribution on the last working day of the month. <i>Until cheques have cleared our bank and the Pension Fund process the confirmation file send by the bank, the payment will remain in "Issued" status.</i>

Voided	Cheques can get lost, damaged or when not cashed within 180 days will have to be reissued. As soon as the Pension Fund is notified of a lost or damaged cheque, the cheque will be voided. A process is in place to void cheques as soon as 180 days have passed. For more information, see How to replace a cheque? <i>The payment remains in this status until the payment has been reissued.</i>
Forfeit Audit Approval Pending	Under Article 46 of the Regulations and Rules of the UNJSPF, the right to a benefit shall be forfeited if for two years after payment has been due the beneficiary has failed to submit payment instructions or has failed or refused to accept payment or has failed to submit the duly signed Certificate of Entitlement. The right to a withdrawal settlement or residual settlement shall be forfeited if for two years after payment has been due the beneficiary has failed to submit payment instructions or has failed or refused to accept payment. The Pension Fund performs a final review after the designated period has passed for any cheque payment that is older than the designated period and for which no indemnity letter was provided by the beneficiary, upon completion the payment will be forfeited.
Forfeit Approval Pending	Once the forfeiture has successfully passed auditing, it is passed on to our Releaser to be forfeited.
Forfeited	The original payment that was "Voided" now will display the status "Forfeited".

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I opted to have my benefit paid annually, semi-annually or quarterly.

Hold - Pending Pmt → Issued → Reconciled

Status	Description
Hold Pending Pmt (Payment)	If you have provided instructions to the Pension Fund to receive your benefit on a schedule different than monthly, the benefit prepared through the payroll process will be given the status "Hold – Pending Pmt", unless this is the month during which the payment will be made; e.g. you opt for semi-annual payments, after five months you will see five payments with the status "Hold – Pending Pmt".
Issued	When the time has come that the annual, semi-annual or quarterly payment is scheduled for actual disbursement, <i>the periods with "Hold – Pending Pmt" will be removed from the Issued Disbursement view.</i> They are now combined into one single payment with the status "Issued"; e.g. on a semi-annual basis a \$100 monthly benefit will be paid through EFT, cheque or listing payment as \$600.
Reconciled	See the description under I am receiving my payments on time for the reconciliation of your benefit payment.

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Q: How to replace a cheque?

A: If you have a cheque that was damaged or has been stale dated, i.e. is 180 days or older, the original cheques will need to be returned to the Pension Fund before they can be reissued. If your cheque(s) are lost, you should notify the Pension Fund immediately, the Fund will provide you with an indemnity letter that you will need to sign, this letter states that you are no longer in possession of the cheque(s), have not cashed in the cheque(s) and you require these cheques to be reissued.

Please feel free, at any time, to change your payment instructions to a bank transfer. The situation may have changed since the time you initially requested payment by cheque that now enables you to open a bank account and receive international transfers. Regardless if you want the payment to be reissued by cheque or bank transfer, you will need to either return the respective cheque(s) or the signed indemnity letter.

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Q: What are Listing payments (Bulk Check)?

A: Listings payments are available only to beneficiaries in those countries where no reliable banking system exists or when international transfers or international cheques are too costly to receive and/or process. The Pension Fund has standing arrangements with UNIFIL and UNESCO for former staff of the respective organizations. For beneficiaries in general the Fund, with assistance of UNDP, has an alternative payment system in place, instead of a bank transfer or cheque payment, the Fund will provide UNDP on a monthly basis with a listing by duty stations of all beneficiaries and amounts due to them. Depending on the local situation UNDP payments are either made at the duty stations in cash or UNDP issues local bank cheques to be drawn from a UNDP bank account held at a local bank.

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Q: My benefit status is On Hold (suspended), what can I do?

A: There can be several reasons why a benefit will be suspended by the Pension Fund, all of them require action by the beneficiary for the benefit to be reinstated. The Pension Fund will reach out multiple times to the beneficiary to request you to submit the required documentation, if you responded back to the Pension Fund, please allow sufficient time for the Pension Fund to complete its actions to reinstate your benefit. If you have not heard from the Pension Fund please contact our Client Services who will be able to advise you, provide you with information on actions required by you or refer you to the right Office, Section or Unit that can assist you further.

The below information is intended to provide basic information only, it is in no way a complete description of procedures and has no legal basis, for more formal information please visit our Regulations and Rules.

On Hold Reason Code	Suspension triggered by	Required Action
Disability Review	Legal and Compliance Unit	Eligibility for a disability benefit is periodically reviewed by the relevant Staff Pension Committee for the purpose of establishing the beneficiary's continued eligibility for a disability benefit or disabled child benefit. If you wish to receive more information about the status of the disability review and the reason(s) for the suspension of your benefit please contact the Legal and Compliance Unit in New York or Geneva.
Non receipt of CE	Client Servicing	Once you are in receipt of a periodic benefit the Pension Fund will require you to submit a signed Certificate of Entitlement (CE). The CE requires an original signature or certified thumbprint, so please return by surface mail, not by email or fax. When the original is not returned or the signature cannot be authenticated, Client Services will follow-up with an additional mailing of a 2 nd CE, but when the proof-of-life cannot be confirmed by the cut-off date the benefit will be suspended. Please contact and work with our Client Services Office in New York or Geneva to have your benefit reinstated.
PI Issue	Payments Unit (New York) Finance Unit (Geneva)	When a benefit cannot be paid, due to an incomplete or inaccurate Payment Instruction, our Payments Unit will attempt to contact the beneficiary for additional or new Payment Instructions. Until those instructions are received, the benefit will be suspended. Please contact and work with our Payments Unit in New York or our Finance Office in Geneva to have your benefit reinstated.
Potential Fraud	Treasury Legal and Compliance Unit	If there is a suspicion that false payment instructions are submitted, by a non-entitled person the Pension Fund will immediately suspend further payments of benefits until the beneficiary can be contacted to confirm the legitimacy of the instructions or to obtain new valid Payment Instructions. Please contact and work with one of our Legal Officers in New York

		or Geneva to have your benefit reinstated.
Returned Payments	Payments Unit (New York) Finance Unit (Geneva)	When a benefit has been send to our bank and it was returned, due to an inaccurate Payment Instruction, the Pension Fund will attempt to repair the instruction and resubmit. If the payment continues to fail or cannot be repaired our Payments Unit will attempt to contact the beneficiary for new Payment Instructions. Until those instructions are received, the benefit will be suspended. Please contact and work with our Payments Unit in New York or our Finance Office in Geneva to have your benefit reinstated.
Stale Dated Checks	Payments Unit (New York)	When one or more cheques have been Stale Dated (not cashed within 180 days) and current cheque payments (under 180 days) have not been cashed, the Pension Fund will suspend the benefit. Our Payments Unit will reach out to the beneficiary in order to reinstate the benefit. Please contact and work with our Payments Unit in New York to have your benefit reinstated.

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Q: Why is my replacement benefit payment smaller than the original payment?

A: Some payments that have been returned to the Pension Fund could not be delivered to the recipient's bank account however they may have been subjected to bank charges by a corresponding bank. In such a case the amount returned to the Pension Fund is net of the bank charges. The amount net of bank charges will be reissued once the payment instructions have been updated.

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Q: What is a Unique ID?

A: The Unique ID is a nine digit number assigned to all individuals in the Fund's database, namely active participants, retirees and other beneficiaries, including dependents.e. This number allows us to centralize all your activities, e.g. over the years you may have had multiple participations that resulted in multiple benefits; for each participation you have been issued a specific pension number and upon separation a retirement number. If you make reference to any of these numbers we can look-up all information related to you. If you are a participant and also married to a participant or you are a child of another participant, your unique ID will allow us to associate you to both records. In the long run the Unique ID will replac the Pension Number and Retirement Number currently in use together with the Unique ID during the transition period.

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Q: What are the Overpayment Flag and Overpayment Status for?

A: These have no function and will soon be removed from view.

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Q: What can I do with the Records button?

A: The records button refers to the number of records that are being displayed in the table you are viewing.

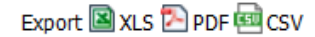
By clicking on the icon you will bring up a number that represents the rows that are being displayed. You can increase or decrease the numbers by adding a new number and selecting the check mark. Please note that changing the number or rows to a very high number may extend the loading time of the file.



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Q: What can I do with the Export button?

A: The export button will allow you to export the table contents in the format of



your choice. By exporting all data to Excel it will allow you to better analyze your disbursements as they will all be in one listing.

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Q: What is the Pending Disbursement section for?

A: Newly issued payments or those that are being reissued will first be displayed under the “Pending Disbursements” section at the time when they have been released for payment. As soon as our Treasury prepares the payment for disbursement it will be “issued” and will be displayed under the “Issued Disbursements” section. Under normal circumstances you will only see your payment listed under the “Pending Disbursements” section for less than one day, before it is issued.

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