

Script 13 - Contact US

How can you contact the Fund?

There are three ways.

One: if you work in New York or Geneva or if you are visiting, you could have a face-to-face meeting with one of our Client Service specialists. For details, addresses and opening hours go the Contact Us page on the UNJSPF.org Website.

Two: you can call the Fund through its Offices in New York or Geneva. Please call the office responsible for your case. – Because we have a limited number of people, not all calls can be answered immediately – but in 2017 the Fund’s Client Services office in New York made some improvements to its answering capacity by establishing a phone answering center which works from Monday to Friday from, 07:00 am – 07:00 pm (New York time).

Three: The best and most efficient way to contact the Fund is in writing. Please do NOT send your query to a specific person in the Fund but submit your query through the online Contact Form on the UNJSPF.org Webpage

By using this online method, your inquiry will be tracked and directly routed to the correct UNJSPF office responsible for your case, either in New York or Geneva.

Your query will be queued for review and response by a Pension Fund expert who will provide you with a reply. Queries are responded to in the chronological order they are received. The Fund aims to respond within 15 business days. BUT some queries, like Two-Track estimates may take longer, as they are very labor intensive.



UNJSPF

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ISA ITU ITLOS STL UN UNESCO UNIDO UNWTO WHO WIPO WMO

Attention: Today UNJSPF has a total of 22 staff dedicated to Client Service, tasked among other duties with responding to the tens of thousands of queries received every year from its over 200,000 retirees, beneficiaries and contributing members or participants.

Important: All urgent queries relating to death (reporting of the death of a retiree or a beneficiary) or interruption of a monthly benefit payment, can be reported to the Fund through the E-mail Form on the website or you can write to two special email boxes. They are provided on the website on the page URGENT ASSISTANCE: deathrelated@unjspf.org and paymentstopped@unjspf.org. The Fund also has a special telephone answering service for these queries. These queries will be handled as absolute priorities.

For more information, visit UNJSPF.org and the Contact Us page.