

SCRIPT 14 - Member Self-Service

Some people call it empowerment, others do it yourself or DIY. Banks, insurance companies, airlines and even your UN Pension Fund now make it possible for you to serve yourself and keep track of your account through a secure digital link. Welcome to UNJSPF Member Self-Service.

Thanks to the Fund's new, dynamic computer system, the Integrated Pension Administration System or IPAS, participants, retirees and beneficiaries, all UNJSPF members can access their own personal information through the internet.

These portals are secure hubs that allow members to see relevant information about their accounts at the Fund.

What can you find? If you are a PARTICIPANT in the Fund (you have a job and are paying into the Fund)-

Member Self-Service will allow you to:

- review your personal information and ensure that the Fund has an updated E-mail (which you can modify through your account settings at any time) where you could be contacted when you leave your job;
- see your Annual Statement (Pension Statement);
- access the online Estimate Tool so that you can run your own estimate to see how much money you could be paid when you leave your job;
- Monitor when the Fund receives your Separation documents: from you, from your employer - when you are withdrawing or retiring.

- Submit application for transfer-in and transfer-out, validation and restoration.

If you are a RETIREE or BENEFICIARY of Fund (you receive a monthly payment or are in the process of withdrawing your contribution to the Fund) Member Self-Service will allow you to:

- See when the Fund received your Certificate of Entitlement (through Proof Documents);
- Consult the history of disbursements made to you by the Fund (at a glance see the money sent to you by the Fund)
- See which Address (permanent and emergency) is on file at the Fund, and in MOST cases you can change your address directly through the Member Self-Service portal. You CANNOT change your address through MSS If you're on two track or if you have a pouch address.
- Review your personal information on file. Ensure that the Fund has an updated E-mail address for you (which you can modify through your account settings at any time) where you could be contacted in case it is necessary.
- See the amount of you monthly disbursement and any deductions for ASHI (After Service Health Insurance) in the Disbursements tab.

If you have not registered, do it today. Step-by-step instructions, explanations and “how to” videos describing “how to” get your Unique Identification Number (a nine digit number that is your permanent UNJSPF identifier), “how to” register and “how to” use the portal can be found on UNJSPF.org website under Member Self-Service.