

Pension Briefing

Separation essentials for participants with less than 5 years of contributory service

09 September 2025 – Client Services Service (CSS)

Pension Briefings – Week of 09 September 2025



Three sessions focused on Separation Essentials (in English):

- Tuesday, 09 September Separating with less than 5 years of contributory service in the Fund
- Wednesday, 10 September Separating with 5 or more years of contributory service at any age
- Thursday, 11 September A practical guide to UNJSPF Member Self-Service

The same sessions will be held in French during the week of 16 September 2025.

The presentations and recordings of all past and future UNJSPF pension briefings are available on the Fund's <u>Pension Townhalls webpage</u> together with relevant information about these sessions.

Disclaimer



- This presentation is made available for the convenient information of the UNJSPF participants, retirees and other beneficiaries.
- Should there be any ambiguity or inconsistency between the information provided herein and the UNJSPF Regulations, Rules and Pension Adjustment System, the Regulations and Rules etc. take precedence.
- Should this presentation be provided by staff other than the staff of the UNJSPF, any ambiguity or inconsistency should likewise be clarified either with the appropriate provisions, or through communications with the staff of the Fund.

Today's Presentation



Into: Brief overview of the UN Pension Fund (UNJSPF)

- 1. Key principles determining your entitlement from the Fund
- 2. Your options explained
- 3. Separation from service: how to prepare
- 4. A quick overview of pension tools: UNJSPF website & Member Self-Service (MSS), and how to Contact the UN Pension Fund

Key takeaways



Understanding your benefit options and choices at separation

- Your benefit option
- How your benefit is calculated
- Making an informed election

Knowing how to prepare for separation

- Separation documents requirements from the Fund
- Benefit processing timeline and what impacts it
- Useful resources to help you prepare

Knowing where to find useful pension information and tools

- UNJSPF website
- UNJSPF Member Self-Service (MSS) portal
- How to contact the Pension Fund

Intro: A brief overview of the UN Pension Fund

The UNJSPF in numbers



Serving close to 240,000 members as of 31 December 2024

- 24 Member Organizations
- 150,704 active participants
- 89,308 periodic benefits in award

Funding status

- USD 3.40 billion in contributions received per annum (as of 31/12/2023)
- USD 3.52 billion in benefits paid per annum (as of 31/12/2023)
- Market Value of Assets: USD 103.8 billion (as of 0/06/2025)
- Funded Ratio: 111% (a ratio exceeding 100% means the Fund is in a strongly funded position)

The UNJSPF - Solvency



Information about the Fund's solvency on our website

Actuarial Matters - UNJSPF

Information about the Fund's financial situation – watch the recent Pension Townhall recording

<u>Watch the UNJSPF Global Townhall Recording - UNJSPF</u> – On 11 April 2025, the Chief Executive of Pension Administration, and Representative of the Secretary-General for the investment of the UNJSPF assets provided updates on the status of the UN Pension Fund.

"Our clients can be assured that their benefits are secure"

Part 1: Key principles determining your entitlement from the Fund

Key principles



- The length of your Contributory Service (CS) at the date of separation determines your benefit options
- If you have less than 5 years of CS, you have only one <u>benefit</u> 'option': the Withdrawal Settlement (Art. 31)

Only if you have 5 or more years of CS and 'vested' pension rights, would your benefit options include a retirement benefit.

Less than 5 years of contributory service at separation



• Option 1: request the payment of a Withdrawal Settlement (Art. 31)

 Option 2: if you expect to rejoin the UN system as a staff member, and again become a Fund participant soon after separation, you can elect to NOT receive a payout and defer payment for up to 36 months from your separation date (Art. 32)

What you should do prior to separation

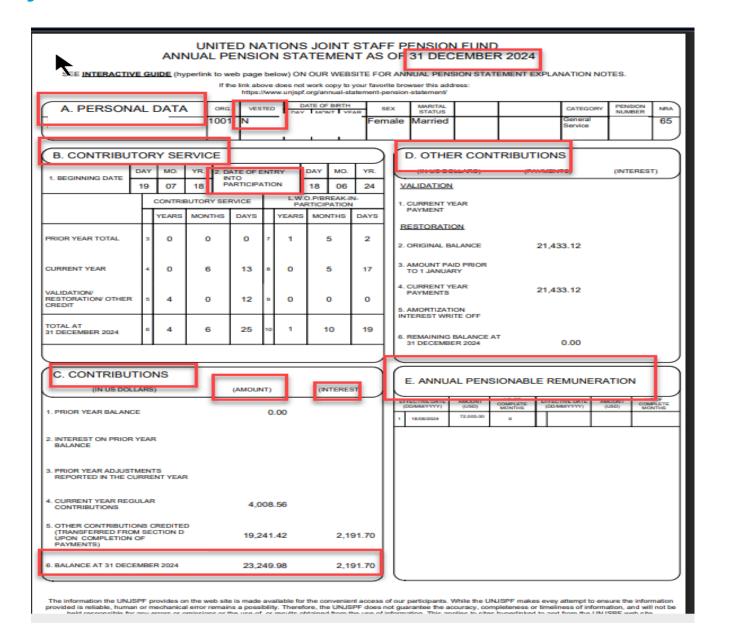


 Check your Annual Pension Statement inside your UNJSPF Member Self-Service portal (MSS) for an overview of your status with the Fund, including your Contributory Service and the amount of your own contributions paid to the Fund

Run an estimate of your future entitlement inside your MSS portal

Check your Annual Pension Statement in MSS





Run an estimate your future entitlement in MSS



IPAS SELF SERVICE ESTIMATE

SUBJECT: ESTIMATE OF YOUR PENSION ENTITLEMENT

The estimate you requested is provided below. Please note that it is unaudited based on information provided by your employing Organization. An accurate determination can be made only after your separation from service has actually taken place, at which time all data will be audited. For your convenience, you may obtain information on pension issues and forms in self-service https://member.unjspf.org and from our Website www.unjspf.org

DOB: (Normal Retirement Age: 65)

DATE OF SEPARATION

31 December 2024

WITHDRAWAL SETTLEMENT - ARTICLE 31

\$ 25,441.68

You have provided the following lump sum choice for the calculation of your future benefit:

LUMP SUM %: or FIXED LUMP SUM AMOUNT:

The information the UNJSPF provides on the web site is made available for the convenient access of our participants. While the UNJSPF makes every attempt to ensure the information provided is reliable, human or mechanical error remains a possibility. Therefore, the UNJSPF does not guarantee the accuracy, completeness or timeliness of information, and will not be held responsible for any errors or omissions or for the use of, or results obtained from the use of information.

Part 2: Your options explained

Watch the video: Benefit options



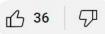
https://www.unjspf.org/resources/all-videos



Benefit Options









Comparative Benefit Charts: all the UNJSPF main benefits in one place



https://www.unjspf.org/for-clients/benefit-options

BENEFIT ELIGIBILITY CHART:

This is a one-page summary chart, explaining the different benefit election options available under the Fund's Regulations and Rules and the related eligibility criteria (i.e. length of contributory service & age at the date of separation from service).

BENEFIT COMPARISON CHART:

This is a multi-page chart, explaining in more detail the key conditions attached to each of the benefits provided in the chart.

Option 1: Withdrawal Settlement – Article 31



What is a Withdrawal Settlement?

- One-time final payment
- There will be no further payment to you (or your dependents) from the Fund.

How is it calculated?

- Sum of your own contributions
- It is increased by the compound interest you earned on your own contributions (3.25% per year).

Will I receive the organizational contribution share?

The organization's contribution is never paid out as part of a Withdrawal Settlement payment.

Let's calculate: Withdrawal Settlement – less than 5 years of Contributory Service



Example - Withdrawal Settlement after 4 years CS:

- USD 20,000 own Contributions (AMOUNTS FOR EXAMPLE ONLY)
- USD 5,000 compound interest on Contributions



Restoration



If I return to work for the UN system and rejoin the Fund <u>after</u> having received this payment – can I link my previous and new periods of service?

- Yes, you can link the two periods. This is called the <u>Restoration</u> option (Art. 24 of the Fund's Regulations).
- Restoration is <u>not</u> automatic; you must request it within a certain timeframe, and the Fund will determine if you are eligible.

How does Restoration work?

- Anyone who received a Withdrawal Settlement payment and rejoins the Fund again at a later stage can apply for restoration within the allowed timeframe - no matter how long the break in service period!
- You have <u>max. 12 months</u> from your date of re-joining the Fund, to apply in writing to the Fund to restore your most recent prior period of contributory service. Strict deadline, no exceptions!
- If you are eligible to restore, you will be requested to reimburse the Withdrawal Settlement amount you received plus compound interest.
- Once you made the restoration payment, your prior period of contributory service will be 'reactivated' and added to your new
 period of contributory service. Once you again separate from service your entitlement from the Fund will be determined based
 on your total contributory service at that time (previous + new period).

How can I apply for restoration?

- Apply inside your MSS account, under the 'Restoration' tab.
- If you have questions, please <u>contact us</u>.

Option 2: The Deferment of Payment – Article 32



When separating from service you can opt to defer making a benefit election for up to 36 months from your separation date → This is called the "Deferment of choice" option under Article 32. You will receive NO payment from the Fund during the deferment period, unless you request the Fund to pay you.

Why would I choose not to receive a payment?

• If you returned to service and <u>rejoin the Fund within the 36 months deferment period</u>, you would be able to automatically <u>link your prior and the new period of contributory service within one period of participation</u>. You'd preserve your past 'date of entry' into the Fund, and with that your Normal and Early retirement ages.

How does the deferment under Article 32 work?

- You elect this option by completing and submitting to the Fund only page 1 of form PENS.E/6. (Do not submit page 2 of the form at the same time, else the form is invalid.)
- You receive no payment from the Fund.
- You do not earn interest on your contributions during the deferment period.
- If you rejoin the Fund within the 36 months deferment period, your participation is considered continuous.
- The period in between your prior and new contributory service would be a break in service (BIS) period that you cannot make pensionable.
- Once you rejoin Fund, no benefit will become payable to you until you again separate from service.
- You can change your mind and request payment of your Withdrawal Settlement at any time during the 36 months deferment period. In that case, simply submit page 2 of form Pens.E6 to the Fund (together with your valid ID and recent bank statement copies).

To note:

• If you <u>DON'T re-enter into Fund participation within the 36 months</u> deferment period, you MUST submit your payment instructions to the Fund asap after expiration of the deferment period. Be mindful of the conditions for benefit forfeiture under Article 46!

For more details, visit the "Benefit Options" webpage.

Break in service (BIS) and no payment issued by the Fund



What if <u>I did not receive a payment</u> and <u>rejoin the Fund within 36 months</u> from my separation date – how can I link my previous and new periods of service? (*This is the same scenario as the Art. 32 Deferment option*)

- If you received NO payment from the Fund and rejoin the Fund within 36 months from your date of separation, your participation will continue. This means, your previous and your new period of contributory service will be 'combined'.
- In that case, you will receive NO payment until you again separate from service when your entitlement from the Fund will be determined based on your total contributory service at that time (previous + new period of contributory service).
- The period of break in service (BIS) in between your contributory service periods, CANNOT be made pensionable (the Fund does not accept voluntary contributions).

What if <u>I did not receive a payment</u> and <u>rejoin the Fund more than 36 months after</u> my separation date – how can I link my previous and new periods of service?

- If your BIS is **more than 36 months**, **you cannot join the two contributory service periods**. In that case, your previous period of participation ended, and you are entitled to a Withdrawal Settlement payment from the Fund. If you wish, you can restore the Withdrawal Settlement you received, provided you apply within the required timeline.
- You will start a new period of participation, with a new date of entry into the Fund, and earn a new entitlement from the Fund based on your new contributory service period.

Part 3: Separation from service

How to prepare for separation



What you should do:

- Register for the <u>UNJSPF Member Self-Service (MSS)</u>
- Run at least one <u>pension estimate</u> for your intended separation date inside your MSS account
- Check all personal data for your case to ensure it was CORRECTLY reported to the Fund by your employing organization. For any issues with your personal data, please contact your HR officer (SPC for a UN Agency).
- Check your <u>Annual Pension Statement</u> inside your MSS portal.
- Attend a virtual <u>Pension Townhall</u>
- Take <u>Pension eLearning modules</u>

If you have pension questions, please contact the Fund.

Watch the video:

UNJSPF

Retiring or Separating: How to Prepare



How to prepare for separation



Key UNJSPF webpages you should consult on www.unjspf.org:

- <u>Separating and retiring</u> linking to all the webpages about separation/retirement topics: https://www.unjspf.org/for-clients/preparing-to-retire-or-leave-the-fund/
- <u>UNJSPF Benefit options</u> all UNJSPF primary benefits explained, including comparative benefit charts: https://www.unjspf.org/for-clients/benefit-options/
- Overview of the separation process practical information pertaining to the separation process
- General info about <u>separation</u> here you can also download a "<u>Flyer: Separation Checklist</u>", that might help you with your planning.
- How to submit documents to the UNJSPF explanation of the different ways in which documents can be submitted to the Fund by UNJSPF members: <u>Submitting documents to the Fund - UNJSPF</u>.

Running estimates in MSS (1)



Last Logon 09/04/2018 | Account | Logout | Return To LOE



UNJSPF EPPO FAO IAEA ICGEB ICCROM ICAO ICC IFAD ILO IMO IOM IPU ISA ITU ITLOS STL UN UNESCO UNIDO WHO WIPO WMO WTO ISA ITU ITLOS STL UN UNESCO UNIDO WHO WIPO WMO WTO

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Estimate

Enter your future separation date here (dd/mm/yyyy).

The field might be pre-populated with a date, however you can change that date to any future separation date of your choice.

Then hit "Submit Request" - don't leave this page until the 'wheel' has stopped turning and you are advised that your estimate can now be viewed as a PDF under the DOCUMENTS tab in MSS.

Disclaimer / Clause de non-responsabilité

Enalish

It can be useful to run an estimate of your benefit options for planning purposes or before making a final benefit election. To run your estimate, enter your proposed separation date in the designated box below. For detailed guidance on how to run and read estimates, refer to the Learning Tools page and 'Tutorials' on the Fund's website: https://www.unjspf.org/help-tutorials/. Once you have submitted your estimate request and the calculation is complete, you can view the estimate as a PDF file under the DOCUMENTS tab in MSS. Please take into consideration that the figures in the estimate are based on unaudited data available to the Fund at the time of its running, as reported to us by you or your employing organization. In most cases, it will be a good estimate as long as there are no peculiar circumstances. Bear in mind that a full audit of your pension record will be conducted at the time of your actual separation from service, in the course of processing and establishing your final pension

entitlement. If you need more advice on your est https://www.unjspf.org/contact-us/. Presently, there specific cases (e.g. cases where participants ha outside organization to the Fund, etc.); you can service/mss-known-issues-and-fag/. If your separat estimate, please contact the Fund through the o

Each time you run an estimate for a new separation date, it is recommended that you leave the 'Fixed Lump Sum Amount' box blank.

peut être utile de faire une estimation de vos o hoix final. Pour générer votre estimation, entre: es conseils détaillés sur la façon de générer et Tutoriels» sur le site Web de la Caisse: https://v 'estimation et que le calcul est terminé, l'estima lotez que les calculs de l'estimation sont basés estimation est faite et telles que rapportées à la

This will give you an estimate with the maximum lump sum you are entitled to. Once you have the maximum, you can go back and run more estimates with smaller lump sum amounts to see how your benefits change.

otre dossier de pension sera effectuée au mom établissement de votre prestation. Si vous avez besoin de plus de conseils sur yotre estimation vous pouvez contacter le ervice clientèle de la Caisse via le formulaire de contact en ligne : https://www.anjspf.org/fr/contactez-nous/. À l'heure actuelle, il xiste des «problèmes connus» concernant l'exactitude de ce calculateur d'astimation pour certain cas très précis (par xemple, pour des cas où les participants avaient des périodes de congé 🎤 pécial sans solde ou des droits de retraite ansférés d'une organisation externe à la Caisse, etc.); vous pouvez trouver une liste de tous les «problèmes connus» ici ttps://www.unjspf.org/member-self-service/mss-known-issues-and-faq/. Si la date de votre séparation de service est dans les six rochains mois et que vous avez noté un problème avec votre estin ation, vous pouvez contacter la Caisse via le formulaire e contact en ligne pour obtenir de l'aide

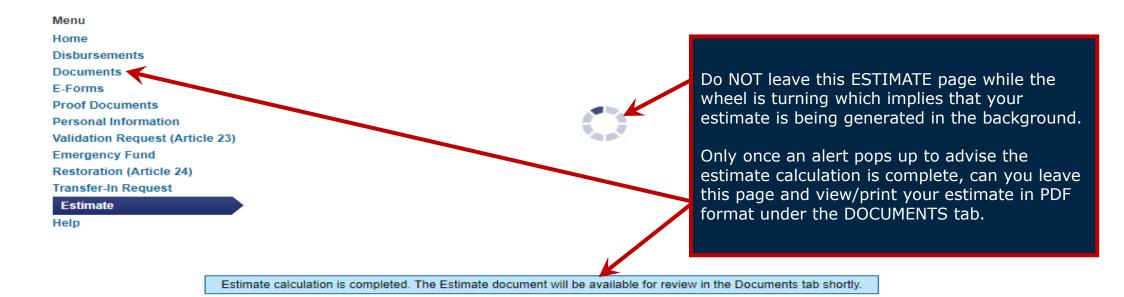
Pension Estimate

Fixed Lump Sum Amount (In US Dollars)

Submit Request

Running estimates in MSS (2)





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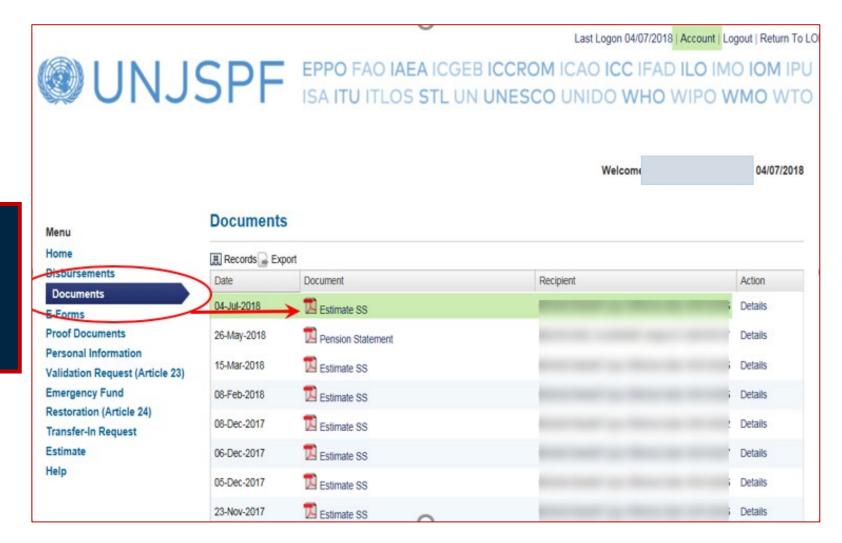
Disclaimer / Clause de non-responsabilité:

English

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Running estimates in MSS (3)





Your estimate will appear in the 'Documents' tab once completed and remain there for viewing at any time.

Separation Checklist – Less than 5 years of CS



YOU must submit:

- Payment Instructions (PI) on form PENS.E/6 (page 1 OR 2 only, depending on your election)
- Copy of a recent bank document that contains your name and account number
- Copy of your valid passport or other government issued photo ID with your signature (UN LP is not accepted)

YOUR ORGANIZATION must submit:

- Separation Notification (PF4/SEP)
- Separation Personnel Action form (SEPPA):

The Fund cannot calculate and implement your benefit without having received these documents, so check with your organization how you should submit YOUR documents, and how soon after your separation date they can submit THEIR documents (PF4/SEP and SEPPA).

Payment Instructions – Form PENS.E/6



All forms are available for download inside your MSS portal under the E-Forms tab.

Form PENS.E/6

- ✓ **Must be submitted to the Fund duly completed and hand-signed** check with your employing organization how you should submit the form (and supporting documents) to the Fund; consult also the Fund's instructions on how to submit documents to the Fund
- ✓ If you wish to receive your payment as soon as possible after separation, only submit page 2
- ✓ Provide complete banking instructions (including choice of payment currency)
- ✓ If you do not have a bank account, a cheque may be sent in care of a UN Office; in that case, provide the address of the organization care of which you wish to be paid.
- ✓ Make sure to provide your complete mailing address, email address (personal) and telephone number (personal) on the PI form page you will submit
- ✓ If you wish to avail of the deferment option under Article 32 and NOT make a benefit election, nor receive payment at this time, only submit page 1

How to fill out your Payment Instructions form (PI) PENS.E/6



Page 1: You would only complete and submit this page 1 (<u>not</u> page 2) of your PI if you DO NOT WANT to be paid a benefit as soon as possible following your separation date but elected the option "Deferment of your choice/payment of benefit under Art. 32".

Do NOT complete this page if you want to be paid as soon as possible after separation from service (in that case, complete and submit only page 2).

		ONS JOINT STAFF PENS	SION FUND
	INSTRUCTIO	NS FOR PAYMENT OF E	BENEFITS
	(For participants with	less than 5 years of Contr	ibutory Service) UNJSPF ID
	as a participant with less than five years entitled to a withdrawal settlement under		• • • • • •
r	f you believe you are entitled to a differe efer the matter to the Secretary of your S o a disability benefit, please refer to Adm	taff Pension Committee	•
	f you wish to elect deferment of payment Regulations, please enter your mailing ac	•	
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If you elect to defer your benefit election/payout under Art. 32, you should complete, date, hand sign, and return to the Fund ONLY this page 1 of your form PENS.E/6. In that case, keep page 2 of the form to submit at a later stage, if you wish to request payment..

- 1. Your UNJSPF nine-digit Unique ID number (UID) must be affixed in the designated fields on this page (on MSS forms the UID is precompleted).
- 2. Clearly indicate your full first and family names in the designated area (on MSS forms the UID is pre-completed); the spelling of your name must match that in UN and UNJSPF official records and on your official ID document. Discrepancies must be explained and may result in the need for follow up by the Fund.
- 3. Clearly indicate your complete permanent mailing address, personal email address and a functioning telephone number (including country code), so we can contact you easily.
- 4. You must date and hand-sign this page if you intend to submit it. The Fund does NOT accept electronic signatures!

Once duly completed, please submit your form page in the manner advised by your organization. <u>Information about document submission</u> to the Fund, including about electronic submission via your MSS account, is available on the Fund's related website.

1

2

3

4

How to fill out your Payment Instructions form (PI) PENS E/6



Page 2: Submit this page if/when you wish to request the payment of your benefit and receive it as soon as possible (in that case, do NOT submit page 1 at the same time, else you PI is invalid).

PLEASE PRINT or TYPE – <u>DO NOT</u> USE	ABBREVIATIONS		
(Surname)	(First)	(Middle)	, hereby su
payment instructions for the benefit pay		(Middle)	
NOTE: Payment will have to be made in	your name to your accour	nt only. If you do no	ot have a bank acc
and are unable to open one, then pa cannot be remitted to a mailing add			office. Paymen
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UNITED NATIONS JOINT STAFF PENSION FUND

INSTRUCTIONS FOR PAYMENT OF BENEFITS

If you want to receive payment of your benefit as soon as possible after separation, you should complete, date, hand sign, and return to the Fund ONLY this page 2 of your form PENS.E/6. In that case, discard page 1 of the form. Complete all required fields on this page 2.

- 1. Your UNJSPF nine-digit Unique ID number (UID) must be affixed in the designated fields on this page (on MSS forms the UID is pre-completed).
- Clearly indicate your full first and family names in the designated area (on MSS
 forms the UID is pre-completed); the spelling of your name must match that in UN
 and UNJSPF official records and on your official ID document. Discrepancies must
 be explained and may result in the need for follow up by the Fund.
- 3. a) If you request payment into a bank account in your name (or joint account including your name), provide complete banking information as requested, including all relevant details (ABA, IBAN, SWIFT, as applicable). The account must be in or include your name. The account can be in a bank in a country that is different from your country of residency.
 - b) If you request payment by check c/o a UN/UNDP office, clearly indicate this in this box and provide under the address section below, the UN office's address. Also provide your own email address and phone number.
- 4. You must provide the currency in which you want to receive your payment (your bank account should be in that currency).
- 5. You must provide your permanent mailing address, personal email address and a functioning telephone number (including country code), so we can contact you easily.
- 6. You must date and hand-sign this page if you intend to submit it. The Fund does NOT accept electronic signatures!

Once duly completed, please submit your form page in the manner advised by your organization. <u>Information about document submission</u> to the Fund, including about electronic submission via your MSS account, is available on the Fund's related website.



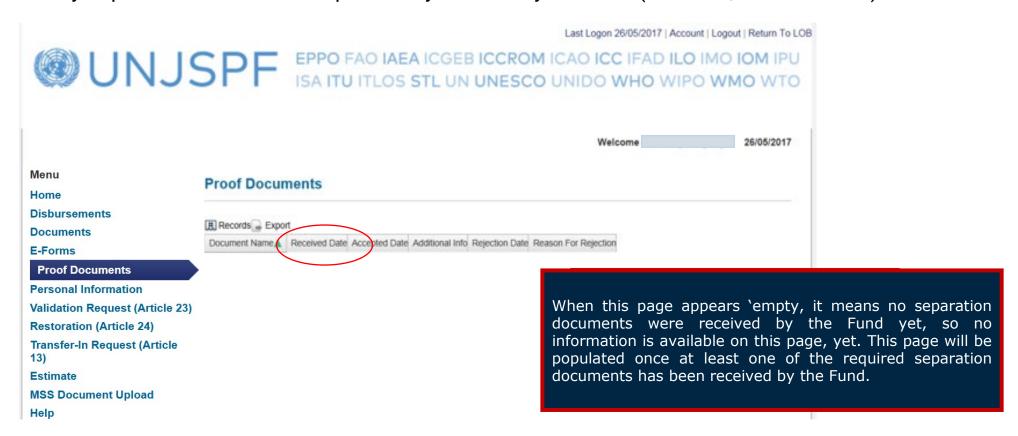
ATTENTION!

Once your benefit has been processed and implemented into payment you CANNOT change your election!

Tracking the Fund's receipt of your Separation Documents



Inside your UNJSPF Member Self-Service portal, under the PROOF DOCUMENTS tab, you can track receipt by the Fund of the three key Separation Documents required for your case by the Fund (PF4/SEP, SEPPA and PI)



Tracking the Fund's receipt of your Separation Documents inside your MSS accout



How to read the Proof Documents tab:

Menu

Home

Disbursements

Documents

E-Forms

Proof Documents

Personal Information
Validation Request (Article 23)

Restoration (Article 24)
Transfer-In Request (Article

Estimate

MSS Document Upload

Proof Documents

ONLY THOSE PARTICIPANTS WHOSE SEPARATION DATE IS ON OR AFTER 01 MARCH 2017 WILL BE ABLE TO TRACK RECEIPT OF THEIR SEPARATION DOCUMENTS.

This tracking table provides you with the status of receipt of the separation documents required by the UNJSPF to commence processing your separation benefit. The 'Received' date is automatically updated as soon as a separation document has reached the UNJSPF and has been incorporated (or 'indexed') to your personal UNJSPF case file.

The review process for a separation case commences only upon receipt by the Fund of the <u>complete</u> set of the <u>required and duly completed separation documents</u> (or 'Proof Documents') for a separation case.

These required separation documents are:

- (1) Your <u>original</u> Payment Instructions (PI) on UNJSPF Forms: E6, E7, E8 or E2 (as applicable for your case).
- (2) Duly completed, <u>original</u> Separation Notification PF/4 for UN Family organisations or PENS.E/4 for Specialised Agencies
- (3) <u>Copy</u> of the **Separation Personnel Action SEPPA or P35** (for UN Family organisations only)

Moreover, <u>for those requesting retirement and disability benefits</u>, additional supporting documentation, i.e., copies of your birth certificate and the birth certificates of your eligible dependants, your marriage and/or divorce certificate are required. Therefore, you should submit these additional documents as applicable together with your Payment Instructions form to avoid delays in the processing of your benefit.

These Proof documents undergo a full review in the UNJSPF and the reviewer will update each relevant item in the table with either (1) an 'Accepted' date, if the document received is acceptable, OR (2) a 'Rejection' date and 'Rejection reason' if the document is not acceptable. In case of a rejection, the Fund will follow up directly with you or the organisation to request what is needed. Case processing would be pending until receipt of acceptable document/s.

When all documents pass the Fund's quality control, i.e., are confirmed acceptable by the Fund, the calculation of your benefit will begin.

For more detailed information about the required separation documentation, the separation process and the benefit processing time frame please refer to the MSS HELP tab and follow the 'proof documents' link.



Menu Home Disbursements Documents E-Forms Proof Documents Personal Information Validation Request (Article 23)

One or several of the key required three separation documents were received by the Fund. The "Received Date" has been populated for the document received. Once the Fund has reviewed the documents and confirmed they are acceptable, the "Accepted Date" is also populated for each document approved.

Proof Documents

ONLY THOSE PARTICIPANTS WHOSE SEPARATION DATE IS ON OR AFTER 01 MARCH 2017 WILL BE ABLE TO TRACK RECEIPT OF THEIR SEPARATION DOCUMENTS.

This tracking table provides you with the status of receipt of the separation documents required by the UNISPF to commence processing your separation benefit. The 'Received' date is automatically updated as soon as a separation document has reached the UNISPF and has been incorporated (or 'indexed') to your personal UNISPF case file.

The review process for a separation case commences only upon receipt by the Fund of the <u>complete</u> set of the <u>required and duly completed separation documents</u> (or 'Proof Documents') for a separation case.

These required separation documents are:

- (1) Your <u>original Payment Instructions</u> (PI) on UNJSPF Forms: E6, E7, E8 or E2 (as applicable for your case).
- (2) Duly completed, <u>original</u> Separation Notification PF/4 for UN Family organisations or PENS.E/4 for Specialised Agencies
- (3) <u>Copy</u> of the <u>Separation Personnel Action SEPPA or P35</u> (for UN Family organisations only)

Moreover, <u>for those requesting retirement and disability benefits</u>, additional supporting documentation, i.e., copies of your birth certificate and the birth certificates of your eligible dependants, your marriage and/or divorce certificate are required. Therefore, you should submit these additional documents as applicable together with your Payment Instructions form to avoid delays in the processing of your benefit.

These Proof documents undergo a full review in the UNJSPF and the reviewer will update each relevant item in the table with either (1) an 'Accepted' date, if the document received is acceptable, OR (2) a 'Rejection' date and 'Rejection reason' if the document is not acceptable. In case of a rejection, the Fund will follow up directly with you or the organisation to request what is needed. Case processing would be pending until receipt of acceptable document/s.

When all documents pass the Fund's quality control, i.e., are confirmed acceptable by the Fund, the calculation of your benefit will begin.

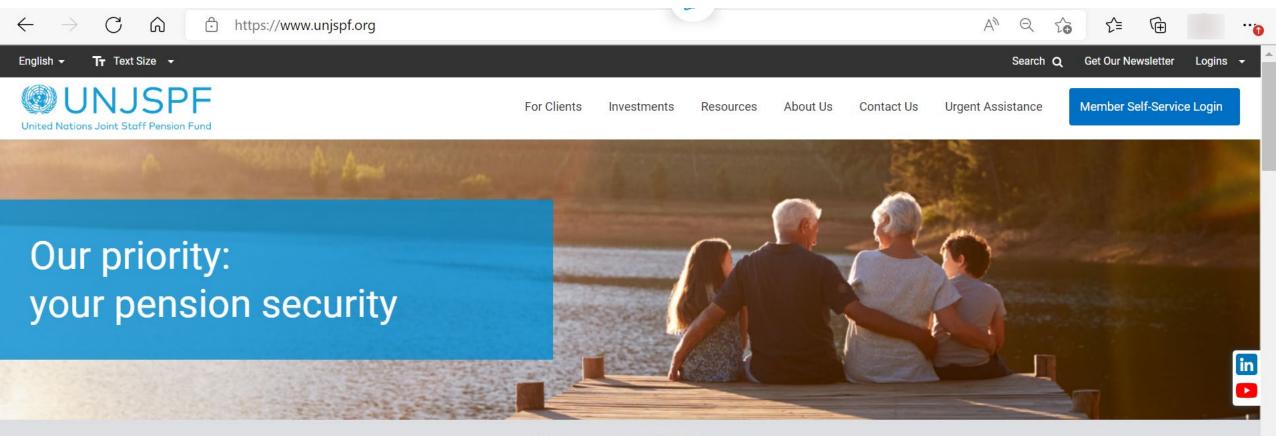
For more detailed information about the required separation documentation, the separation process and the benefit processing time frame please refer to the MSS has and follow the 'proof documents' link.



Part 4: Your pension toolkit

UNJSPF website – unjspf.org





What is your situation?





Separating or retiring



Retired or receiving benefits



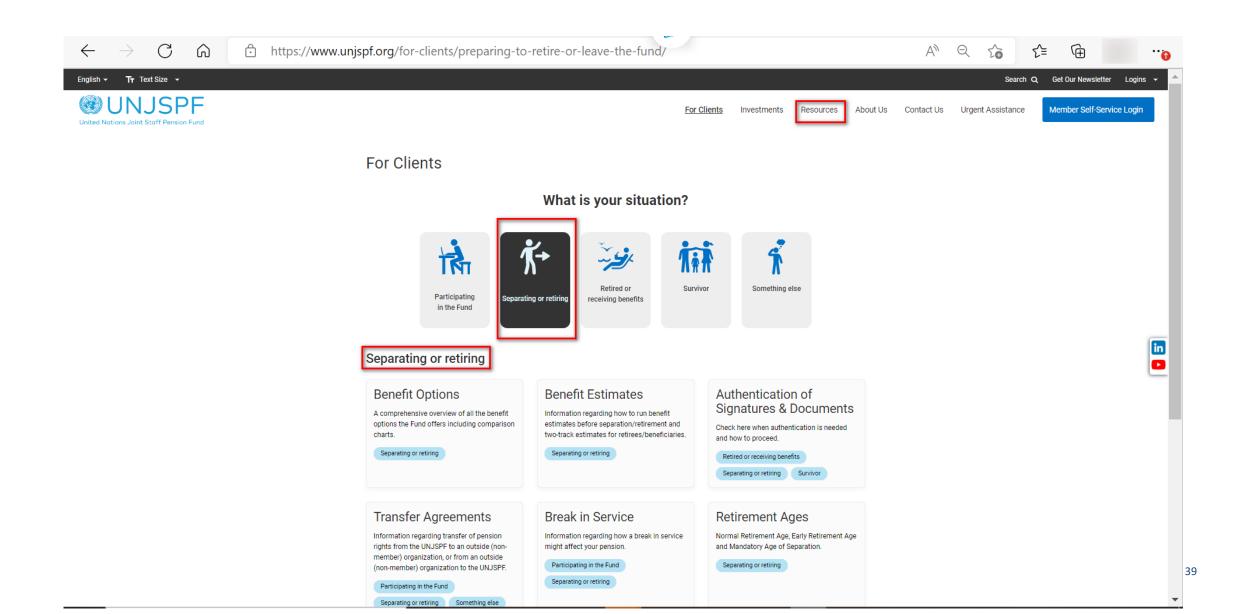
Survivor



Something else

UNJSPF website - Information for Separating or Retiring





UNJSPF website: Links for learning





UNJSPF For Clients

Investments

Resources

About Us Contact Us

Urgent Assistance

Member Self-Service

Watch our educational resources. Over 20 educational videos and 11 pension e-learning modules are available

Regulations, Rules and Pension Adjustment System About Member Self-Service (MSS)

Reports, publications and policies

Forms

UNJSPF Pension eLearning Modules

Pension Townhall Sessions

All Videos

All Booklets

Exchange Rates, CPI Adjustments, and Cost of Living Differential Factors

Case Dinest of the Fund

Watch the videos here

The UNJSPF Educational Videos



Access all videos on YouTube:

https://www.youtube.com/chann el/UCIYus2IXTS2fV-wnDjOnbaQ

> All videos are available in **English, French, and Spanish**

Or access all videos on the **UNJSPF** website:

https://www.unjspf.org/resources /all-videos/









































UNJSPF website – Topic specific booklets



https://www.unjspf.org/all-booklets/

Booklets on many of the key pension topics (more than shown here!).

All booklets exist in English and French, some also in Spanish.

All Booklets

The links below will take you to the topics pages. On the right column under Resources, you will find the booklets in all available languages among other related resources.

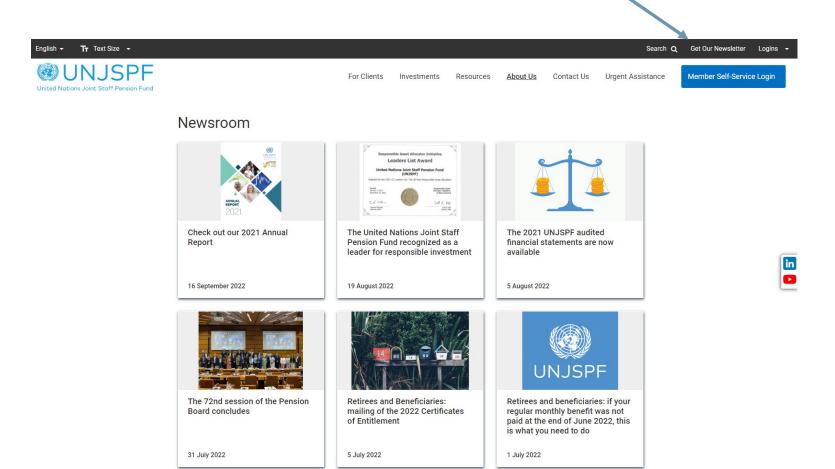


Newsletters and articles



The Fund regularly publishes articles and newsletters to provide its members with current and relevant updates: https://www.unjspf.org/about-us/newsroom/

Sign up to receive the newsletter on our website (top right corner)



UNJSPF Member Self-Service (MSS)

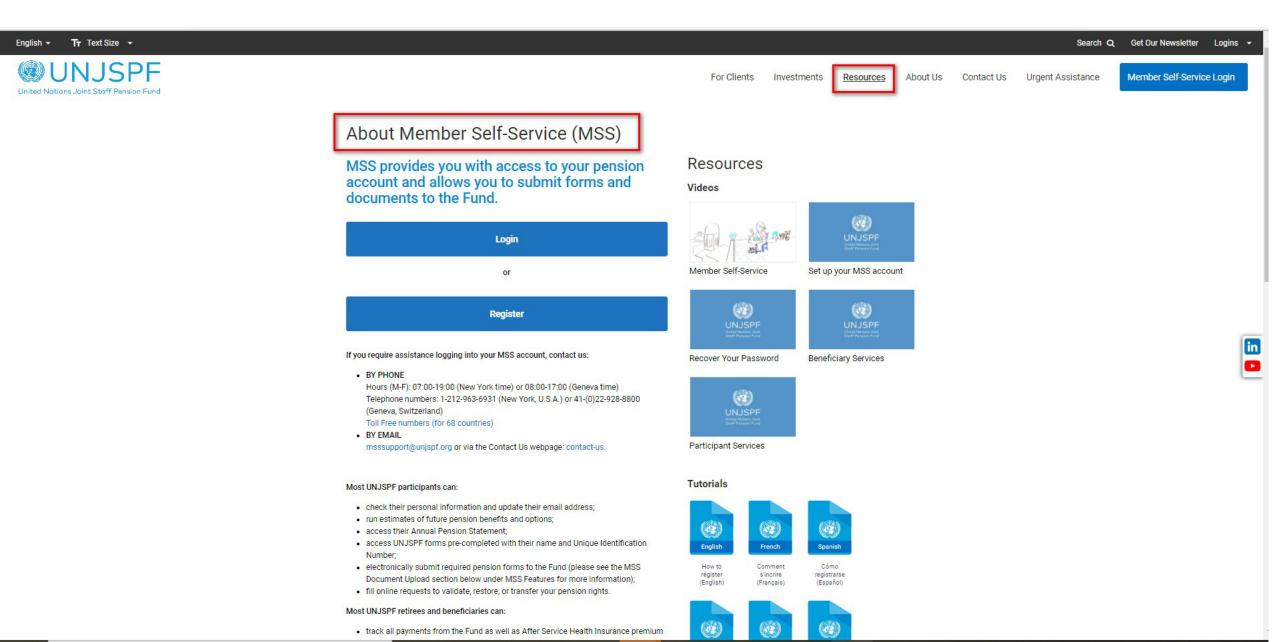


How do I access MSS?

- Register for MSS access at https://member.unjspf.org/
- You will need your nine-digit UNJSPF Unique Identification Number (UID), your surname and date of birth as reported to and recorded in the Fund's records, and an email address to get started.
 - If you don't know your UID, you can request it at: requestuidonly@unjspf.org.
 - For technical issues with MSS, write to: msssupport@unjspf.org
- It is recommended to use a <u>personal</u> email address for MSS registration to ensure the Fund can continue to reach you if needed, even after you separate.

UNJSPF Member Self Service (MSS) – Registration and login

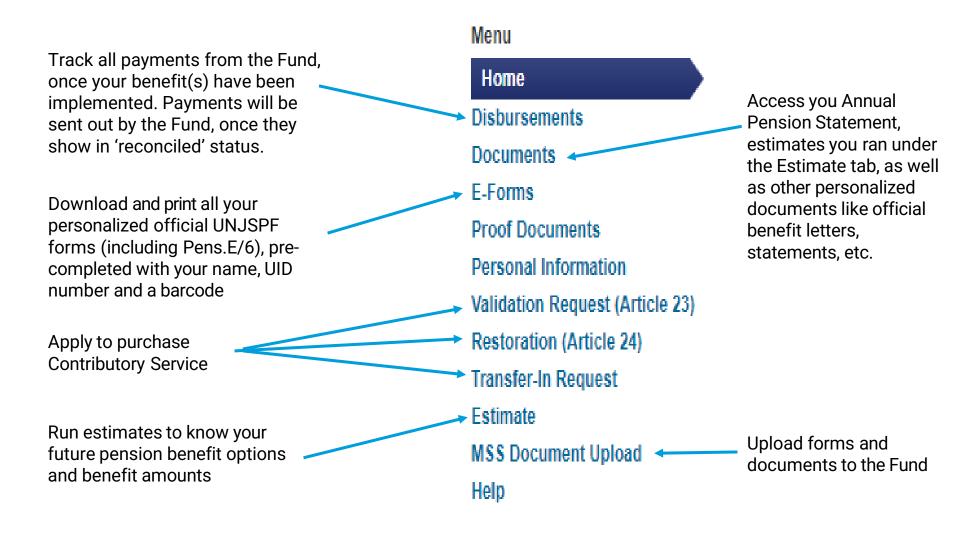




UNJSPF Member Self Service (MSS) – Functionalities



What can I do in MSS?



Contacting the UNJSPF

Contacting the UNJSPF



Participants from <u>UN agencies</u> should contact <u>their SPC</u> for pension-related queries.

Participants from the <u>UN Secretariat and</u> related entities should contact the <u>Fund</u> directly using the contact details provided on the Fund's <u>Contact Us page</u>.

Always use the official contact channels, to ensure that your queries are duly received, acknowledged, tracked, routed internally for review and you receive a timely response.

Contact Us



Services to clients can only be provided in the two official working languages of the Fund, English and French.

Online

Phone

In-person

Submit documents



