



How to submit a restoration request in Member Self-Service

Step 1: Access the MSS landing page at: <https://member.unjspf.org/>

Step 2: Log in MSS.

Step 3: Click on "**Restore**".

The screenshot shows the UNJSPF Member Self-Service (MSS) landing page. At the top, it says "Welcome to UNJSPF Member Self-Service (MSS)". Below this is a search bar with the placeholder text "Search MSS-related resources". Underneath the search bar, there is a paragraph: "Access your pension information, documents, and self-service tools securely in one place. Use the menus above or search to get started." Below that, another paragraph states: "By using MSS, you agree to the Terms of Service, available on the Fund's About Member Self-Service (MSS) page." A final paragraph says: "For comprehensive pension information, visit the UNJSPF – United Nations Joint Staff Pension Fund website." The main content area is divided into three vertical columns. The first column is titled "My Information" and contains two buttons: "Personal Details" and "Dependents". The second column is titled "My Records" and contains five buttons: "Payment Records", "Annual Pension Statement", "Official UNJSPF Documents", "Key Documents Tracker", and "Submitted Documents". The third column is titled "My Pension Self-Service" and contains seven buttons: "Generate an Estimate", "Upload a Document/Form", "Download Official UNJSPF Forms", "Validate", "Restore", "Transfer-In", and "Online Submission of Benefit Elections and Payment Instruction". A red arrow points from the "Official UNJSPF Documents" button in the second column to the "Restore" button in the third column.

Step 4: Read the instructions. The start and end dates of the period to be restored will be automatically filled. Just click on **“Submit”**.

Restoration

Restoration of most recent prior contributory service (Article 24 of the UNJSPF Regulations and Section F of the UNJSPF Administrative Rules)

Restoration under Article 24 is optional and applies to former UNJSPF participants who previously separated, received a Withdrawal Settlement, and wish to restore their most recent prior contributory service by reimbursing the Fund (with interest).

To be considered, the Fund must receive your expression of interest:

- within one (1) year of the start or restart of your participation in the Fund, or
- before your separation from service, whichever comes first. Requests submitted after this period cannot be accepted.

Before submitting, please ensure that you are within the 12-month eligibility window.

More information is available on the Restoration webpage and in Article 24 of the UNJSPF Regulations and Rules.

How to submit a Restoration request

The start and end dates of the period to be restored appear automatically. Click Submit to proceed. Once submitted your request cannot be modified.

Your request will be reviewed by the responsible pension office, which will confirm eligibility and contact you if needed.

For an overview, see the "Restoration journey map" available on the [Restoration](#) webpage.

Need help?
If you have questions about this process, please [contact us](#).


Requested for

Current reporting entity

Start date of period to be restored

End date of period to be restored

On-Going Cases
No open cases found



Step 5: The following screen will appear confirming whether your request was submitted or if it failed to meet the restoration requirements.

Home > MSS Submission

Number
CS0110890

Created just now Updated just now State New

Restoration Request

Priority: 4 - Standard
Member Organization: UN-HEADQUARTE...
Requested for: IRDqnfv dRHnYH...

Activity Attachments

Rich text editor toolbar: Paragraph, Bold, Italic, Underline, Text color, Background color, Bulleted list, Numbered list, Indent, Outdent, Link, Unlink, Table, Image, Help.

Send

Activity Log:

- IRDqnfv dRHnYHR YCDZR sR YnqmR** just now • Client Visible Formal Notes
Restoration Requirements not met. The date of submission is more than one year after your most recent date of entry into the Fund.
- IRDqnfv dRHnYHR YCDZR sR YnqmR** just now
CS0110890 Created