



## INSTRUCTIONS AND IMPORTANT INFORMATION FOR COMPLETING FORM PENS.E/11

### CHANGE OF COUNTRY OF RESIDENCE (for the two-track system only)

#### PURPOSE OF FORM PENS.E/11

The form should be used to notify the Fund of a change in your country of residence if you receive your benefit under the two-track system. The form should be submitted together with satisfactory proof of relocation and proof of arrival.

The form should not be used to inform the Fund if you change address, but continue to reside in the same country. In such instances, please use form PF.23/M.

The form does not include change in payment instructions. Therefore, if you would like to change your currency of payment when submitting form PENS.E/11, you must submit a duly completed, dated and signed original PF.23 form.

### IMPORTANT NOTES

Please do not fill out form PENS.E/11 until you have read the notes below

The information provided below is subject to change. For updated information, please refer to [www.unjspf.org/for-clients](http://www.unjspf.org/for-clients).

Under section N of the UNJSPF Regulations, Rules and Pension Adjustment System, beneficiaries who receive a benefit under the two-track system are required to notify the Fund promptly of any change in their country of residence and to provide satisfactory proof of residence and proof of arrival to that effect, no later than six months from the date of arrival in the new country. Once the form and corresponding satisfactory proof of residence and proof of arrival in the new country are received and accepted by the Fund, the local currency track will be recalculated based on the new country of residence using the 36-month average exchange rate in effect when the benefit commenced. Implementation of the new local currency track will become effective as of the first day of the quarter following the date of arrival and any retroactive payments or recoveries will be made from that date.

If the form and proof of residence and proof of arrival are not provided within six months of the date of arrival, the local currency track will still be recalculated based on the commencement date of the benefit, but implementation of the new local currency track will become effective only as of the first day of the quarter following acceptance of the new proof of residence and proof of arrival, with NO retroactive adjustment. Any excess benefit payments made will, however, be recovered if it is found that the benefit payments from the date of arrival in the new country exceeded the entitlements.

If no new proof of residence and proof of arrival are provided, the amount of the benefit will be frozen and no further adjustment will be made until proof of residence and proof of arrival for the new country of residence are received.

Please refer to the UNJSPF website for more information on the two-track system, including videos (in English, French and Spanish) and booklets. If you require further information or guidance, please contact UNJSPF using the contact form on the UNJSPF website, available at <https://contact.unjspf.org>, to ensure the proper routing and tracking of your correspondence and timely response by the Fund.

This information is provided to assist you in completing form PENS.E/11. It merely serves to explain, but in no way replace, the provisions of the UNJSPF Regulations, Rules and Pension Adjustment System. Please refer to the provisions of the UNJSPF Regulations, Rules and Pension Adjustment System for a complete understanding of your entitlements, benefits and options. If there is any ambiguity, inconsistency or conflict between the information provided herein and the UNJSPF Regulations, Rules and Pension Adjustment System, the Regulations, Rules and Pension Adjustment System shall prevail.

## INSTRUCTIONS

Please do not fill out form PENS.E/11 until you have read the instructions below

Before completing the form, please read the relevant provisions of the UNJSPF Regulations, Rules and Pension Adjustment System governing the two-track system, available at [www.unjspf.org/resources/regulations-and-rules](http://www.unjspf.org/resources/regulations-and-rules).

Please type or print the information in BLOCK LETTERS when filling in the form.

### SECTION 1: RETIREE OR BENEFICIARY INFORMATION

Please provide your Unique Identification number (UID), full name, date of birth and contact information. If you do not know your Unique Identification number, please send an email to [requestUIDonly@unjspf.org](mailto:requestUIDonly@unjspf.org). For the member self-service (MSS) support team to verify your identity and assist you, you must provide the following information in your email: your full name, your last employing organization before separation from service, your last duty station and your five-digit alphanumeric retirement number.

For further details, please consult [www.unjspf.org/for-clients/unique-identification-number](http://www.unjspf.org/for-clients/unique-identification-number).

The pension number and retirement number fields are optional on the form. These numbers can be found on your pension statement and in your benefit letter, respectively.

### SECTION 2: CHANGE OF COUNTRY OF RESIDENCE

Please specify your former country of residence, new country of residence, full address in your new country of residence and date of arrival. Please note that PO Box and third-party addresses (c/o) are not acceptable under the two-track system.

### SECTION 3: PROOF OF RESIDENCE AND SUPPORTING DOCUMENTS

Please check the applicable options. Please specify whether you are providing a certificate of residence and a duly completed, dated and signed original change of payment options form (PF.23), where applicable.

The certificate of residence must be a statement from a local government officer or the local police, confirming that you reside in the declared residence. The statement must bear a letterhead and the signature of the local government officer or the local police and the seal of office. The proof of residence must be for a country in which you reside most of the time during the year, that is six months or more of any given year. Some examples of certificates of residence that are deemed acceptable for various countries are provided below. For more information, see [www.unjspf.org/for-clients/two-track-pension-adjustment-system](http://www.unjspf.org/for-clients/two-track-pension-adjustment-system).

Please also specify the supporting document(s) that you are providing as proof of date of arrival.

### SECTION 4: ACKNOWLEDGEMENT AND SIGNATURE

The form must be completed in full, dated and signed to be valid.

## HOW TO SUBMIT FORM PENS.E/11

The dated and hand-signed form must be returned to UNJSPF.

Retirees and beneficiaries who are registered users of MSS can submit UNJSPF forms and other documentation electronically under the "MSS Document Upload" tab of their MSS account. Users must download the relevant UNJSPF form under the "E-Forms" tab and complete, print, date and hand sign it. Then they must scan the form and upload it, either in JPG, JPEG or PDF format, and submit it to UNJSPF. Once the form has been successfully submitted, there is **NO NEED** to submit a physical version of the form to UNJSPF. Go to the "About member self-service (MSS)" web page, available at [www.unjspf.org/resources/about-member-self-service](http://www.unjspf.org/resources/about-member-self-service), for a tutorial on how to upload documents using MSS.

You can also mail the physical form, which must be duly completed, dated and hand-signed, directly to UNJSPF at any of the addresses below:

If documents are sent by regular postal mail to the New York Office	If documents are sent by express courier (e.g. DHL) or registered mail to the New York Office	If documents are sent to the Geneva Office (by either postal mail or express courier)
United Nations Joint Staff Pension Fund c/o United Nations PO Box 5036, New York, NY 10163-5036 United States of America	United Nations Joint Staff Pension Fund 37th floor, 1 DHP 885 Second Avenue, New York, NY 10017 United States of America	United Nations Joint Staff Pension Fund s/c Palais des Nations 1211 Genève 10 Suisse

## SUPPORTING DOCUMENTS

### Acceptable proof of residence documents for selected countries

A proof of residence document is acceptable if it is issued by a local government officer or the local police. It must indicate the full name and address of the beneficiary and the issue date must be after the beneficiary's arrival in the new country of residence. Beneficiaries on the two-track system must submit form PENS.E/11 and the proof of residence when they notify the Fund of a change of country of residence. Most Governments provide residents (whether nationals or non-nationals) with a certificate of residence or domicile. Certificates of residence are issued in different countries by ministries of the interior, the police, municipalities, population or vital statistics registration offices or immigration authorities. Alternatively, certified resident income tax returns may be submitted. Examples of acceptable proof of residence documents include the following:

#### **Austria**

- Meldebestätigung or Bestätigung der Meldung issued by Austrian authorities

#### **Canada**

- Certificate of residence or domicile issued by a municipality
- Certificate of permanent residence issued by Immigration, Refugees and Citizenship Canada
- Certified copy of most recent resident income tax return

#### **France**

- Carte de séjour
- Certificate of residence
- Two official documents confirming the "résidence principale" address (if the above documents cannot be obtained)

#### **Italy**

- Certificato di residenza, issued by the Servizi Demografici, L'Ufficiale di Anagrafe
- Dichiarazione di soggiorno per stranieri, issued by the Ministry of the Interior, General Department of Police, Foreigners' Division

#### **Switzerland**

- Copy of an autorisation d'établissement
- Certificate of residence issued by the Office Cantonal de la Population of the Canton

#### **United Kingdom of Great Britain and Northern Ireland**

- Certificate of residence issued by a district council, the local police or HM Revenue and Customs

#### **United States of America**

- Copy of national passport stamped by the United States immigration authorities upon arrival and/or an alien registration card (green card)

#### **OTHER EXAMPLES:**

**Australia:** certificate of residence issued by a local council or by the Department of Immigration and Border Protection or a statutory declaration accompanied by two utility or service bills showing your name and address

**Belgium:** extract from the Registry of Population

**Burkina Faso:** certificat de résidence issued by the local police

**Chile:** certificate of domicile issued by the Carabineros de Chile

**Colombia:** certificado de residencia issued by the Alcalde

**Côte d'Ivoire:** certificat de résidence issued by the local police

**Denmark:** Bopaelsattest issued by the Folkeregistret

**Ethiopia:** certificate of domicile issued by the Dwellers Association

**Germany:** certificate of residence issued by the Citizen Registry Office

**Ireland:** certificate of residence issued by the Garda Síochána

**Japan:** Juminhyo issued by a municipality or Household Registry

**Mali:** certificat de résidence issued by the local police

**Netherlands (Kingdom of the):** extract from the Register of Population

**New Zealand:** certificate of residence issued by a local council or by the Department of Immigration

**Norway:** certificate of residence issued by Folkeregister

**Peru:** certificate issued by the Guardia Civil

**Senegal:** certificat de résidence issued by the local police

**Spain:** certificado de residencia issued by an ayuntamiento; or autorización de residencia issued by the police

**Sweden:** extract from the Parish Register

**Thailand:** copy of House Domicile Registration

NOTE: The above list is not exhaustive. Other documents may also be accepted by the Fund if a beneficiary is unable to obtain one of the documents listed above or a similar one. The acceptability of a proof of residence document submitted must be determined on an individual basis. You should contact the local authorities in your country of residence to obtain an acceptable proof of residence document.