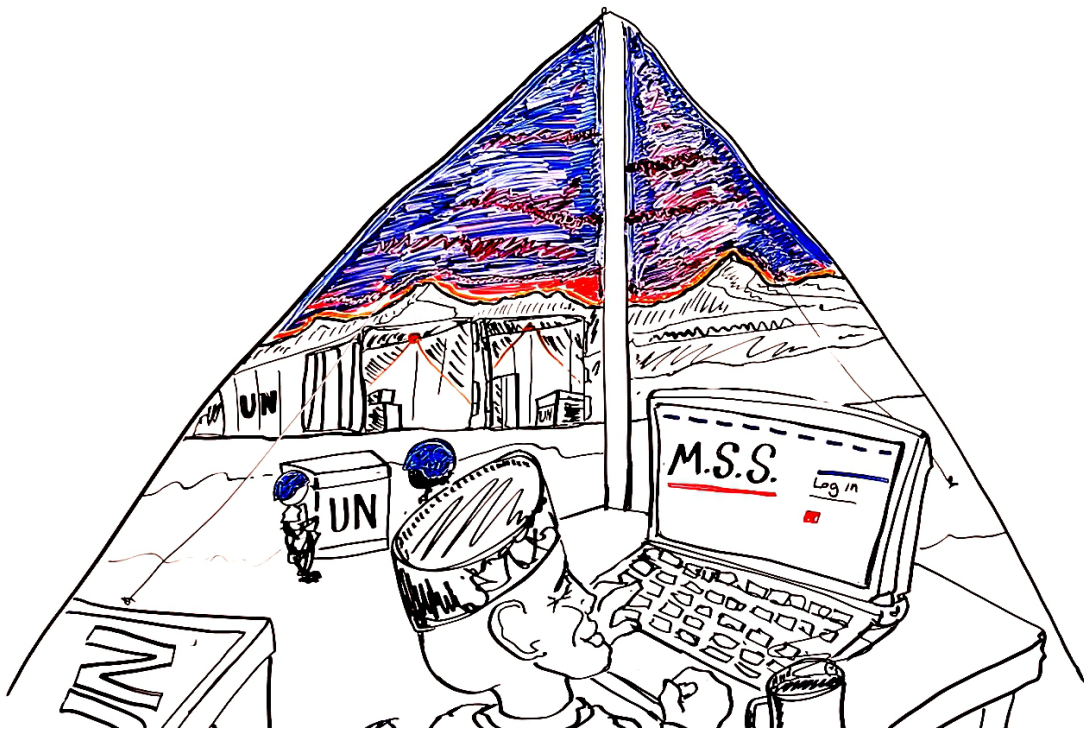




# UNJSPF

United Nations Joint  
Staff Pension Fund



## MEMBER SELF-SERVICE

# Member Self-Service

IF YOU REQUIRE ASSISTANCE IN LOGGING WITH OUR MSS, CONTACT OUR CALL CENTER AT:

By Phone (hours M- F: 07:00 – 19:00):

NEW YORK (EST): +1 – 212-963-6931

By Email: [msssupport@unjspf.org](mailto:msssupport@unjspf.org)

This booklet is your guide to the UNJSPF Member Self-Service or MSS. Member Self-Service was developed to help members gather the information that they need when they need it. This is an extension of the new comprehensive computer system (Integrated Pension Administrative System or IPAS). This system will safeguard your information and support the Fund for decades.

It provides real-time information on members' accounts. Members can access Annual Statements (for participants in the Fund), there is an estimate tool where participants can calculate their potential future benefits, retirees can see when their Certificate of Entitlement (CE) was received and registered by the Fund, and much more.

This guide was developed to help you with this new tool. We welcome your feedback about this booklet and ways it can be improved, please send suggestions to Webmaster ([MSSsupport@UNJSPF.org](mailto:MSSsupport@UNJSPF.org)).

## Unique Identification Number (UID).



All Fund members (including active participants, retirees and other beneficiaries) have been given a new, nine-digit Unique Identification (UID) number for the new IPAS system.

This nine-digit number will be your life-long personal pension number. The UID number is composed of NINE (9) digits and includes all leading zeroes.

This UID is required when you register for Member Self Service (MSS). Even if your UID number starts with zeros (for example, 001234567) you must enter all nine digits in the designated field in the registration page, as the Fund's system only recognizes nine-digit UID numbers.

Please use this UID for all your communications with the Fund. It must be in-

cluded on all forms you submit to the Fund and is also required when you submit a query to the Fund through the online Contact Form, available in the website.

All UNJSPF members were sent the new UID either by post or email between April 2016, and again in December 2016. In case you do not know your UID number, you can easily obtain it from your organization's HR services or you can contact the Fund's designated MSS support team at the following email address to request it: [requestUIDonly@unjspf.org](mailto:requestUIDonly@unjspf.org)

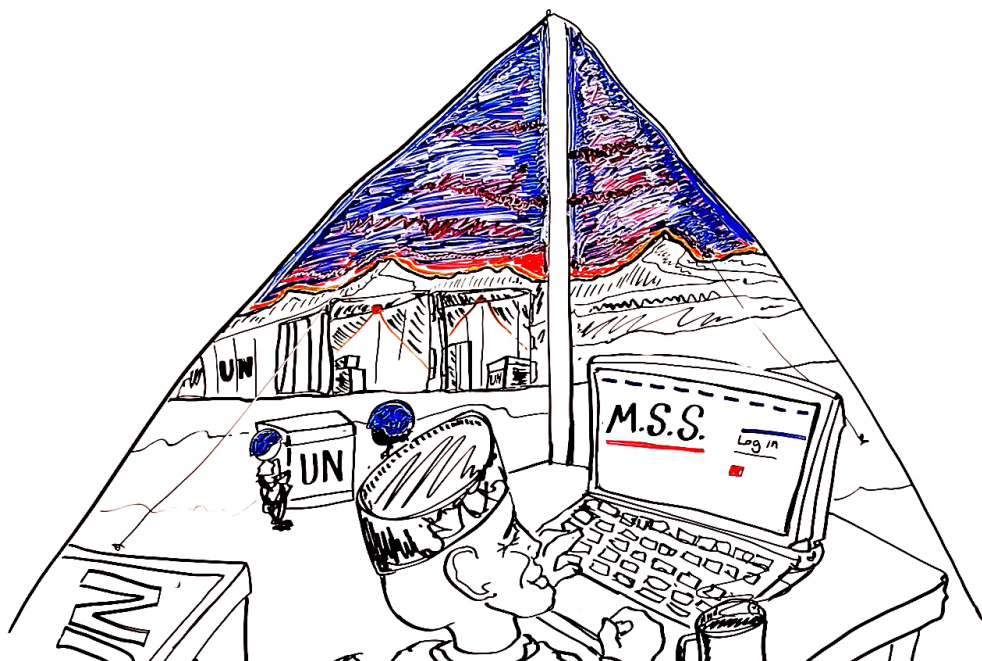
To request your UID, if you are a participant, you must send your request from your professional UN email address, as this will serve as verification of your identity. Please include your Index number and/or former six digit Pension Fund number in your email request.

To request your UID from a personal email account, if you are a retiree or beneficiary, you must include the following information in your email, so that your identity can be verified by the MSS support team and they can assist you: your full name; your last employing organization before separation from service; your last duty station; your former five-digit alpha numeric retirement number.

The MSS support team will respond to all UID requests within 1 to max. 3 business days from the date of receipt of your request.

For technical support with MSS, please contact the MSS support team at: [MSS-Support@unjspf.org](mailto:MSS-Support@unjspf.org)

## Register & Login



To create a Member Self-Service account you need to have your UID, your last name as it is written in official documents and is registered at the UNJSPF, your date of birth and an e-mail account. For step-by-step instructions, watch the video "Setting up your Member Self-Service Account" on our youtube page or on our website.

With these four pieces of information you can create your Member Self-Service account: you will be creating a new "username" and a "password" and you will need to answer some security questions that will make it possible for you to re-set your own password in the future.

### **Security-Questions**

The Member Self-Service account set-up includes security questions. These questions are unique to you, and only you will know the answers to them. The answers have to be exact, if you use a capital letter note it, and it is suggested that you write down your answers somewhere just to be sure that when needed you give the exact answer.

### **E-mail Address**

When you set up your Member Self-Service account, you are required to put in an e-mail. It is suggested that you use a personal e-mail in case you change jobs or professional e-mail accounts. Once you have successfully set up your account, the Member Self-Service will send an e-mail to the account that you provided, and then you will be able to login to Member Self-Service.

## **MSS for Retiree/Beneficiary**

Go to the login page of Member Self-Service and log in using your "username" and "password" that you created. Once you are logged in, you will see your name and the date on the top right, there are two rectangular boxes, one with "News", which is where the Fund can post any important information that may interest you and on the right there is an "Alerts" box, where the Fund can send you important notifications. This is a secure webpage with your personal data. Only you have access to this information.

## **MSS for a Participant.**

Go to the login page of Member Self-Service and using your "username" and "password" that you created, log in. Once you are logged in, you will see your name and the date on the top right, there are two rectangular boxes, one with "News", which is where the Fund can post any important information that may interest you and on the right there is an "Alerts" box, where the Fund can send you important notifications. This is a secure webpage with your personal data. Only you have access to this information.

## **MSS Menu**

### Home:

This will bring you back to the page you go to after logging into the system. There is an area under Home where the Fund can send you specific information about your account.

### Disbursements:

This will show you a history of all of the payments that the Fund has made or will make to you.

### Documents:

This will be a history of documents that have been released by the Fund for you. More documents would be made available over time (See FAQ on our website).

### E-Forms:

Here you can access, complete and print all official Pension Fund forms required to, e.g., to submit payment instructions, designate beneficiary/ies, inform the Fund of changes to your address (beneficiaries), or submit a two-track application (beneficiaries). Go to this tab, select the applicable form in your preferred language, open it and fill in the information needed. Make sure to always date and sign all applicable pages of the form concerned. Your basic information including your Unique ID and name will be automatically generated for you. Due to the Regulations and Rules of the Fund, you will still need to print, date, sign and return to the Fund the original form/s for the Fund to be able to take the required action upon receipt.

### Proof Documents (CE Tracker and Separation Documents):

This is where you are able to see if the Fund received your original Certificate of Entitlement (CE). If you do not see your CE-related information, please check back periodically as the Fund is in the process of registering thousands of CEs.

Through Proof Documents you can also see on what date the Fund received the required separation documents from you and your employer. This tool, which was launched in March 2017, has already allowed hundreds of people to follow their separation process in real-time.

The essential "Proof Documents" are:

- The original Payment Instructions (PI) (Forms: E6, E7, E8 or E2 as applicable for your case). This document is the responsibility of, and must be signed by, the Staff Member and the Fund must receive the original.
- The completed, original Separation Notification PF/4 for UN Family organizations or PENS.E/4 for Specialized Agencies. This document is the responsibility of the employing organization, usually from the payroll office.
- Copy of the Separation Personnel Action SEPPA or P35 for UN Family organizations, from your HR office or EO.

Proof Documents shows the name of the document, the date it arrived at the Fund and whether the document was accepted (met all requirements) or was rejected (and for what reason).

Once the Fund receives the complete set of required separation documents, it can process the case.

### Personal Information:

This is a list of your personal information as it is on record with the Fund. We suggest that you review this and through the E-Forms above, make any corrections that are needed. Please note this page includes information on your marital

status and that the line right underneath, in the field "Current Status" indicates your current participation status with the Fund; for active participants, that status would indicate "Active Participant", while for retirees, it would indicate "Separated". In other words, there is no connection between these two fields.

Please note, dependent information (spouse/children) is not available currently in MSS. The Fund retains this information and it will be made available in the future.

#### Validation Request (Article 23):

If you're a participant you may be able to apply for validation. Validation is an option which allows you to pay retroactively contributions for period(s) of employment, prior to the date on which your participation commenced, when you were not eligible to participate in the Pension Fund.

#### Restoration (Article 24):

If you're a participant you may be able to apply for restoration. Restoration is an option for former participants re-entering the Fund, in which they can add their previous contributory service to their current participation benefits. By restoring, you can increase your total number of years and months of contributory service and thus increase your future pension. Restoration is available only if you elected to be paid a withdrawal settlement for your prior period of contributory service (which you wish to restore) or if prior to 01 April 2007 you elected or deemed to have elected a deferred retirement benefit, which was not yet in payment at the time of your election to restore. You must apply for restoration within 12 months from your date of re-entry into Fund participation.

#### Transfer-In Request:

If you're a participant you may be able to request a transfer-in. For detailed information on the possibility to transfer acquired pension rights from the UNJSPF to an outside (non-member) organization, or from an outside (non-member) organization to the UNJSPF, the applicable Regulations and Rules as well as conditions and requirements, please check out our comprehensive Transfer Agreements page on our website. A complete list of organizations with which the UNJSPF has signed Transfer Agreements, as well as the complete text of each agreement can be found here. Please note that application deadlines apply. Also note that inside Member Self-Service, you can submit an initial request to Transfer-In pension rights.

#### Emergency Fund:

This service is only available to Retirees/Beneficiaries. See FAQ or more information on the Emergency Fund.

#### Estimates:

The Fund continues to ameliorate its estimation tool. If you encounter any anomalies concerning your estimate, please contact the Fund (go to the Contact Us page on our website).

Please note that the Estimate Tool gives you your Deferred Retirement Benefits values at your Normal Retirement Age (60, 62, 65). If you wish to know the value of your Deferred Retirement Benefits at age 55 or 58 please contact the Fund (through the Contact Us form on the website).



The Two-Track Estimate tool has been temporarily discontinued while important information is updated in the new Integrated Pension Administrative System or IPAS. We apologize for the inconvenience. The Fund will, however, do a Two-Track Estimate for you if you send an e-mail to: [Twotrackestimatequery@unjspf.org](mailto:Twotrackestimatequery@unjspf.org)

Make sure that you include the country for which you want the two-track estimate to be done. In the subject line, please provide "Two-Track Estimate Request" and in the mail make sure to include your full name and retirement number.

## Running Estimates



Read carefully the choices that you have when you are making an estimate. Understand that the system is making a lot of calculations and it will take it a few minutes to generate the estimate that you requested. Once the calculation is complete the estimate will appear in the Documents tab as a PDF and you can go and open it there. Estimates are just that and the ones calculated through Member Self-Service will not be signed or validated by the Fund. For an "official" estimate, participants must still write to the Fund.

Please note, this tool does not yet support all scenarios for more information please see MSS Known Issues and FAQ pages on our website.

For more detailed information about using the "Estimate" tool watch the video "How to do an Estimate" on our youtube channel.

## Contacting the Fund

### NEW YORK

Telephone: +1 (212) 963 69 31

Fax: +1 (212) 963 31 46

#### Visit\*

1 Dag Hammarskjöld Plaza  
37th floor

#### Mail

UNJSPF  
United Nations  
P.O. Box 5036  
New York, NY 10017  
USA

\*In person visits, daily (except Thursdays) from 9 a.m. to 5 p.m.. Monday through Friday. No appointment is needed. Walk-in, register and a Client Service staff member will be with you.

### GENEVA

Telephone : +41 (0) 22 928 88 00

Fax : +41 (0) 22 928 90 99

#### Visit\*

Du Pont de Nemours  
Chemin du Pavillon 2  
1218 Grand Saconnex  
Switzerland

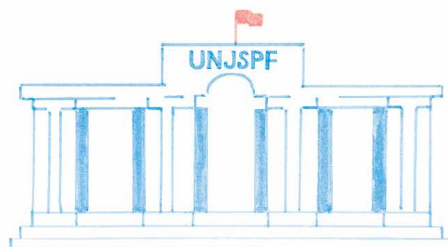
#### Mail

UNJSPF  
c/o Palais des Nations  
CH-1211 Geneva 10

\*In person visits daily (except Thursdays) from 08.30 hrs till 17.00 hrs (30 minutes per appointment). Please call +41 22 928 88 00 or send an email for appointment.

[www.unjspf.org](http://www.unjspf.org)

You can contact the Fund through the website – go to **CONTACT US** and fill out the form. The secretariat of the Staff Pension Committee will assist participants from member organisations.



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