

# Urgent Assistance

This page addresses two urgent issues:

1. **Non-receipt** by a UNJSPF Retiree or Beneficiary **of their regular monthly benefit payment** from the Fund; or
2. **Death** of a retiree or beneficiary – how to notify the Fund.

For other urgent issues, please use the Fund's Contact Form, available through the following link:

[Contact Form](#)

## 1. Non Receipt by a Retiree or Beneficiary of their Regular Monthly Benefit Payment

If you or someone you know did not receive their regular monthly benefit payment:

- Please first confirm with your/their bank that no monies were received for the period concerned. Also, kindly confirm with your/their bank that no changes occurred to your/their bank account or your/their bank's transfer information.
- Please be prepared to provide the following information to the Fund to help us identify the correct account:
  - a) Full name of the retiree or beneficiary;
  - b) Pension Fund reference number (UNJSPF Unique ID or Retirement number), if known;
  - c) Contact details (E-mail address, or complete telephone number with country code);
  - d) Information about the missing payments, i.e. date when payments stopped and for how long (date last payment received in account – giving account number, and if available, for which period the payment remark states)
  - e) Any additional information that could be helpful.

The quickest way to notify the Fund of non-receipt of your monthly benefit payment is to send an E-mail to: [Paymentstopped@unjspf.org](mailto:Paymentstopped@unjspf.org)

Please note that at the above email address ONLY those emails will be answered that report the non-receipt of a regular monthly benefit payment.

Alternatively, you may call the following telephone number or mail your request to the address below (assistance will be provided in either English or French only):

UNJSPF New York: +1 212 963 6931

**UNJSPF Mailing Address NY:**

C/O United Nations  
P.O. Box 5036 NY, NY. USA 10163-5036

**UNJSPF Special Courier Address NY(DHL, Fed Ex, etc):**

UNJSPF  
1 DHP, 37th floor,  
885 Second Avenue  
New York, NY 10017  
USA

UNJSPF Geneva: +41 (22) 928 88 00

**UNJSPF Mailing Address Geneva:**

UNJSPF  
c/o Palais des Nations  
1211 Geneva 10  
Switzerland

## 2. **Death** of a retiree or beneficiary – how to notify the Fund

- If you need to inform the Fund about the death of a retiree or a beneficiary, kindly provide the following information:

- a) The deceased's full name;
- b) The deceased's date of birth;

- c) The date of death (day/month/year);
- d) The deceased's Pension Fund reference number (UNJSPF Unique ID or Retirement number), if known;
- e) The deceased's official mailing address;
  - If possible, kindly also include:
    - g) Contact details for the surviving family;
    - h) An original or a certified copy of the deceased's death certificate should be sent to the Fund as soon as possible;
    - i) Any additional information that could be helpful.

The quickest way to notify the Fund of the death of a retiree or beneficiary is by sending an E-mail to: [Deathrelated@unjspf.org](mailto:Deathrelated@unjspf.org)

Please note that ONLY those emails will be answered at the above email address that report the death of a retiree or beneficiary of the UNJSPF.

Alternatively, you may call the following telephone number or mail your request to the address below (assistance will be provided in either English or French only):

UNJSPF New York: +1 212 963 6931

**UNJSPF Mailing Address NY:**

UNJSPF  
1 DHP, 37th floor,  
885 Second Avenue  
New York, NY 10017  
USA

UNJSPF Geneva: +41 (22) 928 88 00

**UNJSPF Mailing Address Geneva:**

UNJSPF  
c/o Palais des Nations

1211 Geneva 10  
Switzerland

Communications relating to the death of a retiree or beneficiary are treated as priority by the UNJSPF.

**Please note:**

\* Retiree: refers to a participant who has officially separated from the service of his/her employing organization and is entitled to a periodic benefit from the Fund.

\*\*Beneficiary: refers to a person entitled to a survivor's benefit (widow/widower, child, divorced surviving spouse, secondary dependent) or to a one-time payment from the Fund (e.g. a residual settlement).