



**UNJSPF**

United Nations Joint  
Staff Pension Fund

**CERTIFICATE  
OF  
ENTITLEMENT**



# Certificate of Entitlement

## Introduction

The United Nations Joint Staff Pension Fund (UNJSPF) Regulations and Rules govern the conditions of participation and the determination of the deriving entitlements.

The rules are numerous and complex; the purpose of this booklet is to guide you, facilitate your understanding and assist you with information on the Certificate of Entitlement.

The information is made available for the convenient use of the UNJSPF participants and beneficiaries. If there is an ambiguity, inconsistency or conflict between the information provided and the UNJSPF Regulations and Rules, any decisions will be based on the Regulations and Rules, and not on the information contained in this booklet.

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## FAQ

### **I have heard that I must fill out a Certificate of Entitlement (CE) each year. What is this and why is it so important?**

All beneficiaries are required to complete and return the CE once a year. However, those beneficiaries who have been receiving their benefit for less than six months at the time of the annual mailing are not included in the exercise. Your signed CE must be received each year in order to verify your continued entitlement to the UNJSPF benefit in payment to you. Failure to submit the CE will result in the suspension of your benefit.

### **When is the CE normally sent to me?**

The barcoded CEs are normally mailed out by the Fund at the very end of May (1st Mailing) and again at the very end of September (2nd Mailing) if neither the one sent in May nor the MSS CE were returned to the Fund by early September. Remember, all retirees and beneficiaries, whose benefit is NOT paid on the Two-Track, have the option to view and print their barcoded CE form inside their Member Self Service (MSS) under the DOCUMENTS tab (for details refer to the according paragraph in the general information above).

The Fund expects as the very latest to receive a CE by the end of each calendar year, but hopes to have it returned much sooner.

### **Are there other ways of getting my CE?**

Yes. All retirees and beneficiaries, whose benefit is NOT paid on the two track, have the option to view and print their barcoded CE form inside their Member Self Service (MSS) under the DOCUMENTS tab.

### **Can I fax or e-mail my CE back to the UNJSPF, or may I use an old form from a prior year?**

The UNJSPF must receive an original CE from the current year's exercise for a benefit to continue in payment. No facsimiles, e-mails or old forms will be accepted.

### **What happens if I do not return my CE?**

If your CE is not returned to the UNJSPF, your benefit will be suspended until you return your CE or provide the UNJSPF with acceptable proof that you are still alive.

### **What is the final deadline to submit the duly signed and completed CE?**

It is extremely important that retirees/beneficiaries sign and complete the barcoded CE (either the CE form received with the 1st or 2nd UNJSPF Mailing, or the one printed from MSS) and return it to the UNJSPF as soon as possible upon receipt of the CE form. If no duly completed barcoded CE has reached the Fund by 31 December, the subsequent benefit payment may be suspended. In that case, your benefit would be reinstated retroactively upon receipt by the Fund of the necessary and duly completed documentation.

Should you receive multiple CEs for the same annual CE Exercise, please note that for as long as ONE original, duly dated and signed CE was returned to the Fund for the given CE Exercise, and the signature on the form is acceptable to the Fund, all is in good order for the uninterrupted payment of your benefit.

### **Where should I send my duly completed, dated and signed original CE form?**

The original form must be returned to the UNJSPF, either in New York or Geneva. You can return your CE form to the UNJSPF address that best suits your geographical situation, i.e. either to the Fund's New York or Geneva office. Note that the applicable UNJSPF address will also depend on whether you return your CE form by postal mail, pouch or special courier. The Fund does NOT accept copies of the CE form. You can find the Fund's addresses on the website: [unjspf.org](http://unjspf.org)

### **What should I do in case I did not receive the May or September UNJSPF mailing of the CE AND I cannot access my CE in MSS?**

Should you NOT have received the CE by the end of October, AND you cannot access your annual CE in the Fund's Member Self Service (MSS), then we suggest you send a letter to the Fund, carrying your names, your official address, your Unique ID (UID) or/and retirement number(s), the date and your ORIGINAL signature; it must also include the subject line: "Non-receipt of the CE". Once received by the Fund, such letter would be scanned to your file to alert the Fund of the situation and to allow the Fund to take action to prevent a potential future suspension in case of non-receipt of your CE by end of December.

### **How can you check that your "barcoded" CE has been received by the Fund?**

Once you have returned the dated and signed barcoded CE to the Fund (either the one mailed to you OR the MSS CE, as only one duly dated and signed barcoded CE form needs to be returned to the Fund) you can track its receipt by the Fund online, in the "Proof Documents" tab in the MSS portal. Please allow for at least four to six weeks before checking CE receipt in MSS, given the huge volume of returned CEs and the work involved for the Fund. If your CE is not yet listed, check again a couple of weeks later, as the Fund continuously updates its records. For more detailed information about this tracking process, please see below.

All CEs included in the first or second CE mailings or available in MSS, are overprinted with the relevant information (the CE mailing date, the beneficiary's first and family names, nine-digit Unique ID (UID) number, benefit type, etc.) and are barcoded to facilitate their tracking by the Fund. Please be aware, only the original barcoded CEs of the first or second official mailings or printed from MSS can be tracked (NOT copies).

A CE tracking feature is available on the Fund's official website inside "Member Self-Service (MSS)". This CE Tracking system in MSS enables beneficiaries to find out whether their barcoded CE was received by the Fund and at which date it was scanned. Access to this feature requires you to register for MSS through our website.

### **What do I do if I am away from my home address when the CE is mailed out?**

Since receipt of your signed and completed CE by the UNJSPF certifies your continued eligibility to a benefit you should ensure either that (a) your mail is forwarded to you or (b) if you have not received the CE by June/October you should write to the UNJSPF in New York or Geneva for a new CE to be mailed to you, and return it to the UNJSPF duly signed. It is important that the CE is mailed back to the UNJSPF even if you write to indicate that you are still alive. A letter will suffice only to defer suspension of your benefit.

## Does the retiree's/beneficiary's signature or thumbprint on the CE form need to be authenticated?

### **Signature authentication is NOT REQUIRED if:**

- The retiree's/beneficiary's signature on the CE form matches the original signature the Fund has on file for the retiree/beneficiary (i.e. usually the signature on their original Payment Instructions submitted at the time of benefit implementation).
- The signature on the CE form matches a more recently received, duly authenticated signature.

### **Signature authentication IS REQUIRED:**

- When the retiree's/beneficiary's signature on the CE form differs notably from the original signature the Fund has on file and no duly authenticated signature was received by the Fund that would match the 'new' signature on the CE form.
- For each CE form or document on which a thumbprint is affixed (in these cases your signature is a thumbprint, i.e. your thumbprint always has to be authenticated).

Please refer to the following paragraphs for more detailed explanations regarding the Fund's requirements for signature and thumbprint authentication.

## What if given the passage of time the retiree's/beneficiary's signature on the CE form differs notably from the original signature the Fund has on file?

For such cases the Fund will request the retiree/beneficiary to have their signature duly authenticated by an official of any UNJSPF member organization (such as a Human Resources Officer), a UNJSPF Official, a Government Official or a Notary Public.

The person authenticating the retiree's or beneficiary's signature must affix in the designated area on the CE form their full name, their title, the date, their stamp/seal of office, their original signature and, if applicable, also their license or index number. Signatures affixed by the retiree or beneficiary from that point onwards will have to match the authenticated signature.

## What if the retiree or beneficiary can no longer sign the CE form due to ill health and instead uses his/her thumbprint?

As a general rule, thumbprint authentication IS REQUIRED for each CE form or document on which a thumbprint is affixed.

In cases where a retiree or beneficiary can no longer sign documents due to ill health, in lieu of their signature the retiree/beneficiary can affix their thumbprint in the designated box on the CE form. The retiree's/beneficiary's thumbprint must be duly authenticated by their attending physician (doctor) in the designated fields ON the CE form, including the doctor's full name, his/her title, stamp/seal of office and his/her original signature. The same doctor would have to issue a medical certificate or statement in English or French to the attention of the UNJSPF, on official letterhead and providing the physician's original signature and the date, attesting to the retiree's/beneficiary's current health situation preventing them from signing the CE form; this medical statement must be attached to the duly authenticated original CE form and both documents must be returned to the Fund together.

Based on the authentication on the CE form and the attached medical certificate, the Fund would accept the retiree's/beneficiary's CE and, if received in the required format, consider they have fulfilled the requirements of the annual CE Exercise.

Should the retiree/beneficiary continue to thumbprint their CEs in the following years, and the same physician authenticates their thumbprint on future CE forms, no new medical certificate is required; however, if a different doctor authenticates their thumbprint on future CE forms, a NEW medical statement

must be issued by the new authenticating doctor and must be attached to the CE form authenticated by that new doctor in line with the usual requirements.

Furthermore, for cases where the retiree/beneficiary suffers from serious long term health issues, the Fund recommends that during the period when the above described arrangement is used, the retiree/beneficiary and/or their family or friends should start the proceedings for the appointment of a legal guardian for the retiree or beneficiary.

### **How do I update my address to make sure the CE reaches me?**

One of the main reasons some retirees and beneficiaries do not receive their annual CE is that they omitted to inform the Fund of changes in their official mailing address. It is important that your official mailing address is up to date in the Fund's records so that the Fund's mail reaches you. Please note that in case you change your official mailing address permanently, you can update your address online in your Member Self Service (MSS) under the ADDRESS tab, provided you are NOT paid on the Two-Track and provided your former and/or new address/es is/are NOT an official pouch address.

In case you cannot update your address online in MSS, please download form PF23/M from MSS, under the FORMS tab (where the form would be available pre-completed with your name and UID), or from the Fund's website, and return the duly completed, dated and signed original form to the Fund, so we can update your address on your behalf.

Or, in case you cannot download form PF23/M from the Fund's website, you must send us a letter with your names, your Unique ID (UID) or/and retirement number(s), your new official address, the date and your official ORIGINAL signature. The Fund will implement a change in mailing address only upon receipt of the ORIGINAL form PF23/M or letter; we do not accept to make changes based on emails or faxes.

## Contacting the Fund

### NEW YORK

Telephone: +1 (212) 963 69 31

Fax: +1 (212) 963 31 46

#### Visit\*

1 Dag Hammarskjöld Plaza  
4th 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

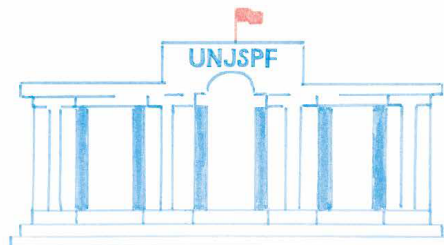
#### Mail

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