



UNJSPF

United Nations Joint
Staff Pension Fund



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UPDATE ON PENSION ADMINISTRATION

AFICS NEW YORK ANNUAL ASSEMBLY

10 June 2022

Rosemarie McClean,
Chief Executive of Pension Administration



Vision

To be a pension fund that provides outstanding service globally.

The goal is to have a service-oriented Fund that provides the same high-quality services for all of our member organizations, participants and beneficiaries wherever they may be.

Strategic Pillars



Strategic Pillars

Simplify Client Experience: Client service and satisfaction will become the priority. This pillar will focus on key moments of service delivery to participants, retirees and beneficiaries, giving the tools to employing organizations to do their part. It will move the Fund to become a paperless organization.

Modernize Pension Services: Innovation, business transformation, including through mapping the Fund's value stream, testing Robotic Process Automation and upscaling skills, will be the backbone of the modernization.

Develop a Strong, Global Partnership Network: Becoming a data-driven organization and building partnerships with staff, member organizations and decision makers/stakeholders, and enhancing transparency and accountability will improve trust and confidence in the Fund.

Some strategy achievements 2021-2022

Pillar 1: to simplify client experience

- **Certificate of Entitlements** download/upload function in MSS and the Digital CE app (launched in December 2020-February 2021) used by about 50% of retirees/beneficiaries in 2021-2022
- 11 **pension e-learning modules** (launch in May 2022)

Pillar 2: to modernize pension services

- COLA letters only available in MSS for registered retirees and beneficiaries since April 2021 – **43% reduction of printed and mailed letters** (since April 2021)
- A set of **new internal KPIs**, and internal monthly reporting to better monitor performance (since January 2022)
- **Joint PA-OIM Business Support Services Unit, HR and gender strategies** (2021-2022);

Pillar 3: to build a strong global partnership

- New **integrated OIM/PA website** (June 2022)
- New **extranet** for Board members and Committees, new **intranet** for PA staff (September 2021)

The new UNJSPF website



Our priority:
your pension security

What is your situation?



Participating
in the Fund



Separating or
retiring



Retired or
receiving benefits



Survivor



Something else

Fund Performance

\$ 91.5
Billion

as at 31 December 2021

90.5%

of initial pension cases processed
within 15 business days of receipt of
documents (2021)

227,000

UNJSPF participants and
beneficiaries

11 e-learning modules

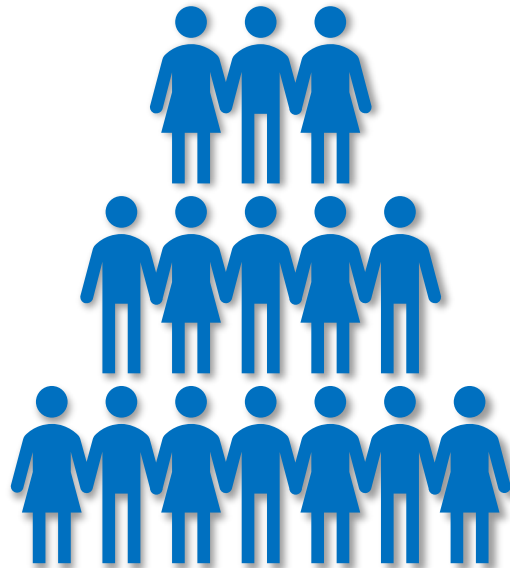


Strategic projects for 2023

Leverage technology to drive efficiency and improve service:

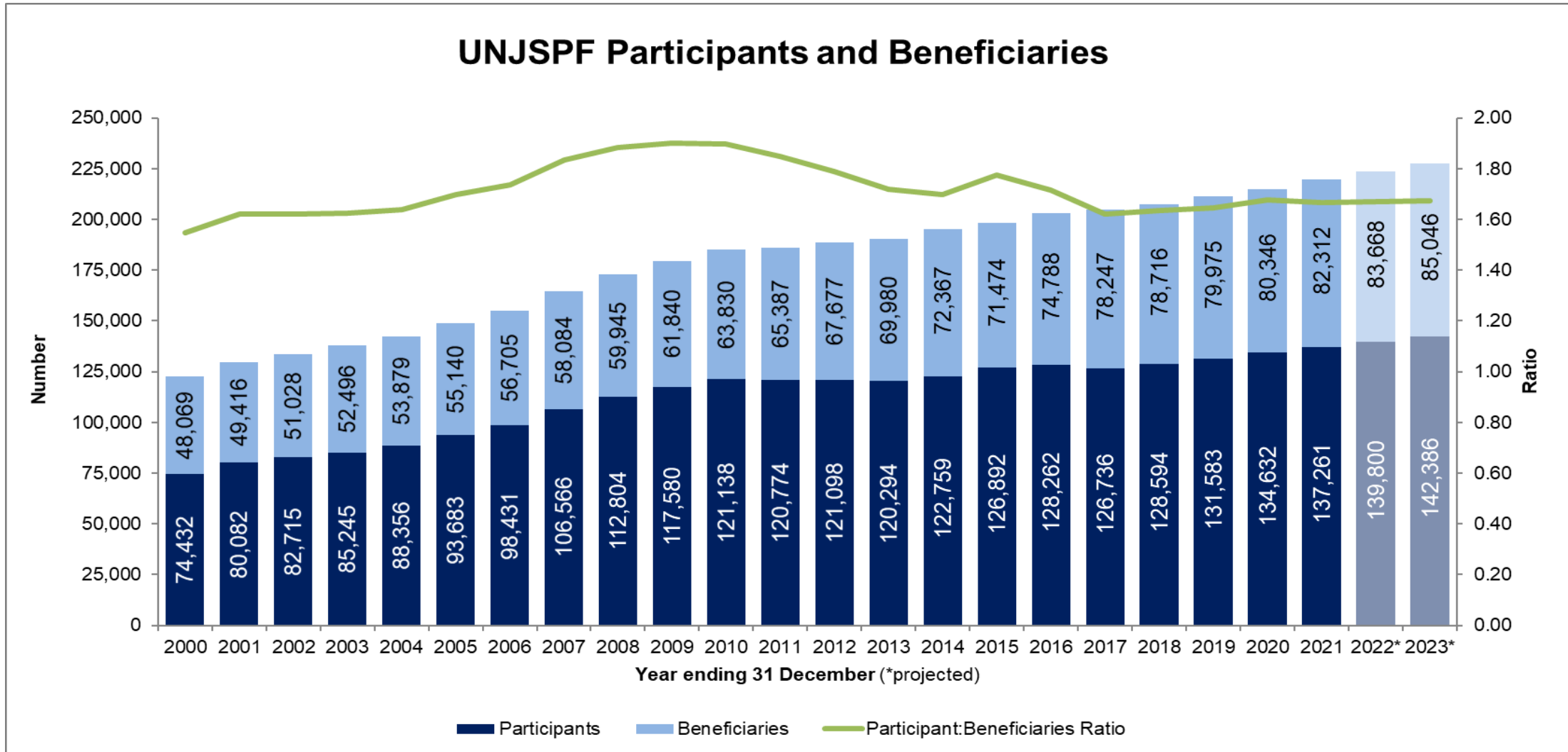
- Deployment of the Customer Relationship Management System
- Digital capture of pension forms in Member Self-Service
 - the system will pre-populate data which the individual will verify
- Separation Notification Pilot Interface Project with the UN
 - automatically transfer separation data from UN Secretariat to UNJSPF
- Automation of signature recognition on forms
- New financial interfaces with employing organizations planned with UNICEF, WFP, IMO, UNESCO

The Fund is growing – 2021 figures

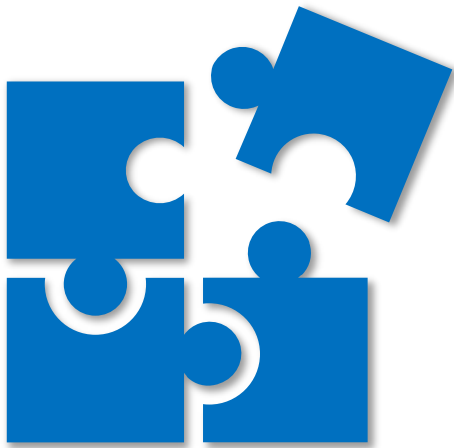


- 137,261 participants (+2.4% from 2020)
- 82,312 benefits in payment (+2.0% from 2020)
- USD \$3.0 billion of periodic benefits (\$2.8 billion in 2020)
- USD \$3.0 billion of contributions from employers and participants (\$2.9 billion in 2020)

The Fund is growing - trends and projections



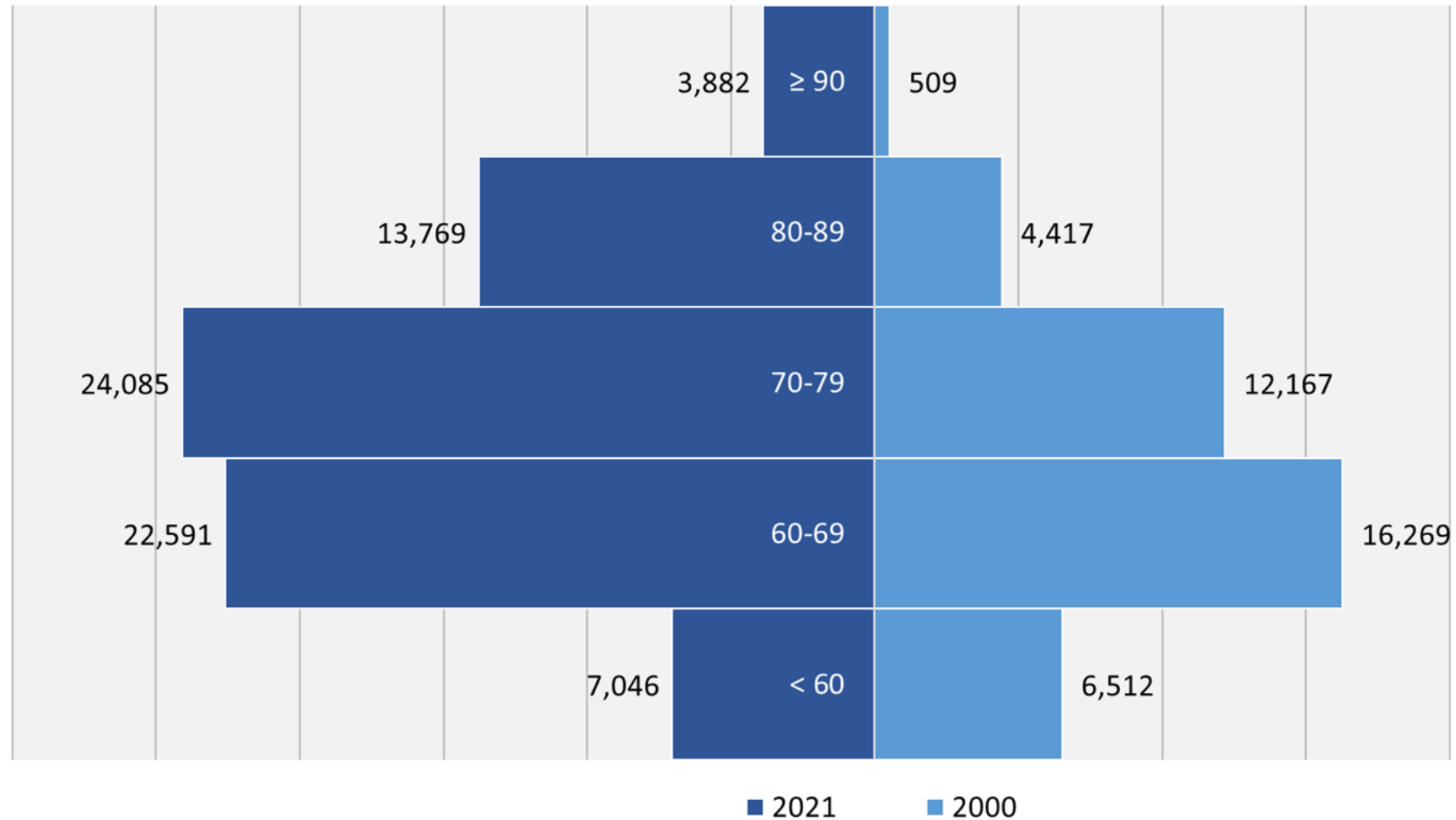
The Fund is mature and complex



- The beneficiary group is aging and requires more client services
- The Fund is unique in providing defined benefits for beneficiaries in 192 countries in USD or local currency
- The Fund is now paying in 17 currencies

The Fund's population is aging

Aging of UNJSPF retirees and beneficiaries 2021-2000 (excluding children)

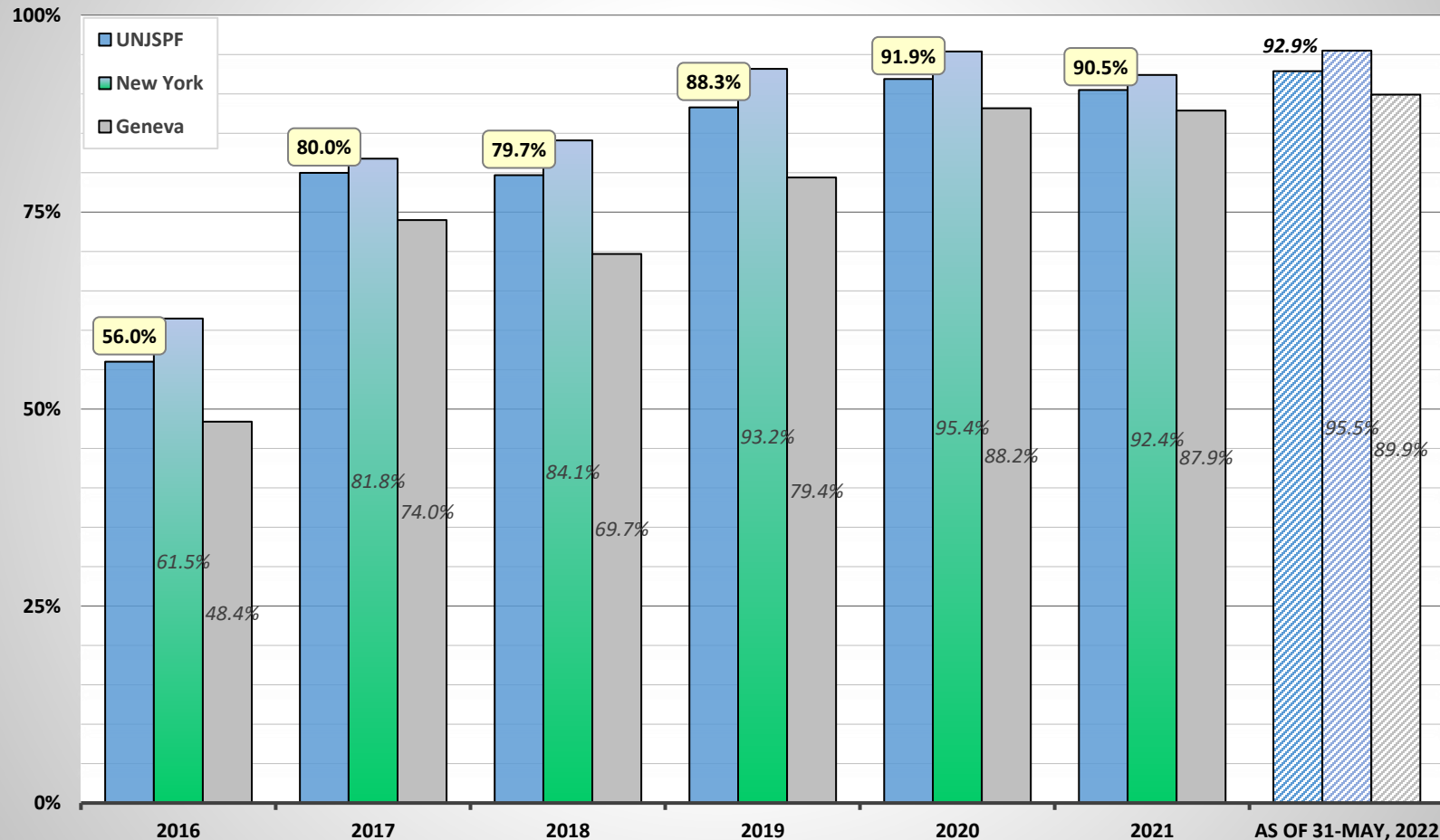


Pension case processing



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Annual Volumes of BENCHMARK Benefits Processed Within 15 Days
Against 75% Benchmark Target (as of 31/05/2022)



THE 2021 CE SUSPENSION EXERCISE

- The benefits of retirees and beneficiaries who have not submitted their 2021 Certificate of Entitlement (CE) or another valid signature document will be suspended, effective with the June 2022 payroll
- **We're grateful to AFICS for their help in finding retirees who did not send back their CE; if you know ex-Colleagues who have not submitted their CE, please ask them to contact the Fund as soon as possible**
- Retirees have three ways to submit their CEs:
 - In electronic format by uploading their duly dated and hand signed CE to their Member Self-Service (MSS) account; or
 - By postal mail; or
 - provide their 'proof of life' in biometric format through the Digital Certificate of Entitlement (DCE) app
- For more information about CEs, kindly check the dedicated pages on www.unjspf.org

Pension payments

- Monthly payroll payments have continued to be issued on time
- Issues with payments into/through Russian banks partially resolved – check our website for updates
- Notification of cost-of-leaving adjustment through emails went to MSS subscribers 38,000+ beneficiaries; however, it was also mailed to 28,000+ others for whom the Fund has no email contact
- The Fund does not have e-mail contacts for many beneficiaries, which would support further digitalization or urgent communications when issues with bank payments arise. MSS registration also needs to be increased – **could AFICS help?**

Client Services update

- The Call Center is experiencing high volume of calls at the moment, in relation to the Certificate of Entitlement suspension exercise
- Geneva in-person service reopened mid-May 2022
- New York in-person service planned to be re-open to clients during the week of 20 June 2022
- Opening planned for two half days in the afternoon, like in Geneva, so we will offer same services in both locations
- The opening days will be Tuesday and Thursday afternoons; the exact opening hours are yet to be determined, but in all likelihood from 12PM-4PM (to be confirmed) – Geneva opens the same two days from 1PM-4PM

72nd BOARD SESSION – 25-29 JULY 2022

Topics where Pension Administration will provide inputs:

- Membership of the Committee of Actuaries
- Financial statements for the year ended 31 December 2021
- Budget estimates for the year 2023
- Status of GA Requests
- Update on Pension Administration
- Status report on the Emergency Fund
- Report on the implementation of the Board of Auditors recommendations
- Status of ICT Systems and Initiatives
- Changes to UNJSPF Regulations, Rules, and Pension Adjustment System
- Applications for membership in the UNJSPF by ICCO and IRENA
- UNAT Judgements of interest to the Board

Questions

Questions?