



UNJSPF

United Nations Joint
Staff Pension Fund

Update on Pension Administration

AFICS-NY Annual Assembly

Rosemarie McClean, Chief Executive of Pension Administration

22 May 2025

Strong financial position and performance



Our clients can be assured that their benefits are secure



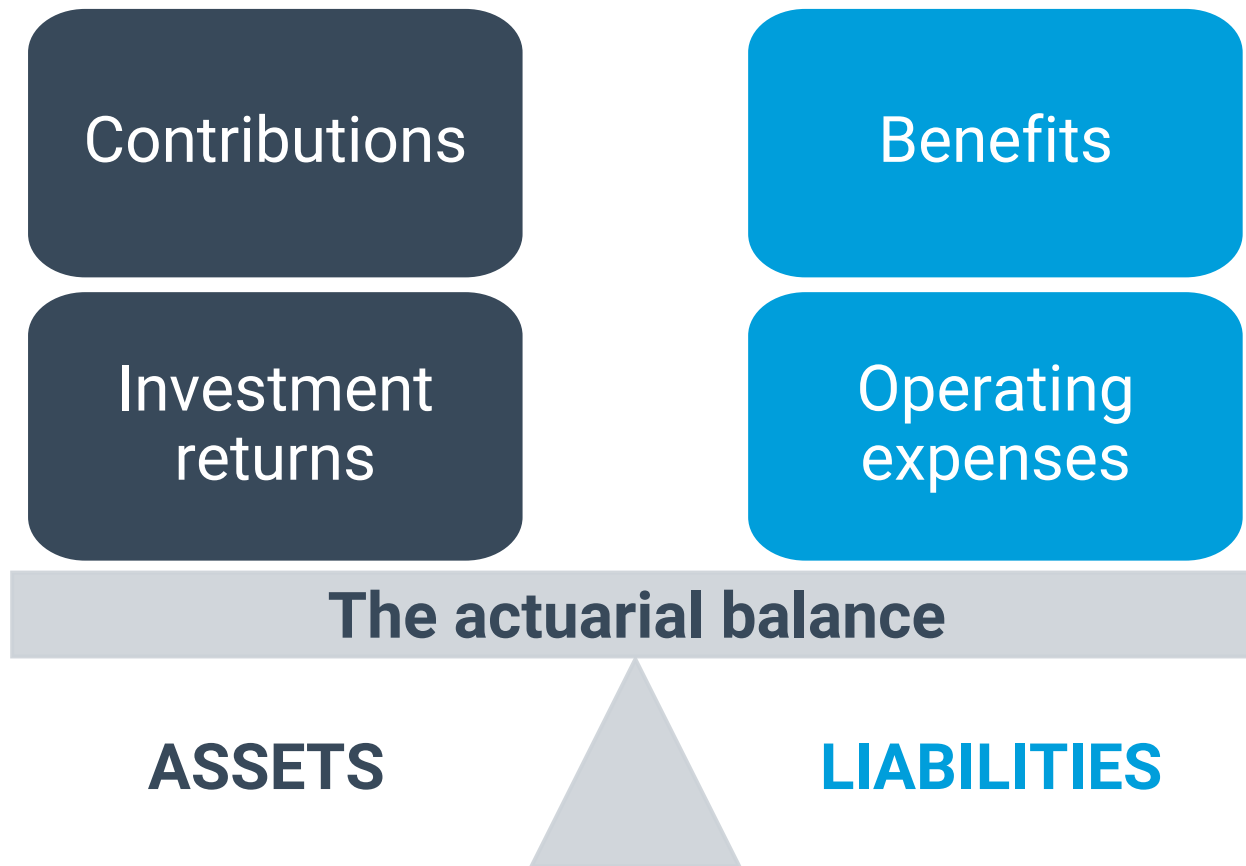
The Fund continues to perform and modernize to deliver excellent service



We offer proactive outreach and communication through several channels

What is solvency?

Ability of the Fund to pay benefits over the long term

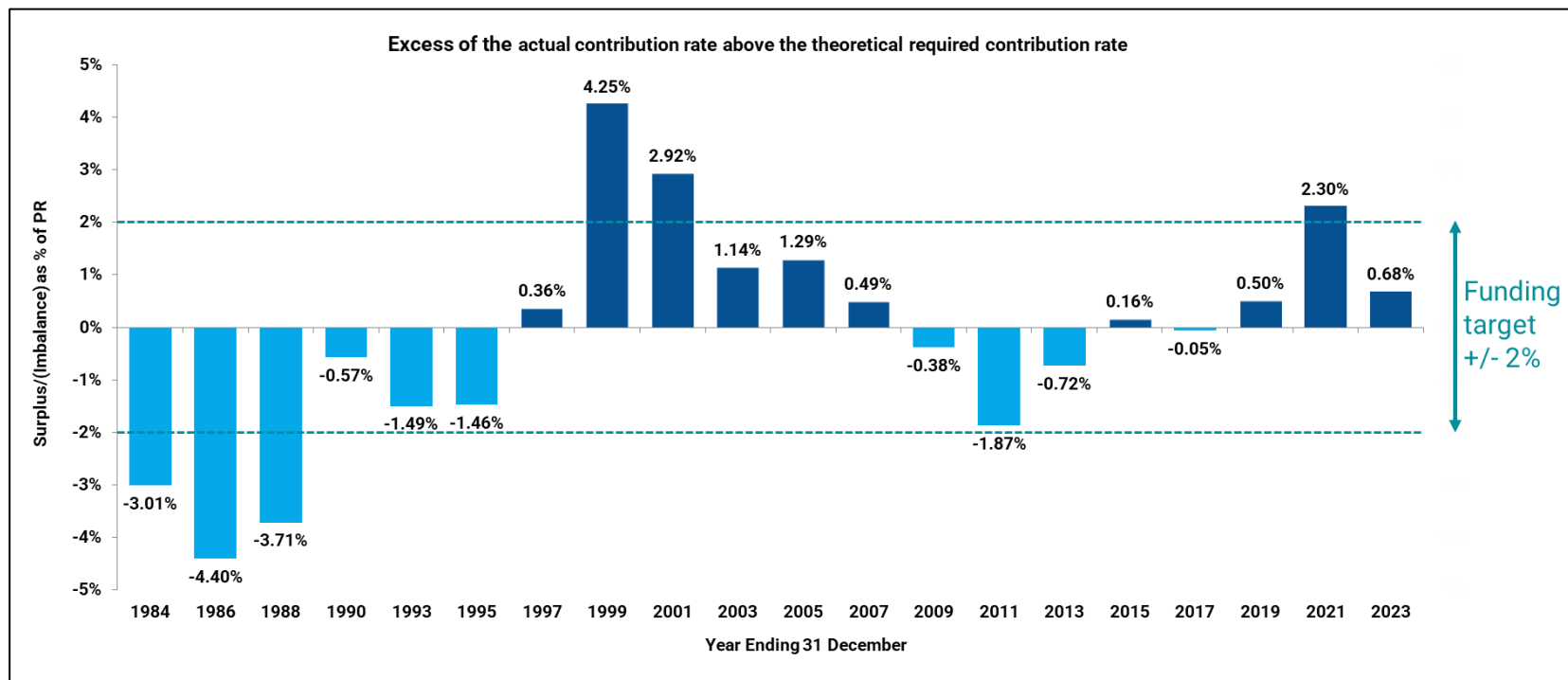


Monitored through:

- Actuarial valuation
- Asset Liability Management (ALM) Study

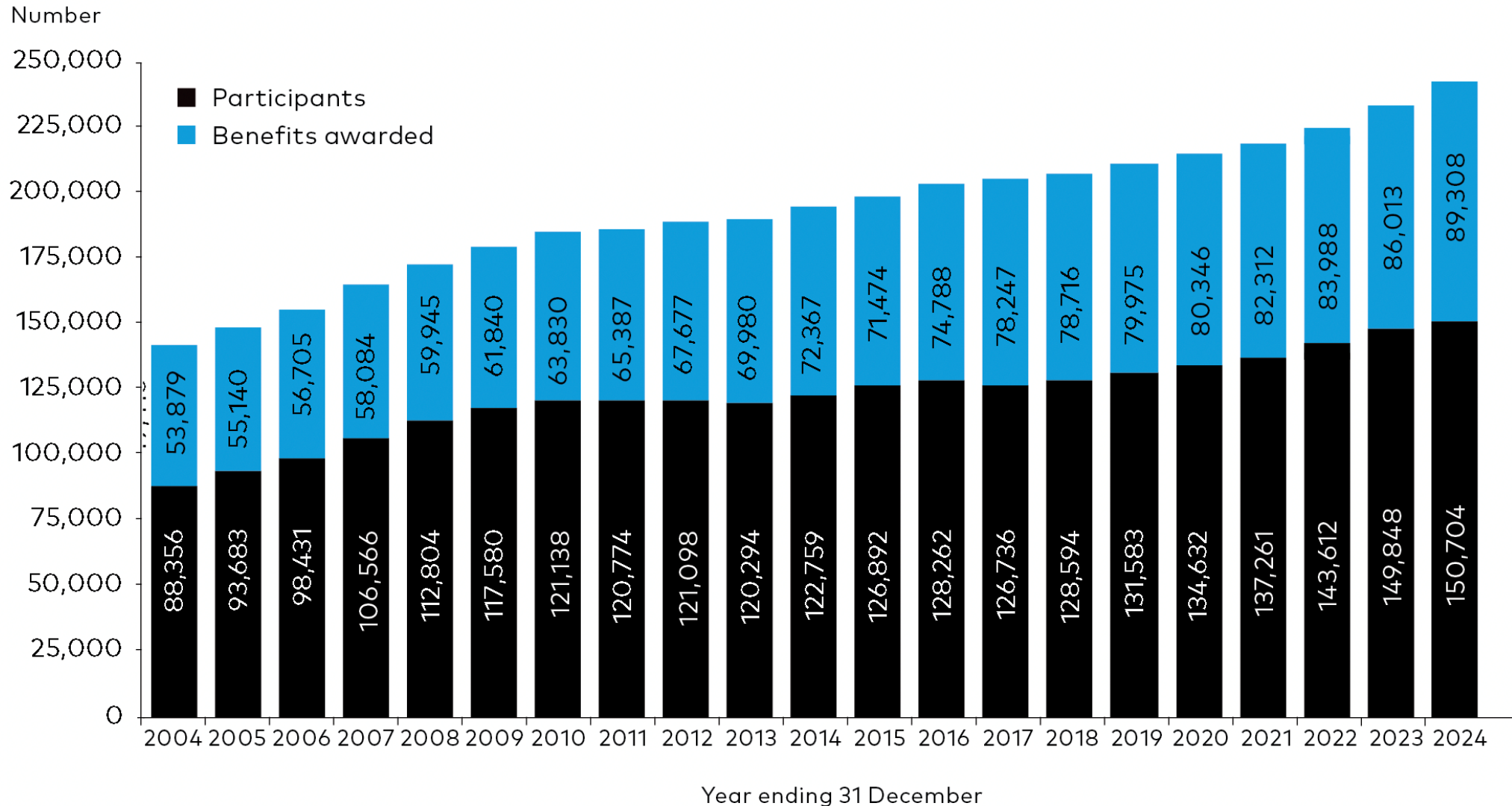
UNJSPF's solvency position

Actuarial valuation assesses whether the current contribution rate (23.7% of pensionable remuneration) is sufficient to pay all benefits to current and future participants/beneficiaries – into perpetuity.



Recent actuarial valuations have found the Fund to be in good financial health.

The Fund's client base is evolving



The Fund continues to perform

- Processed **above average** volume of benefits in 2024 (**17,000**) and preparing for sharp increase in 2025
 - ❖ February 2025: 1,714 benefits
 - ❖ March 2025: 1,553 benefits
 - ❖ April 2025: 1,640 benefits
- Outperforming benchmark in 2025 YTD at **92.0%**
- Current wait time for calls is **less than 22 seconds**
- Monthly payroll continues to be issued on time
- COLA for 2025: **2.8%** (from 1 April 2025, for USD track)



Progress on modernization initiatives

- **UNJSPF Connect** (new Customer Relationship Management system) entering phase two
- Launching **Multi-Factor Authentication** (for Member Self-Service)
- Preparing to launch **E-pension**
- Preparing for New **Financial Suite** (2026)
- More than **38,800 Digital Certificates of Entitlement (DCE)** as of May 2025 (over 50% of eligible beneficiaries).



Outreach initiatives

24

**Pension
Townhall
Sessions since
Jan. 2024**

25k

**Townhall
attendees**

35k

**Townhall
Session views
on YouTube**

3,5k

**Questions
answered**

Communication channels and products



Website

2.05 M
views in 2024
+44.2%



Social Media

14.6 K
followers in 2024
+63%



Newsletter

250 K
subscribers
11 sent in 2024



Publications

11 Pension booklets
1 Annual Letter

*Over 78% of clients are very
satisfied with our website*

Where to find information

Attend the next UNJSPF pension townhall session!

Learn More

What is your situation?



Participating
in the Fund



Separating or
retiring



Retired or
receiving benefits



Survivor



Something else

How to contact the Fund

Contact Us



Services to clients can only be provided in the two official working languages of the Fund, English and French.

Online

Phone

In-person

Submit documents



Urgent assistance page

<https://www.unjspf.org/contact-us/>

Urgent Assistance

The following two query topics are considered top priority by the Fund and will be handled as such. You can submit related queries using the online Contact Form above or write to the email addresses provided below. Please note the important related information for each topic.

1. Non-receipt of monthly benefit payment

Write to paymentsstopped@unjspf.org and provide the following information:

2. Notification of death of a retiree/beneficiary

Write to unjspf-deathrelated@un.org and provide the following information:



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Thank You