

## **Important Actions In Case Of Death**

Upon the death of a PAHO/WHO retiree or beneficiary it is very important that the correct procedures are followed to avoid problems and delays for the survivors. PAHO/WHO Headquarters in Washington, DC and the United Nations Joint Staff Pension Fund in New York must be notified as soon as possible to ensure recognized survivors continue to receive their benefits and, in the case of the Pension Fund, there is not a need to recall payments made should the notification of death not be made in a timely manner.

As one begins to make arrangements after a death, it is strongly recommended that 8-12 certified copies of the death certificate be obtained to provide one to the deceased's accounts of the UN Joint Staff Pension Fund, Staff Health Insurance, life insurance agencies, and banks and credit unions. If the deceased dies in a country other than that of his/her nationality, the embassy of the deceased's nationality may be useful in obtaining a certified copy of the death certificate.

### **WHO/PAHO Staff Health Insurance (SHI)**

When a retiree or beneficiary dies, a family member or other representative must notify PAHO SHI as soon as possible by sending a certified copy of the death certificate by postal service. As of Jan 1, 2023, all survivors who were insured at the time of the member's death will continue to be covered. Should the survivor not be receiving funds from the Pension Fund (UNJSPF) they will be billed for continuing coverage.

SHI will take official action only when the above document has been received through the postal service. It will not accept the certified copy of the death certificate by email, text, or fax.

### **WHO/PAHO Staff Health Insurance (SHI) Contact Information**

Pan American Health Organization  
Atte: Staff Health Insurance  
525 23rd Street NW Washington, D.C. 20037  
Email: [SHI@paho.org](mailto:SHI@paho.org) **Best Option**

Fax: 202 974-3715

Tel: 202 974-3727

PAHO retirees and their beneficiaries living outside the United States may contact the office of the PAHO Country Representative for assistance.

### **United Nations Joint Staff Pension Fund ([www.unjspf.org](http://www.unjspf.org))**

Upon the death of a retiree or beneficiary, a family member or other representative must notify the UNJSPF. Begin by sending an email to [unjspf-deathrelated@un.org](mailto:unjspf-deathrelated@un.org) providing the following information:

- a) The deceased's full name;
- b) The deceased's date of birth (day/month/year);
- c) The date of death (day/month/year);
- d) The deceased's Pension Fund reference number (UNJSPF Unique ID or Retirement number), if known; and
- e) The deceased's official mailing address.

If possible, kindly also include:

- f) Contact details for surviving beneficiaries and family members, and
- g) Any additional information that could be helpful.

Follow up the email as quickly as possible by sending a certified copy of the death certificate to the address below.

UNJSPF in New York will take official action only when the certified copy of the death certificate is received through the postal service. UNJSPF will **not** accept the certified copy of the death certificate by email, text or fax.

**UNJSPF Contact Address:**

United Nations Joint Staff Pension Fund  
37<sup>th</sup> floor, 1DHP  
885 Second Avenue  
New York, NY 10017

**PAHO/WHO Federal Credit Union (<https://www.pahofcu.org/>)**

If one's pension is deposited in the PAHO/Federal Credit Union, the survivor should:

- a) inform the Credit Union as soon as possible regarding the death of the account holder. This is important because an inactive account in Washington DC reverts to the government of the District of Columbia after being inactive for 2 years, and also because for eligible survivors to receive benefits, a separate account must be established.
- b) send a certified copy of the death certificate.

More detailed information is available at <https://www.pahofcu.org/> .

**PAHO/WHO FCU Contact Information:**

PAHO/WHO Federal Credit Union  
2112 F Street NW, Suite 201  
Washington, DC 20037-2761  
email: [fcu@pahowhofcu.org](mailto:fcu@pahowhofcu.org)  
phone: 1 202-974-3453

**UN Life Insurance**

Many WHO/PAHO staff members had voluntary access to two group life insurance plans during their years of service. If applicable to the retiree, it is important to clarify whether the retiree chose to continue the policy(ies) in retirement. The retiree or beneficiary should contact PAHO's Human Resources Management Area (AMHRM) to establish if there are life insurance benefits to which the beneficiary is entitled.

**AMHRM Contact Information:**

Pan American Health Organization  
Att: Human Resources Management (HRM)  
525 23<sup>rd</sup> Street NW  
Washington, DC 20037. Email: [HRM@paho.org](mailto:HRM@paho.org)