

UNJSPF-Client Services - COMMUNICATION CHART

	ISSUE	CONTACT INFORMATION
1.	<p>Requesting a participant's or retiree's/beneficiary's nine-digit Unique ID number (UID)</p> <p>To enable the Fund to verify the identity of the UNJSPF member: -Participants must submit their request from their professional email address. They should include in the request their full name; date of birth; and index number. -Retirees/beneficiaries must include in their email request their full name; their date of birth; the name of their last employing organization and duty station before separation from service; their former five-digit alpha numeric retirement number; and any other data they judge useful to confirm their identity.</p> <p>Only requests for UID numbers will be addressed by this team. No substantial participation or pension related information will be provided by this team.</p>	<p>requestUIDonly@unjspf.org</p>
2.	<p>Requesting technical support with Member Self Service (MSS), e.g. resetting a password, unlocking an account or technical issues with the use of MSS</p> <p>To enable the Fund to verify the identity of the UNJSPF member: -Participants must submit their request from their professional email address. They should include in the request their full name; date of birth; and UNJSPF nine-digit unique ID or index number. -Retirees/beneficiaries must include in their email request their full name; their date of birth; the name of their last employing organization and duty station before separation from service; their UNJSPF nine-digit unique ID or five-digit alpha numeric retirement number; and any other data they judge useful to confirm their identity.</p> <p>Only requests for technical support with MSS will be addressed by this team. No substantial participation or pension related information will be provided by this team.</p>	<p>msssupport@unjspf.org</p>
3.	<p>Requesting technical support with the Digital Certificate of Entitlement (DCE)</p> <p>Retirees and beneficiaries should first read the Step-by-Step Guide published on the UNJSPF website at https://www.unjspf.org/digital-certificate-of-entitlement-dce-step-by-step-guide/ and the frequently asked questions (FAQ) published on the UNJSPF website at https://www.unjspf.org/digital-certificate-of-entitlement-faq/</p> <p>If they encounter issues that are not addressed in the Step-by-Step Guide or inside the FAQ document, they can direct their DCE App related questions or report issues to the Fund by emailing the DCE support team.</p> <p>They can also request assistance inside the DCE App by clicking on the question mark "?" on the top corner of the DCE App screen; this will take them to a DCE support screen where they can access the FAQ document or request support by sending an email to the Fund from inside the DCE App.</p> <p>Retirees/beneficiaries must include in their email request their full name; their date</p>	<p>dce@unjspf.org</p>

UNJSPF-Client Services - COMMUNICATION CHART

	<p>of birth; the name of their last employing organization and duty station before separation from service; their UNJSPF nine-digit unique ID or five-digit alpha numeric retirement number; and any other data they judge useful to confirm their identity.</p> <p>Only requests for technical support with the DCE will be addressed by this team.No substantial pension related information will be provided by this team.</p>	
4.	<p>Reporting non-receipt of pension benefits by a retiree/beneficiary whose pension payments have stopped</p> <p>To enable the Fund to identify the correct account and to act as fast as possible, retirees/beneficiaries are requested to provide in their email the following information:</p> <ul style="list-style-type: none"> a) Full name of the retiree or beneficiary concerned; b) Pension Fund reference number (nine-digit UNJSPF unique ID and/or five-digit alpha numeric 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; and e) Any additional information that could be helpful. <p>Only reports regarding non-receipt of pension benefits by a retiree/beneficiary whose pension payments have stopped will be addressed by this team.</p>	<p>paymentstopped@unjspf.org</p>
5.	<p>Reporting the death of a retiree/beneficiary of the UNJSPF</p> <p>To enable the Fund to identify the identity of the deceased and to act as fast as possible, the sender is requested to provide the following information:</p> <ul style="list-style-type: none"> 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 UNJSPF reference number (nine-digit UNJSPF unique ID and/or five-digit alpha numeric retirement number), if known; and f) The deceased's official mailing address; <p>If possible, the following should also be included in the communication:</p> <ul style="list-style-type: none"> g) Contact details for the surviving family member/s; h) An original or a certified copy of the deceased's death certificate (this document must be sent to the Fund as soon as possible); and i) Any additional information that could be helpful. <p>Only reports regarding the death of a retiree/beneficiary will be addressed by this team.</p>	<p>deathrelated@unjspf.org</p>

UNJSPF-Client Services - COMMUNICATION CHART

<p>6. All inquiries from participants, retirees, beneficiaries and third parties</p> <p>To enable the Fund to verify the identity of the UNJSPF member, the person who contacts the Fund should include in the inquiry the full name of the participant/retiree/beneficiary concerned and his/her nine-digit UNJSPF unique ID and/or pension or retirement number.</p> <p>It should be noted that the Fund does not disclose information provided by or in respect of a participant, retiree or beneficiary under the UNJSPF regulations and rules without the written consent or authorization by the participant, retiree or beneficiary concerned, except in response to a court order or a request from a judicial or civil authority in the context of divorce or family maintenance obligations.</p>	<p>Participants/retirees/beneficiaries and third parties on their behalf should always submit all their queries via the Fund's CONTACT US page on the Fund's website at: https://www.unjspf.org/contact-us/</p> <p>Only queries submitted via the online CONTACT FORM are duly tracked and routed to the correct office in the Fund for action within the standard 15 business days response time. It is important that all queries are submitted in the required format, i.e. providing the full name, the nine-digit unique ID number (UID), the employing organization for participants and the country of residence for retirees/beneficiaries, as well as their contact email address.</p> <p><i>Other means of communication with the UNJSPF are:</i></p> <ul style="list-style-type: none"> • In writing by fax, special courier, postal mail or pouch: to the Fund's address or fax number published on the Fund's website at: https://www.unjspf.org/contact-us/ • Via the UNJSPF Call Centers in New York or Geneva at the following telephone numbers: +1-212-96369361 (for New York) +1-41-(0)22-928-8800 (for GVA). Or via one of the UNJSPF toll-free and local phone numbers worldwide published at: https://www.unjspf.org/toll-free-numbers/ • In-person visits: during the days and hours published on the UNJSPF website at https://www.unjspf.org/contact-us/ UNJSPF IN-PERSON VISITS ARE CURRENTLY SUSPENDED DUE TO COVID-19 OUTBREAK. PLEASE CONTACT THE FUND BY PHONE OR IN WRITING VIA THE CONTACT FORM ON THE UNJSPF WEBSITE.
---	--