

# **Suggested Activities for the PAHO/WHO Human Resources Assistant with Pre-retirees and Retirees<sup>1</sup>**

## **Pre-retirement**

1. Provide pre-retiree staff members detailed information about the forms to be submitted at retirement (health insurance, life insurance, pension, beneficiaries, etc.), and emphasize the importance of keeping contact information up to date.
2. Inform pre-retiree staff members that, upon retirement, the UNJSPF will send each retiree a Unique Identification Code (UID) that must be used for all communication with the Fund in New York or Geneva.
3. Ensure pre-retiree staff members know how to access the UNJSPF Member Self Service (MSS) through the Fund's website. This is their most efficient means of communication with the Fund.
4. Acquaint pre-retiree staff members with the Certificate of Entitlement (CE) that must be sent to the Fund every year as proof of life in order to ensure the pension is not suspended. This is very important because if the pension is suspended, the process to restart the payment can take more than two months.
5. Inform pre-retiree staff members of the rights, benefits, and fees for lifetime membership in AFSM.
6. Request that PAHO and WHO headquarters inform AFSM of the names and addresses of staff members planning to retire in the Region of the Americas and encourage the pre-retirees to register in the local PAHO/WHO office once established in their retirement venue.

## **Retiree**

1. Provide all possible support to retirees including the use of the pouch to send important PAHO/WHO related documents. The UNDP pouch can facilitate sending documents to UNJSPF in New York.
2. Assist retirees, including those who are frail, cognitively impaired, or IT challenged, with health insurance and pension issues.
3. Inform in-country retirees about agreements with local clinics, and the possibility of issuing a recognized card for this service. Provide information on health care services and emergency health services that accept the WHO Staff Health Insurance cards.
4. Provide retirees with the name and address of AFSM Focal Points or a Chapter in the country and ask retirees to send their contact information to both the PWR and AFSM.
5. In collaboration with the local AFSM Focal Point, maintain an up-to-date contact list of retirees residing in country, including contact information of the former staff member, spouse, designated support person, and beneficiaries.

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<sup>1</sup> Draft prepared by the Health and Pension Committee AFSM PAHO/WHO 3/23