



ASSOCIATION OF FORMER INTERNATIONAL CIVIL SERVANTS – THAILAND



NEWSLETTER NO. 9/2019-2021

29 June 2021

Dear Members,

Subject: 2021 CE Exercise

With reference to the “2021 CE Exercise” the United Nations Joint Staff Pension Fund (UNJSPF or Fund) has announced via its website (<https://www.unjspf.org/certificate-of-entitlement/>) that the first mailing of the 2021 Certificates of Entitlement (CEs) will be dispatched by the Fund during the last week of June 2021 and the second mailing of the CEs will be dispatched during the first week of November 2021. Beneficiaries whose benefit is NOT paid on the two-track will have the option to print their barcoded 2021 CE form inside their Member Self-Service (MSS) account as of the last week of June 2021.

In this connection, the AFICS-T Executive Board is pleased to bring the following to your attention.

A. How to complete your 2021 CE exercise?

Retirees/beneficiaries have the option to complete your 2021 CE using one of the following options:

OPTION 1: Digital Certificate of Entitlement (DCE):

By providing ‘proof of life’ in biometric format through the Digital Certificate of Entitlement (DCE) application (app).

- As of 2021, the Fund offers the option for retirees and beneficiaries to complete their CE exercise using the Digital CE app.
- If the retiree/beneficiary chooses to submit a Digital CE, they must download the Digital CE app, complete the enrolment process and issue a Digital CE for that CE year – all of this is done through the app. The app will inform them of the timeframe in which they are allowed to issue a Digital CE every year, with exception of the first issuance of a Digital CE, which can be done immediate after completion of the ‘video-call with the Fund’s representative’ which is the final step of the enrolment process. If the retiree/beneficiary misses the timeframe, then the Fund will send them a paper-based CE for that year which they must sign and return to the Fund either by mail or electronically via MSS before the end of the year.
- For the year 2021, beneficiaries - who have completed their CE using the DCE app by 22 June 2021 - will not receive the paper-based CE.

- If you need guidance on how to download, enroll, issue a Digital CE or use the app, a “Step-by-Step Guide” is available on the Fund’s website: <https://www.unjspf.org/digital-certificate-of-entitlement-dce-step-by-step-guide/>.

OPTION 2: Upload CE to MSS account:

By uploading the dated and hand-signed CE to retiree’s/beneficiary’s MSS account.

- Retirees/beneficiaries, whose benefit are NOT paid on the two-track, will have the option, as of the last week of June 2021, to view and print their barcoded 2021 CE form inside their Member Self Service (MSS) under the DOCUMENTS tab. This barcoded CE form is referred to as the “MSS CE” and is a valid CE form. To access or register for MSS, please follow the instructions provided on the Fund’s website: <https://www.unjspf.org/member-self-service/>.
- If you choose to print the MSS CE form, please note that the physical form carrying your original signature and the signature date in blue ink must be mailed back to the Fund or submitted through MSS. If you choose to return the MSS CE to the Fund, there is no need to also return the CE form that the Fund mailed to you, as only one duly dated and signed barcoded annual CE form needs to be returned to the Fund to comply with the annual CE Exercise requirements.
- If your benefit is paid on the two-track, you will not be able to view and download an online 2021 CE form from MSS. This is in line with audit requirements, as this process serves as a verification that you continue to reside in the country of residence declared for two-track purposes.
- However, beneficiaries who are paid under the two-track can complete their CE by providing their ‘proof of life’ in biometric format through the DCE app. If you are paid under the two-track you must ensure that you are physically in your declared country of residence when issuing the DCE or else the Fund will assume that you have moved to a different country and you will be asked to submit form PENS.E/11 (Change of Country of Residence) as well as corresponding proof of residence to the Fund, which may impact your benefit payment.
- If you submit your duly completed, dated, and signed CE form through MSS, you will not have to mail it to the Fund. However, you are still required to affix your handwritten signature on the CE before converting it into PDF or JPG format and uploading it inside MSS for submission to the Fund (electronic signatures are not accepted). Detailed, step-by-step guidelines explaining how to submit documents through MSS are provided inside the MSS Document Upload tab at <https://www.unjspf.org/member-self-service/>.

OPTION 3: Mail paper CE or electronically submit it through MSS:

If you are completing the 2021 CE exercise using the paper CE, the original form must be returned to the UNJSPF, either by mail or electronically through MSS.

- **Return your CE by mail:**

If you decide to mail the CE to the Fund by yourself, you can return it to the UNJSPF address that best suits your geographical situation, i.e. either to the Fund's New York or Geneva office. Note that the applicable UNJSPF address will also depend on whether you return your CE form by postal mail, pouch (c/o ESCAP, UNICEF, FAO, etc.), or special courier. The Fund does NOT accept copies of the CE form.

- If documents are to be sent by regular postal mail, address them to:

United Nations Joint Staff Pension Fund
c/o United Nations
P.O. Box 5036
New York, NY 10163-5036
U.S.A

- If documents are to be sent by express courier (e.g. DHL, etc.) or registered mail or EMS, address them to:

United Nations Joint Staff Pension Fund
37th floor, 1 DHP
885 Second Avenue
New York, NY 10017
U.S.A

- **Return your CE electronically through MSS:**

If you submit your duly completed, dated, and signed CE form through MSS, you will not have to mail it to the Fund. However, you are still required to affix your handwritten signature on the CE before converting it into PDF or JPG format and uploading it inside MSS for submission to the Fund (electronic signatures are not accepted). Detailed, step-by-step guidelines explaining how to submit documents through MSS are provided inside the MSS Document Upload tab at <https://www.unjspf.org/member-self-service/>.

- **On-site AFICS-T services at ESCAP may have to be postponed.**

Given the current temporary suspension of the AFICS-T's 'on-site' services at ESCAP due to the COVID-19 pandemic, our annual 'on-site' service to assist members in receiving and dispatching their 2021 CEs to the Fund may have to be postponed. **In this connection, AFICS-T would like to assure that we will definitely do our best to offer our assistance in receiving and dispatching your paper CEs to the Fund as soon as situation permits, with maximum safety for everyone. AFICS-T will continue to monitor the situation carefully, and will keep our members informed about the "dates" for receiving and dispatching your paper CEs – through our AFICS-T Group Line (i.e. AFICS-T Official Information) and e-mail.**

B. What is the final deadline for submitting the duly signed and completed 2021 CE?

It is extremely important that beneficiaries complete their 2021 CE exercise by no later than 31 December 2021. **If no duly completed barcoded 2021 CE has reached the Fund by 31 December 2021 or if the retiree/beneficiary has not completed the 2021 CE exercise via the Digital CE app by 31 December 2021, subsequent benefit payments may be suspended. Benefits would be reinstated retroactively only upon receipt by the Fund of the necessary and duly completed documentation.**

C. What if you received multiple CEs for the same annual CE Exercise?

Should you receive multiple CEs for the same annual CE Exercise, please note that as long as ONE original, duly dated and signed CE was returned to the Fund for the given CE Exercise (either by mail or electronically through MSS), and the signature on the form is acceptable to the Fund, all is in good order for the uninterrupted payment of your benefit. Also, if you have completed the CE exercise using the Digital CE app, no CE form needs to be sent to the Fund.

D. What if you did not receive the June 2021 or November 2021 CE and you cannot access your 2021 CE in MSS?

We suggest that you send a letter to the Fund, with your names, your official address, your Unique ID (UID) or/and retirement number(s), the date, and your ORIGINAL signature; it must also include the subject line: *“Non-receipt of the 2021 CE”*. Once received by the Fund, the letter will be scanned to your file to alert the Fund of the situation and to allow the Fund to take action to prevent a potential future suspension of your benefit by the end of December 2021.

You also have the option of completing your 2021 CE exercise by using the Digital CE app.

E. How to check that your “barcoded” 2021 CE has been received by the Fund –The MSS CE Tracking Tool?

Once you have returned the dated and signed barcoded 2021 CE to the Fund (either the one mailed to you or the MSS CE) you can track its receipt by the Fund online, in the “Proof Documents” tab in the MSS portal. Please allow for at least four to six weeks before checking CE receipt in MSS, given the huge volume of returned CEs and the work involved for the Fund. If your 2021 CE is not yet listed, check again a couple of weeks later, as the Fund continuously updates its records. Please be aware that, only the original barcoded CEs of the first or second official mailings or printed from MSS can be tracked.

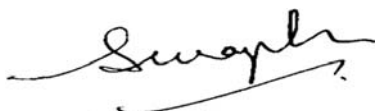
F. It is very important that YOUR OFFICIAL MAILING ADDRESS is always up-to-date in your UNJSPF records:

One of the main reasons that some retirees and beneficiaries do not receive their annual CE is that they did not inform the Fund of changes in their official mailing address. It is important that your official mailing address is up-to-date in the Fund's records so that the Fund's mail reaches you. Please note that in case you change your official mailing address permanently, you can update your address online in your MSS under the ADDRESS tab, provided you are NOT paid on the two-track and provided your former and/or new address/es is/are NOT an official pouch address (e.g. c/o ESCAP, UNICEF, FAO, etc.). In case you cannot update your address online in MSS, please download form PF23/M from MSS, under the FORMS tab (where the form would be available pre-completed with your name and UID), or download form PF23/M from the Fund's website: https://www.unjspf.org/wp-content/uploads/2020/05/pf23m-e_v2_7.pdf, and return the duly completed, dated and signed original form to the Fund, so we can update your address on your behalf. Or, in case you cannot download form PF23/M from the Fund's website, you must send us a letter with your names, your Unique ID (UID) or/and retirement number(s), your new official address, the date, and your official ORIGINAL signature. The Fund will implement a change in mailing address only upon receipt of the ORIGINAL form PF23/M or letter; the Fund will not make changes based on emails or faxes.

To ensure smooth communication between you and the Fund it is also important that you inform the Fund of any change in your email address, telephone number, or emergency contact details. You can update your email address via MSS. To update your telephone number or emergency contact details in the Fund's records kindly submit form PF23/M or letter as per the above.

For additional information or assistance, and given the COVID-19 pandemic, members are requested to contact us via the AFICS-T Group Line (i.e. AFICS-T Official Information) or our e-mail: escap_un_retirees.unescap@un.org.

Yours sincerely,



Suraphon Songweera
President, AFICS-T, 2019-2021