



UNJSPF

United Nations Joint
Staff Pension Fund

UNJSPF Presentation to Association of Former International Civil Servants AFICS – New York

Rome - 29 MAY 2026

Update on Pension Administration

Dino C. Dell'Accio
Deputy Chief Executive of Pension Administration

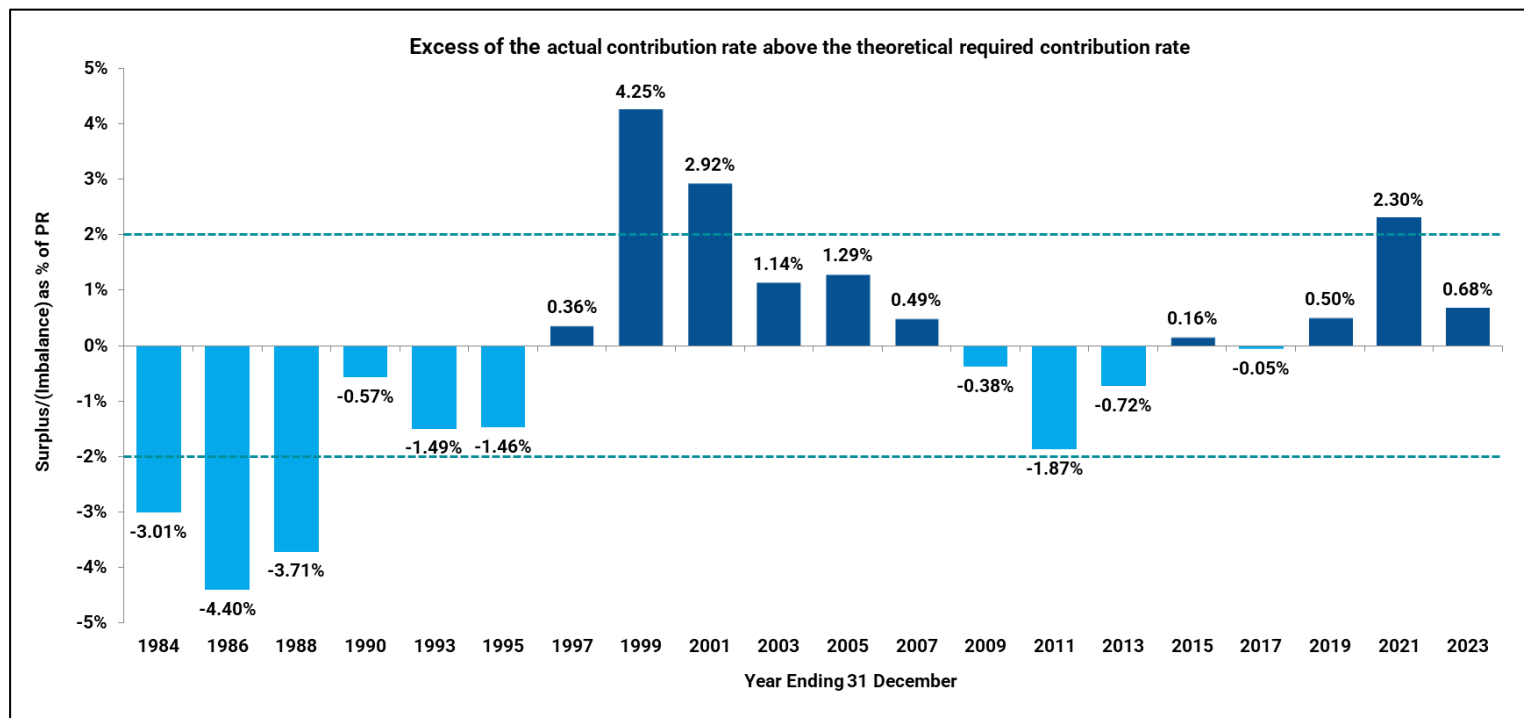
A strong pension plan

- Your **benefits are secure**.
- Actuarial valuations and asset-liability management (ALM) study show the Fund is **financially strong**.
- Participants numbers have a limited impact on the Fund's **solvency**.
- The Fund is modernizing its systems and tools to deliver **excellent service**.
- Transparent, clear and timely **communication** is a key priority.



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.

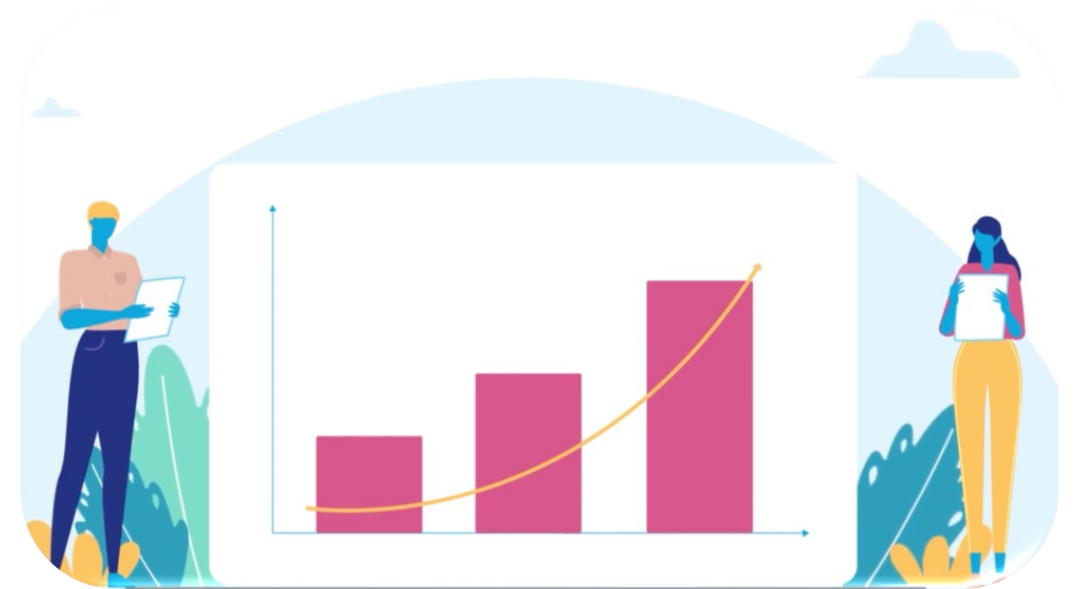


**Funding
target
+/- 2%**

Actuarial
valuations show
the Fund remains
in strong
long-term
financial health

A defined benefit plan – what it means for you

- The Fund is a **defined benefit plan**.
- The value of your pension is based on a pre-determined formula.
- It is based on various factors including age, years of contribution, grade.
- Adjusted based on inflation.
- 2026 Cost-of-Living Adjustment: 2.7%.



UNGA request for a holistic review of the pension scheme

- In resolution 80/243, the General Assembly requested the **Pension Board** to conduct a holistic review of the UNJSPF pension scheme.
- The review is expected to span **three years**, with recommendations to be submitted to the General Assembly in 2028.
- Follow **our channels** for official communications and updates.



2025: a record-breaking year for UNJSPF service delivery



Over 22,000 benefits processed (+58% vs 2024, record volume)



95.5% processed within **15 days** (initial separations 98.1%)



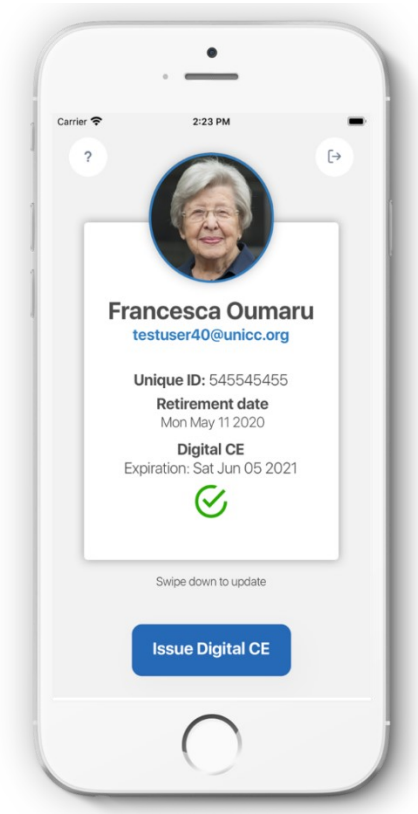
114,188 client queries handled; average response time: **2.5** business days.



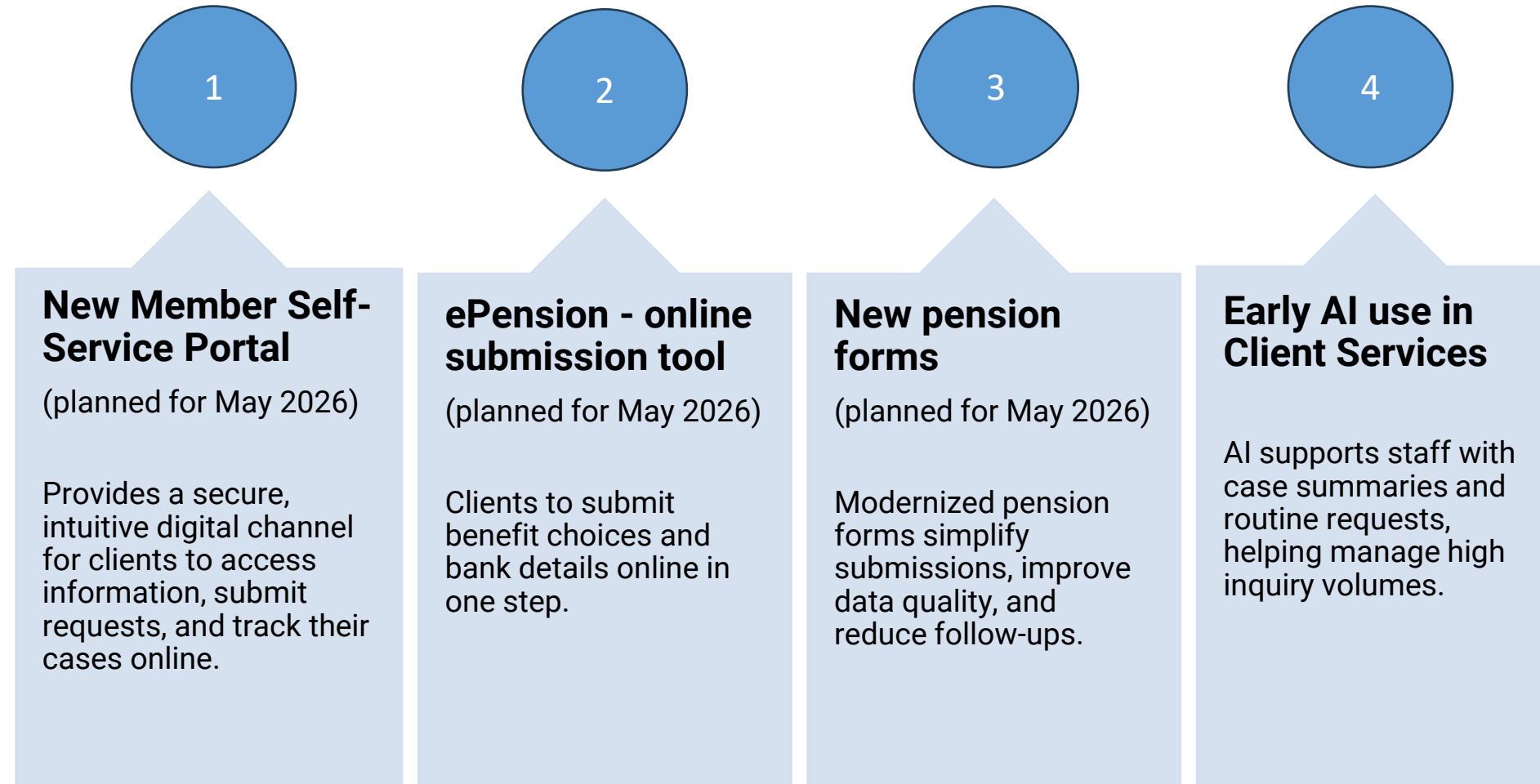
Contact Center calls wait time: **15 seconds**

Modernization under the C.A.R.E. Strategy

- **UNJSPF Connect** → one place to manage cases, leading to faster responses and fewer follow-ups
- **Automated separation processing (PF.4)** → quicker transition from separation to first payment
- **Multi-Factor Authentication** → stronger protection of your personal data
- **Data cleansing** → more accurate member and dependent records and reduced processing delays (e.g. 129K dependent records)
- **Automation and eForms** → less paperwork and fewer manual steps
- **Digital Certificate of Entitlement** → easy, secure proof of life—used by 44,000+ clients - (~60% of eligible); >90% adoption by new retirees.



New Member Self-Service (Now Live)



<https://member.unjspf.org/>

[My Queries](#)[My Information ▼](#)[My Records ▼](#)[My Pension Self-Service ▼](#)[Resources](#)[Contact Us](#)

My Information

[Personal Details](#)[Dependents](#)

My Records

[Payment Records](#)[Annual Pension Statement](#)[Official UNJSPF Documents](#)[Key Documents Tracker](#)[Submitted Documents](#)

My Pension Self-Service

[Generate an Estimate](#)[Upload a Document/Form](#)[Download Official UNJSPF Forms](#)[Validate](#)[Restore](#)[Transfer-In](#)[Online Submission of Benefit Elections
and Payment Instruction](#)



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United Nations Joint Staff Pension Fund

Welcome CATALDO DELL'ACCIO 19/05/2026

Home

Welcome to the Online Submission Portal

This page provides access to the Fund's secure **Online Submission of Benefit Election and Payment Instructions** tool. Through the Member Self Service (MSS) portal, eligible participants can complete their benefit election process electronically — from reviewing their benefit options to submitting required documents.

Using the online tool, you will be able to:

- Review the benefit election or deferment options available to you
- Generate personalized retirement benefit estimates
- Enter or update your payment instructions (banking details)
- Upload supporting documents directly to the Fund, where they are treated as originals

To begin, select "**Online Submission of Benefit Election and Payment Instruction**" from the menu on the left.

[News](#)

[Alerts](#)

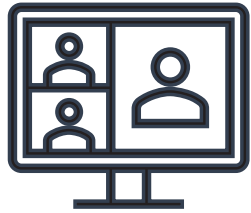
Menu

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Online Submission

[Online Submission of Benefit Election and Payment Instruction](#)

Outreach, engagement and satisfaction



**Pension
townhalls**

**33 global sessions,
with 42.000+ views**



Website

**2.38 M
views in 2025
+14%**



Social media

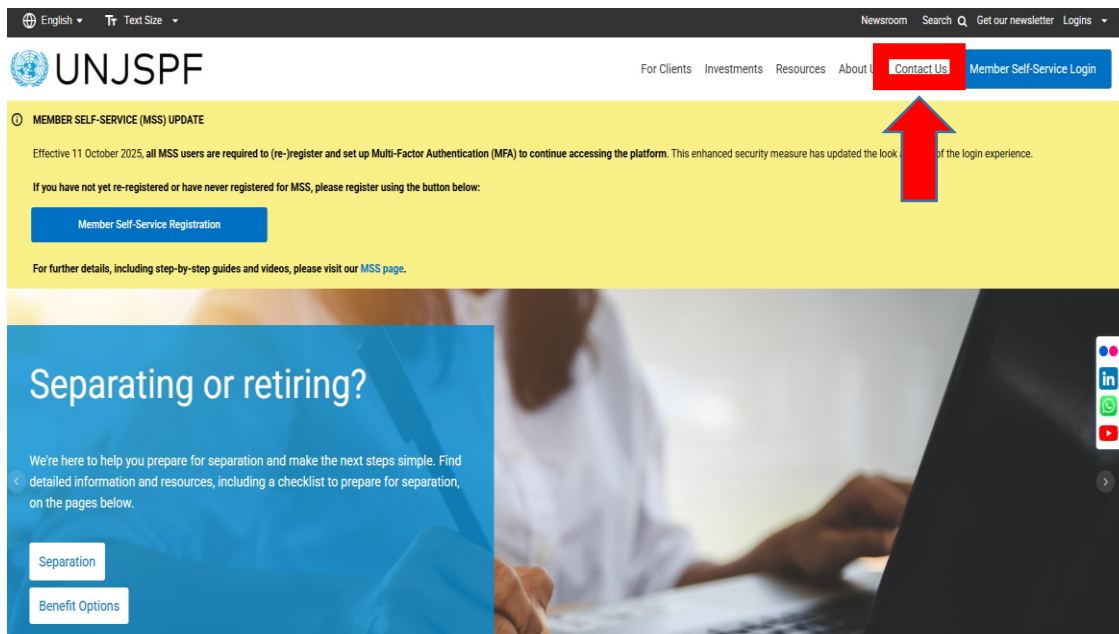
**20.600
followers in 2025
+41%**



Client satisfaction

**4 out of 5
general client
satisfaction
(16.446 responses)**

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

In summary

- The Fund is **secure**.
- We are **modernizing** and improving your service experience.
- We will continue to communicate openly and **transparently**.
- **It's never too early to know more about your pension!**



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Thank You