

UNITED NATIONS JOINT STAFF PENSION FUND
CAISSE COMMUNE DES PENSIONS DU PERSONNEL DES NATIONS UNIES

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New York, 27 January 2021

Dear Marco,

I am pleased to inform you about an important development aiming at simplifying administrative requirements for UNJSPF retirees and beneficiaries.

Starting 27 January 2021, retirees and beneficiaries have the option to enroll in the Digital Certificate of Entitlement (CE) and complete the CE process annually with the simple use of their phone or tablet instead of mailing a paper form to the Fund.

Upon downloading the Digital CE app in English or French on their mobile device, they will be guided step-by-step to enroll and issue their annual Digital CE, relying on the biometric verification of their identity.

You will find all the details on our website in English and French, where we have posted the [announcement](#), a [Step-by-Step Guide](#), and a [FAQ](#).

Please note that only the most modern versions of phones and tablets can support the Digital CE app.

A required step for the enrollment in the Digital CE is a video call that each user has to make, and it is very important that they do call the Fund through the app at the time they have selected for the video call.

The other key point is that further steps to verify retirees/beneficiaries' biometric identity are needed for the issuance of the annual Digital CE.

In fact, using the Digital CE app is straightforward as it guides users step by step, but I just wanted to stress these points as they stood out from the testing phase.

Finally, please note that the enrollment in the Digital CE and issuance of your 2021 Digital CE are possible until 31 December 2021.

As stressed previously, the Digital CE is an option, and retirees can, alternatively, continue to mail the CE paper form or upload it in MSS.

I would be grateful if you could inform all AFICS groups of this new option and I stand ready to provide you and FAFICS members any additional information that may be needed.

Thank you in advance for your support for this important initiative.

Yours sincerely,



Rosemarie McClean
Chief Executive of Pension Administration
United Nations Joint Staff Pension Fund