

UNJSPF PENSION PRESENTATION

Presentation to AAFI/AFICS

Geneva, April 2016

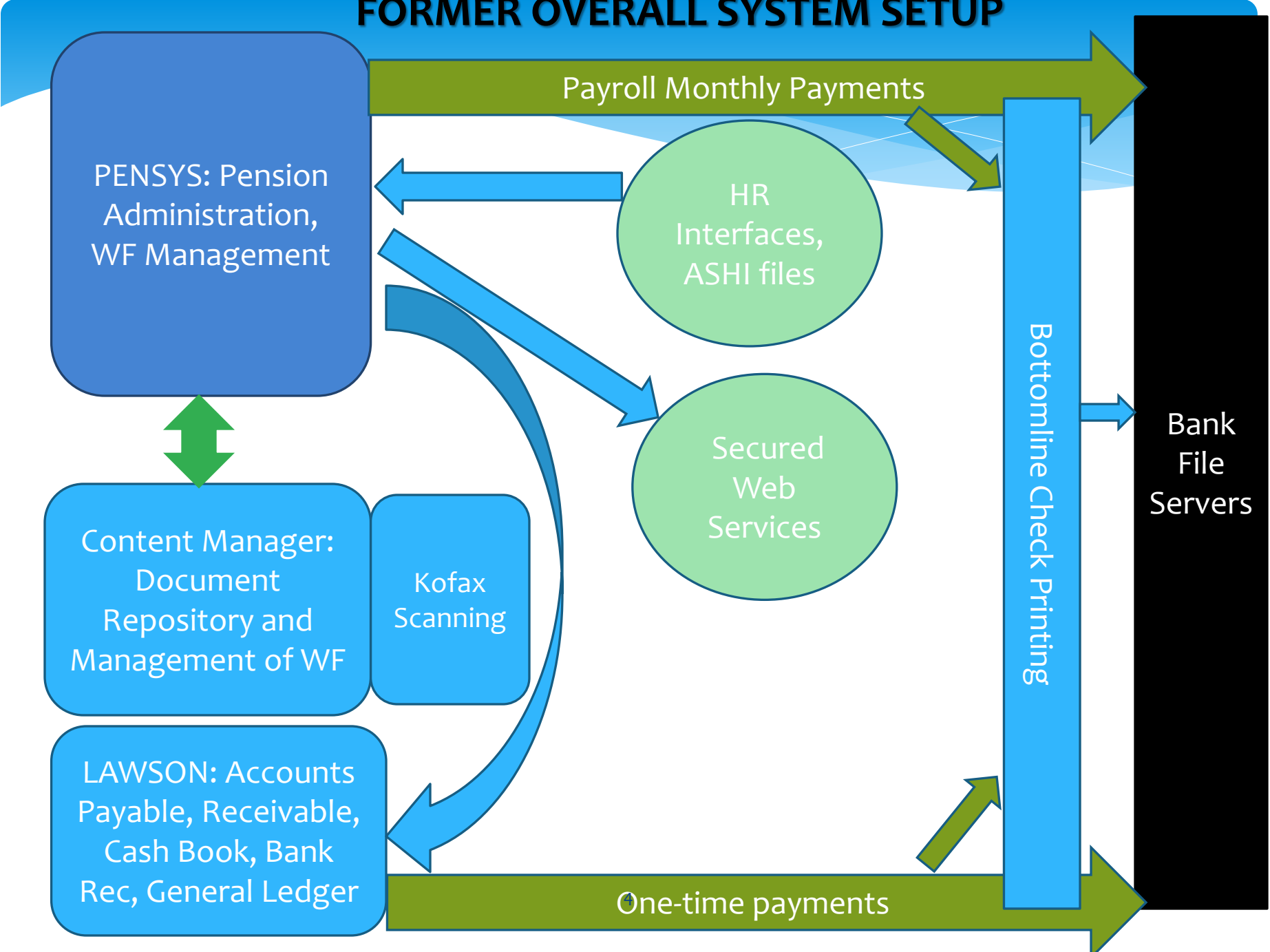
Presentation Outline

- * Overview of former and current systems
- * Current Status of Implementation, Improvements and initiatives
- * IPAS New Features for Retirees
- * Status and Timeline



SYSTEMS OVERVIEW

FORMER OVERALL SYSTEM SETUP



NEW OVERALL SYSTEM SETUP

Payroll Monthly and One-time Payments

IPAS: Pension Administration, WF Management, Document Repository, Accounts Payable, Accounts Receivables, Cheque Printing

Self Service Portal

Kofax Scanning

Oracle eBusiness: General Ledger and Bank Reconciliation

HR Interfaces, ASHI files

Bank File Servers



Current Status of Implementation, Improvements and initiatives

IMPROVEMENTS

- * Staff are gaining more experience in using the system
- * Processing rates are increasing: 1,241 new benefits processed during the month of March 2016
- * IPAS System is improved on a monthly basis through Production Releases (PR). We have so far implemented six releases and working currently on PR7

INITIATIVES

- * Establishment of 3 Task Forces: 1 – Withdrawal Settlement for NY and GVA cases. 2 – Help to reply queries for Client Services New York Office. 3 – Review and processing of Survivors Benefits for Geneva.
- * Establishment of Lists and focal points and future hiring of Communication Manager to handle communication with Agencies and UN Employer Organizations
- * Establishment of email alerts from Client Services to Pension Entitlement to alert of delayed and humanitarian cases for cases where all documents have been received

RETIREE SERVICES

- * **Monthly Benefit Certificates:** Continue to be generated upon request and mailed with 15 working days. For urgent cases, it is possible to make a walk-in request and receive it right away.
- * **Annual Benefit Statements (Tax Statements):** Printed and mailed in February 2016. Those who did not receive them can request a copy to the Geneva Client Services
- * **Certificate of Entitlement:** Currently being tested for deployment in one or two months time. The format remains the same, but the main identifier will be the **Unique ID** and not the retirement number. It will be barcoded to enable improved scanning to the system of the signed and returned copy.

RETIREE SERVICES

- * **Certificate of Entitlement (Cont.):** The Fund is still working on making it available in Member Self Service (MSS) for beneficiaries on the USD Track. The CE Tracker will also be available through the “Alerts” section of MSS.
- * **Quarterly Notifications:** Currently being tested for deployment; however, due to the multiple scenarios being taken into account with respect to the payable amount, and the language settings to produce it in English and French, its deployment date is not yet known. Once completed, the Notifications will be sent retroactively since the October 2015 quarter.
- * **Cost of Living Adjustment:** There is no cost of living adjustment this year in the US Dollar track as the CPI did not request the 2% threshold. The same can be said for Switzerland, France, Austria, Italy, Spain, Netherlands, Sweden, and Germany. However, there is a 2.8% Cost of Living Adjustment (COLA) in UK and Iceland, a 2.1% COLA in Belgium and Luxemburg

RETIREE SERVICES

- * **Adjustment of Small Pensions:** Decision of the board 2014: Table updated as of 01 April 2016 (increase by 10%)
- * **Member Self Services (MSS):** Currently being tested for deployment; however, it has many dependencies: Cost of Living Notifications, CE for USD Track, Annual Statements for Active Staff, Pension Estimates as well as Two Track Estimates are all expected to be available in MSS. MSS itself is available, but the Fund is currently working on its features in order to make it a meaningful experience.
- * **The Current Web Site:** There current web site is updated with respect to exchange rates and COLA. Web Estimates are still available, but the further we go forward, the less accurate the estimate will be as they are reading the PENSYS database which is no longer updated. **The recent retirees** (calculated in IPAS) as well as new participants who were enrolled in IPAS cannot access the current secured web services and will have to wait until MSS Go-Live to access the online services with MSS.



IPAS NEW FEATURES

IPAS NEW FEATURES FOR RETIREES

- * Possibility to aggregate or Disaggregate two or more payments going to the same Payee
- * Possibility to go Paperless
- * Possibility for retirees with small pensions to receive scheduled arrears payments in non-monthly intervals
- * Possibility for retirees on the USD Track to print their Certificate of Entitlement Online
- * Member Self Service and its features

Possibility to aggregate or Disaggregate two or more payments going to the same Payee

- * It is now possible for beneficiaries with multiple retirement numbers (add-on benefits, survivor and own pension, etc.) to combine their payments as long as they are paid in the same currency to the same person (same Unique ID) with the same banking instructions. **The beneficiary does not have to pay multiple bank charges to receive multiple pensions**
- * It is also possible to remove one or more retirement numbers from the aggregated payments and have it or them paid separately
- * It is possible to unite a child benefit with the main benefit after it has been separated (**this was impossible under PENSYS**)

Possibility to go Paperless

- * For those who do not wish to receive notifications by mail, they can use the “Yes Paperless” option in Member Self Service to stop mail notifications.
- * For beneficiaries on the Two-Track, the Certificate of Entitlement (CE) will still be sent by mail as it also serves as proof of residence for the period.

Possibility for retirees with small pensions to receive scheduled arrears payments in non-monthly intervals

- * Beneficiaries with small pensions (\$400 or less) can choose to receive payments Quarterly, Semi-annually or Annually.
- * Upon request, the payment will be scheduled at the end of the third month (3 payments), sixth month (6 payments) or twelfth month (12 payments) depending of the choice.
- * Unlike in PENSYS, the payment will be released as part of the payroll payments and will be made through local clearing systems to avoid bank charges for most cases

Member Self Service and its features

- * MSS will still be accessible from our Website: www.unjspf.org
- * Registered retirees can login with their PIN and they will be re-routed to the new MSS and presented with their **Unique ID** also called **UNJSPF ID**.
- * This 9-digit ID is now used as the Main identifier for participants and retirees
- * Unregistered retirees will be notified by letter of their Unique ID. It will be required to register
- * In the registration process, users will be asked to enter **their own User ID and Password**. After the registration, they can access the account instantly. Also, they will no longer need to remember the Unique ID or retirement number to log in, and **they can reset the password** by themselves if they forget it **without passing through the Webmaster**

Possibility for retirees on the USD Track to print their Certificate of Entitlement Online

- * Beneficiaries on the US Dollar Track will receive a copy of their Certificate of Entitlement on their Member Self Service
- * They will then print the CE, sign it and return it in Original
- * The Original CE will still be mailed unless the beneficiary has selected the “Yes Paperless” option



**PROMISES AND CHALLENGES
MADE IN MAY 2015 WHEN
IPAS WAS PRESENTED TO
FFOA IN ROME**

THE GOOD NEWS

Although it does look complex, ultimately, ALL retirees will receive continuous payments at the end of each month as it is done now. **Promise Kept 100%**

We are currently testing payments from IPAS to selected retirees. So far, we successfully tested real payments to retirees in the following currencies: USD, EUR, GBP, DKK, NOK, SEK, SGD, AUD, CAD, and JPY. These payments were all successfully received by the retirees. **It may seem normal that retirees continue to receive their pension, but this was due to successful: conversion of the payroll and cost of living databases; reconciliation of the payroll; implementation of ASHI in the new payroll; re-write and test of all electronic bank files, Check Printing and Payments by List; testing and verifying over 640 possibilities of changing banking instructions, as well as all other payroll maintenance (suspensions, deletions, reinstatements, adjustments), including the new features discussed earlier. ALL of this successfully implemented.**

When the decision is made to turn on payments from IPAS, it would be after we have ensured that at least ALL beneficiaries receiving payments now will continue to receive them, and the transition will be seamless for them. **Promise Kept 100%**

THE CHALLENGE (we are now experiencing all of them)

We need down time to convert the legacy systems to IPAS. Therefore, we will have periods during which we can't process benefits and we can't access our systems.

Although staff have received proper training, it will take time for staff to fully grasp the new system and process cases with the same speed as now

Therefore, delays in both correspondence and payments to newly separated staff is to be expected.

Since we are now disclosing more information through Member Self-Service (MSS), we expect more queries. But Client Services capacity has not yet been increased. So the increase in workload per staff will automatically increase the response time

CONCLUSION

We will NOT have the perfect system at Go-Live, but with the necessary resources, we will make it perfect as we go along. **Nevertheless, we can't go live if payment systems are not perfect. Payment Systems work perfectly. All newly calculated pensions are paid, and all retirees are being paid as normal.**

So it may look as if we took a few steps back, but that is to prepare ourselves to make a big leap into the future. **It does feel this way now, but we keep improving the system on a monthly basis and the staff experience and processing numbers are growing steadily**

The Fund staff have a wide experience in implementing large scale project (Banking Interface, Content Manager, Lawson Financials, Web-based ASHI, etc.). We are working tirelessly with the interest of the Fund and its constituents in mind. **Continues to be true.**

Making payments to beneficiaries is our «raison d'être». Making sure we make payments is our **Number 1 Go-Live Critical item. Continues to be true**



QUESTIONS



THANK YOU