AFICS PHILIPPINES

NEWS

Jun 14
2026

Successful Outreach on Pre-Suspension of Certificate of Entitlement

On 8 April 2026, AFICS-PHL received from FAFICS a pre-suspension list of 26 retirees and beneficiaries residing in the Philippines, together with a request to assist in contacting them. These colleagues had not submitted their 2025 Certificate of Entitlement (CE), and the United Nations Joint Staff Pension Fund (UNJSPF) had been unable to locate or contact them. As a result, they faced the risk of having their pension benefits suspended effective June 2026.

Efforts to contact the retirees and beneficiaries by e-mail or telephone presented several challenges:

- **Outdated contact information**. In many cases, retirees' e-mail addresses, mobile numbers, or home addresses were no longer current – some e-mails sent by AFICS-PHL were returned as undeliverable.

- **Paper Certificate of Entitlement (CE)**. Those whom we successfully contacted reported either that they had not received the paper CE from the UNJSPF or that they had already completed and mailed it back. AFICS-PHL also provided guidance to retirees and their families on transitioning from the paper CE process to the Digital CE system to help prevent similar issues in the future.

- **Deceased retirees**. Some retirees had passed away, but their deaths had not yet been reported to the UNJSPF. In several cases, this information was confirmed through former colleagues or mutual acquaintances, who also assisted in locating family members so that the necessary notification could be made to the Fund.

- **Direct mail.** AFICS-PHL attempted to send copies of its communications by courier service to retirees' home addresses. However, this was not always possible because the courier companies required the recipient's mobile number before accepting delivery.

- **Home visits**. As a last resort, AFICS-PHL arranged visits to retirees and beneficiaries at their recorded home addresses. While these efforts were successful in several cases, reaching those residing outside Metro Manila proved more challenging. Fortunately, a number of AFICS members volunteered their assistance, either because they lived nearby or knew fellow retirees in the relevant cities and provinces who could help establish contact.

By the completion of the exercise on 14 June 2026, AFICS-PHL was able to report to the UNJSPF the status and whereabouts of all 26 retirees and beneficiaries included in the pre-suspension list. This 100 percent completion rate was achieved through the dedicated efforts of the Pension Committee and support from many AFICS-PHL members who generously volunteered their time, contacts, and local knowledge to help locate colleagues and their families.

The outcomes were as follows:

- **22 cases (85%)** – The retiree or beneficiary was successfully contacted, and the required Certificate of Entitlement (CE) or Digital CE was completed and submitted.
- **4 cases (15%)** – The retiree or beneficiary had passed away. Family members were contacted and assisted in reporting the death to the UNJSPF so that the necessary administrative procedures could be initiated.

This year's CE exercise highlighted several important lessons:

- **Keep contact information up to date.** Maintaining current contact details is essential to ensure timely communication from the UNJSPF. Retirees and beneficiaries are strongly encouraged to update their information through the UNJSPF's Member Self-Service (MSS) platform whenever there are changes in their address, e-mail, or telephone number.

- **Inform family members of pension procedures**. Family members should be aware of the steps to take and the information to be provided in the event of a retiree's passing. Prompt notification to the UNJSPF is critical to prevent pension payments from continuing beyond the date of death, which may result in the need to reimburse the Fund. Timely reporting also enables the UNJSPF to determine and process any residual or survivor benefits without unnecessary delay.

- **The value of the AFICS-PHL network.** Membership in AFICS-PHL provides more than opportunities for fellowship and engagement. It also offers access to a valuable information and network of former colleagues and fellow retirees who can share experiences, provide information, and extend practical support when needed. The success of this year's exercise clearly demonstrated the strength of that network and the spirit of mutual assistance among AFICS-PHL members.