



The 1818 Society

HANDBOOK FOR SURVIVORS OF WORLD BANK GROUP RETIREES

May 2009

Prepared and distributed by

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Write UPIs (staff numbers) here:

retiree _____ spouse/partner _____
(if no separate UPI was ever issued to the spouse, just use the retiree's number)

EMERGENCY CHECKLIST WHEN A RETIREE, SPOUSE OR PARTNER DIES

1. Inform the World Bank

Contact the *Pension Benefits Administration*, by phone 202-458-2977; fax 202-522-1723; or e-mail: 1pension@worldbank.org. Have available the UPI (staff number) of the retiree or spouse/partner

The Pension staff will inform the HR Service Center, which is responsible for benefits such as medical and life insurance, and will also inform the 1818 Society. They will not, however, inform the Credit Union (see below).

If necessary, the *HR Service Center* can be contacted directly by phone at 202-473-2222, or by sending e-mail to: hrrservicecenter@worldbank.org

2. Fill out and submit the forms

World Bank staff will send various forms to survivors who are eligible for benefits (such as a pension, a lump-sum death benefit, continuing medical insurance, or a life insurance payment). The forms must be filled out, signed, and returned to the Bank accompanied by an official death certificate. Pension payments to the survivor will usually start about six weeks after notification of the retiree's death.

3. Informing the Credit Union

The *Bank-Fund Staff Credit Union* should also be informed, if the person had an account there. But if pension payments were regularly deposited into the Credit Union account, you may wish to delay this notification until after the last day of the month, when the final pension payment has been deposited (since the account will be frozen on receipt of notification, and the final pension payment would then be rejected). Contact the Credit Union by phone 202-212-6400; by fax 202-683-2380; or send e-mail to: memberservices@bfsfcu.org

4. Death certificates

Depending on the circumstances, you may need up to three official death certificates – for pension purposes, for life insurance purposes, and for the Credit Union. You should attach a translation if the certificate is not in English.

See chapters of the Handbook for more details.

HANDBOOK FOR SURVIVORS

OF WORLD BANK GROUP RETIREES

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1: INTRODUCTION

This Handbook was prepared by the 1818 Society for your guidance. Its main focus is on the pension and insurance benefits to which survivors of retirees may be entitled. These are essentially contractual in nature, and do not change significantly over time. Any modifications or clarifications will be reflected in the online version of this Handbook (available at www.worldbank.org/1818 then Publications in the left panel, then Handbook for Survivors), and will later be incorporated in a revised printed version.

Many of the problems that survivors face could be avoided by fairly simple steps taken *in advance*, and we have included some related information under the heading of “Warnings”. We hope this will encourage retirees and their families to plan ahead.

We recognize, however, that some readers will turn to the Handbook for the first time at a time of great stress for their families and themselves. We have therefore included an Emergency Checklist inside the front cover. We have also tried to keep the explanations and the language simple. Unfortunately, however, many of the matters discussed have complicated legal implications, as well as important long-term consequences.

In our observation, the Bank (and Credit Union) staff who deal with these matters are highly experienced, competent and helpful, and we recommend that you address them with your concerns without delay (contact information appears inside the back cover). The material in this Handbook has been reviewed by the staff, and we have tried to eliminate any errors or ambiguities. But the Handbook does not replace the formal documents, such as the Staff Retirement Pension Plan document and the Medical Insurance Plan Summary Plan Description. In any dispute, the language of the formal documents will govern. Electronic versions of these documents are available on the web sites of Pension Administration and the Human Resources Service Center respectively (see contact information inside the back cover).

The Handbook explains how various people are to be notified when a retiree or spouse/partner dies, but you do *not* have to notify the 1818 Society. The Society is informed by others in the Bank, and automatically transfers membership in the Society to the surviving spouse or partner – no further payment or notification is required. The Society will post the deceased’s name and date of death in its “In Memoriam” list, which appears in the Bulletin and on its web site. A surviving spouse or partner will continue to have access to the Bank’s buildings during normal working hours, for example to use the Credit Union or the cafeteria, or to visit the Society’s office, but will need a Bank ID (renewable every two years) to pass the security guards.

The Handbook includes three chapters corresponding to the main benefits of concern to survivors, and a fourth on the Credit Union. Each chapter starts with a brief review of the formalities, describes what you as the survivor must do, and concludes with warnings about possible problems and complications. Many of the warnings need attention by the retiree and family *in advance* – it will usually be too late after the retiree’s death.

Each chapter goes into some detail in order to cover a variety of circumstances. But in essence, what needs to be done after a retiree’s or survivor’s death is fairly simple:

- Inform Pension Administration (which will inform other Bank units as necessary)
- Fill out and return any forms that the Bank then sends you

You may also have to contact the Credit Union if there was an account there.

Contact information is listed inside the back cover. Initial communications are best handled by phone or e-mail. Either courier services or fax will expedite written correspondence; if important documents are included, it is advisable to use registered mail or courier service. Always include the UPI (staff number) of the retiree or spouse/partner in communications with the Bank.

Make sure these numbers are noted inside the front and back covers of the Handbook.

2: PENSIONS

for Retirees who Participated in the Gross Pension Plan and their Surviving Spouses/Partners*

The following applies to retirees who participated in the World Bank's Gross Pension Plan – which covered all staff recruited until April 14, 1998. Staff recruited on or after April 15, 1998 participated in the Net Pension Plan, which differs in various respects. A separate note will be issued in due course for the benefit of retirees who participated in the Net Plan.

1. The Formalities in Brief

When it receives notice of the death of a retiree or a spouse/partner, Pension Administration:

- informs other Bank units concerned (including the HR Service Center, which is responsible for Medical Insurance and Life Insurance (see Chapters 3 and 4 of the Handbook).
- makes a final pension payment into the deceased person's account at the end of the month in which the death occurs.
- if there is an eligible surviving spouse or partner (or, in appropriate cases, eligible dependents), calculates the pension due and sends a letter specifying the amount and enclosing a form to be filled out. The form is needed to establish the account into which pension payments are to be made, and to provide tax information for US tax residents. An "eligible surviving spouse" is one who was married to the retiree on the last day of his or her service, and also on the day of the retiree's death, and for those who retired after March 1, 2002 there are corresponding provisions for eligible surviving partners. Pension Administration may contact the administrator or executor of the estate to obtain information about the beneficiary(ies) address.
- if there is no eligible surviving spouse or partner, calculates the amount of the lump sum death benefit payment to be paid, and sends a letter to the beneficiary(ies) recorded by the retiree, enclosing a form to be filled out.
- If the spouse or partner predeceases the retiree, acknowledges the notification and sends a letter requesting a copy of the death certificate and a reminder to update the designation of beneficiary on file if needed.
- if a retiree's surviving spouse or partner dies, acknowledges the notification and calculates whether any further payments are due before closing the file.

If a pension is due, the form must be returned, duly completed and signed, along with an official death certificate (and other documents if there are dependent beneficiaries). Once the form is in hand, and various calculations have been completed, Pension Administration begins pension payments into the account

* For staff who retired on or after March 1, 2002, a registered domestic partner is entitled to the same pension treatment as was previously accorded to a spouse.

indicated, on the last day of each month. A survivor pension becomes effective starting on the day after the retiree's death, meaning that during that month benefits will accrue from both the retiree's pension and the survivor's pension. However, the actual date on which the first payment reaches the survivor's bank account will be at least 30 days from the date of death – it usually takes about six weeks from the time of death notification.

If no pension or other benefit is due, e.g. when a retiree's spouse or partner dies, it is sufficient to submit an official death certificate.

2. What You Must Do

There are basically two steps:

1. inform the Bank of the death of the retiree or spouse/partner and submit a death certificate
2. if a survivor pension or death benefit is payable, also return the claim form which the Bank sends you

A family member should inform Pension Administration at the Bank promptly (within 15 days) of the death by letter, e-mail, telephone or fax (see contact information inside the back cover). The information should include the date of death, and an immediate contact person and how to reach him or her. It is important for initial notification to come from a family member, since Pension Administration cannot act on the word of someone with no obvious connection to the retiree (unless they have been formally designated as executor or administrator of the estate). Please include the retiree's or spouse/partner's staff number (UPI) in all communications with the Bank. ***Please also note the caution under Warnings below, concerning the closure of the account into which the pension was paid.***

You will need one or more official death certificates. These will take different forms depending on where you live. Ideally, you should send an original or certified copy (which Pension Administration will be glad to return to you) – the key point is that the Bank has to satisfy itself that the reported death is genuine. If the death certificate is not in English, you should include a translation (which does not have to be certified). The death certificate can be sent at the time of initial notification; if not, it must be attached to the form you will have to submit (see below). Note that in the case of a retiree who participated in the Bank's Life Insurance Plan, you will also need to send an official death certificate to the HR Service Center (see Chapter 4 of the Handbook). You may request Pension Administration to pass on the official death certificate to the HR Service Center, but as explained in Chapter 4 of the Handbook, this may slow down the process. In addition, you may need an official death certificate for the Credit Union (see Chapter 5 of the Handbook).

Within ten working days of the initial notification, if a survivor's pension is due Pension Administration will send you a letter with a form to be filled out. The

form asks for details of the bank account into which the monthly survivor's pension will henceforth be paid, including the bank's ABA number or SWIFT BIC code to facilitate electronic transfers. The form also asks for information about your status with regard to US tax laws, which Pension Administration is required to collect and needs to know in order to provide information you will need to file tax returns. You must sign the form and have your signature witnessed by a non-family member (the witness does not have to have any official status), and you must attach two items: first, a voided check or deposit slip for the account into which pension payments are to be made (or alternatively a note confirming that you want the Bank to continue paying the pension into the same account as before); and second, the official death certificate (unless that was submitted with the initial notification to the Bank).

If all or part of the deceased retiree's pension was paid in a non-US dollar currency, the same arrangement will continue. You have the option to change the arrangement at the time or later, provided that you meet the 12-months principal residency requirement which is explained in the currency option fact sheet. However, because of the complicated way in which the exchange rate is calculated, you are strongly advised to consult Pension Administration to see whether a change in the currency of payment is to your advantage (the currency option fact sheet can be obtained from Pension Administration or viewed on their web site).

An additional form must be submitted if there are dependent children eligible for "child's benefit" under the Gross Pension Plan (the basic condition for eligibility is to be unmarried and under the age of 19, or under the age of 22 if a full-time student). Attachments to the "child's benefit" form include each child's birth certificate and (for those between the ages of 19 and 22) certification from the school. If you have an unmarried child who is disabled, you may request the Pension Benefits Administration Committee to consider the payment of a "disabled child's benefit", provided the child's disability became apparent before the age of 22.

It is important to complete and return the form (or forms) promptly, with their attachments, since Pension Administration cannot begin payments into the designated account until the forms are reviewed and accepted, and various calculations performed. To ensure that the process moves quickly it is best to send the original forms and relevant documents via courier. Advance copies may also be sent by fax or as attachments to e-mail to allow for an early review of the material.

3. What Benefits an Eligible Surviving Spouse or Partner Can Expect

If you were married to the deceased retiree before he or she left the service of the Bank and also on the date of the retiree's death,* you are eligible to receive a surviving spouse pension from the Plan, set in principle at 50% of the retiree's

* Similar provisions apply to eligible registered domestic partners – see earlier footnote.

pension. If the retiree did not commute part of the pension (i.e. take a lump sum) at the time of retirement, your survivor's pension will be 50% of the pension the retiree was receiving at the time of death. If there was a commutation, it will be ignored in calculating the survivor's pension – in other words, the retiree's pension will be set as it was at the time of retirement, before any commutation (and/or optional survivor pension), and increased by cost of living adjustments since that time. As a result, the survivor's pension will be more than 50% of what the retiree was receiving monthly. The pension will become effective the day after the death of the retiree, and will be paid into your account at the end of each month, with a cost of living adjustment each May. If you participate in the Retiree Medical Insurance Plan (see Chapter 3 of the Handbook), premiums will be deducted automatically from your pension each month.

In some cases, the retiree may have chosen a reduced pension during his or her lifetime in order to provide an optional survivor benefit to a designated beneficiary – who may be the surviving spouse, or someone else. If the surviving spouse is also the designated beneficiary of an optional survivor pension, the two benefit streams will be combined into one monthly payment.

Female staff hired before April 1974 had a lump sum as the default death benefit, instead of a pension payable to an eligible surviving spouse. It is possible to switch the death benefit from a lump sum to a surviving spouse pension, but only before the retiree's death. If you are a retiree in this category and you wish to make this switch, please contact Pension Administration.

In every case, Pension Administration will make the appropriate calculations based on the recorded decisions of the retiree, and will inform you in the letter mentioned under "What You Must Do" above.

4. Warnings

- As noted earlier, a final monthly pension payment is made into the pension recipient's bank account at the end of the month in which he or she dies. If it is a joint account, the other account holder will normally have access to the funds. However, if the account is held solely in the name of the pension recipient, complications may arise, since financial institutions are generally required to close or freeze accounts as soon as the owner's death is reported. You may wish to postpone informing the institution until the final month's pension payment has been processed, so as to avoid the additional formalities and delays that arise when the pension payment is returned to the World Bank because the account has been closed or frozen.
- Retirees or their survivors who receive a pension are required to sign and submit a "life certificate" each year to confirm their continuing eligibility for the pension. It is advisable to make arrangements for a "durable power of attorney" so that someone else has the authority to sign this document (and others) in case the pension recipient is incapacitated.

- No pension is due to a surviving spouse/partner who dies within 30 days of the retiree – but in that event the lump sum death benefit is paid instead. The survivor does not have to “prove” that he or she is alive after 30 days. In the unlikely event that the survivor dies within 30 days but after the first pension payment has been processed, the payment will have to be returned before the lump sum death benefit is paid.
- It is obviously essential to keep Pension Administration up to date on the addresses of the retiree, the eligible survivor, and any beneficiaries of either optional survivor pensions or lump sum death benefits. A retiree can find out what beneficiary designation is currently on file by contacting Pension Administration. They have available a form for changing a beneficiary, or the form can be printed out from the web site.
- In general, the choices and arrangements made by a retiree at the time of retirement cannot be changed subsequently. There are certain circumstances, however, in which a retiree can reduce his or her pension benefits in order to make provision for an annuity to be paid to a newly designated beneficiary (e.g. such “life events” as divorce, marriage or birth of a child). In all such cases, the new arrangements must be made within 180 days of the event. Pension Administration will respond to enquiries on these matters, and information can also be found on the Pension Administration web site.
- Retirees who were not US citizens during their service but remain in the US have a portion of their pension tax-exempt (the amount is calculated at the time of retirement, on the basis of actuarial tables). They and their survivors should bear in mind that the tax exemption ceases after a certain number of years. Pension Administration can provide information on your particular circumstances.

3: RETIREE MEDICAL INSURANCE PLAN

Most, but not all, retirees participate in the Bank's Retiree Medical Insurance Plan (RMIP). This chapter offers advice to survivors of retirees who participated in the RMIP.* If you are not sure, the Human Resources Service Center (HR Service Center) will be able to tell you. Contact information is inside the back cover.

1. The Formalities in Brief

When a retiree who participated in the RMIP dies, there are three possibilities:

- If the spouse or domestic partner will receive a survivor pension from the Bank Group, the Bank will arrange continuing coverage for the lifetime of the survivor, and continuing coverage for dependents on the same basis as the retiree enjoyed. Premiums will continue to be subsidized by the Bank, and will be deducted from the monthly pension payment.
- If a domestic partner will not receive a survivor pension but was registered as a domestic partner on the last day of the retiree's active service, the Bank will arrange for coverage to continue at subsidized rates, with payment arrangements to be made with the HR Service Center.
- In all other cases, the Bank can arrange continuing coverage for surviving spouses or domestic partners, but only for a maximum of three years, with no subsidy, and with premiums payable in advance – provided the survivor selects this arrangement within 60 days of the retiree's death.

In all of these cases it will be necessary for the Bank to issue a new RMIP card, and for the survivor to file claims using a new RMIP identification number.

2. What You Must Do

When Pension Administration is informed of a retiree's death (see Chapter 2 above), they will inform the HR Service Center, which in turn will contact you to confirm coverage arrangements, and to issue new identification numbers and RMIP cards for you and any other eligible family members. You do not have to inform the RMIP Administrator separately. But if you do contact the HR Service Center, please mention the retiree's or your own UPI (staff number) in all communications.

3. Warnings

- In the event of marriage or birth/adoption of a child after retirement, a retiree may add an eligible dependent under the family category of RMIP coverage; or increase coverage from individual to dual category, or from dual to family category, with an associated increase in premiums. But this

* RMIP benefits are not limited to retirees strictly defined – for example participants in the Net Pension Plan who left the World Bank with more than five years service, but less than the ten years required for a pension are eligible for coverage, as are their survivors, provided the decision to participate in the RMIP was taken at the time of leaving the Bank. Similarly, surviving spouses of those who left the Bank with deferred pensions may be eligible.

is only possible if the HR Service Center is notified in writing within 60 days of the “life event.” Note that this option is only available while the retiree is living – it is not available to survivors.

- If you are not eligible for a survivor pension from the Bank, nor in the special category of a domestic partner who was registered when the retiree left the Bank, you can continue RMIP coverage for up to three years. But you will have to pay the full cost of the premiums (rather than the subsidized rate previously paid by the retiree), and you must inform the Bank of your intention to continue coverage within 60 days from the date of the retiree’s death. These arrangements are consistent with US domestic laws regarding continuation of health insurance sponsored by an employer.

4: LIFE INSURANCE

Many, but not all, retirees participate in the Bank's Life Insurance Plan (formally called the Group Term Life Insurance Plan for Retirees). This chapter offers advice to survivors of those who did. If you are not sure if or what coverage applied, the Bank's HR Service Center will be able to advise you (see contact information inside the back cover).

1. The Formalities in Brief

The Life Insurance Plan is underwritten by a private life insurance company (currently Prudential). The Bank plays an active part in administering the plan, e.g. by deducting premiums from monthly pension payments, and recording beneficiary information in its files, but the insurance company bears all the financial risk, makes all claim decisions and pays the life insurance benefit to the beneficiaries.

When the Bank is informed of a retiree's death, the HR Service Center writes to the beneficiary specified by the retiree and recorded in the Bank's beneficiary files prior to the death, indicating how much will be paid to that beneficiary. If there is more than one beneficiary, the Bank will only disclose the amount payable to each beneficiary and will not disclose other beneficiary names or amounts. Included with the letter is a Life Insurance claim form that must be filled out and returned to the HR Service Center together with an official death certificate. Other relevant information may also be requested, e.g. a copy of a Police Report in case of death in an accident. The HR Service Center passes the completed claim form, along with the death certificate and any other relevant documentation provided by the beneficiary, to the insurance company, which satisfies itself that the claim is in order and formally determines the beneficiary and the payment amount. The insurance company then prepares the check, and the Bank forwards it to the beneficiary.

2. What You Must Do

You or a family member should inform Pension Administration at the Bank promptly of the retiree's death (see Chapter 2 of the Handbook), and they will automatically inform the HR Service Center. Staff of the Center will be glad to discuss the process outlined above with a family member, but can only discuss such details as the amount payable with the beneficiary designated by the retiree, or with a person holding legal power of attorney for the beneficiary, or with the executor of the deceased's estate. Please mention the retiree's UPI number (staff number) in all communications with the Bank.

The Life Insurance claim form must be signed by the beneficiary. When submitting the form, the beneficiary will have to include an official death certificate, which will be retained by the insurance company (if there is more than one beneficiary, only one needs to submit the death certificate). It will expedite

matters if you send a separate official death certificate from the one required by Pension Administration (see Chapter 2 of the Handbook).

3. Warnings

- You (and any beneficiary) should be aware that the Bank's Life Insurance Plan provides "term" insurance, and that the amount the insurance company pays depends on (a) which of two options was selected at the time of retirement, and (b) how old the retiree is at the time of death. The company pays 100% of the defined coverage amount if the retiree dies before or at age 62. Then the coverage amount drops by 8% for each year, up to age 74 (although the monthly premium deducted from the retiree's pension remains constant throughout this period). If the retiree dies at age 75 or more, the benefit is limited to \$5,000 under the standard option and \$10,000 under the high option.*
- It is possible for the retiree to avoid the annual reduction in coverage after age 62 by converting to a "whole life policy" – this requires arrangements with and direct payments to the insurance company.
- Instructions in a will on how to dispose of the benefit payable by the Life Insurance Plan will have no effect. Only the designated beneficiary can receive the payment – a will cannot override the explicit terms of such a designation.
- It is obviously essential to keep the designation of a beneficiary up to date. A retiree who cannot find his or her own records can ask the HR Service Center to check what is in their files.
- A beneficiary can be changed at any time, simply by submitting a new signed and dated beneficiary form, which will override any other prior designations in the Bank's files. The form is available online for printing, or it can be obtained from the HR Service Center. It is important to keep a copy of any new designation sent to the Bank.
- Note that the original of the new form must be on file with the HR Service Center in order to be valid for the group insurance policy. It is not enough simply to sign the form and keep it or put it in a safe deposit box.
- In the event of any dispute over which beneficiary is to be paid, it is the insurance company, not the Bank, that makes the determination.
- It is possible to stipulate a trust as the beneficiary, but again it is important to keep details up to date, e.g. ensuring that trustees are still alive.
- Older retirees will find that their Life Insurance documentation refers to New York Life as the insurance company rather than Prudential. This is not a reason for concern. When the Bank switched insurance companies in January 2000, it required Prudential to agree to honor the policies issued earlier by New York Life.

* The life insurance scheme for those who retired before May 1982 entailed lower premium payments, and the benefit above age 75 was limited to \$2,000 – subsequently increased to \$3,000. Some pre-1982 retirees chose to pay the higher premiums and convert to the current plan with the \$5,000 limit.

5: BANK-FUND STAFF CREDIT UNION

1. The Legal Formalities

If an account is individually owned, the Credit Union is required to freeze the funds in the account upon receiving notice of the owner's death. Any checks that have not yet cleared are returned, and all automatic withdrawals are rejected. The account must go through the normal US probate process, which generally requires a lawyer in the US. The probate court will issue a document appointing an "executor" or "personal representative" (the terms vary by jurisdiction). When the US lawyer or the executor presents the appointment document to the Credit Union, funds in the deceased member's account are released to the executor, whose responsibility is then to distribute the assets of the estate.

Note that this legal process can be avoided if alternative arrangements are made ahead of time – see below.

2. What You Must Do

Inform the Credit Union of the account holder's death, by telephone, letter or e-mail (see contact information inside the back cover). Note that the Credit Union is **not** part of the World Bank Group, and that the Credit Union must be notified of the account holder's death separately from the Bank. Note also the caution mentioned in Chapter 2 of the Handbook, concerning the final payment of the retiree's pension. The Credit Union will tell you whether an official death certificate is required and what other documents are necessary – this will depend on the type of ownership of the account.

If a US attorney is needed because of the type of ownership but you do not have one, you can ask the Credit Union to provide a list of lawyers accredited in Washington DC who have experience in handling cases of this kind.

3. Alternative Arrangements

There are three mechanisms through which the US probate process may be avoided altogether for Credit Union accounts:

- *Joint Ownership* – the spouse and/or others can be joint owners of the account. On the death of one owner, full ownership automatically passes to the other owner(s), and the Credit Union will not freeze the account, regardless of where the account holders reside. If the surviving owner is not eligible for Credit Union membership,* the account will be closed and the proceeds sent to the surviving owner.

* If a retiree is a member of the Credit Union, spouses, partners and children are always eligible for membership, as long as they become members before the retiree's death. Whether other surviving owners or beneficiaries are eligible for membership is determined according to the eligibility rules in force at the time.

- *Designation of a Beneficiary* – one or more people can be designated as a beneficiary of either an individual or a joint account. Beneficiaries have no access at all to the account as long as any owner is alive. In the case of a joint account, ownership passes as indicated above. When the last owner dies, or on the death of an individual account holder, the Credit Union will freeze the account temporarily. Once a designated beneficiary provides a copy of the death certificate and proof of his or her identity, the beneficiary becomes the owner of the assets without probate. If there is more than one beneficiary, the assets are divided equally among them. If a beneficiary is not eligible for Credit Union membership, the account will be closed and the funds sent to the beneficiary.
- *Revocable Trust* – if the account is held in the name of a revocable trust, on the death of the trustee, the Credit Union will freeze the account temporarily until the successor trustee has provided a death certificate and signed a new signature card. The account can then be operated by the successor trustee, or disposed of in accordance with the terms of the trust document.

It is easy for an account holder to make any of these arrangements with the Credit Union. Simply inform the Credit Union of your intention, and they will send you a new signature card. You then fill it out with whatever signatures will now be relevant to the account, and return it to the Credit Union. Of course, before changing the ownership of an account to a revocable trust, you must have a trust document drawn up and you must provide a copy (or an abstract of the trust agreement) to the Credit Union.

4. Warnings

- *Wills* – instructions in a will on how to dispose of the assets in a joint account, or an account with a beneficiary, or a trust account will have no effect. A will cannot override the explicit terms of these accounts.
- *Power of Attorney* – a Power of Attorney is no longer valid on the death of the individual who signed it. It cannot, therefore, be relied upon to distribute the funds in an account following the death of the owner.
- *Joint Accounts* – if you establish a joint account, it is essential to inform the Credit Union if one of the joint owners dies, perhaps adding another owner or a designated beneficiary at the same time. Otherwise, when the second owner dies, the Credit Union will assume that the first owner is still alive and now controls the assets, which cannot be released to heirs until the death of the first owner has been properly documented – this may be difficult if several years have passed.
- *Revocable Trust Accounts* – setting up a revocable trust by itself does not accomplish any change in the account; you must place the account in the name of the trust and file a new signature card, along with an abstract or copy of the trust agreement.
- *Inactive Accounts* – an account can become “inactive” if considerable time passes without any member-initiated financial transactions. To maintain

- an “active” account, you must make a deposit or withdrawal – the automatic deposit of Credit Union dividends or interest is not enough.
- Under US law the Credit Union is required to turn over to the DC Government the balance in any account that has been “inactive” for three years. Once assets have been turned over to the DC Government, it is extremely time-consuming to retrieve them.
 - In addition, the Credit Union assesses a monthly fee on accounts with no member-initiated transactions during the previous two years (excepting accounts with an IRA, loan or share certificate attached, or where the account owner is under age 18, or where the account balance is \$2,500 or more). Application of such inactivity fees may result in closure of the account when the balance falls to zero.
 - To avoid these consequences (and to continue to receive statements and other important mailings), make sure there are some transactions through the account, and always keep the Credit Union informed of your current address and other contact information, such as telephone/fax numbers and e-mail address.
- Credit Union Mailing Address – the Credit Union offices continue to be located in the Bank and IFC buildings, but its mailing address is a PO Box. Courier service should be addressed to the Credit Union at 1818 H Street. See contact information inside the back cover for details.

CONTACT INFORMATION

Initial communications are best handled by phone or e-mail. Either courier services or fax will expedite written correspondence, and if important documents are enclosed, it is advisable to use registered mail or courier service. Always include the UPI (staff number) of the retiree or spouse/partner in communications with the Bank – write the numbers here and inside the front cover the Handbook.

UPI (staff no.): retiree _____ **spouse/partner** _____
(if no separate UPI was ever issued to the spouse, just use the retiree's number)

Pension Administration

Mail and courier address:

Pension Administration
World Bank MSN MC7-710
1818 H Street, NW
Washington, DC 20433

phone: 202-458-2977
fax: 202-522-1723
e-mail: 1pension@worldbank.org

web site for forms and information: www.worldbank.org/1818, then World Bank Benefits in the left panel, then Pension

Medical and Life Insurance

Mail address:

HR Service Center
P O Box 27290
Washington DC 20038-7290
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fax: 202-522-2150
e-mail: hrservicecenter@worldbank.org

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HR Service Center
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web site for forms and information: www.worldbank.org/humanresources or through www.worldbank.org/1818, then World Bank Benefits in the left panel.

Credit Union

Mail address:

Bank-Fund Staff Federal Credit Union
P O Box 27755
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An online version of this Handbook incorporating any updates is available at: www.worldbank.org/1818 then Publications in the left panel.