

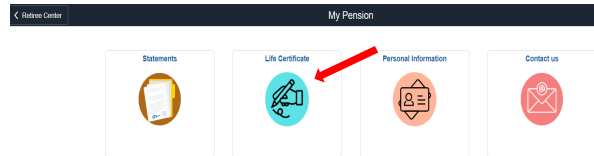
Quick Reference Guide – DIGITAL E-WITNESS OPTION FOR LIFE CERTIFICATION

STEP 1: LOG INTO THE NEW RETIREE PORTAL

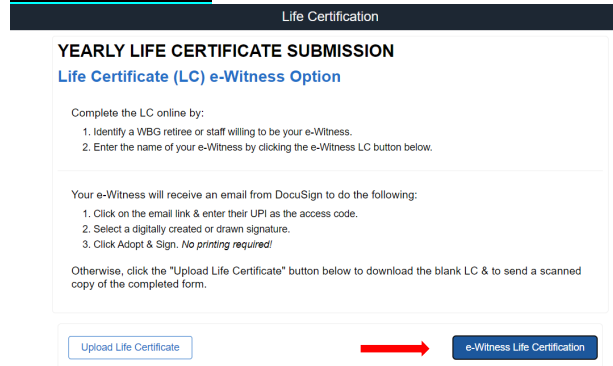
Choose to complete your Life Certificate from the comfort of your home by logging on <https://pension.worldbank.org> and access the New Retiree Portal.

Note: If you previously saved the website as a Favorite on your browser (Chrome/Internet Explorer/Safari, etc.) you will need to change it to access the New Retiree Portal and new Life Certificate pages.

STEP 2: CLICK ON “MY PENSION” THEN THE “LIFE CERTIFICATE” TILE



STEP 3: CHOOSE e-WITNESS LIFE CERTIFICATION

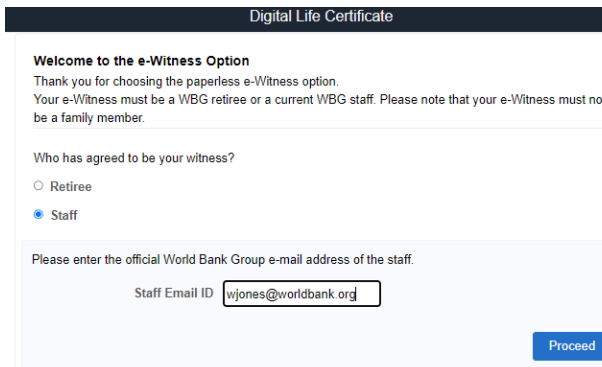


STEP 4: CHOOSE BETWEEN STAFF OR RETIREE (Pensioners only)

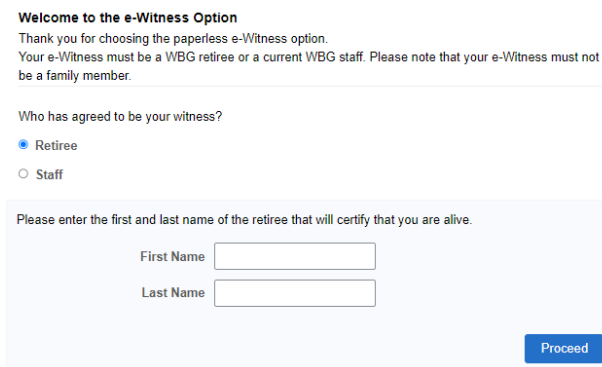


STEP 5: COMPLETE THE REQUIRED INFORMATION

For Staff: WBG Email Address



For Retiree/Pensioner: First & Last Name



STEP 6: INFORM E-WITNESS that an email from esign@esign.worldbank.org is sent to them so they can sign the Life Certificate electronically.

Digital Life Certification

Below is the status of your request. Please reach out to the selected witness if you want to expedite the process

Witness e-mail [redacted]
Status E-mail sent to e-Witness
Sent Date 2022-12-22 16:25:32
Request ID 546b3dda-ab3a-43f2-8acf-f4828a673235

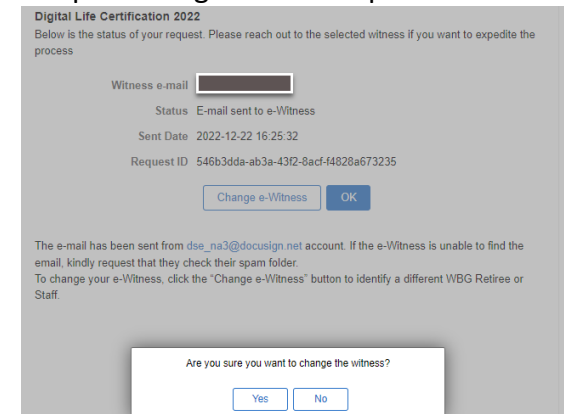
OK

The e-mail has been sent from dse_na3@docusign.net account. If the e-Witness is unable to find the email, kindly request that they check their spam folder. To change your e-Witness, click the "Change e-Witness" button to identify a different WBG Retiree or Staff.

Note: For the e-Witness, they should enter their UPI as the Access Code (without the leading zero). If your e-Witness has a pre-existing DocuSign account, password must be entered before the access code (or click on "Forgot Password" from www.Docusign.com log on if needed).

STEP 7: CHECK THE RETIREE PORTAL > LIFE CERTIFICATE TILE FOR THE STATUS.

You can change your nominated e-Witness and start the process again from Step 4.

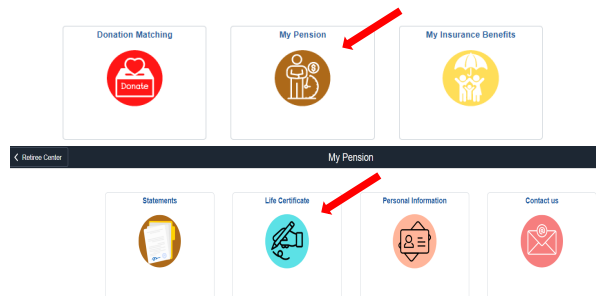


Quick Reference Guide – UPLOAD OPTION FOR LIFE CERTIFICATION

STEP 1: LOG INTO THE NEW RETIREE PORTAL

Choose to upload your Life Certificate from your laptop / desktop or mobile devices such as cellphone, iPad or Tablet by logging on <https://pension.worldbank.org> and access the New Retiree Portal. *Note: If you previously saved the website as a Favorite on your browser (Chrome/Internet Explorer/Safari, etc.) you will need to change it to access the New Retiree Portal and new Life Certificate pages.*

STEP 2: CLICK ON “MY PENSION” THEN THE “LIFE CERTIFICATE” BOX



STEP 3: CHOOSE UPLOAD LIFE CERTIFICATE

Life Certification

YEARLY LIFE CERTIFICATE SUBMISSION

Life Certificate (LC) e-Witness Option

Complete the LC online by:

1. Identify a WBG retiree or staff willing to be your e-Witness.
2. Enter the name of your e-Witness by clicking the e-Witness LC button below.

Your e-Witness will receive an email from DocuSign to do the following:

1. Click on the email link & enter their UPI as the access code.
2. Select a digitally created or drawn signature.
3. Click Adopt & Sign. *No printing required!*

Otherwise, click the "Upload Life Certificate" button below to download the blank LC & to send a scanned copy of the completed form.

STEP 4: CLICK VIEW LIFE CERTIFICATE TO DOWNLOAD A BLANK FORM.

STEP 5: COMPLETE THE REQUIRED INFORMATION

select **Yes** or **No** for Contact Information Change and the **Witness Category**.

Upload Life Certificate

YEARLY LIFE CERTIFICATE SUBMISSION

To continue receiving pension payments without interruption, retirees are required to submit the life certification yearly. For any questions please contact 1pension@worldbank.org.

To download and print a blank life certificate form, click on "View Life Certificate" link.

For instructions on how to use this page, please refer to our guide [here](#).

Step 1: Submit your yearly life certificate

Contact Information Change

Please check this box if you have updated any contact information on your life certificate.

Step 2: Witness Category*

Notary Public

Government Official

Authorized Agent (Power of Attorney)

Commercial Bank Manager

World Bank Group Staff / Retiree

Licensed Medical Practitioner

Step 3: Upload Life Certificate File*

Acceptable formats include - pdf, png, tiff, jpg and jpeg

File Name	Attached File	View File	Delete File
Life Certificate	<input type="button" value="View File"/>	<input type="button" value="Delete File"/>	

STEP 6: CLICK ON UPLOAD FILE

For Mobile Devices: Click on Upload File > My Device and choose between selecting a photo already in your Photo Library or to Take a Photo to upload in the Retiree Portal.

10:48

Upload Life Certificate

Please check this box if you have updated any contact information on your life certificate.

Step 2: Witness Category*

Notary Public

Government Official

Authorized Agent (Power of Attorney)

Commercial Bank Manager

World Bank Group Staff / Retiree

Licensed Medical Practitioner

Step 3: Upload Life Certificate File*

Acceptable formats include - pdf, png, tiff, jpg and jpeg

File Name	Attached File	View File	Delete File
Life Certificate	<input type="button" value="View File"/>	<input type="button" value="Delete File"/>	

10:48

File Attachment

Choose From

Photo Library

Take Photo or Video

Choose File

Note: File is limited to 15 MB in pdf, png, tiff, jpg and jpeg

STEP 7: CLICK ON SUBMIT