Instructions to access the Retiree Portal
(https://pension.worldbank.org)

How to Logon:
1. Go to https://pension.worldbank.org
2. Enter your UPI (without the WB).
   Click the Logon button.
3. Enter your Password and click Logon.
   First time users, please follow instructions on
   How to set-up your password for the first time.
4. A one-time password (OTP) will be sent
   shortly to your email address.
5. To retrieve your OTP, go to your email
   inbox and check for an email from
   websecurity@worldbank.org with the subject line
   "Your World Bank web access One Time Password".
6. Enter the six digit OTP from the email on the
   web page and click Logon.
7. You are now in the pension website home
   page where you have general information
   about the pension benefits, how the pension
   assets are managed etc.
8. To access your personal pension information,
   click on 'Proceed to Retiree Portal' button
   located at the upper right hand corner of the page.

   Note: Net Plan Retirees will be able to access
   the Pension Tax Portal under the 'Taxes' tab.

How to set-up your password for the first time:
1. Go to https://pension.worldbank.org
2. Enter your UPI (without the WB).
   Click the Logon button.
3. Click on the 'Forgot/Request Password' link.
4. Enter your email address and the verification
   code displayed on the page and click on Submit.
5. Go to your email inbox and check
   for an email from websecurity@worldbank.org
   with the subject line "Forgot Password" and
   click on the 'enter a new Passkey/ Password' link.
6. Enter your New Password and
   Confirm New Password. Click Submit.

How to change your password later:
1. Go to https://pension.worldbank.org
2. Enter your UPI (without the WB).
   Click the Logon button.
3. Click on the 'Change Password' link.
4. Enter your User ID (UPI without WB),
   Current Password, New Password and Confirm
   New Password. Click on Submit.

Instruction for Retirees / Beneficiaries working as STC in the World Bank Group (WBG):

Accessing from inside WBG: Use your Passkey Password
Accessing from outside WBG: Use RSA token

https://pension.worldbank.org