

## COLPENSIONES PROCEDURES

### Name of the procedure:

Pago a herederos (mesadas no cobradas antes del fallecimiento) - Payment to heirs (uncollected monthly payments before decease)

### What is it...

Refunds required when the pension affiliate or beneficiary dies and there are no other beneficiaries exist to take the substitution of the economic benefit. The settlement will be made based on the reimbursement certification reporting uncollected monthly payments by the pensioner until the day of his/her decease.

### Steps

1. Download the form to report changes about the pensioner and / or beneficiary, or obtain it at any COLPENSIONES customer service office nationwide.
2. Present the original identification card at any COLPENSIONES customer service office nationwide and get advice to fill the documents out.
3. File the form properly completed with the attached required documents in COLPENSIONES customer service office nationwide.
4. Submit clarifications or corrections, if needed, to any COLPENSIONES customer service office nationwide.
5. Receive proper notice on the administrative act at COLPENSIONES customer service office where you filed your applications.
6. Receive the payment of the benefit, if applicable, in a valid and active bank account provided by the applicant.

### Required documents

Type	Description	Attribute	Entity
Certification/ license	Death certificate of pensioner or deceased beneficiary, with issue date no later than three (3) months.	Copy	Notary Public
Others	Authorization Letter from heirs to one of them in order to him/her do the processing and	Original	Applicant

	collection.		
Others	If a third party is authorized, an authorization letter is required, including powers granted, a copy of the identification card of the authorized person and the one of the grantors. These copies must be enlarged 150% of the original size.	Original Enlarged copy	Applicant
Others	Clear statement where heirs declare that They are the only heirs of the deceased.	Original	Applicant
Identification card	Birth certificate of the beneficiary (ies) if he/she/they was/were born after June 15th, 1938, or baptism ecclesial certificate if he/she/they was/were born before June 15th, 1938. These documents must have an issue date no later than three (3) months.	Original copy	National Registrar's Office
Others	Duly conferred power of attorney, copies of the identification card of the empowered person and identification card of the one who empowers, enlarged to 150% of original size, and the attorney professional card (in case where the application is carried through an attorney).	Original Enlarged copy	Applicant
Filled form	Pensioner and/or beneficiary changes report Form.	original	Administradora Colombiana de Pensiones (Colombian Administrator of Pensions)