

COLPENSIONES PROCEDURES

Name of the procedure:

Changes on basic data and identification information

What is it...

Mechanism by which active pensioners or beneficiaries information changes are reported in regard to identification document number and type, and basic data such as: address, phone number and email, which are used to update existing information in the payroll database.

Steps

1. Download the pensioner and/or beneficiary changes report form, or obtain it at any COLPENSIONES customer service office nationwide.
2. Present the original identification card at any COLPENSIONES customer service office nationwide and receive advice to fill in the documents.
3. File the form duly completed, attach the required documents at any COLPENSIONES customer service office nationwide.
4. Submit clarifications or corrections, if needed, at COLPENSIONES customer service nationwide.

Required documents

Type	Description	Attribute	Entity
Filled form	Pensioner and/or beneficiary changes report form.	Original	Administradora Colombiana de Pensiones (Colombian Administrator of Pensions)
Others	Power of attorney duly conferred, copy of identification cards enlarged 150% belonging to the empowered person and the grantor and Attorney professional card (in case this procedure is made through an attorney).	Original Enlarged copy	Applicant
Others	If the authorized one is a third	Original	Applicant

	party, authorization letter specifying powers, copies of identification cards of the authorized person and the one who gives authorization enlarged to 150% of the original size.	Enlarged copy	
Identification card	Copy of beneficiary identification card enlarged 150% of the original size. (If required, replace birth certificate by identity card).	Enlarged copy	National Registrar's Office
Identification card	Copy of pensioner or beneficiary's passport enlarged to 150% of original size. (If needed, replace the foreigner's identification card by passport).	Enlarged copy	-----