



INFO SENIOR



DG HR Newsletter

JULY - DECEMBER #26

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Editorial

To answer your queries as well as possible, we here at Info Senior are making a few changes to our newsletters.

We have received a lot of positive feedback on our various articles, but also many requests to make our newsletters more reader-friendly. We have taken this on board.

Info Senior is now spread over more pages to make it easier to read, and as accessible as possible for everyone.

Another way we are adapting our content is by introducing QR codes for all internet addresses found in Info Senior.

You will be able to find these QR codes in the margins, in line with the relevant article.

What is a QR Code? It is an image that, when scanned, for example, with the camera function of your smartphone or tablet, will take you directly to the relevant website. The clear advantage is that you do not have to type out the links, avoiding mistakes.

You do not know how to use QR codes or prefer to read on a PC? You can still find the written version of the internet addresses within the articles. They are now written in orange to make them easier to find.

Thank you for all your feedback.

Happy reading!

You can also find INFO SENIOR in 5 languages on

My IntraComm

'Sysper Pensions' becomes 'Sysper Post-Activity'



'SYSPER Pensions' has become 'SYSPER Post-Activity'.

The advantage of using Sysper Post-Activity: you will have an overview of your administrative status at all times.

The new name reflects the fact that you can now use SYS- PER not only to

The system also allows you to opt for paperless documents. This choice, which is not permanent (you can revert to paper documents at any time), not only helps to protect the environment, but also means that you no longer have to send certain documents by post, thus eradicating the risk of loss or delay. That is why we encourage you to use your EU Login or to ask for one.

apply for retirement but also to obtain your tax certificates after leaving the service.

The system also enables you to submit your personal declarations (education, household, etc.) and your two yearly (or annual) declaration, and to read or download your pension statements at your leisure.

PMO.4 remains at your service via its Front Offices:

However, that's not all SYS- PER Post-Activity has to offer. You will soon also be able to request the reimbursement of your travel expenses when you leave the service and the payment of your resettlement allowance directly in Sysper.

For retirement/invalidity pensions:

- by email to:
PMO-PENSIONS@ec.europa.eu ;
- by phone on
+ 32 (0)2 29 78800 from Monday to Friday between 9.30 and 12.30.

You can access SYS- PER Post-Activity using your EU Login. If you do not yet have a login, you can request one:

For recipients of a survivor's/orphan's pension:

- for Brussels and Luxembourg, via the functional mailbox **PMO-EU-LOGIN@ec.europa.eu** or by phone on **+32 (0) 2 29 76 888** between 9.30 and 12.30;
- for Ispra, by phone on **+39 0332 78 30 30** between 9.30 and 12.30.

- by email to:
PMO-SURVIE@ec.europa.eu ;
- by phone on
+ 32 (0)2 29 52017 from Monday to Friday between 9.30 and 12.30.

Allowances and the education declaration ...

What you need to know

You have received or will soon receive the notification and/or form for requesting an extension for dependent child allowance, education allowance and the orphan's pension.

You can submit your education declaration via Sysper Post-Activity. The following guides will help you through the process:

Guide for the education declaration

Guide for the child declaration

In particular:

If you are an orphan who has reached the age of majority: You have already received your form. In order to avoid a significant suspension of payment, you should submit the supporting documents via Sysper Post Activity or send back these documents, duly completed, dated and signed, as soon possible.

If you receive allowances on behalf of your child who has reached the age of majority: the reminder note with the form was sent to you at the beginning of September.

If you have not yet received a form and/or notification because your child is between 6 and 17 years of

age, but your child's educational situation has changed since last year, please contact PMO.4 via the functional mailbox

PMO-PENSIONS@ec.europa.eu.

If you do not have access to Sysper Post-Activity, you can send back the form by post to:

**European Commission
PMO.4 - Pensions
MERO 07/011
B-1049 Brussels**

If you do not yet have access to Sysper Post-Activity and would like to obtain access, please follow the instructions in the documents below.

Sysper Post-Activity allows you to submit not only your family declarations but also your life declaration, and to indicate any changes in your family situation or private situation. You can also see your payslips and opt for paperless documents (a decision which can be reversed).

Guide on how to obtain an EU Login
How to access Sysper Post-Activity



Education declaration



Child declaration



EU Login



Sysper Post Activity



#26-PM03-0001

Rules and approach applicable to the **Covid-19** illness related medical costs

The current Covid-19 pandemic raises questions and awareness in our lives.

Rest assured that the JSIS stands by your side in this troubled period, and would like to inform or remind you the rules and approach that are applicable to the following Covid-19 related medical costs.

Hospitalisation due to Covid-19 infection : JSIS members hospitalised for more than 1 day with or without intensive care because of a Covid-19 infection => reimbursement of the stay at 100%.

This means that all JSIS members who are hospitalised because of a Covid-19 infection will be reimbursed of their stay at 100% as from the first day (in cases where they are not sent back home on the first day).

In cases where the hospitalisation also includes intensive care, the decision above applies and allows the JSIS to reimburse all stays at 100%.

All requests related to a hospitalisation due to a Covid-19 infection will be handled swiftly and without unnecessary administrative burden.

This is a decision by the JSIS to ease the administrative and financial burden on the members.

Recognition of serious illness in case of Covid-19 : JSIS members discharged from hospital with a diagnosis of Covid-19 => No automatic recognition of full serious illness status

This means that, as the Covid-19 takes various forms and as persons infected with the virus may suffer from very light symptoms (or even

be asymptomatic) to very severe forms of the disease, the recognition of Covid-19 as a serious illness is not automatic and will be based on a case-by-case analysis. Upon discharge from a hospitalisation with a diagnosis of Covid-19, a request may thus be submitted to the JSIS. And all requests will be handled swiftly and without unnecessary administrative burden.

Reimbursement of Covid-19 tests : Covid-19 tests => will be reimbursed at the same rate as any other examination, IF the test was prescribed by a physician or equivalent* AND carried out by an approved medical provider, according to the health standards and policies of the country where it was carried out. This means that if the conditions above are met, any Covid-19 diagnostic test (whether PCR, CT scan, or any then-approved methodology) and **Covid-19 screening/serologic test (to detect the presence of antibodies, and determine possible immunity) will be reimbursed by the JSIS.**

On the contrary, if the tests do not fulfil these conditions (for instance self-tests bought and performed by yourself), they will not be reimbursed.

The reimbursement rates for the tests that fulfil these conditions are:

- 100% if the testing is part of an

official generalised or targeted mandatory testing strategy organised by the national authorities of the Member States and is not performed free of charge or directly reimbursed by the national authorities. If the testing is part of a testing strategy linked to vacation returns, the reimbursement rate will be 85%.

- 100% in cases where Covid-19 illness has been recognised as a serious illness reimbursement – the JSIS will also proceed to the verification of the amounts invoiced (and the excess clause will be applied if necessary).
- 85% in other cases, for a test complying with the requirements and criteria for reimbursement – the JSIS will also proceed to the verification of the amounts invoiced (and the excess clause will be applied if necessary).

❗ JSIS online:

<https://webgate.ec.europa.eu/RCAM/>

❗ Staff Contact :

<https://myintracomm.ec.europa.eu/staff/EN>

❗ Helpline JSIS :

- Brussels: + 32 2 29 97777 (9:30 to 12:30)
- Ispra: + 39 0332 78 57 57 (9:30 to 12:30)
- Luxembourg: + 352 4301 36100 (9:30 to 12:30)



JSIS



Staff Contact

* This includes the official document or code provided by a national authority in order to carry out a Covid-19 test in a testing center or laboratory. In such case, this document replaces the prescription by a physician or general practitioner, which is not mandatory anymore in order to claim reimbursement of the test: for example : Test prescription code for Covid-19 sent by SMS.

#26-HR-0001

IT access for senior citizens



Political
guidelines



Belgium

At a time when three billion people are under lockdown throughout the world, companies are reorganising to meet the strategic needs of states and the education system is virtualising rapidly, we are becoming aware of the vital importance of the cloud, telecommunications and digital networks, and the reality of digital illiteracy. Digital illiteracy is when a person finds it difficult, or is completely unable, to use digital devices and IT tools due to a partial or complete lack of knowledge about how they work.

Our President, Ursula von der Leyen, has made digital technology the third of her **six political guidelines**.

With the help of the AIACE offices, we have looked for places where you

can surf, scan, print documents or take an IT course.

We have already collected information on a few countries with not-for-profit centres providing members of the public with access to a computer and an Internet connection.

In Belgium:
www.caban.be

They are also developing coaching and/or training programmes to promote literacy in IT and telecommunications.

In France:
<https://www.demarches.interieur.gouv.fr/points-numeriques>

Digital contact points are available throughout France to help citizens with administrative procedures.

In Denmark:

Local libraries offer Internet access to members of the public. Each local authority has its own website for this purpose. Moreover, most libraries, nursing homes and seniors' organisations have IT cafés.

In Portugal:

Portugal has a network of Internet access points called 'Espaço Internet'. These access points are often found in municipal libraries. The aim is to provide local residents with access to computers and the Internet. 'Espaço Internet' is a project developed as part of the Information Society Operational Programme (*POSC - Programa Operacional Sociedade do Conhecimento*), funded by the ERDF.

In Austria:

The Austrian government has organised several services to boost the digital skills of Austrian citizens, in particular a special training programme for seniors. All information can be found here:

<https://www.fit4internet.at/>

In England:

It is difficult to provide a general overview of what is on offer to the public by way of IT support in the United Kingdom as, under its con-

stitutional arrangements, there are three nations which have devolved powers in education and cultural matters (Scotland, Wales and Northern Ireland). In England, libraries are generally managed by county councils, although some are managed by charity associations and private foundations such as 'The Lit and Phil' in Newcastle.

Most public libraries will provide access to computers with an Internet connection and will also allow you to print and digitise documents (for a small fee). On a local level, they can also provide information on support groups and voluntary organisations that can offer IT training. Local schools and colleges sometimes have evening classes open to the general public which may cover IT skills. Local libraries can also provide information on these resources.

For the moment, given the current health situation, it is advisable to check whether these buildings can be accessed.

- ① President Ursula von der Leyen's political guidelines: https://ec.europa.eu/commission/sites/beta-political/files/political-guidelines-next-commission_en.pdf



France



Austria



Political guidelines

#26-HR-0002

Flu vaccination

Influenza is not merely an unpleasant viral infection accompanied by high fever, aching muscles and severe headache, it can also cause serious complications. The annual 'flu jab' is recommended for young children, pregnant women and the elderly, as well as persons suffering from a chronic illness. Being vaccinated by the end of December means that you are protected before the virus spreads to your area.

The vaccination must be postponed if you experience one of the following symptoms: a fever higher than 38°C, shivering, cough, sore throat, cold or acute infection. If in doubt, consult your doctor.

The flu vaccine does not protect against Covid-19 but will reduce your risk of catching the flu. This will also enable doctors to rule out the flu if the person has been vaccinated and there is a lower risk of hospitals being overwhelmed.

Flu vaccinations within the Commission's Medical Services are **reserved for serving staff**.

As a retired staff member, you can be vaccinated by your doctor. You should then request reimbursement of your expenses from the JSIS.



Message from the Belgian section of AIACE to **retired staff living in Belgium**

Dear members, dear colleagues,

Since 13 March, the Commission has scrupulously applied the precautionary principle and has forbidden access to all its buildings for all retired staff of the institutions in order to protect your health.

While our activities have never stopped, they have undergone a transformation commensurate with the silent cyclone represented by this pandemic.

Over the past few months, all members of our Management Board as well as our social volunteers and ambassadors to the PMO have continued to provide distance support for retired staff to help them with administrative procedures and occasionally comfort them in their grief. Likewise, our magazine 'L'Ecrin' is still published, in a new format.

However, the fact remains that the support group for widows and widowers no longer meets, the PMO's presence on our premises is no more than a distant

memory and all gatherings are banned. This, together with the suspension of all socio-cultural activities, is a bitter pill to swallow.

We fear that the circumstances will even make it impossible to organise our end-of-year festive lunch.

Nevertheless, we continue to live in hope: once the pandemic has been overcome (and it will be), all our activities will start up again with renewed vigour. Although unfortunately many uncertainties remain, it is this prospect which has encouraged us to write to you via this Info Senior - an opportunity for which we thank DG HR - in order to assure you of our presence, which is currently virtual but which will be physical in perhaps the not-too-distant future.

Don't hesitate to contact us

1. By email to aiace-be@ec.europa.eu ;
2. By phone:
 - **02 295 38 42** (you can leave a message on this line)
 - **02 296 48 24**



AIACE BE

3. By post:
 - AIACE-BE c/o
European Commission
G-1 01/50
1049 Brussels

Visit our website for a comprehensive overview of our activities:

<http://www.aiace-be.eu>

We will continue to offer our assistance and expertise and your calls and messages will never go unanswered.

On behalf of our entire team, we wish you courage and patience, and look forward to holding a relaxed post COVID-19 get-together as soon as the public health situation allows.

Our warmest wishes,
AIACE office - Belgium

#26-AIACE-0001

AIACE supports the EU staff COVID-19 Solidarity Response Fund



EU Staff COVID-19



EU Staff 4 Climate



King Baudouin Foundation

AIACE has decided to make a donation of 25 000 euros to the EU staff COVID-19 Solidarity Response Fund, independently of any individual contributions which its members would like to make and of various actions taken by the different national offices.

EU Staff 4 Climate is a grassroots initiative launched by EU officials and other staff in an individual and private capacity: it aims to bring together colleagues from all the institutions who are deeply concerned by the climate, ecological and social crisis faced by our planet. It is an independent initiative with no political or trade union links.

Information on EU Staff 4 Climate can be found here:
<https://eustaff4climate.info>

EU Staff COVID-19 Solidarity Response Fund: In cooperation with the King Baudouin Foundation, EU Staff 4 Climate has set up a dedicated fund through which EU

officials and former officials can support the response to the COVID-19 crisis where it is most needed, help prevent future crises and promote the health of the planet. The fund's management committee is chaired by David O'Sullivan, former Secretary-General of the Commission.

Information on the EU Staff COVID-19 Solidarity Response Fund can be found here:
<https://eustaff4climate.info/eustaff-covid-19-solidarity-response-fund/>.

King Baudouin Foundation: The Foundation has a solid reputation of integrity and neutrality. Its basic values are: integrity, transparency, pluralism, independence, respect for diversity and promoting solidarity.

More information can be found here (in four languages - NL, FR, DE and EN):
<https://www.kbs-frb.be/en/About-us>



Message from the **SEPS-SFPE** to retired staff

Dear colleagues,

The SEPS-SFPE has continued to operate during the COVID-19 epidemic and the resulting lockdown. Many members (and non-members) have asked us for help, either online (info@sfpe-seps.be) or by calling us on **+32 475 472 470**, 24 hours a day, 7 days a week.

Former staff members have been contacting us during this difficult period to discuss a particular situation, clarify a JSIS rule or request information on pension, how to contact the PMO, how to find a form or how to receive these forms or documents from us.

Whether in the evening or at the weekend, the SEPS-SFPE will always reply.

The SEPS-SFPE has often referred colleagues to the 'Help for retired staff' social service (DG HR D.1).

The association's legal adviser has been asked to deal with members' questions relating to statutory rights, pensions, inheritance, tax law, etc. This service offered by the SEPS-SFPE is purely advisory, and is sometimes followed by an exchange of emails or a referral to a lawyer.

Given the close cooperation between the SEPS-SFPE and Afiliatys, and our role in providing information on top-up health insurance policies, we receive many calls relating to top-up insurance.

The post-COVID period is likely to be drawn out! Teleworking may become the norm in the institutions. The PMO Welcome Offices will remain closed until further notice. The SEPS-SFPE will reply to you 24 hours a day, 7 days a week.

SEPS/SFPE

Telephone: **+32 475 472 470**

E-mail : info@sfpe-seps.be

Web : www.sfpe-seps.be



SEPS/SFPE



#26-AIACE-0002

Message from AIACE International: **Cancellation of the AIACE 2021 Yearly Congress**

AIACE Inter-
nationale

As you know, we had to cancel the AIACE 2020 Yearly Congress for reasons that were obvious at the time. At the same time, we had decided to postpone the meeting and therefore also the General Assembly to 2021, based on the information available to us at the time. In the meantime, things have changed a lot and in the wrong direction. Indeed, the dramatic development of the Covid-19 pandemic in Europe this autumn is more than worrying, and this is the case in most countries, and it is increasingly unlikely that a vaccine will be available in time and in sufficient numbers by May 2021. As a result, the AIACE Management

Board has been forced once again to cancel the 2021 meeting to be held in Loutraki, Greece from 15-21 May. Of course, we hope that the situation will eventually stabilise in 2021 and finally allow us to meet again in Loutraki in 2022. Participants who had already paid an advance for 2020 or 2021 will be reimbursed.

i AIACE International

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Web: **<https://aiace-europa.eu>**