



INFO SENIOR



European
Commission

DG HR Newsletter

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Save the date! EU Elections 2024 are coming

#29-A2-0001

You may have already heard that the next European Elections will be held on 6-9 June 2024.

What does this mean for you? Each and every one of us has a valuable role to play. Not only do we have the opportunity to exercise our democratic rights, but we also have the power to inspire those around us, to be ambassadors for the European Union, its values and its achievements to which we all contributed.

You can already take some concrete actions.

Mark the date in your calendar(s)! In your phone, in the calendar in your bathroom - whichever calendar you use, mark the date!

Tell your friends and family to mark the date in their calendars! The announcement of the date is a great opportunity to start a short conversation about the European elections. Ask them if they voted last time, ask them if they would be interested in voting next time, listen to their stories and share yours!

Share the date on your social media channels! Informing your friends and followers on the platform of your preference can already reach many potential voters, entice them to look up the elections, and start thinking about their role in European democracy.

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You can also find INFO SENIOR in 5 languages on

My IntraComm



Kohesio



Climate action



Learn



What else? It is important that we continue explaining what the EU is delivering: the policy solutions and how they impact the daily lives of citizens. If somebody is aware of this impact, she or he is more likely to vote. We have excellent materials from the State of the Union speech by President von der Leyen (available in all languages).

In your conversations with friends, you might find out they are enthusiastic about voting in the European elections and want to contribute to the strength of European democracy. In this case, we suggest you promote the together.eu community to them and encourage them to sign up! Together.eu connects people

both locally and across Europe to meet, share knowledge, learn new skills and to bring our message to the communities around us.

More materials you can use:

Kohesio: discover EU projects in your region (<https://kohesio.ec.europa.eu/en/>)

How to talk to people about climate action (https://climate-pact.europa.eu/get-involved/spread-word/how-talk-people-about-climate-action_en)

Learn how to understand and respond to disinformation (<https://euvdisinfo.eu/learn/>)

EUROSTAT Family Budget Survey 2024

#29-EUROSTAT-0001



Model survey

In 2024 the Eurostat Family Budget Survey (FBS) will be launched among retired staff.

Please start compiling your bank statements and other expenditure records now in order to fill in the questionnaire.

According to art 64, 65 and Annex XI of the staff regulations, Eurostat is in charge of the annual calculation of salary adjustments and correction coefficients for active and retired EU-staff.

In order to do this, Eurostat has to calculate new consumption structures (expenditure patterns) for the different duty stations every 5-7 years. This is done by conducting a survey on household expenditure among the officials and retired staff working and living in different countries.

The survey is conducted jointly by Eurostat on behalf of EU-institutions and agencies, and by CO.ISRP (International Service for Remunerations and Pensions of the Coordinated Organisations), who is responsible for remuneration and pension calculations for staff working for NATO, ESA, EUMETSAT, ECMWF, Council of Europe and OECD.

In the beginning of next year, you will receive a letter inviting you to participate in the survey. You will be able to fill it in on-line or to send us your paper version.

It will therefore be helpful if you already now start reviewing bank statements and other records, in order to compile relevant information about your expenditures. Other documents such as:

- supermarket till receipts,
- invoices,
- contracts,
- chequebooks,
- credit card statements,
- insurance records,
- tax returns,
- tenancy agreements

can also be a good source of information.

Here you can print a 'model survey': <https://www.familybudgetsurvey.org/en/homecode/2023test>

NB. Please note that this version is only an example. Whilst it looks very similar, it is not the questionnaire you will be asked to complete and submit later this year. It is only provided here to help you start to gather the necessary information. >>



Plus
d'info

E-mail

Background

The aim of the survey is not to know what you spend your money on, but how you spend it. The overall average expenditure pattern in your duty station (i.e. your individual reply combined with all other respondents) will then give appropriate importance to different items in a basket of goods and services.

The information you provide will remain completely anonymous! Standard Data Protection rules for handling confidential information will apply. Eurostat will only use it to help calculate correction coefficients and the Joint Belgium-Luxembourg Index. It will not be used for any other administrative purpose.

In order to obtain statistically viable results, a large number of replies is

vital, so that the final average will properly reflect all variations in staff situations that may affect expenditure patterns, such as national tastes and preferences, expatriation status, age, grade, gender, health, household size and composition, tenancy status, etc.

More information about salary adjustments and the calculation of correction coefficients

(<https://ec.europa.eu/eurostat/web/civil-servants-remuneration/overview>)

We thank you in advance for your participation!

Contact : Eurostat Unit C3
estat-c3-fbs@ec.europa.eu

#29-HR-0001

Access to Commission buildings: don't forget to check the expiry date of your access pass

Retired staff may again enter Commission buildings by showing their retiree access pass.

For colleagues from the European Commission:

Retired staff who worked at the European Commission at the time of retirement can obtain an access pass from the Access Card Service by making an appointment by email.

- Access Card Service PBL3 01/86
- The office is open Monday to Friday, 08:30 to 12:30 and 13:30 to 16:20.
- Email: HR-DS-CARTES-DE-SERVICE-BRUXELLES@ec.europa.eu (for Brussels) or HR-DS-CARTES-DE-SERVICE-LUXEMBOURG@ec.europa.eu (for Luxembourg)
- Telephone: **+32 2 295 66 54**



Please note: red/orange access passes (for retired Commission staff), even if still valid, must be renewed.

If you have retired from the Commission and your current badge is in the colour shown below, you **do not need** to change it.



Retired staff of other institutions can also access Commission buildings **by showing the pass issued by their institution of origin** at the following addresses:

For colleagues from the Council:

- Accreditation Office – Justus Lipsius building (Rue de la Loi 175), open 07:30 to 19:00, Monday to Friday.
- Retired staff can visit the office without an appointment (however, you should avoid visiting during European summits as you will not be able to access the buildings then.)

- There is no telephone number, but retired staff can send an email to access.general@consilium.europa.eu with any questions relating to passes and access arrangements.



E-mail
Brüssel



E-mail
Luxemburg

For colleagues from the European Parliament:

- Accreditation Service
- SAFE.TA-Securite@europarl.europa.eu
- Telephone:
+32 2 28 43988 / +32 2 28 41389
+32 2 28 32736



E-mail
Badges



E-mail
SAFE.TA



E-mail
CESE

For colleagues from the EESC:

- Accreditation Office:
99 rue Belliard – JDE 0.007
- Retiring colleagues need to return their active access pass to this office. In exchange they will receive a retiree's access pass valid for 5 years at a time.
- Once it expires, they must come and exchange the old pass for a new one.
- The office is open 08:30 to 12:30 and 13:00 to 17:00, Monday to Thursday, and 08:30 to 12:30 and 13:00 to 15:00 on Fridays.
Email:
accreditation@eesc.europa.eu
Telephone: **+32 2 295 22 25**

#29-PMO-0001

Almost 8 000 pensioners among the PMO Mobile users



SCAN ME
PMO Mobile

Created and continuously upgraded to make the administrative activities related to health insurance as easy as possible, the PMO mobile app is gaining popularity. The number of users is constantly growing, including among pensioners.

Are you among those who use it?

No problem if not (yet), the use of the app is optional. JSIS online remains available, as does paper reimbursement for retirees who have trouble submitting reimbursement requests and tracking documents online.

However, PMO Mobile makes things so much easier that you may want to give it a try too.

Why use PMO Mobile?

PMO Mobile is the fastest and simplest way to manage your JSIS health procedures, especially reimbursement requests. With a phone, tablet or computer, your most frequent requests on JSIS online* will be easier to introduce when using PMO Mobile.

With the PMO Mobile application you can:

- Submit and follow-up on reimbursement requests (Standard, Accident, Occupational Disease, Serious Illness);
- Use the phone's camera to add supporting documents without the need to scan, save, and attach each document;
- Track the status of your claims;
- View and download account sheets;
- Ask questions about reimbursements;
- View your JSIS insurance certificates and generate new ones;
- Request and manage direct billings;
- Report accidents;
- Send medical absence certificates.

PMO Mobile is faster, easier, and greener.

PMO Mobile puts your JSIS health insurance in your pocket, at your disposal 24/7, wherever you are.

Responsive design and simplified navigation make it quick and easy to claim medical expenses. This web-based app guides you step-by-step through the process in a user-friendly manner.

Adding supporting documents is just a few clicks away. Even on the go, leaving the doctor's office or the pharmacy, simply hit the PMO Mobile icon, enter the data, and take a picture of the invoice using the built-in feature. If you prefer, you can still upload documents or existing photos from your device – a very practical feature when it comes to multi-page documents.

You can check the status of your claims and visualise your account sheets and reimbursed amounts at any time. PMO Mobile allows you to ask a question about your account sheets with a single tap on the yellow bubble icon visible next to each account sheet. It opens a prefilled form for you to type and submit your question without having to connect to Staff Contact.

As a plus, you can easily visualise health coverage certificates and generate new ones for you and your dependent family members. Requesting and following a direct billing or accident declaration, as well as submitting a medical absence certificate by simply taking and sending a photo are other time-saving functionalities of PMO Mobile.

Using a mobile device instead of a computer significantly reduces your carbon footprint - by up to 80 times for a mobile phone.

Scanning, attaching, and sending documents via email, as well as saving them in several places when introducing claims leaves a small carbon footprint every time. The PMO receives, mainly via JSIS online or paper claims, 3 million claims every year, most of them with attached documents with multiple pages. All this results in tons of CO₂ emissions.

Using PMO Mobile is the green alternative contributing to effortlessly reducing these emissions.

How to access PMO Mobile:

PMO Mobile is web-based and requires no installation.

It is included in the EC On the Go app and can also be accessed through any web browser at <https://webgate.ec.europa.eu/PMOMOBILE/> or by scanning this QR code.

Your data is protected by EU Login and two-factor authentication.

i Coming soon: Reimbursements requests for Health screening and Annual check-up; requests for Prior authorisation, Health screening, and Recognition of serious illness.



#29-PMO-0002



Communication from the PMO: Do you have an **EU Login** **account?** Do **you need help** to create one or on how to use it?



E-mail

Creation
Account

Most corporate EU Login accounts are automatically deactivated at the time of leaving the service. The only exceptions are pensioners who have retired from the Commission since 12 December 2020 and from the Council since 1 September 2021. They are granted an EU Login for Life.

All other EU pensioners need an External EU Login to connect via MyRemote and maintain their access to:

- SYSPER Post Activity: to manage personal file and rights. There you can enter declarations concerning rights and personal data and download pension slips and tax certificates.
- PMO Mobile and JSIS online: to be able to request reimbursement of medical expenses, to track the status of requests, and to check and download account sheets, health cover certificates and other JSIS documents.
- Staff Matters and My IntraComm: to contact the administration via Staff Contact and stay informed of EC news and announcements.
- FiLIP application: to manage bank accounts.

What if you are experiencing issues to create or to use your External EU Login account?

You are not alone, and these issues should not prevent you from staying connected!

The PMO stands ready to offer help and guidance:

- By email at **PMO-IT-APPLICATIONS@ec.europa.eu**
- By phone at +32 2 297 68 88 – Monday to Friday between 9.30 and 12.30

The PMO colleagues in charge of EU Login and IT applications can look at your problem, suggest solutions, and even create an account for you when possible.

You may also wish to refer to the very useful guide created by AIACE International:

CREATION OF AN EXTERNAL EU LOGIN ACCOUNT paste the rest:

<https://aiace-europa.eu/site-content/uploads/2023/09/2023-CREATION-OF-EU-LOGIN-EN.pdf>

Update on **tax merger** for pensioners with dual income

#29-PMO-0003



Please be informed that, together with the September payroll, we will update the amounts of the tax merger in accordance with the indexation of the incomes from January 2023. This update concerns persons with two sources of income paid by the European Institutions who are therefore subject to the rules of accumulated tax.

Therefore, any debt generated will be managed following the usual practice: if the debt is less than 200 (whatever the currency), it will be directly recuperated in September 2023, otherwise an amount of maximum 15% of the basic salary or pension will be deducted monthly on the pension's slip starting from the month of November 2023.

Simplified reimbursement of your glasses

#29-PMO-0004

Do you need new glasses? You can now speed up the reimbursement process.

If you want to check the rules and the reimbursement rates, your first stop should be the Personal glasses Staff Matters page.

Please note that the reimbursement is based on a document indicating the corrections prescribed by an ophthalmologist or an ophthalmic optician/optometrist.

If your invoice does not include necessary info such as diopters, type of



Staf
Matters

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You can ask your optician to fill out the form to **ensure all required details are included.** For an **eco-friendlier approach, this can be done via email exchanges.**

You can save even more time using PMO Mobile application which allows you to skip scanning and saving documents on a computer - you can instead just take a picture of your documents with your mobile device.

Attaching the new form is not mandatory, this is an opportunity to shorten processing time and get reimbursed faster.

vision etc., please use the new glasses form, which allows adding this essential information when requesting reimbursement.



#29-PMO-0005

Seasonal flu vaccine

Please note that from 1 May 2023 JSIS will reimburse your expenses for the seasonal flu vaccine at the rate of 85%. We kindly remind you that in order to be eligible for reimbursement, it is essential that you have a valid medical prescription for the vaccine.

The special reimbursement rules that were put in place during the Covid-19 pandemic will no longer be applicable.



Cost of publishing AIACE publications

#29-AIACE-0001

Recently, too many copies of the AIACE VOX magazine have been returned to the OIB. There are various reasons for this, but the main one is a wrong or incomplete address. For example, it appears that the box number is missing (and the postman does not bother to look for it) or that some members fail to notify their section of their change of address (it is not enough to change it in SYSPER

Post Activity as AIACE is no longer allowed to refer to it), some having moved away long ago. Therefore, it is important to ensure that sections have the correct address of members in their country at all times. If not, this may cause problems for future mailings as some pensioners may not be served because of incorrect addresses.



AIACE Belgium makes a fresh start

#29-AIACE-0002

Following the elections in March 2023, AIACE Belgium's re-appointed committee welcomed several new members.

I will be chairing our section, after two terms as chair and one term as vice-chair, with pleasure, enthusiasm and commitment. But there was, and still is, a considerable amount of work to do.

In accordance with its statutes, AIACE Belgium will continue to focus its activities in the following areas.

1. Social support

This support is provided by our 38 social volunteers who work with retired staff; collaborative help is also provided by the social welfare department and the sickness insur-

ance fund. There is a high potential number of people in need of help since all retirees and their dependants, irrespective of their institution of origin and whether or not they are AIACE members, are entitled to social support.

Our team of experienced volunteers have resumed visits to nursing homes/care homes/assisted living facilities and will draw up a list of eligible establishments in the course of 2023.

In late 2018, AIACE Belgium set up a support group for 'widows and widowers', but also for all those who have lost a loved one and wish to talk about their loss and thus share their experience.



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Website
aiace-be

2. Defending the interests of retired staff

Our experts in this field are handling the following issues:

Method of calculation

According to the Staff Regulations, the method will expire on 31 December 2023, but will continue to apply until the Parliament and the Council adopt a new regulation. The method will therefore remain valid for the coming years, although attempts by Member States to challenge it into question cannot be ruled out.

Pensions

On 14 April 2023, the Commission adopted the report on the actuarial balance of the pension scheme for EU officials and the budgetary implications of Annex XII to the Staff Regulations. AIACE Belgium has asked its experts to examine this report in detail.

Contact with the PMO regarding the sickness insurance fund and pensions

The interests of retired staff are defended by our ambassadors, who are in direct contact with the PMO. Their role is to find solutions to specific problems concerning former staff members who seek assistance.

Revision of the general implementing provisions (GIPs) and participation in the Sickness Insurance Management Committee (SIMC)

Inflation in Belgium has highlighted the need to adjust the outdated ceilings for reimbursement of current medical expenses. Committee members entrusted with this issue are looking at ways of limiting the costs of medical services to be borne by staff.

Digital tools

These include the ‘My remote’ portal, the ‘Teams after EC’ social network dedicated to retired staff, our IT helpdesk, and the recently restructured and updated AIACE BE website: www.aiace-be.eu.

AIACE Belgium will organise training/information sessions on EU Login and PMO Mobile (the simple and ultra-fast way to submit claims for reimbursement via iPhone), thanks to the commitment of assorted members who are experts in this field.

However, maintaining the paper option for the reimbursement of medical expenses remains crucial for everyone’s peace of mind, which is necessary in order to make this IT awareness campaign a success.

Legal actions

In serious cases of collective interest, AIACE Belgium defends its members in the context of the Staff Regulations before national courts or the Court of Justice, in cooperation with AIACE International.

3. Cultural and leisure activities

These activities are divided into several categories, as follows:

- trips, river cruises, excursions and short getaways, now that such activities have finally returned to normal following the end of the pandemic;
- literary tea parties, which allow our members who are writers to present their works at friendly gatherings/debates.

There are also conferences on topical issues, the hikers' club, the wine and beer club, and concerts at the Queen Elisabeth Music Chapel. AIACE Belgium decided ultimately to support the Chapel through sponsorship, and we receive many free tickets for various concerts.

Last but not least, there are our friendly/festive gatherings, such as Christmas meals and picnics in the spring and autumn, open to all our members.

4. Information

AIACE Belgium has a newsletter, 'Apropos' (formerly 'L'Écrin'), published four times a year and compiled by an editorial committee made up of several of our members.

Our members also receive regular information by email, which is also distributed in paper form where appropriate for members who do not have an internet connection.

AIACE Belgium actively participates in the life of AIACE International and is represented on the AIACE Management Board by our four delegates, who pass on all relevant information from it to our members.

Conclusion

When we retire, we do not sever our ties with the institutions. They continue seamlessly to guarantee our pensions, our right to health and all our rights under the Staff Regulations. In doing so, they fulfil the role that the Member States play vis-à-vis their own nationals.

The challenges we face can be summarised as follows: to continue and, if possible, step up support for our 5 200 members in areas such as health, rights under the Staff Regulations, leisure, get-togethers, digitalisation, etc., by involving new retirees in supporting older ones, because the elderly have the right to grow old, of course, but above all they must still have the right to live. And to live well.

Raffaella Longoni, Chair
AIACE Belgium VM18 003/058
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Email: **aiace-be@ec.europa.eu**
Our website: **www.aiace-be.eu**



E-mail
aiace-be



Website
aiace-be

#29-AIACE-0003

AIACE – Denmark



Website
aiace-dk



Useful
information

AIACE-Danmark publishes a VADEMECUM, which is a booklet crammed with useful information about all the things you need to know as a Danish pensioner! Of course, it tells you how to prepare for settling in Denmark, but it also provides a wealth of information on how to navigate JSIS, Life Certificates, EU Login and much more. The latest printed version was distributed to Members around Christmas 2022, but it is kept regularly updated on AIACE-Danmark's website.

The VADEMECUM is written in Danish and is not translated into other languages.

In order to comply with the provisions of the General Data Protection Regulation, the Danish VADEMECUM can no longer be distributed to all Danish pensioners. It can now only be sent to those pensioners whose postal address is known to AIACE-Danmark (i.e. to those who have agreed to receive such publications from AIACE).

The information in VADEMECUM is supplemented by the AIACE-Danmark's homepage <https://aiace.dk/>. Through the homepage, registered Members get access to detailed information, guides and step-by-step instructions on how to do anything from your Life Certificate to sending in a request for Prior Authorisation for your dental work.

AIACE-Danmark informs its Members of new developments regarding JSIS, Pensions etc. via its Newsletters which are predominantly sent out by email. It also helps Members get their EU Login and regularly organises (physical) courses in the use of EU Login. Members also meet up for other more social gatherings and visits.

If you are not yet a Member, but would like to join and automatically receive our VADEMECUM and lots of other useful information via our homepage and newsletters, you just need to sign up via <https://aiace.dk/medlemskab/>.



AIACE – Finland

#29-AIACE-0004

AIACE-Finland has updated its EU pensioner's handbook (EU-eläkeläisen käsikirja) and a printed version has been sent to the members. The handbook, written in Finnish, provides information and guidance for instance in relation to JSIS and to pensions and on how to deal with the Finnish administration. The sections on PMO's digital services have been carefully updated. The handbook

also contains guidance for spouses and widows.

New members will receive a printed copy when they join the association. In addition, retired EU officials who are not members of AIACE-Finland but wish to receive a copy of the handbook, can contact AIACE-Finland at: helpdesk@aiace-fi.eu.



E-mail

Communication from the SEPS-SPFE: Drop-in services in Brussels and Ispra

#29-SEPS-0001

The SEPS-SFPE (Association of Seniors of the European Civil Service) is a non-profit organisation within the European institutions whose purpose is to defend the interests of colleagues who are retired or unfit for work and to assist them in their dealings with the Commission.

It is currently training new volunteers who want to give up some of their time to answer questions from retired colleagues via the internet and by phone or from those who visit us in Brussels and Ispra to request information and help.

The SEPS-SFPE provides drop-in services as follows.

Times in Brussels:

It has always participated in social dialogue as part of successive reforms in order to protect the purchasing power of older people, in particular by ensuring that the salaries of colleagues who are still in active service and pensions remain aligned. It will also be there in the event of attacks on our Staff Regulations, which are possible in the near future.

- Mondays, Tuesdays, Thursdays and Fridays (10:00 to 12:30 and 14:00 to 16:30) in its offices at Avenue des Nerviens, 105 – ground floor 0/22
- Monday afternoons at the office of the Council, JL 02 CG39.
- By phone: +32 475 47 24 70, 24 hours a day, 7 days a week

It has always been available, including during the lockdown periods, not only physically when permitted but also by phone 24 hours a day, 7 days a week (+ 32 475 47 24 70).



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E-mail
Thursdays



E-mail
Mondays



E-mail
SEPS-SEPS



E-mail
SEPS Italia



Website
SFPE-SEPS

Times in Ispra:

- Tuesdays (12:00 to 13:00), Thursdays (14:00 to 15:00) at the Club House, Sala Rosa
- By phone: **+39 351 647 17 22**, Monday to Friday, 11:00 to 14:00

For information on top-up insurance:

- Thursday afternoons, in Brussels, avenue des Nerviens, 105, 0/22, by appointment via **francoiseattal@yahoo.fr** or **+32 471 40 60 14**
- Monday afternoons, in Brussels, at the Council of the EU, JL building, by appointment via **ffpe@consilium.europa.be**

European Commission

105, avenue des Nerviens
B-1049 Brussels
info@sfpe-seps.be

Council of the EU

175, rue de la Loi
B-1048 Brussels
info@sfpe-seps.be

JRC - Ispra

IT-21020 Ispra
seps.italia@gmail.com

Website:

www.sfpe-seps.be

#29-SEPS-0002



Message from the SEPS-SFPE to retired staff

Did you know?

As a member of staff, you have almost certainly entrusted to your family or a loved one documents relating to the administrative steps to follow if you die or are taken ill which can be found on:

But have you also thought of attaching **your top-up insurance policy number** to these rules? This will simplify the admin process, particularly as regards the choice of room if you are admitted to hospital in an emergency.



MyIntracomm
Post Activity



SFPE-SEPS
Vademecum 2

'MyIntracomm – Post Activity':

<https://myintracomm.ec.europa.eu/staff/EN/working-conditions/end-of-service/Pages/death-of-a-staff-member.aspx?ln=en>

The Vade-mecum II section of the 'SFPE-SEPS' website (**<http://sfpe-seps.be/wp-content/uploads/2019/06/201301-Vademecum-EN-Part2.pdf>**) provides information on all the documents intended for third parties regarding your wishes if you are no longer able to express them yourself.