

INFO SENIOR



DG HR Newsletter

APRIL- JUNE 2018 #18

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SYSPER Pensions



Since 28 November 2017, the European Commission has made available to retired staff of the European institutions and agencies who already have an EU Login account **a new information portal called SYSPER Pensions**.

It is being launched gradually in accordance with the expiry date of the two-yearly declaration. A personal statement by the Director of the PMO will be sent by email to inform the pensioners concerned that they can access the portal. The portal is expected to be accessible for all retired staff very soon.

SYSPER Pensions allows you to consult and **print out pension statements for 2018 and 2017** (previous years are not available online) and to submit the two-yearly declarations. However, a paper copy of these documents will still be sent.

The next module, which will be made available shortly, will allow you to download and print the same version of the tax certificate as that received in paper form. You will also be able to generate the certificates relating to the country of taxation, in the language of your choice, with or without the amounts. Only the 2017 certificates will be available online.

PLEASE NOTE: as this does not concern retired staff of the European Parliament, the Court of Justice or the European Economic and Social Committee, the tabs 'Life declaration' and 'Tax certificates' will not appear in their SYSPER Pensions.

Where to ask questions on the sickness insurance scheme

Brussels

By telephone :



Please select the number corresponding to the appropriate sector and prepare all information that could be useful for dealing with your call, such as your pension number and the reference number of the reimbursement request or statement.

Reimbursement request/statement/ membership rights/cover/medical authorisation (dental estimate, prior authorisation, recognition of a serious illness)/funeral expenses/Article 72(3)

Monday to Friday from 9.30 to 12.30 - **Tel:** +32 2 29 97777

Demande de prise en charge et avances

Monday to Friday from 9.30 to 12.30 - **Tel:** +32 2 29 59856

Only for **urgent** requests (hospitalisation the same day)

Monday to Friday from 14.00 to 16.00 - **Tel:** +32 2 29 59856

Certificates proving JSIS insurance cover or family insurance cover/certificates for submission to the Vlaamse Zorgkas

Monday to Friday from 9.30 to 12.30 - **Tel:** +32 2 29 58037

Health screening

Monday to Friday from 9.30 to 12.30 - **Tel:** +32 2 29 53866

Accidents/occupational disease

Monday to Friday from 9.30 to 16.00 - **Tel:** +32 2 29 60595

Receiving visitors:

Address: MERO building, Avenue de Tervueren 41, B-1040 Brussels

Opening hours: Monday to Friday from 9.30 to 13.00 (no appointment needed)

Luxembourg

By telephone :

Reimbursement request/statement

Monday to Friday from 9.30 to 12.30 - **Tel:** + 352 4301 36100

Membership rights/cover

Monday to Friday from 9.30 to 12.30 - **Tel:** + 352 4301 37201 / 36015 / 30160

Request for medical authorisation (dental estimate, prior authorisation, recognition of a serious illness)

Monday to Friday from 9.30 to 12.30 - **Tel:** + 352 4301 37843 / 35428 / 34513 / 32350

Request for direct billing

Monday to Friday from 9.30 to 12.30 and from 14.00 to 16.00 - **Tel:** + 352 4301 36103 / 36406

Health screening

Monday to Friday from 9.30 to 12.30 - **Tel:** + 32 2 295 38 66

Accidents and occupational diseases

Monday to Friday from 09.00 to 16.00 - **Tel:** + 32 2 29 60595

Receiving visitors:

Address: Drosbach building, DRB B2 / 085

Opening hours: Monday to Friday from 14.00 to 16.00 (no appointment needed)

Ispira

By telephone :

Reimbursement request/statement

Monday to Friday from 9.30 to 12.30 - **Tel:** + 39 0332 78 57 57 **Fax:** +39-0332-78 54 79

Membership rights/cover

Monday to Friday from 9.30 to 12.30 - **Tel:** +39-0332-78 30 30 **Fax:** +39-0332-78 54 79

Request for medical authorisation (dental estimate, prior authorisation, recognition of a serious illness)

Monday to Friday from 9.30 to 12.30 - **Tel:** + 39 0332 78 57 57 **Fax:** +39-0332-78 54 79

Request for direct billing

Monday to Friday from 9.00 to 12.30 and from 14.00 to 16.00

Tel: +39 0332 78 99 66, **Fax:** +39 0332 78 94 23

Email: PMO-ISPRA-PRISE-EN-CHARGE@ec.europa.eu

Health screening

Monday to Friday from 9.30 to 12.30 - **Tel:** + 32 2 295 38 66

Receiving visitors:

Address: JRC Club House - Room Rose, 1st floor

Opening hours: Wednesday from 9.30 to 12.00 (no appointment needed)

Access to Commission buildings in Brussels



On 1 April 2018, the procedures for accessing buildings were changed. It is now necessary to distinguish between staff who have retired from the Commission and those who have retired from other EU institutions and bodies:

■ YOU HAVE RETIRED FROM THE COMMISSION (INCLUDING EXECUTIVE AND DECENTRALISED AGENCIES) ■

You are exempt from security control procedures - walk-through metal detectors and X-ray scanners - in all Commission buildings in Brussels.

The current (red) access pass has been replaced by a (orange) magnetic pass. This allows:

- **unaccompanied access** to the following services:

BUILDING	CODE	ADDRESS	INFRASTRUCTURE
Berlaymont	BERL	Rue de la Loi 200	Canteen, cafeteria
Breydel	BREY	Avenue d'Auderghem 45	Leisure clubs
Charlemagne	CHAR	Rue de la Loi 170	Canteen, cafeteria
Genève 1	G—1	Rue de Genève 1	AIACE Belgium
Genève 6	G—6	Rue de Genève 6	Canteen, cafeteria
Mérode	MERO	Avenue de Tervuren 41	Pensions, Sickness and Accident Insurance, Medical Insurance Office, cafeteria
Montoyer 34	MO34	Rue Montoyer 34	Welcome Office, Service Cards Office, canteen
Nerviens 105	N105	Avenue des Nerviens 105	AIACE International, SEPS, Afiliatys, Seniors' Corner, cafeteria
Philippe Le Bon 3	PLB3	Rue Philippe Le Bon 3	Conferences/courses, canteen, cafeteria
Science 11	SC11	Rue de la Science 11	Social Services, cafeteria
Van Maerlant 18	VM18	Rue Van Maerlant 18	Central and leisure libraries
Van Maerlant 2	VM-2	Rue Van Maerlant 2	isure clubs, cafeteria

- **accompanied access** in all other buildings: you show your pass to the security guard and give the name of the Commission staff member who will come to collect you from reception and accompany you while you are in the building.

PLEASE NOTE : during a transitional period, until 31 December 2019, both access passes (the current access pass and the new orange magnetic pass) will be recognised. From 1 January 2020, only the new access pass will allow access to the Commission buildings.

In order to obtain the new magnetic pass or exchange the old pass for the new one:

📍 [HTTPS://MYINTRACOMM.EC.EUROPA.EU/RETIRED/EN/PAGES/INDEX.ASPX](https://myintracomm.ec.europa.eu/retired/en/pages/index.aspx)

✉ EC-SECURITY-ACCESS@ec.europa.eu

📍 **34, RUE MONTOYER – MEZ-120 À BRUSSELS – TEL. + 32 229 56654**

Until further notice, the procedures for access to sites in Luxembourg and the JRC remain unchanged.

■ YOU HAVE RETIRED FROM ANOTHER EU INSTITUTION OR BODY ■

As of 1 April 2018, the Commission recognises the access passes of retired staff issued by other institutions or bodies located in Brussels: European Parliament, Council of the EU, European External Action Service, Committee of the Regions, European Economic and Social Committee. It is therefore no longer necessary to have a Commission access pass.

The access passes issued by these institutions allow:

- **unaccompanied access** to the services in the table above: In these buildings, you are exempt from security control procedures (walk-through metal detectors and X-ray scanners).
- **accompanied access** in all other buildings following the procedure for visitors: You must show an identity document, give the name of the contact person who will meet you and pass through the security controls (walk-through metal detectors and X-ray scanners).

Invoices for glasses or contact lenses

More and more opticians do not indicate the dioptries for glasses lenses or contact lenses on the invoice. Unfortunately, this results in a refusal of reimbursement by the JSIS.

In order to be valid, the invoice must contain the following information:



- the patient's full name;
- detailed information on the dioptries: type of vision (distance – near – multifocal) + strength of the corrective lens for each eye: sphere, cylinder, axis and addition ('add') for progressive/multifocal lenses;
- the date of purchase;
- the price paid (for the purchase of glasses, a breakdown is required: price of the frame and of each lens shown separately);
- the full name of the optician (provider or brand).

Do you need more information? See the JSIS pages on glasses or contact lenses.

📍 **PMO CONTACT : DMONDAY TO FRIDAY FROM 9.30 TO 12.30 - TEL: +32 2 29 97777**

Intra-articular hyaluronic acid injections



Following the latest scientific meta-analyses, the interinstitutional Medical Council has **classified intra articular injections** based on hyaluronic acid as non-functional products, given that the risk/benefit balance of these products has not been scientifically validated. These injections therefore **cannot be reimbursed by the JSIS**.

Data protection and respect for privacy



Collection and processing of personal data

According to EU rules on data protection, your personal data can only be processed in certain situations and under certain conditions, such as:

- if you have given your consent (you must be informed that your data is being collected);

- if the data needs to be processed for a contract, job application or loan request;

- if there is a legal obligation for your data to be processed;

- if the processing of your data is in your 'vital interest', for example if a doctor needs access to your medical data following an accident;

- if your data needs to be processed so that tasks in the public interest or measures on behalf of the national tax authorities, the police or other public bodies can be carried out.

Personal data linked to racial or ethnic origin, sexual orientation, political opinions, religious or philosophical beliefs, trade-union membership or health may not be processed except in specific cases (e.g. if you have given your explicit consent or if the processing is necessary for reasons of overriding public interest).

Electronic communications (internet and mobile telephone networks) and protection of privacy

EU rules concerning the processing of personal data and the protection of privacy in the electronic communications sector cover communication via the internet, for example access to the internet, and communication via fixed and mobile telephone networks. Your service provider must comply with the following rules:

- **Confidentiality of communications:** prohibiting the listening into, tapping or storage of communications without your consent;
- **Network and service security:** ensuring that electronic communications providers put measures in place to ensure that their services are secure;
- **Notification of data breaches:** if the data provider finds a security breach resulting in the loss or theft of personal data, it must inform the national authority and, in some cases, the subscriber or individual concerned;
- **Traffic and location data:** this data must be erased or made anonymous when no longer required for communication or billing purposes, unless you have given your consent for it to be used in another way (or if it is required for law enforcement purposes);
- **Spam:** the sending of unsolicited commercial communications ('spam') is subject to your prior consent. This covers text messages and other electronic messages.
- **Public directories:** you must give prior consent before your telephone number, email address and postal address are listed in a public directory;
- **Caller identification:** you must have the option for your telephone number not to be displayed when you make a call.

Use of cookies

A cookie is a **small text file that websites save on your computer or your mobile device** when you visit them. Cookies are widely used to improve the efficiency of websites by saving your preferences. Tracking cookies are also used to follow your internet usage as you browse, create user profiles and display targeted online advertising based on your preferences.

In accordance with EU rules, websites using cookies must inform you of this and you must give your consent. You should always have the option to deactivate or not accept cookies. You should also have the right to know how the information collected will be used.

What to do if your data is collected illegally or is misused

If you believe that your data is not being handled according to the rules or that it has been processed illegally, **you can send a complaint to the data controller**, i.e. the person or body handling your data.

Source : [Your Europe](#)

AIACE's ambassadors to the PMO



In its role as partner of the Commission, the AIACE (International Association of Former Officials of the European Communities) has set up a network of ambassadors to the PMO. **These ambassadors are social volunteers** within the 15 national sections of the AIACE who have a thorough knowledge of the rules and procedures relating to sickness insurance and pensions. Their role is to facilitate communication as intermediaries between retired staff and the PMO. Their task is essentially to act as interpreters to explain administrative concepts or terminology in a more comprehensible way. As a result, they in turn understand certain problems encountered by their colleagues and pass these on to PMO staff.

This two-way role may also, where appropriate, include links with the social services of the Commission and of the other institutions, if pensioners are in difficulty and in need of social assistance. At all events, initial support is provided, helping to identify and if necessary explain any problems encountered, thus complementing, not replacing, the work of the departments concerned. In the smaller sections of the AIACE, the ambassadors are simply volunteers. In the larger sections, they act as a channel between volunteers and the administrative departments. If pensioners encounter any difficulties, they should first contact the secretariat of the national section of the country in which they live (or AIACE International if no section exists), which will appoint a volunteer to help them.

The ambassadors have a special channel of communication with the PMO which they can use in emergencies. The PMO also asks them to convey technical information.

- 📍 **SITE AIACE :** WWW.AIACE-EUROPA.EU – **INTERNATIONAL SECRETARIAT :** + 32 (0) 2 295 29 60
- ✉️ AIACE-INT@ec.europa.eu

Active senior: express your interest!

Former Commission officials can volunteer to take part in unpaid assignments or activities carried out within the Commission. The areas of activity, which are defined by the Directorate-Generals and departments, are very varied:



- information and policy presentation, conference participation, focus groups;
- political expertise, advice and participation in specific task forces;
- technical expertise, opinions on programmes, project evaluation, market analysis;
- training, mentoring, educational assistance;
- sitting on competition juries, selection panels;
- assisting secretariats.

Are you interested?

A collaborative platform created for this purpose can be accessed by managers at the Commission. It contains the profiles and CVs of the retired staff interested.

If you would like to express your interest, please visit the site.

- 📍 Active senior website : [HTTPS://MYINTRACOMM.EC.EUROPA.EU/RETIRED/](https://myintracomm.ec.europa.eu/retired/)
click on 'Active senior' in the right-hand column

To send in your CV or for any other information : HR-ACTIVE-SENIOR@ec.europa.eu

Brexit – Publication of draft agreement



On 28 February 2018, the Commission published the draft agreement on the withdrawal of the United Kingdom of Great Britain and Northern Ireland from the European Union.

The draft withdrawal agreement translates into legal terms the joint report of the EU and UK Government negotiators on the progress made during the first phase of the negotiations, and proposes a text for the outstanding withdrawal issues mentioned, but not developed, in the joint report.

The draft agreement consists of six parts: introductory provisions, citizens' rights, other issues relating to the separation such as goods placed on the market before the withdrawal date, financial regulation, transitional and institutional provisions, and a protocol on Ireland/Northern Ireland.

This draft was submitted to the Council (Article 50) and to the European Parliament's Brexit Steering Group for examination before being sent to the UK authorities for the negotiations.

The text is available on Europa.

[i HTTPS://EUROPA.EU/NEWSROOM/HIGHLIGHTS/SPECIAL-COVERAGE/BREXIT_EN](https://europa.eu/newsroom/highlights/special-coverage/brexit_en)

Information meetings for members of the SEPS-SFPE



The Association of Seniors of the European Civil Service (SEPS-SFPE) was set up as a **non-profit-making association ('ASBL'), free from any political, trade union or confessional bias**. It is a pluralist association that is independent of the European institutions.

Communicating with colleagues who have retired is very important but can be difficult as retirees live all over Europe, and many of them who are SEPS members do not use the internet at all or are uncomfortable with it. The SEPS-SFPE newsletter is distributed by post four times a year.

Information meetings are also organised four times a year in Brussels to allow members to discuss and understand the major problems to be solved. These meetings, which last for a day and at which any member of the association may speak, highlight current problems.

These meetings are open to spouses and retired staff of the European institutions who are not members of the SEPS-SFPE. Representatives of the Administration and the PMO often take part in these information meetings which, in 2018, will be held at the restaurant 'Au Repos des Chasseurs' in Watermael-Boitsfort from 10.30 to 16.30. A fee for participation in the lunch and services is fixed at €35. **The dates of the meetings in 2018 are: 28 June, 11 October and 6 December.**

The SEPS-SFPE can be contacted by telephone if you would like to ask questions or discuss a particular situation, a JSIS rule, the position taken by an insurance company, any difficulties with contacting the PMO, finding a form, etc., even in the evening and at weekends.

[i +32 475 47 24 70 \(7 JOURS SUR 7\) - WWW.SFPE-SEPS.BE](tel:+32475472470)

[e INFO@SFPE-SEPS.BE](mailto:INFO@SFPE-SEPS.BE)