

INFO SENIOR



DG HR Newsletter

JULY-SEPTEMBER 2018 #19

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Back to School: present Europe to your old school



Now you are retired, why not get involved in the Back to School initiative! Be an ambassador for the EU and go and meet the pupils at your former school to explain in a tangible way what Europe is.

Advice and support materials are available to help you prepare but this is a voluntary initiative so any expenses incurred will not be reimbursed.

For more information, contact the Commission's Representation in your country.

https://myintracomm.ec.europa.eu/corp/comm/BckToSchool_BckToUniversity/Pages/Back-to-school.aspx

How to contact the Pensions Unit?

A new general email box (PMO-PENSIONS@ec.europa.eu) is displayed on the pension slip and replaces the personal email address present on the pension slip to date. Here in detail, how to contact the Pensions Unit:



❶ Questions about pensions (Financial entitlements)

An email address (PMO-PENSIONS@ec.europa.eu) and a telephone number can be found on the top left hand corner of your pension statement. You should inform PMO of any change of address or modification in your personal circumstances.

❷ Questions about school allowances or about rights at termination of service (removal, resettlements, travel)

Please contact PMO.4 (Pensions Unit) via PMO Contact: <https://ec.europa.eu/pmo/contact/en/> **SELECTING THE CORRECT DOMAIN/SUB-DOMAIN**

❸ In the event of death

In the event of the death of a retired official you must inform the Commission (tel.: +32 2 295 20 17 fax: +32 2 296 53 73)

or via PMO Contact <https://ec.europa.eu/pmo/contact/en/>

or the social service (tel.: +32 2 295 90 98; email HR-BXL-AIDE-PENSIONNES@ec.europa.eu) as quickly as possible.

Here more information: <https://myintracomm.ec.europa.eu/retired> > **SICKNESS INSURANCE > IN THE EVENT OF DEATH**

Three functional email boxes exist for specific purposes:

PMO-PENSIONS-DECLARATIONS@ec.europa.eu for life declarations/biennial declarations transmission

PMO-PENSIONS-EDUCATION-DECLARATION@ec.europa.eu for school declaration transmission

PMO-DEPARTURE-RIGHTS@ec.europa.eu for end of service documents files transmission (removal, resettlements and travel expenses)

Or to the postal address

Commission européenne

PMO.4 - Pensions

MERO 07/011

B- 1049 Bruxelles

General questions on topics dealt with by the PMO

These should be sent to: <https://ec.europa.eu/pmo/contact/>

For JSIS questions or medical claims, please refer to JSIS settlement offices.

Your spouse's 2017 income

If your spouse or recognised partner is covered by the Joint Sickness Insurance Scheme, you must declare his/her employment status and income for 2017, even if your spouse or partner does not work.



This cover ends on 30 June each year. You should therefore make sure that you make a new declaration so that your spouse/registered partner's sickness cover is extended for one year. This declaration must be sent to the PMO either via PMO Contact online or by post to your Settlements Office.

Please note, the school year has just ended ... What you need to know

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



These forms are also available on the website:

<http://ec.europa.eu/pmo/education-allowances.htm>

You should return them:

preferably by email to

PMO-PENSIONS-EDUCATION-DECLARATION@EC.EUROPA.EU

or by post:

i EUROPEAN COMMISSION

PMO.4 – PENSIONS

MERO 07/011

B- 1049 BRUSSELS

If you are an orphan who has reached the age of majority: the forms were sent to you in June 2018. In order to avoid a significant suspension of payment, you should send back these documents, duly completed, dated and signed, as soon as possible.

If you receive allowances on behalf of your child who has reached the age of majority : the forms will be sent to you in August 2018. These documents, duly completed, dated and signed, must be sent back by 31 October 2018

New opening hours for the sickness insurance duty office in Brussels

The opening hours of the sickness insurance duty office at Mérode in Brussels changed in November 2017. Staff of the duty office are available **from Monday to Friday from 9.30 to 13.00**. The office is open to all members. No appointment is necessary. The duty office staff are available to answer any questions you may have about the JSIS (sickness insurance) and to follow up ongoing individual requests.



The duty office cannot help in filling out requests for medical reimbursements.

A photocopier is available during the office's opening hours, as is a letterbox for submitting your documents to the JSIS.

i MERO BUILDING
41, AVENUE DE TERVUEREN
1040 - BRUSSELS

Since April 2018, following an agreement between AIACE Belgium and PMO3, a colleague from PMO3 has been present on the AIACE Belgium premises at **rue de Genève 1**, (access via the main entrance at No 3), 1st floor, office 33, every second and fourth Thursday of the month. The colleague is on duty from 9.30 to 12.00. He/she can help retired members solve any problems relating to the JSIS.

It is important that you give your name by email (AIACE-BE@ec.europa.eu) or by telephone (+32 2 295 38 42) at least 48 hours in advance, so that the colleague from PMO3 can examine your file beforehand and deal with it more quickly during your meeting.

i GENÈVE 1
RUE DE GENÈVE, 1
1140 - EVERE

Genève 1 can be reached by the following means of **public transport**:

Bus 12, 21, 66 (in the vicinity: 45, 63),

Tram 62 (boulevard Léopold),

Train Evere station: IC, S4, S5, S7, S9,

Metro to Schuman and then take bus 12 or 21, or to Montgomery and then take lines 7 or 25 to Diamant where you can take bus 12 or 21.

It is easy to park in rue de Genève and there are taxis nearby.

My Remote



'My Remote'? What is it? → It is a menu which centralises access to the different Commission applications

There is now a single access point called 'My Remote'. You only need to identify yourself once and a menu with multiple options will allow you to access the different Commission applications (JSIS online, My IntraComm, SYSPER Pensions, EU Login (to change your account settings) and, in the near future, the application that will replace PMO Contact). There is, however, one exception...you need to

identify yourself a second time to access JSIS online.

The link to **'My Remote'** : <https://myremote.ec.europa.eu>

Do not forget to save it in your Internet browser's Favourites/Bookmarks.

i More info can be found on the AIACE website, in the **'Services' menu on the 'EU Login' page**

<http://aiace-europa.eu/eu-login/?lang=en>

and in the following documents:

In French:

http://aiace-europa.eu/wp-content/uploads/2017/08/Info-on-My-Remote_FR.pdf

In English:

http://aiace-europa.eu/wp-content/uploads/2017/08/Info-on-My-Remote_EN.pdf

EU Login Mobile Application



The **EU Login Mobile application** is an application developed by the Commission to make it easier to identify yourself when you connect to applications protected by EU Login, using an Android or iOS mobile device. **The EU Login application** can be installed only on a mobile device i.e. a smartphone and/or tablet, and not on a PC/Mac.

The application enables you to identify yourself with a mobile device by simply entering a PIN number (or by using the 'Touch ID' function) instead of receiving a text message. This solves the problems encountered by some people as a result of poor quality mobile phone network coverage or failure by some mobile phone operators to relay the text messages. It is also faster than receiving a text message, especially if you only use one mobile device.

i More info can be found on the AIACE website, in the **'Services' menu on the 'EU Login'**

<http://aiace-europa.eu/eu-login/?lang=en>

and in the following documents:

In French:

<http://aiace-europa.eu/wp-content/uploads/2017/08/Authentication-avec-lappli-EU-Login-V34.pdf>

In English:

http://aiace-europa.eu/wp-content/uploads/2017/08/Authenticate-with-EU-Login-Mobile-App_V4.pdf

AIACE International website



It is now even easier to access the AIACE website as there is no need for either a login identification or a password. You will find a lot of information, links to the websites of the AIACE national sections and, under the 'Services' menu, documents and forms that you can download plus information and support in relation to the different Commission applications.

 <http://aiace-europa.eu/?lang=en>

Telephone: +32 2 295 29 60

Yammer After EC

Join us on the only forum dedicated to retired staff of the European institutions

In mid-2012, the Commission established a social platform for retired staff of all the European institutions to enable them to discuss and exchange information and stay in touch with each another. A new framework contract has just been signed meaning that our network can continue to exist under the same 'technical' conditions for the next five years.



Thanks in particular to the creation of help groups on Yammer After EC, this tool really came into its own from the summer of 2014 and now has more than 1 300 members. The help groups have made it possible and easier to store and disseminate information 'in real time'. They offer a wide choice of support documents prepared specially for retired staff by the AIACE International helpdesk and official documents, all linked to the main topics of interest to former staff.

As well as staying in touch with former colleagues, members can find immediate answers to their problems relating to Commission procedures and applications, thanks to other members of the network sharing their experiences and expertise with the community. It is clear that more and more members are taking part in the discussions, and many of them download documents.

AIACE International sometimes refers problems of general interest (and even individual problems) raised on the site to the Administration. Colleagues in the Administration not only listen and respond to these concerns but are also happy to receive feedback on difficulties encountered by retired staff.

The tool is easily accessible using your login and password. A few simple clicks and you're connected!

To find out more about this network, register on www.yammer.com/afterec. Enter your private email address only (even if you are asked for your professional one!) and wait for a network administrator to send you an invitation from Yammer After EC. Then you just need to follow the instructions provided.

Need help? Contact the social welfare office

The social welfare office is at your disposal if you are experiencing any personal, administrative or financial difficulties. The social welfare officers can give you useful information, help and support. Your social welfare office is the same as your Settlements Office.



 **Brussels social welfare office** : + 32 2 295 90 98 - HR-BXL-AIDE-PENSIONNES@ec.europa.eu
Luxembourg social welfare office : + 352 4301 33948 - HR-LUX-ASSISTANTS-SOCIAUX@ec.europa.eu
Ispra social welfare office: + 39 0332 78 59 10 - HR-PENSIONERS-ISPRA-SOCIAL-ASSISTANCE@ec.europa.eu

For the other institutions, please contact your social welfare office.

Recognition of an occupational disease: what to do



Administrative Notice No 15-2018 / 04.04.2018 outlines a change in the procedure following the submission of a request for recognition of an occupational disease under Article 73 of the Staff Regulations and the common rules on insurance against the risk of accident and occupational disease.

In accordance with the above legislation, current and former staff members of the various institutions and agencies of the European Union are insured against the risk of occupational disease, if it is considered that the working conditions or certain professional circumstances have caused an occupational disease (or aggravated an existing health problem).

The procedure relating to the evaluation of requests for the recognition of an occupational disease has been amended with immediate effect.

In accordance with Article 16 of the common rules, all such requests will be subject to a medical evaluation by the doctor(s) appointed by the institution. An administrative enquiry will then be undertaken by DG HR or the equivalent body. The conclusions of this enquiry will be sent to PMO, and the decision of the appointing authority relating to the recognition of the occupational disease subsequently sent to the official/staff member or former official/staff member who submitted the request.

The Administration believes that the contribution of the professional environment to an illness (or part thereof) will thus be assessed as objectively and factually as possible.

<https://myintracomm.ec.europa.eu/retired> > **Statutory rights > Administrative notices > 2018**
<https://myintracomm.ec.europa.eu/en/Pages/welcome.aspx> > **Staff Matters > Health > Preventive Health > Health at work > Occupational disease**

Restaurants – Kitchen trolleys to support persons with a medical condition

OIB has made kitchen trolleys available in all canteens and light-catering areas of the Commission in Brussels. They are meant for colleagues and visitors with a medical condition, whether temporary or permanent. The trolleys shall enable them to move their trays and belongings more easily.

This initiative contributes to accommodating existing facilities to enable persons with a medical condition to function like the persons without.

A trolley is available at these spots*:



- ▶ BERL Canteen
- ▶ BREY 2 Cafeteria
- ▶ BREY 15 Canteen
- ▶ BU5 Canteen
- ▶ C150 Cafeteria
- ▶ CCAB Canteen
- ▶ CDMA Cafeteria
- ▶ CHAR Canteen
- ▶ COV2 Canteen
- ▶ EEAS Canteen
- ▶ G6 Canteen
- ▶ J70 Cafeteria
- ▶ L41 Canteen
- ▶ L130 Canteen
- ▶ MAD0 Canteen
- ▶ MERO Cafeteria
- ▶ MO34 Canteen
- ▶ ORBN Cafeteria
- ▶ PLB3 Canteen

i Please see also: <https://myintracomm.ec.europa.eu/news/AuQuotidien/Pages/chariots-cantines.aspx>

* Please see the access arrangements to Commission buildings in Brussels:

<https://myintracomm.ec.europa.eu/retired> > **Access to buildings > Modified access arrangements to Commission buildings in Brussels**

Access to Commission buildings in Luxembourg

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 Luxembourg.

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

- **unaccompanied access** to the following services: (authorised visitor)

BUILDING	CODE	ADDRESS	INFRASTRUCTURE
ARIANE	ARIA	400 Route d'Esch	Library, cafeteria, canteen
BECH	BECH	5 Rue A. Weiker	Library, sports centre, cafeteria, canteen
DROSBACH	DRB	12 Rue Guillaume Kroll	AIACE, seniors' corner, library, medical insurance office, social services, sports centre, cafeteria, canteen
EUROFORUM	EUFO	10 Rue Stumper	Sports centre, cafeteria, canteen
FISCHER	FISR	135 Rue Adolphe Fischer	Cafeteria, canteen
FOYER	HEIN	10 Rue Heinrich Heine	Leisure clubs, bar, restaurant
HITEC	HTEC	11 Rue E. Ruppert	Sports centre, cafeteria
LACCOLITH	LACC	18 Rue Eugène Ruppert	Sports centre, cafeteria
T2	T-2	1-7 Boulevard Pierre Frieden	Sports centre, cafeteria, canteen

- **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:

📍 Go to the 'Access Card Service' in Luxembourg:

Address: DRB B0/021, Rue Guillaume Kroll 12, 1882 Luxembourg

Opening hours: Monday to Friday from 8.30 to 12.00 and from 13.30 to 16.00

Telephone: +352 4301 32687

Email : EC-SECURITY-CARTES-DE-SERVICE-LUXEMBOURG@ec.europa.eu

Until further notice, the procedures for access to JRC premises 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 Luxembourg. 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 be registered in e-Pass, 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).

LUXWEB



Did you know that **LUXWEB, the online platform** dedicated to the Luxembourg site, was launched on 10 October 2017?

Interinstitutional, dynamic and local, LUXWEB is the ideal tool for keeping up to date with what is going on in the Luxembourg institutions and with events organised there. LUXWEB is also open to retired staff who would like to stay involved in the life of the European institutions.

Don't hesitate to consult it - you'll find lots of useful information.

i LUXWEB: <https://myintracomm.ec.europa.eu/net/luxweb>

LUXWEB launch:

<https://myintracomm.ec.europa.eu/news/AuQuotidien/Pages/nouvel-intranet-luxembourg.aspx>

Additional travel insurance



If you need to travel, remember to take out additional travel insurance. This will cover costs not included in the JSIS direct billing arrangements (e.g. transport or repatriation costs) or, depending on the type of cover, the share of the costs to be borne by you.

This share can prove to be quite costly in countries where health care is expensive (particularly Norway, the United States and Switzerland). Additional insurance can also be useful for hospitals which do not accept direct billing and require immediate payment.

What travel documents should I take with me?

Anyone can fall ill or have an accident while travelling. It is best to be prepared, so always remember to pack these three documents in your suitcase:

- ▶ **proof of membership of the Joint Sickness Insurance Scheme:** available in the 23 official languages of the EU (via [JSIS Online](#) or from the [PMO](#) on request)
- ▶ **the direct billing form:** if you are admitted to hospital, the costs will be paid directly by the JSIS if direct billing is accepted
- ▶ **the accident report form if you have taken out accident insurance.**



i Retirees portal : <https://myintracomm.ec.europa.eu/retired/>

PMO Contact : + 32 (0)2 299 77 77 (from 9.30 to 12.30).

PMO Contact online : <https://ec.europa.eu/pmo/contact/>

RCAM online : <https://webgate.ec.testa.eu/RCAM/secured/home.do?language=en>

AFILIATYS

Did you know that Afiliatys offers its members more than 150 special benefits and discounts? Glasses, car purchases or rentals, shopping, sports clubs, hotels, plane tickets, etc. Discover all the benefits on <http://www.afiliatys.eu/en/index.cfm>

Registration costs 5 euros for a lifetime membership.

- i If you have any questions, you can contact Afiliatys on Tuesdays and Thursdays between 9.00 and 15.00 by telephone (+32 2 298 50 00) or by sending an email to: info@afiliatys.eu**

