

# INFO SENIOR



DG HR Newsletter

JANUARY – JUNE 2020 #25

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## What's new regarding Sysper Pensions? #25-PMO4-0001

Great news for retired staff: as of 25 November 2019, you can declare any changes to your personal data, such as your private address, telephone number, the details of your contact person, etc., via your Sysper Pensions Front Office. You can also check your family composition and inform the PMO of any events that affect your financial entitlements, such as marriage, birth, adoption, a change in educational status and any family allowances from another source, by filling in a declaration in Sysper. For your convenience, we have published a tutorial directly available in Sysper for each family declaration.



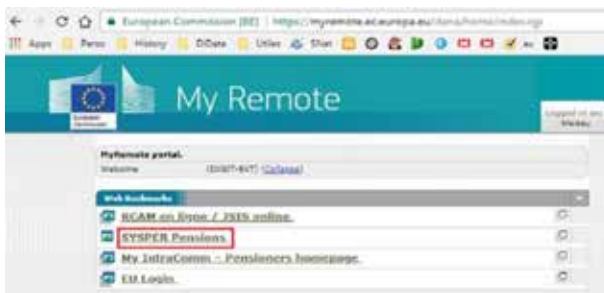
Sysper Pensions also allows you to request the reimbursement of your removal expenses when you leave the service.

Another change to be aware of: the life declaration was changed last December and now gives links to the corresponding modules in Sysper where you can make changes to your data.

On 3 February, two new declarations were made available in Sysper: 'Spouse/recognised partner's professional activity/income' and 'Divorce'.

You can access Sysper Pensions if you have an external EU Login account by logging in via the following link: <https://myremote.ec.europa.eu/>.

My Remote is the single entry point for all applications to which retired staff have access: Sysper Pensions, JSIS online, My IntraComm and EU Login. Once you have been redirected to the page shown below, click on the Sysper Pensions link to access the application.



If you do not yet have an EU Login account and wish to create one, please follow the procedure published on the AIACE international website: <https://aiace-europa.eu/eu-login/?lang=en>.

The staff from PMO.4 hope that Sysper Pensions will meet your expectations and that you will find it useful.

- 📍 Contact the PMO.4 Pensions unit:  
Telephone: + 32 (0)2-297 88 00 on working days from Monday to Friday from 09.30 to 12.30.  
E-mail : [PMO-PENSIONS@ec.europa.eu](mailto:PMO-PENSIONS@ec.europa.eu) for retirement/invalidity pensions  
[PMO-SURVIE@ec.europa.eu](mailto:PMO-SURVIE@ec.europa.eu) for recipients of a survivor's/orphan's pension.

**JSIS online – improving members' access to information - A contact envelope and help button now lead to a new thematic page which redirects to SMP/Staff Contact #25-PMO3-0001**

Until very recently, when clicking on the button 'envelope = Contact PMO' in the JSIS online application, you were automatically redirected to the general menu of the Staff Matters Portal (SMP). When you clicked on the button 'question mark = help', you were redirected to information files and it was not easy to identify where you could submit your queries. This caused problems and wasted your time.

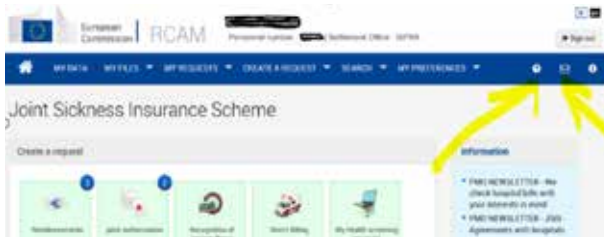


To address this, a new feature was introduced on 12 November 2019.

The 'envelope and question mark' buttons located in the blue banner now direct you to a new help menu, which allows you to easily access the SMP thematic pages and the Staff Contact forms where you can submit your queries.

**The new feature:**

When you are in JSIS online and click either on the question mark or on the envelope located in the blue banner, you are directed to a new help menu incorporated into JSIS online.



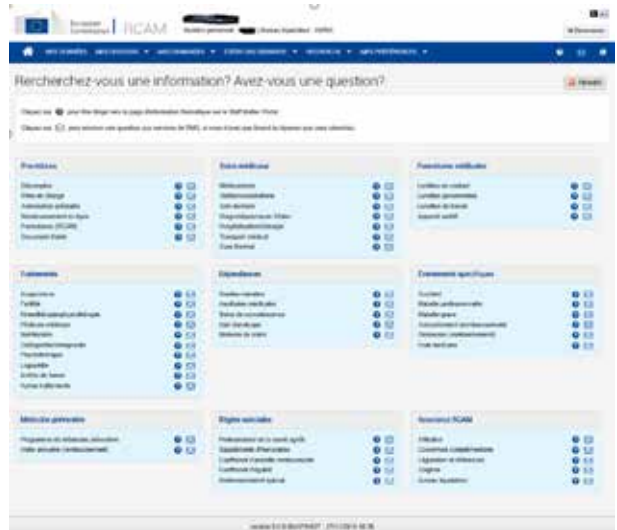
## The new help menu:

For each topic, you can now:

- either be directly redirected to the SMP page dedicated to the specific topic and find the information you require, by clicking on the 'question mark' button;
- or directly submit your queries via the Staff Contact form, by clicking on the envelope.

With this new feature, the JSIS services hope to:

- make it easier for you to access detailed information, and
- ensure that your queries more easily reach the relevant contact persons.



- ❗ JSIS online: <https://webgate.ec.europa.eu/RCAM/>
- ❗ Staff Contact: <https://myintracomm.ec.europa.eu/staff/FR>
- ❗ JSIS telephone assistance:  
Brussels: + 32 2 29 97777 (09.30 to 12.30)  
Ispra : + 39 0332 78 57 57 (09.30 to 12.30)  
Luxembourg : + 352 4301 36100 (09.30 to 12.30)



JSIS  
online



Staff  
Contact

## Accident insurance for Active Seniors #25-AIACE-0001

To avoid any confusion, it may be useful to specify that, while Active Seniors are covered by a specific accident insurance, this insurance only covers them for their **actual working days**. In the event of an accident during their work as an Active Senior, the PMO will handle the file under a contract signed with the company AXA.

This insurance, therefore, does not cover them at all in the event of an accident, at home or otherwise, which occurs at other times. If you are an Active Senior (or not) and you wish to insure yourself against accidents in everyday life, the AIACE (International Association of Former Officials of the European Union) offers such an insurance to its members. The cover provided is equivalent to that guaranteed to officials in active service under Article 73 of the Staff Regulations, and it may be extended to the spouses of these members.



For more information, you can consult the explanatory documents published on the website of AIACE International:

- In French: <https://aiace-europa.eu/assurances/>
- In English: <https://aiace-europa.eu/insurances/?lang=en>
- In German: <https://aiace-europa.eu/versicherung/?lang=de>

- ❗ **AIACE International** - Avenue des Nerviens, 105, office 00/036, 1049, Brussels.  
The secretariat is open from Monday to Friday, from 09.30 to 12.30 and from 14.30 to 16.00.  
Telephone: +32 2 295 29 60  
E-mail: [aiace-int@ec.europa.eu](mailto:aiace-int@ec.europa.eu)  
<https://aiace-europa.eu>



## Household allowance #25-PMO4-0002

You are entitled to the household allowance if you have dependent children within the meaning of the [Staff Regulations](#).

If you no longer have a dependent child and are married or in an equivalent partnership, you may be entitled to the household allowance if the taxable annual income of your spouse/recognised partner does not exceed the authorised ceiling.

If your spouse/recognised partner is retired, he/she will be entitled to the household allowance regardless of the size of his/her pension as only work-related income is taken into account.

Nothing is automatic. Once your request has been submitted, it will be assessed by PMO.4. If you are entitled to the household allowance, you will receive the allowance with retroactive effect.

Each year, you are required to provide proof of your spouse's annual taxable income in order to justify being eligible for the allowance. You must send to the PMO a copy of the latest annual national income tax document, as soon as your spouse receives it, to enable the Administration to verify your definitive right to the household allowance for the said year, and provisionally extend your right for one more year.

Pursuant to Article 67(2) of the Staff Regulations, any allowances of the same nature paid by national authorities or employers (household bonus, household allowance, household supplement, etc.) have to be deducted from the household allowance paid by the EU. Any change in the granting of such an allowance to your spouse or any change in the amount received for such an allowance must be declared to the PMO accompanied by supporting documents.

- i** For more information: <https://myintracomm.ec.europa.eu/staff/EN/family/benefits/Pages/household-allowance.aspx?ln=en>
- i** Questions about pensions:  
Telephone : **+ 32 2 29 78800** (Monday to Friday. 9.30 to 12.30)  
E-mail : [PMO-PENSIONS@ec.europa.eu](mailto:PMO-PENSIONS@ec.europa.eu)
- i** Staff Regulations: [https://myintracomm.ec.europa.eu/hr\\_admin/en/staff-regulations/Pages/index.aspx](https://myintracomm.ec.europa.eu/hr_admin/en/staff-regulations/Pages/index.aspx)



## Dependents #25-HRD1-0001

If you are responsible for adult dependents, you may be entitled to assistance and certain rights. The Commission can provide legal and administrative advice.



### Family allowances:

#### Dependent child allowance:

<https://myintracomm.ec.europa.eu/staff/EN/family/benefits/dependent-child-allowance/Pages/index.aspx?ln=en>

#### Medical expenses:

#### conditions of **health insurance cover (JSIS)** for your family members:

<https://myintracomm.ec.europa.eu/staff/en/health/insurance/Pages/index.aspx>

#### Social assistance:

#### Social assistance for pensioners:

<https://myintracomm.ec.europa.eu/staff/EN/family/pensioners/Pages/index.aspx?ln=en>



You can also join a Commission [support group](#) (for cancer, disability or Alzheimer's disease).

<https://myintracomm.ec.europa.eu/staff/EN/health/psychosocial-support/groups/Pages/index.aspx?ln=en>



**i** For more information: <https://myintracomm.ec.europa.eu/staff/EN/family/dependent-person/Pages/index.aspx?ln=en>

**i** Staff Contact: <https://webgate.ec.europa.eu/staffcontact/app/#/staff/Dependent%20person/form>

**i** Questions about pensions:

Telephone: **+ 32 2 29 78800** (Monday to Friday, 9.30 to 12.30)

**i** JSIS telephone assistance:

**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)

**i** Commission social welfare office:

<https://myintracomm.ec.europa.eu/staff/EN/family/pensioners/Pages/contacts.aspx?ln=en>

**Brussels:**

Telephone: **+ 32 2 29 59098**

E-mail: [HR-BXL-AIDE-PENSIONNES@ec.europa.eu](mailto:HR-BXL-AIDE-PENSIONNES@ec.europa.eu)

**Luxembourg :**

Telephone: **+352 4301 33948**

E-mail : [HR-LUX-ASSISTANTS-SOCIAUX@ec.europa.eu](mailto:HR-LUX-ASSISTANTS-SOCIAUX@ec.europa.eu)

**Ispra :**

Telephone: **+ 39 0332 78 59 10**

E-mail : [HR-PENSIONERS-ISPRA-SOCIAL-ASSISTANCE@ec.europa.eu](mailto:HR-PENSIONERS-ISPRA-SOCIAL-ASSISTANCE@ec.europa.eu)

**i** Social welfare office of the other institutions: <https://myintracomm.ec.europa.eu/staff/EN/family/pensioners/Pages/contacts.aspx?ln=en>



Info



Staff



## Patients' rights: how can you organise yourself so as to remain in charge of your life until the end? #25-HRD1-0002

Some of you may have already heard of the administration of assets or of the person. It refers to placement under legal protection following a unilateral investigation launched at the justice of the peace court by a person concerned by your state of health. The justice of the peace may decide to appoint an administrator of your assets and/or person. This may be a specialised lawyer and/or a close relative. If the justice of the peace decides to place you under administration, your rights as a patient are exercised by the administrator and you no longer have a say. In order to avoid this kind of situation and to remain in charge of your life until the end, you have three other options:



### 1. The trusted person:

In practice, many of you already ask your spouse or another close relative to accompany you to the doctor or during medical examinations. Whether it is the fear of receiving bad news, the fear of not/no longer understanding everything or no longer remembering everything that was said, a visit to the doctor may give rise to some apprehension. A trusted person, whether a member of your family or another close relative, helps you exercise your right to information and to your personal medical file. But you alone, as the patient, take the decisions that concern you. You don't even need to sign a written document to designate a trusted person, although this can sometimes be useful in order to clarify the respective commitments of the accompanied person and the person accompanying him/her.

## 2. The representative:

If you fear no longer being capable of taking your own decisions as regards your state of health, you can appoint a representative. This representative will exercise all the rights granted to you by law as a patient. As long as you are able to express yourself, you can designate a person of your choice to be your representative. This person will then act on your behalf if at some point you are no longer able to take decisions yourself.

The procedure for designating a representative is slightly more binding than the procedure for designating a trusted person. The Belgian [Patient Rights Act](#) requires a specific written mandate, dated and signed both by the person designated as representative and by the patient. This mandate may of course be revoked by the patient or by the representative, also in the form of a signed and dated document.

If there is no mandate appointing a representative, the cohabiting spouse, lawfully cohabiting partner or de facto cohabiting partner will exercise the rights of the patient. If there is no spouse or partner, this falls to the eldest child, a relative or an elder brother or sister of the patient, in that order. If there is conflict between several people who could fulfil this role, or if they don't wish to take a decision, the doctor concerned will decide in the interests of the patient.

A family member therefore only exercises the rights of the patient if there is no mandate signed by the patient and no temporary administrator has been appointed by the justice of the peace.

## 3. Healthcare proxy before a notary:

As of 1 March 2019, the extra-judicial protection mandate, which allows a person to designate before a notary a family member or close relative to manage his/her finances in the event of incapacity, may be extended to decisions concerning your person (e.g. healthcare, nursing home, etc.).

This mandate was established in 2013 for the management of assets and finances (e.g. how to task the representative with selling your house to pay for the costs of a nursing home; how to manage your share portfolio, etc.).

As of 1 March 2019, you can also authorise the representative to allow access to your house by nurses, to look for a nursing home for you in accordance with your wishes and financial means and, more generally, to ensure that your rights as a patient are respected.

N.B.: this protection mandate must be registered in the Central Register of Mandate Contracts, managed by Fednot. The mandate does not take effect if not registered. Your notary should normally do this for you. The registration itself normally costs around €20, but establishing the healthcare proxy with a notary costs between €400 and €500 in total.

- i** Belgian Patient Rights Act of 22 August 2002 (updated on 31 December 2018): [http://www.ejustice.just.fgov.be/cgi\\_loi/change\\_lq.pl?language=fr&la=F&table\\_name=loi&cn=2002082245](http://www.ejustice.just.fgov.be/cgi_loi/change_lq.pl?language=fr&la=F&table_name=loi&cn=2002082245)
- i** Website of the notaries of Belgium: <https://www.notaire.be/nouveautes/detail/choisir-une-maison-de-repos-avant-de-ne-plus-en-etre-capable>
- i** Civil Code, Article 488(a): <https://www.actualitesdroitbelge.be/legislation/code-civil/code-civil---l-etat-des-personnes/article-488bis-du-code-civil>



Patient Rights



Website of notaries



Civil Code, Article 488(a)



The Internet is a useful and practical tool; however, caution is required when using it.

- Always protect your **passwords and user names**. Choose a complicated password (for example, the first letter of each word of a sentence you will easily remember). Do not store it on your computer or in your bag. Avoid using the same password for all websites.
- Do not share **personal information** regarding you or your family on social networks, such as your address, the dates of upcoming holidays or your grandchildren's school. Protect your account using the security settings. Any photos you post must not display information that could reveal your identity.
- Protect your computer with **anti-virus software** and update it regularly.
- **Never** give **personal information** (name, date of birth, address, etc.) by telephone, text message, email or on social media. Your bank will never ask you for personal codes (PIN, password for online banking).
- If somebody contacts you with **bad news** (an accident, etc.), keep calm and hang up if they ask you to pay anything. If you receive an email from a close friend or relative regarding their **financial difficulties** and asking for money, it is probably a trap; try to call them instead.
- If you receive a **phone call** from a person telling you that he/she works for the European institutions or for a company that you know (a mutual insurance company [mutuelle], providers, etc.) and that you are entitled to a **reimbursement**, and this person asks for your account number and your digipass codes, hang up immediately. A digipass is only used to pay money, not to receive it. Never disclose the codes generated by your digipass. Never use the digipass when requested to do so by somebody over the phone.
- Beware of **premium-rate numbers**: the potential victim receives a call on their phone from an unknown number which leaves a message and asks to be called back on an **unknown** premium-rate number. You should also be wary of text messages or emails asking you to ring those numbers.
- Be wary if you receive an **email** from somebody you do not know. If the email address seems suspicious, block it immediately as spam. The authors of **phishing** emails try to extort personal information or bank details from you or try to infect a private or office computer with a virus. Do not click on **links in text messages** from an unknown sender.
- If you have any doubts concerning certain **bills** or if you receive an email or text message telling you that you have paid a bill twice, contact your provider using the contact details you have to make sure that you do not become a victim of fraud.
- Check the **identity of websites** you visit. When using an online banking site or making a purchase online, make sure that you are on the right page by checking that the prefix **https//** appears before the web address (URL) (the 's' means that it is protected by security protocols). **Check also that the small padlock next to the URL is green**. The URL of your bank's website must also be preceded by a padlock. If there is no padlock, do not make any payments as your bank details risk being stolen.
- If you receive **emails containing files from an unknown sender**, NEVER open them. Do not click on any links and do not reply.



- If you receive unsolicited **promotional emails**, you can unsubscribe. Companies do not have the right to contact individuals without their consent, so it could be a scam. The links to unsubscribe are generally found in the email.
- Be wary if you are **asked for donations** as scammers sometimes pose as charities. You should always ask them to clearly prove their own identity and that of the charity they represent. Be wary if an **unknown person** contacts you online and **asks for personal information**. Pay attention to the information you share.

**i** Useful websites:



<https://safeonweb.be/en>



<https://economie.fgov.be/fr/themes/protection-des-consommateurs/les-amaques-la-consommation/quelques-exemples-darnaques>  
[Only in French or Dutch]



<https://www.bee-secure.lu/fr/themes/amaques>  
[Only in French or German]



<https://cybersecurityassociation.co.uk/guest-article-5-most-important-cyber-security-tips-for-your-users/>



<https://cipher.com/blog/10-personal-cyber-security-tips-cyberaware/>



<https://tecnologia.libero.it/10-consigli-di-sicurezza-informatica-per-lavoro-e-casa-14614>  
[Only in Italian]

## Communication from AIACE: AIACE TRAVEL ASSISTANCE #25-AIACE-0002

The AIACE has just signed an insurance contract entitled '**AIACE Travel Assistance**', in order to meet the needs of its members. The contract consists of two formulas: Reference and Excellence, which each have four options: 'Personal Assistance and Travel Cancellation' (the basic option), 'Vehicle assistance' (limited geographical coverage), 'Travel accident' and 'Luggage'. The difference between the two formulas lies mainly in the level of guaranteed capital in the event of an incident.



The *Excellence* formula also has a few additional options compared to *Reference*.

Annual premiums are broken down by formula and age group at the time of subscription (under the age of 65, between 65 and 70, between 70 and 80, between 80 and 85 years of age). They differ depending on whether the subscription is an individual one, a subscription for a couple or one for a family.

Please note that you may subscribe up to your 85th birthday and do not need to fill in a medical questionnaire. It is no longer possible to subscribe after the age of 85, but coverage may be extended after the age of 85 if there is already an ongoing contract, so it is possible to remain covered without an age limit.

AIACE members interested in this insurance can find useful information on the AIACE International website, in the 'Insurances' section: <https://aiace-europa.eu/insurances/?lang=en>

**i** **AIACE International** - Avenue des Nerviens, 105, office 00/036, 1049, Brussels.

The secretariat is open from Monday to Friday, from 09.30 to 12.30 and from 14.30 to 16.00.

Telephone: **+32 2 295 29 60**

E-mail: [aiace-int@ec.europa.eu](mailto:aiace-int@ec.europa.eu)

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





**Hospi Safe is a top-up health insurance policy offered by Afiliatys, the administration of which changed on 1 January 2020.**



The contract between AFILIATYS and ALLIANZ CARE for this insurance was signed on 11 December 2019.

This long-term contract came into force on 1 January 2020 and covers the period 2020-2029. It is published on the AFILIATYS website.

As of this date, the files managed by CIGNA are handled by ALLIANZ CARE.

However, healthcare costs incurred up to 31 December (based on the date of the treatment on the JSIS reimbursement form) are still being covered by CIGNA.

They will be reimbursed by ALLIANZ CARE following the same procedure as exists currently: submission of the JSIS form (except for HOSPI SAFE PLUS for treatments not covered by the JSIS for which a supporting document is required).

Please note that this change of manager is the result of a call for tenders launched by AFILIATYS in 2018 and won by ALLIANZ CARE on the basis of the best financial tender and the **abolition of the requirement for a medical questionnaire**, amongst other things.

As of 1 January, the only point of contact of AFILIATYS is ALLIANZ CARE. This means that, in the event of a change of insurance product, any queries relating to reimbursements, even in specific situations, are no longer dealt with by AFILIATYS but directly by the new insurance company responsible for the product in question.

The help desk will of course continue to operate on a monthly basis on our premises and will be manned from now on by ALLIANZ CARE solely for the beneficiaries of HOSPI SAFE and HOSPI SAFE PLUS.

Insured members will also be able to visit the ALLIANZ CARE headquarters at 1, Place du Samedi in Brussels, where an information, management and assistance team will be available to them.

Do you have any questions regarding this significant change? The [AFILIATYS](#) and [SEPS](#) websites have summarised the most frequently asked questions in 50 answers.

**i AFILIATYS** - 105, Avenue des Nerviens, office 00/09 – 1040, Brussels  
Open on Tuesdays and Thursdays from 09.00 to 15.00  
Telephone: **+ 32 2 298 50 00**  
E-mail: [info@afiliatys.eu](mailto:info@afiliatys.eu)  
<https://www.afiliatys.eu/en/index.cfm>

**i SFPE** : <https://sfpe-seps.be/>



AFILIATYS



SFPE

## The Croatian presidency of the Council of the EU #25-HRD1-0004

For the first time since it joined the EU in 2013, Croatia takes over the presidency of the Council of the European Union from 1 January to 30 June 2020.

The priorities of the Croatian presidency are guided by the motto: 'A strong Europe in a world of challenges'.

The presidency's programme focuses on four main priorities: a Europe that develops, a Europe that connects, a Europe that protects, an influential Europe.

The presidency of the Council is held by each Member State in turn for a period of six months. During this period, the presidency chairs meetings at all levels within the Council, thus helping to ensure continuity of the EU's work in the Council.

Member States holding the presidency work together closely in groups of three, called 'trios'. This system was introduced by the Lisbon Treaty in 2009. The trio sets long-term objectives and prepares a common agenda determining the topics and major issues that will be addressed by the Council over a period of 18 months. On the basis of this programme, each of the three countries prepares its own more detailed six month programme.

The current trio is made up of the Romanian, Finnish and Croatian presidencies.

- i Website of the Croatian presidency:**  
<https://eu2020.hr/>
- i Programme of the Croatian presidency:**  
[https://vlada.gov.hr/UserDocsImages/Vijesti/2019/12%20prosinac/31%20prosinca/web\\_FINAL\\_PROGRAMME\\_EN\\_FINAL.pdf](https://vlada.gov.hr/UserDocsImages/Vijesti/2019/12%20prosinac/31%20prosinca/web_FINAL_PROGRAMME_EN_FINAL.pdf)
- i Indicative calendar of meetings and sessions under the Croatian presidency:**  
<https://www.consilium.europa.eu/media/41429/hr-pres-2020-calendar-191122.pdf>
- i SOURCE:**  
<https://www.consilium.europa.eu/en/>



Website



Programme  
Presidency



Indicative  
calendar



Source









## MESSAGE FROM THE EDITORIAL TEAM

Due to the exceptional circumstances related to the COVID-19 crisis, we have not been able to send you 'Info Senior' as usual. This 12-page issue therefore covers the first six months of 2020 (January-June). We thank you for your understanding and hope that you will enjoy reading it and find the information it contains useful.

We are all going through a difficult time but together we will be stronger and succeed in overcoming the obstacles. All our thoughts go out to you and those close to you. Wherever you live, our services are here to help you and we would all like to assure you of our availability and support if needed. Keep safe and take care of yourselves, and also of others. We wish you strength and courage.

✦ CHIEF EDITORIAL: ANDREEA DANULESCU

🎨 GRAPHIC DESIGN & IMPRESSION: OIB CONCEPT & REPRODUCTION

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