

Temporary asset administration



An adult who, for health reasons, is partially or completely unable to manage his or her assets may be assigned a temporary administrator. Temporary administration is a measure aimed at protecting vulnerable people by appointing an administrator to be responsible for managing their assets and taking all decisions that concerns them on their behalf.

If you are in this situation or a decision of this type is going to be taken concerning you, the Commission's Pensions department must be informed. Your temporary administrator can also contact the social welfare office in your home institution for further information.

More generally, information regarding vulnerable people in Europe can be found on a [website](#) that has been created with the Commission's support. This website offers fact sheets on measures to protect vulnerable people in the countries that use the notary system, i.e. 22 European countries.

i CONTACT : YOUR CONTACT PERSON, WHOSE NAME APPEARS AT THE TOP-LEFT OF YOUR PENSION SLIP

The social welfare office in your institution

The Vulnerable in Europe' website

Are you in a difficult situation?

The institutions' **social welfare office** is there to help you if you are facing personal, administrative or financial difficulties. Who can call on the social welfare office?



- Recipients of a retirement pension, an invalidity allowance, a survivor's pension, or an orphan's pension.
- Beneficiaries of a deceased pensioner.
- Family members of a recipient of an EU pension.

The **social welfare officers in your home institution** can assist you in the event of difficulties adapting to changes after retirement, family problems, health problems, sickness, disability and bereavement.

If you would like to discuss your plans for after you retire, they can offer you support and make it easier to adapt to this new stage in your life. They can give you useful information and professional help and support. Help with resolving your problems is provided in complete confidence.

The Commission and the other institutions are also launching a new survey of pensioners this year. The aim of this survey is to identify pensioners struggling with a serious health problem, a family problem, a financial problem or a feeling of isolation. This is being carried out in close cooperation with the International Association of Former Officials of the European Union (AIACE). The AIACE's social volunteers, who are all former employees of the institutions, are supported by the social welfare offices in providing local help.

If you think you are in a difficult situation, you can contact either your home institution's social welfare office or one of the AIACE's national branches.

**i CONTACT : THE INSTITUTIONS' SOCIAL WELFARE OFFICE
THE NATIONAL BRANCHES OF THE AIACE**

Personal files



Active staff can use SYSPER to manage and consult their personal file. Once you have retired, you can no longer access SYSPER.

If you want to consult your personal file or get a copy of a particular document, you must first contact the responsible department to check whether the file is online or in paper format. If the document is online, it can be viewed, by appointment, on the Commission's premises in Brussels. If it is in paper format, it must be ordered from the Commission's historical archives service (48 hour wait) and

may also be consulted on the spot, by appointment. If you live outside Brussels, contact the department and it will try to reply to your request.

CONTACT : HR-BXL-DOSSIERS-PERSONNELS@EC.EUROPA.EU

**TEL.: + 32 2 295 21 51, RUE DE LA SCIENCE, 11 – 3RD FLOOR – OFFICE 63 FROM 09.00 TO 12.30
(BY APPOINTMENT ONLY)**

Don't confuse the access code for My IntraComm and your ECAS account for JSIS online!

These are two DIFFERENT codes.

1. *Access code for My IntraComm:*

Your **access code** (login and password) allows you to access **My IntraComm**, which is the Commission's intranet. On this site you can find a large amount of information both on administrative matters and regarding the Commission's activities, and a portal specifically for pensioners. You will also find the following sections:

- News: the most recent important information;
- Administration: sickness insurance, pensions, social welfare services, statutory rights, etc.;
- Info Senior: newsletter in five languages;
- Culture and leisure;
- Links to associations for former staff;
- Useful contacts;
- Retirements and *in memoriam* section.

LINK : [HTTPS://MYINTRACOMM-EXT.EC.EUROPA.EU/RETIRED](https://myintracomm-ext.ec.europa.eu/retired)

To request an access code for My IntraComm :

**WRITE BY POST TO : CODES D'ACCÈS, MO-34 01/88 - B-1049 BRUXELLES
OR BY EMAIL TO : HR-INTRACOMM-CODE-PENSIONNES@EC.EUROPA.EU**

2. *ECAS account for JSIS online*

Your **ECAS account** enables you to access JSIS online, which can be used to:

- enter claims for reimbursement of medical expenses and follow their progress;
- request prior authorisation;
- request direct billing;
- request preventive medical examinations;
- check the breakdown of medical expenses;
- check your rights and your family's rights;
- create certificates of JSIS cover;
- contact the PMO with questions/for explanations.

You will need a scanner or digital camera in order to upload digitised supporting documents. You can also use a tablet computer to connect to the JSIS online application and to digitise documents using the camera.

LINK : [HTTPS://WEBGATE.EC.EUROPA.EU/RCAM/](https://webgate.ec.europa.eu/rcam/)

To request an ECAS account (please note, you will need a mobile phone) :

**USE THE PMO CONTACT APPLICATION : [HTTPS://EC.EUROPA.EU/PMO/CONTACT/](https://ec.europa.eu/pmo/contact/)
(SELECT 'SICKNESS INSUR/ACCIDENTS/OCCUP DISEASE' AND THEN 'JSIS ONLINE')**

BY TELEPHONE : BRUSSELS : + 32 2 297 68 88 / 297 68 89

ISPRA : +39 0332 783030

LUXEMBOURG : +352 4301 36100 – FLORENT.CHARTON@EC.EUROPA.EU



Tips for using JSIS Online

- How do I scan the large 'Attestations de soins donnés' sheets? (specific to Belgium)

The recommended method is to take a well-framed photo. These (green) documents are slightly larger than an A4 standard sheet and therefore difficult to scan. The information on the far left of the sheet is important: the name of the hospital, clinic or laboratory, and above all the treatment date. If you want to scan the document, first remove the perforated edges and then start scanning from the left side. On the right of the sheet, there is a column entitled 'Réservé O.A.' which is always left blank – you can leave this column at the right-hand edge out of the scan. If this column does actually contain important information, you can scan the document from one side and then the other and attach both scans to your reimbursement request, as if it were a two-sided document la vostra domanda di rimborso.



- How do I search for medication?

If you want to find out whether a medication is reimbursable or whether prior authorisation is required before entering your request for reimbursement, go to 'Search' on the menu bar (underneath the user information) and click on 'Pharmaceuticals products list'. A box will appear in which you can type the first few letters of the medication name – click on 'Search' and you will find the information you need.

i JSIS ONLINE
PMO CONTACT ONLINE
TEL.: PMO CONTACT: + 32 (2) 29 97777 (9:30 - 12:30)

Physiotherapists, osteopaths and chiropractors: different prescriptions



These treatments are not equivalent, which means that a medical prescription for physiotherapy is not valid for sessions with an osteopath or chiropractor and vice versa. The prescription must state the type of treatment, the number of sessions and the medical grounds.

Furthermore, these treatments will only be reimbursed if they are carried out by practitioners who are professionally qualified and legally recognised in the country where the treatment takes place.

Access to buildings

In the light of the security situation, the Commission has strengthened its existing security measures. More specifically, additional technical measures have been put in place for building access control. One of these is to limit the validity period of photos on access passes and ensure that recent photos are used. For retired staff, the validity of access passes will now be limited to five years, and holders will have to go in person to the Access Pass Service in Brussels to have their photo taken. These measures have been in place since 1 May 2015. Access passes already issued for 10 years are not affected by these measures and remain valid until their expiry date.



i CONTACT : EC-SECURITY-ACCESS@EC.EUROPA.EU

Marriage/Remarriage



Any change in your marital status must be notified in writing to your **file handler**.

If you get married or remarried, you must provide:

- a copy of the marriage certificate;
- where applicable, a copy of the divorce certificate from your previous marriage if you have not already declared this.

If you get married, you may be entitled to the household allowance. To receive this, you must complete and sign the 'Application for household allowance in respect of a spouse'.

If you get married after retiring, the surviving spouse of a former official is entitled to a survivor's pension if the marriage has lasted for five years. Any years of cohabitation prior to the marriage cannot be counted in the marriage duration.

If your spouse does not have any earned income, he or she may, under certain conditions, have primary JSIS cover under the same terms as you.

If he or she has earned income exceeding the ceilings applicable since 1 January 2015 (see **Administrative Notices No 19-2015 of 5 June 2015**), he or she is not entitled to JSIS cover. If your spouse's income does not exceed these ceilings, he or she is entitled to top-up cover. In this case, your spouse must first apply to his or her legal or statutory primary sickness insurance scheme for any reimbursements.

**i CONTACT: YOUR CONTACT PERSON, WHOSE NAME APPEARS AT THE TOP-LEFT OF YOUR PENSION SLIP OR FOR MORE INFORMATION ON JSIS COVER FOR YOUR SPOUSE:
PMO CONTACT ONLINE - TEL. + 32 2 299 77 77 (9:30-12:30)**

Quit smoking



The **Joint Sickness Insurance Scheme** reimburses pharmaceutical products and acupuncture sessions (carried out by a doctor) to help you quit smoking. Get rid of your bad smoking habits!

Nicotine-based quitting

Ask your doctor for a medical prescription for nicotine-based quit-smoking products that suit your needs (Nicorette, Nicotinell, etc.). Enter a reimbursement request and attach the prescription.

Acupuncture sessions

Enter a reimbursement request and attach the prescription and the official receipt from the doctor (attestation de soins, invoice, etc.). Send everything to your Settlements Office.

Rate of reimbursement

The JSIS covers products to help you quit smoking up to a ceiling of € 200. These costs can only be reimbursed once per JSIS member and will not be covered if the treatment fails.

Acupuncture sessions are reimbursed subject to a ceiling of € 25 per session and a maximum of 30 sessions per calendar year, provided that they are carried out by a doctor or recognised practitioner.

**i CONTACT : JSIS online
PMO CONTACT ONLINE - TEL. + 32 2 299 77 77 (9:30-12:30)**

Partecipate ai gruppi di discussione su Yammer After EC

'Yammer After EC' is an internal social platform for discussion and exchange in a secure environment, reserved for retired staff of the European Institutions. It enables you to keep in touch with your former colleagues and other retired staff. Exchanges on the site take place within interest groups that you can choose whether or not to join. You can also create your own group. Amongst these groups you will find:



Help groups

Various help and support documents regarding ECAS, **PMO Contact**, **JSIS online** and even using 'Yammer After EC' have been put together for those who use the Commission's IT applications. It is very easy to access them and you can also ask questions and exchange tips on the best way to use the available tools. This helpdesk service is provided by AIACE volunteers.

Voluntary work without links to the European Institutions

Voluntary work is a source of motivation, energy and personal enrichment. It is also an act of good citizenship. Volunteering may take many different forms. You can be active and useful in the place you have chosen to live, whether through charitable, cultural, sporting, leisure or humanitarian organisations. Show your involvement and share your experiences on 'Yammer After EC'. Describe the activity or organisation for which you volunteer, your specific task, the pleasure it brings as well as the difficulties you face, and the time you spend on it.

Radio Bistrot and other rumours...

A place to share information, opinions or ideas you feel strongly about with other members and get their reactions.

Join 'Yammer After EC'!

- i** SEND AN EMAIL TO micheline.bruyninckx@gmail.com (AIACE CORRESPONDENT), OR ENROL DIRECTLY ONLINE AT <https://www.yammer.com/afterec/> USING YOUR PRIVATE EMAIL ADDRESS. THE SITE ADMINISTRATOR WILL CONTACT YOU.

JRC Alumni: a network for retired JRC staff



JRC Alumni is a platform for interaction between former JRC staff.

The JRC wishes to involve its retired staff in the life of the organisation as supporters, volunteers, ambassadors and advisers in order to contribute to and benefit from links between them and the JRC.

Are you still in touch with some of your former colleagues? Invite them to join the JRC Alumni platform : **Join, Reconnect, Collaborate!**

- i** [HTTPS://EC.EUROPA.EU/JRC/COMMUNITIES/COMMUNITY/JRC-ALUMNI-NETWORK](https://ec.europa.eu/jrc/communities/community/jrc-alumni-network) (Please note, you need to have an ECAS account to connect to this network).

To request an ECAS account (please note, you will need a mobile phone):

- 🔗** USE THE PMO CONTACT APPLICATION : [HTTPS://EC.EUROPA.EU/PMO/CONTACT/](https://ec.europa.eu/pmo/contact/)

'The European Commission – History and memories of an institution'



Volume 1 of this series covers the period 1958-72. These 15 years were the founding period of the Commission, whose first task was to propose concrete measures to achieve the primary objective of the Treaty of Rome, the creation of a common market.

Volume 2, published in 2014, covers the period 1973-86. In spite of a less favourable climate, the plans, ideas and changes initiated in the 1970s would set the scene for the fresh impetus given by the Single European Act and the upturn in the mid-1980s.

Collection of the memories and accounts of retired Commission staff by a university consortium over several years has enabled historians to recount the journey and experience of these first decades. Twenty two professors and researchers from fifteen universities joined forces to compile these works, under the direction of the Université Catholique de Louvain. They also had special access to the **Commission's archives**.

Each volume, published in hardback, is available in English, French and German for € 39. A box-set of both volumes in hardback is available for € 65.

**i THESE BOOKS CAN BE BOUGHT ON THE EU BOOKSHOP WEBSITE :
[HTTP://BOOKSHOP.EUROPA.EU/HISTOIRE](http://bookshop.europa.eu/histoire)
BOTH VOLUMES CAN ALSO BE DOWNLOADED FREE OF CHARGE (PDF AND E-BOOK EDITIONS) FROM THE EU BOOKSHOP EU BOOKSHOP WEBSITE.**

EU Bookshop



The **EU Bookshop** website offers a bookshop, library and publication archive going back to 1952. It contains 100 000 titles and 190 000 electronic versions of these (PDFs, e-books, CD-ROMs, DVDs, etc.) in over 50 languages, including the 24 official EU languages. Some hard copies must be paid for, but PDF copies and e-books are free of charge.

EU Bookshop is managed by the EU's Publications Office in Luxembourg.

A series of magazines tackles a wide variety of subjects and fields. You can order a hard copy or download them for free as PDFs by clicking on 'Show all issues in this serial'. The magazines include:

- *Research eu results magazine* – 2015 – Themes: Research policy and organisation
- *European Defence Matters* – 2015 – Theme: Defence
- *Regions & Cities of Europe* – 2015 – Themes: Regional policy and regional economies
- *F4E News* (Fusion for Energy newsletter) – 2014 – Themes: Energy research, Nuclear energy and safety
- *Environment for Europeans* – 2015 – Themes: Environment policy and protection of the environment
- *Social Agenda* – 2015 – Themes: Social policy, Social problems, Employment policy
- *Inforegio panorama* – 2014 – Themes: Regional policy and regional economies
- *Working for growth* – 2015 – Themes: Enterprise policy
- *EU Rural Review* – 2014 – Theme: Agricultural policy
- *Single market news* – 2014 – Themes: Economy - Finance, Trade - Competition
- *Natura 2000* – 2014 – Themes: Environment policy and protection of the environment

European Voice becomes Politico



Many of you will remember European Voice, which you received once a week in your office in-tray. Since spring 2015, this weekly publication has appeared under the name Politico. It reports on the EU Institutions' activities. The majority of its articles cover EU current affairs and the EU's interactions in domestic and international matters.

You can buy the paper from some kiosks in Brussels, Luxembourg, Strasbourg and London, and it is also available by subscription.

i CONTACT : WWW.POLITICO.EU

Europe Direct



Questions about the EU? **Europe Direct** has the answers.

Your flight has been cancelled – what are your rights? You want to sell a car abroad – what procedures do you have to follow? Can the organisation for which you volunteer receive European funding?

Europe Direct is a central information service. You can contact them by telephone or email in any of the EU's official languages to receive the following types of information:

- an immediate reply to your general questions about the EU;
- referral to the best sources of information and advice and the contact details for these services;
- information on your rights and opportunities as a European citizen and how to take advantage of them;
- certain publications by the EU Institutions sent free of charge in the post.

If you have trouble finding what you're looking for on the EU's websites, the online help service can assist you in finding:

- specific EU documents;
- factsheets, reports, statistics, working documents, etc., on specific EU policies;
- information on European integration and its history, symbols, institutions, etc.

Europe Direct does not:

- resolve problems: no registration of complaints, only information on whom to contact;
- make statements on European policy issues or on the positions adopted by the Institutions;
- offer legal advice (by interpreting European legislation).

i CONTACT: BY TELEPHONE:

either call :

- from an EU country: 00 800 6 7 8 9 10 11 (free, from 09.00 to 18.00 CET, in all languages)
- from a non-EU country: 00 32 2 299 96 96 (international rate);

or Europe Direct will call you:

- send a text message with the words 'Call me' followed by your country dialling code and phone number to: 00 32 472 6 7 8 9 10.

You will be charged for the text message at the international rate (except in Belgium), but the call from Europe Direct is free.

i BY EMAIL:

VIA THE EUROPE DIRECT WEBSITE: [HTTP://EUROPA.EU/EUROPEDIRECT/](http://EUROPA.EU/EUROPEDIRECT/)

The response time is three working days on average, except for more complex questions.

i IN YOUR COUNTRY :

Visit, telephone or email your nearest Europe Direct centre to get answers to your questions or take part in information sessions.

You can find the addresses of these centres at: **[HTTP://EUROPA.EU/EUROPEDIRECT/](http://EUROPA.EU/EUROPEDIRECT/)**

AFILIATYS



AFILIATYS thanks those of you who have sent in their new contact details, following a previous issue of Info Senior; this will enable them to receive exclusive offers. AFILIATYS does not forget senior citizens!

Various insurance offers are available to you (home, car, legal defence, etc.) with good discounts. Over 50 partners offer you products at reduced prices.

AFILIATYS has managed to negotiate diplomatic prices with some car manufacturers for retired staff. More than 70 shows have been put on in Brussels with reduced rates and many of you, accompanied by your grandchildren, took part in the big intergenerational Easter party.

Every month, there are competitions to win mobile phones, plane tickets and family outings.

AFILIATYS has also donated some € 85 000 to social and charitable causes (medical research, children's organisations, seniors' associations, etc.).

If you would like to get involved in AFILIATYS in Brussels (office duty, party preparation, welcome, IT, etc.), contact the secretariat. You will be very welcome!

i CONTACT : WWW.AFILIATYS.EU

AFILIATYS ASBL

29, RUE DE LA SCIENCE 2/24

1049 BRUXELLES

THE OFFICE IS STAFFED ON TUESDAYS AND THURSDAYS FROM 09.00 TO 15.00.

TEL : 02/2985000

SECRETARIAT@AFILIATYS.EU

EC-AFILIATYS@EC.EUROPA.EU

Mobile phones: roaming charges

If you use your mobile phone in another EU country to make calls, send text messages or surf the internet, this is called 'roaming'. The rate your operator charges for roaming is capped.



Throughout the EU, the 'Eurotariff' enables the costs of using these services to be capped, to put an end to excessive charges.

Since 1 July 2014, the maximum charges for calls, text messages and mobile internet are:

- calls made (per minute) € 0,19
- calls received (per minute) € 0,05
- texts sent (per SMS) € 0,06
- internet (downloads, per Mb) € 0,20

These ceilings apply to everyone, unless you have opted in to a specific service or package. Your provider is of course free to offer you better rates – don't hesitate to compare prices!

Your operator must send you a message when you cross a border within the EU, to let you know the price you will pay to make and receive calls, surf the internet (downloading data), and send and receive text messages.

To protect you against extortionate bills, the amount of data you can download on your mobile is capped, throughout the world, at € 50 (or the equivalent amount in another currency), unless you have agreed otherwise with your operator. You will also receive a warning when you reach 80 % of the agreed limit.

SOURCE : YOUR EUROPE.

★ CHIEF EDITORIAL: DG HR MONIQUE THEATRE - ASSISTANT : BRIGITTE RAUS

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