

## How to contact the PMO: use PMO Contact online!

Would you like an explanation of your reimbursement of medical expenses, do you need to get a certificate, or is there anything else you want to ask about your financial entitlements? Send your questions via the **PMO Contact** application.



Step 1 – Access the application in one of these two ways:

- via an ECAS account: your personal data will be automatically filled in, there are numerous questions and answers available which will often provide the answer for your specific situation (FAQ), and you will be operating in a secure environment;
- without an ECAS account: you must fill in the fields to identify yourself and no questions and answers are available.

Step 2 – Choose a section: select the section and sub-section that correspond to your question from the topics available. (If your question does not relate to any of the sections available, the PMO is probably not the right office to contact!) Then click on 'Send a question to the PMO'.

Step 3 – Identify yourself (if you are accessing the site without an ECAS account): fill in your name, pension number, email address, and which Settlements Office you belong to (for questions relating to sickness insurance). If you are accessing the site via your ECAS account, these fields will be automatically filled in and you can enter your question directly in the box provided. Click on 'Submit'.

The maximum response time is 15 working days. For users with an ECAS account, the application has a new 'Questions history' feature at the top right-hand corner of the screen. This allows you to monitor the status of your question (ongoing or closed). The reply to your question can be viewed by simply clicking on the question number.

**i PMO CONTACT ONLINE : [HTTPS://EC.EUROPA.EU/PMO/CONTACT/EN](https://ec.europa.eu/pmo/contact/en)**

## Funeral expenses



The JSIS pays a **fixed sum** of € 2 350 in the event of death of a scheme member or of a person covered by a member's insurance (spouse, recognised partner, dependent child), in line with the following rules:

- a) in the event of the death of a person covered by a member's insurance: payment to the member;
- b) in the event of the death of a scheme member: payment to the spouse, **recognised partner**

or children, or failing that, to any other person who can provide proof of payment of the funeral expenses (in the latter case, the amount is limited to the costs incurred, subject to submission of the invoices).

This allowance is paid only on submission of a copy of the death certificate to the JSIS.

In case (b) above, if the death certificate has already been sent to the pension service, it will automatically be forwarded to the JSIS, so it is not necessary to re-send it.

Please note that if a debt to the JSIS exists (where an advance has been paid), this will be deducted from the allowance prior to payment.

In case (b) above, the JSIS will first have to check that it has received and processed all the hospital bills relating to direct billing under way at the time of death.

**i PMO CONTACT ONLINE**

**TeL PMO CONTACT: +32 (2) 29 97777 (Monday to Friday, 09:30 to 12:30)**

## Obtaining access to JSIS Online



Do you want to get access to **JSIS Online** so that you can manage your reimbursement requests on your computer? You will need an ECAS account. There is a **10-step** procedure via **PMO Contact online**. If you think this is too complicated for you, you can get help over the phone. If you call, have your mobile phone and email open and to hand. A colleague from the PMO will verify your identity before going through the 10 steps with you!

To obtain access to **JSIS Online**:

- **BRUSSELS** : + 32 2 297 68 88 - + 32 2 297 68 89
- **ISPRA** : + 39 0332 78 30 30 – 09:30 to 12:30
- **LUXEMBOURG** : + 35 2 4301 36100 – [Florent.charton@ec.europa.eu](mailto:Florent.charton@ec.europa.eu)

## Have you lost access to your ECAS account?

Send an email to: [EC-CENTRAL-HELPDESK@ec.europa.eu](mailto:EC-CENTRAL-HELPDESK@ec.europa.eu)

- i** **JSIS ONLINE** : [HTTPS://WEBGATE.EC.EUROPA.EU/RCAM/](https://webgate.ec.europa.eu/rcam/)
- i** **PMO CONTACT ONLINE**

## Tips for using JSIS Online

- Scan all your documents before starting to enter your claim.
- Give your documents a file name that reflects their content.
- Group services for a single beneficiary into one claim.
- You can find the average times for reimbursement for each claim method (paper or online) and the Settlements Office to which you belong (Brussels, Luxembourg or Ispra) on the site.



- i** **JSIS ONLINE**

## Conformity checks



The **JSIS Online** application is 'paperless'. However, the JSIS carries out random conformity checks on the reimbursement claims made. You may be selected for a conformity check when you enter your first reimbursement claim or after you have made several claims. If your file is selected, you will be asked to print a cover page (listing the services provided), attach the original supporting documents, and send them to your Settlements Office by post. A reimbursement claim subject to a conformity check will not be processed by the Settlements Office until the original documents have been received. On receipt of the documents, the Settlements Office will perform the check before reimbursement, and will keep the original documents. Your claim will be marked as 'waiting for original documents' in JSIS Online until confirmation of receipt is given.

After making a claim for reimbursement online, if you are not selected for a conformity check you must keep the original documents for 18 months.

- i** **JSIS ONLINE**

## Preventive medicine: programme developments

Prevention is better than cure. The JSIS (Joint Sickness Insurance Scheme) gives you the option of taking part in **screening programmes**. These consist of medical consultations or clinical examinations aimed at avoiding illnesses or limiting their effects. Preventive medicine and practice is constantly evolving, and the screening programmes have therefore been altered in accordance with a proposal from the Interinstitutional Medical Board. The amended programmes have been in force since 1 July 2015 (see **Administrative Notice No 25-2015** of 13 October 2015). New, less intrusive examinations are now part of the programme, and the periodicity of screening has also been reviewed.

The frequency of screening visits is now as follows:

- Programme 1 - women under 45: every five years
- Programme 2 - women aged between 45 and 59: every four years
- Programme 3 - women aged 60 and over: every two years
- Programme 4 - men under 45: every five years
- Programme 5 - men aged between 45 and 59: every four years
- Programme 6 - men aged 60 and over: every two years.



Children covered by the JSIS may not make use of the screening programme until they reach the age of 18. It should be noted that, with the exception of some minor changes, electrocardiograms are currently offered to men from the age of 45 and to women from the age of 60. In addition, colonoscopies will be carried out 'virtually' (using magnetic resonance imaging), avoiding any risks relating to invasive procedures. Anaesthetic is not required for 'virtual' colonoscopies.

JSIS members only eligible for **top-up cover** must first claim reimbursement from their primary insurer before claiming top-up reimbursement from the JSIS.

### *Requesting an invitation*

You can choose:

- an open invitation, allowing you to have the examinations included in the screening programme carried out by the practitioners of your choice. In this case you must pay the corresponding bills and then claim reimbursement from the JSIS; or
- an invitation to a centre approved by the JSIS (a list of approved centres can be found on My IntraComm). The medical centre will send the invoice directly to the JSIS and you will not have to do anything else.

It is possible – and strongly recommended – to request an invitation via JSIS Online. An invitation is valid for a maximum of six months.

 **'Health screening programme'** on My IntraComm.

 **JSIS ONLINE**

 **PMO CONTACT ONLINE**

CONTACT : + 32 (0)2 295.38.66

## Payment of pensions

### **Has your pension payment not arrived in your bank account?**

Always wait for the last working day of the month before taking action. If on this date your pension has still not been paid, please contact the **person managing your file**.

### **Can I receive my pension statement by email or fax?**

It is not yet possible to send pension statements electronically on a systematic basis. This possibility is currently being investigated. Some sensitive aspects have to be taken into account, such as security and the private nature of the data sent.



 **CONTACT** : Your contact person, whose name appears at the top-left of your pension slip.

## Cohabitation and marriage do not confer the same entitlements!



Officials and former officials cohabiting in a heterosexual or homosexual relationship who have not entered into a **registered partnership** are in a de facto situation which is not legally covered by the Staff Regulations. They therefore have no specific financial entitlements as a result of their cohabitation. If one of the partners dies, the other will not receive a survivor's pension.

Couples in a registered partnership are entitled to some or all of the rights enjoyed by married couples subject to certain criteria. Only full 'assimilation' (partnership registered in a Member State in which the couple does not have access to civil marriage) confers entitlement to the payment of a survivor's pension in the event of death.

## Activities involving lobbying or representative duties

Officials leaving the service continue to be subject to **certain obligations**. In particular, if a former staff member intends to carry out any new professional activities within two years of leaving the service, they must inform the Commission. If this new activity is related to the activities performed by the former staff member in their last three years of service and could lead to a conflict with the Commission's legitimate interests, the Commission may refuse permission for him or her to undertake this activity, or may permit it subject to certain conditions. In the twelve months after leaving the service, senior officials are expressly prohibited from engaging in lobbying or advocacy vis-à-vis the staff of their former Institution on matters for which they were responsible during the last three years in the service (the **third paragraph of Article 16 of the Staff Regulations**). Since 1 January 2014, the Commission has been obliged to publish information on the implementation of this measure each year, under the **fourth paragraph of Article 16 of the Staff Regulations**. The Commission's first annual report (2015) is now available. It can be found at the following address: [http://www.acceptance.ec.europa.eu/civil\\_service/admin/ethic/index\\_en.htm](http://www.acceptance.ec.europa.eu/civil_service/admin/ethic/index_en.htm)



**i CONTACT : [HR-ETHICS@ec.europa.eu](mailto:HR-ETHICS@ec.europa.eu)**

## AIACE: 2016 conference in Trieste



The International Association of Former Officials of the European Union (**AIACE**) currently has around 10 500 members. It is open to former employees of all EU institutions and bodies. The Association holds an annual conference in a Member State. The 2016 conference will take place in Trieste from 24 to 30 May. The focal point will of course be the annual general meeting, supplemented by workshops and a meeting of the governing board. Above and beyond the formal aspect of the conference, it will also provide an opportunity for a large number of retired staff to meet up with former colleagues who have been on the same European adventure. It will give you the chance to discover a little-known town and region. Trieste has been chosen for its history: located at the heart of Europe, the town has seen many 'visitors' and occupants pass through, including the Celts, Romans, Ostrogoths, Byzantines, Lombards, Venetians, French and Hapsburgs, before finally becoming Italian. Its architecture and gastronomy have retained traces of this history. The expansion of the European Union in the east has given Trieste a boost and the status of a regional capital. The town has always played a significant role as a gateway to the Mediterranean and its harbour is especially important, particularly for the coffee trade (it's no coincidence that this is the home of Illy coffee!). It is also on the doorstep of Slovenia, which is only a few kilometres away. Trieste has a rich literary heritage too: many writers have frequented its famous cafés (James Joyce, Italo Svevo, Umberto Saba, etc.). It is not only a multicultural centre, with many ethnic minorities, but also a multi religious one, with communities from all the major faiths.

**🌐 CONFERENCE WEBSITE : [WWW.AIACE-ASSISES-EUROPA.EU](http://WWW.AIACE-ASSISES-EUROPA.EU)**

**i INTERNATIONAL AIACE SECRETARIAT: +32 (0)2 295 29 60 – [aiace-int@ec.europa.eu](mailto:aiace-int@ec.europa.eu)**

## AFILIATYS, the Affinity Club of the EU Institutions



**AFILIATYS** is a non-political, interinstitutional organisation serving around 55 000 officials and other staff, both active and retired. As the successor to the UPFE, the organisation's objectives are cultural and social integration and charitable activities. Members receive a newsletter, listing the offers and benefits available. If you change your email address, please inform Afiliatys of your new contact details! Members' benefits include:

- diplomatic rates at a large automobile group on presentation of your Afiliatys membership card;
- negotiations with other car manufacturers are ongoing;
- discounts with telephone operators, airlines, car rental companies and on insurance policies, shows in Belgium and other products;
- in Brussels, services for senior citizens through a partnership with the **not-for-profit organisation 30+30**.

You can also join Afiliatys via SEPS-SFPE. This association for retired staff will send you your Afiliatys membership card and newsletters in the post.

 **WWW.AFILIATYS.EU**

 **29, RUE DE LA SCIENCE 2/24 – 1049 BRUXELLES – TEL. 02/298 50 00**  
**THE OFFICE IS STAFFED ON TUESDAYS AND THURSDAYS FROM 09.00 TO 15.00.**  
**SECRETARIAT@AFILIATYS.EU**  
**SEPS-SFPE : + 32 (0) 475 472 470 – [www.sfpe-seps.be](http://www.sfpe-seps.be)**

## CSG/CRDS : ongoing!



To recap, in its reply to the Commission, the French government considered that the principle of a single applicable legislation in Article 13 of **Regulation (EC) No 883/2004** (formerly 1408/71), which provides that an insured person cannot be subject to and contribute simultaneously to two separate social security regimes, is not applicable to officials or former officials of the Union, since the JSIS is not a social security scheme within the meaning of the Regulation.

The Commission is therefore preparing to reopen proceedings against France.

However, in a recent hearing before the Administrative Court of Appeal in Douai, the court was asked by the reporting judge and the official who had fallen foul of France's practices to refer the question to the Court of Justice for a preliminary ruling. A ruling will be given on 14 December 2015. The matter could therefore be speeded up significantly.

In the meantime, anyone who has been subject to deductions is invited to make a claim or an appeal before the administrative courts. Further information on the progress of the case and template forms for claims or appeals before the administrative court are available on request.

Since representation by a lawyer is desirable before the administrative courts, and in the interests of sharing costs, Michel Petite (AIACE France), currently a lawyer at the Paris bar, has agreed to handle cases free of charge except for costs, before the administrative courts of Montreuil (non-residents) and Paris. A similar initiative has been set up in Strasbourg.

For more information on the progress of the case, please contact one of the following:

 **FABRICE ANDREONE, AFFCE PRESIDENT: [affce@ec.europa.eu](mailto:affce@ec.europa.eu)**  
**MICHEL RICHONNIER, AIACE-FRANCE AND AFFCE: [michel.richonnier@yahoo.fr](mailto:michel.richonnier@yahoo.fr)**  
**JACQUES BUEKENHOUDT, LEGAL ADVISOR: [hr-bxl-legal-adviser@ec.europa.eu](mailto:hr-bxl-legal-adviser@ec.europa.eu)**

## Yammer After EC: YOUR social network



**Yammer After EC** is a social platform for discussions and information exchange. This network is reserved for retired officials of the European Institutions, and helps them to connect with each other. You can find former colleagues by scanning the list of members. You can then contact them directly via private messages, or you can post a message to say with whom you have lost touch and you will probably be directed to the colleague in question.

**Yammer After EC** facilitates the circulation of ideas and organises exchanges in the form of interest groups which you can choose to join or not. You can create a group, take part in the discussion, where appropriate add images, documents, links etc. to your message in support of your views, and ask the opinion of others. You can post questions, and one person's experience can be shared with others, for example regarding JSIS Online, pensions, etc. A number of online help groups have been created by volunteers from AIACE International (Help Yammer After EC, Help PMO Contact, Help RCAM-JSIS, Help ECAS, My IntraComm News).

To join, email [magdalena.wieteska@ec.europa.eu](mailto:magdalena.wieteska@ec.europa.eu), network administrator, or visit <https://www.yammer.com/afterec/> to sign up directly. You should enter only your PRIVATE email address (even if the site asks for your professional one!) and wait for a network administrator to send you an invitation from Yammer After EC. After this, you just need to follow the instructions given.

## Top-up accident and health insurance

### In the event of an accident

Once you have retired, you no longer have accident cover under **Article 73 of the Staff Regulations**, which only applies to active staff. This means that no lump sum will be paid in the event of accidental death or invalidity, and medical expenses relating to an accident will not be reimbursed at 100 %, but considered as 'normal' medical expenses (reimbursed at 80 % or 85 %, with ceilings). However, it is possible to take out specific accident cover.



### Top-up cover

JSIS reimbursements, which are sometimes limited because of ceilings, excesses, exclusions, etc., can leave you with substantial costs to bear in the event of illness or hospitalisation. If you fall ill or have an accident on holiday, some hospitals do not accept direct billing under the JSIS and require immediate payment. Top up insurance can help you to avoid this type of situation. But how do you know whether this extra insurance is necessary? How can you tell which type of insurance is suitable for you?

Serge Crutzen, a former official, is collaborating with DG HR to provide reliable information on top-up accident and health insurance. He has made a comparative study of the insurance policies offered by Afliatys, AIACE, SEPS-SFPE, R&D, Union Syndicale, FFPE, Safe Europe, etc.

He also gave a lunchtime conference on this subject in Brussels. This conference can be streamed online via <https://scic.ec.europa.eu/streaming/conf-rence-de-midi-assurances-compl-mentaires>

**i TO REQUEST THE FILE ON INSURANCE:  
SEPS-SFPE : + 32 (0) 475 472 470 – [info@sfpe-seps.be](mailto:info@sfpe-seps.be)**





### Validity of compulsory and optional insurance

When you register a vehicle in an EU country, you must take out third-party liability insurance. This compulsory insurance is valid in all other EU countries. It covers you for accidents causing damage to property or bodily injury to persons other than the driver. It does not cover other costs (for instance, the cost of repairs to your own vehicle).

You can take out additional optional insurance, known as 'first-party liability' insurance, to cover other risks. This type of insurance enables you to extend your cover (for example, to injuries suffered by the driver, damage caused to your vehicle, theft of your vehicle or its contents, vandalism, and legal assistance).

There are no EU-wide rules on additional optional insurance. Check the general terms and conditions with your insurer before going abroad. Insurers may apply different rules in each country. They may impose limits on time (e.g. one month abroad) or distance (e.g. 150 km from the border of your country of origin), or exclude certain countries for particular types of risk (such as theft).

### Registration and insurance

You must register your vehicle in the country where you normally live. You are not obliged to register your vehicle in the country you are visiting if you can prove that you are staying there only temporarily. In order to register your vehicle, you must provide proof that it is insured. The registration authorities must accept an insurance policy from any insurance company, provided that:

- its head office is in that country or it has a branch there; or
- it is authorised to provide services there.

If you move to another EU country and have to re-register your vehicle, you must check with your insurer whether your policy is still valid in the country you are moving to. In principle, you can insure your vehicle in an EU country other than your country of residence. However, you should not forget to check whether the company provides international services.

### Premiums and insurance records

Car insurance premiums vary from one Member State to another, primarily owing to differences in national contract law and risk assessment and indemnity schemes, and to complex and costly international procedures for settling claims.

In some EU countries, your insurance history may influence your insurance premiums. This is known as a 'no-claims' bonus system. If you do not make a claim during the year, your insurer may give you a reduction when you renew your contract. On the other hand, if you do make a claim, the insurer may ask you to pay more the following year. You can ask your insurer for a statement listing your insurance history for the past five years at any time. The insurer must provide this document within 15 days.

However, if you need to take out a new insurance policy in another EU country, your new insurer is not obliged to take account of your insurance history (or to offer you any reductions on the basis of it) when calculating your insurance premium.

**i SOURCE : Your Europe**

## EUROPEANA, Europe's heritage online



Set up in 2005, **Europeana** is the digital portal for European heritage. It gives access to over 44 million digitised documents from more than 3 000 library collections and to archives, museums and audiovisual collections representative of Europe's historical and cultural heritage.

It also contains the **Europeana Newspapers** portal, allowing you to search European papers by country, publication date and article title.

 [HTTP://WWW.EUROPEANA.EU/PORTAL/](http://www.europeana.eu/portal/)

## Departments that deal with retired staff

From 1 January 2016, there have been some changes in the Commission departments that have direct contact with retired staff:



- Janette Sinclair has left the Social Policy unit (ex-HR.C.1) and been replaced by Koen Binon, who is head of the new unit HR.D.1, with particular responsibility for contact with former staff members;
- Giuseppe Scognamiglio has left the Sickness and Accident Insurance unit (PMO.3) and become head of the Pensions unit (PMO.4);
- Bruno Fetelian has left the Pensions unit (PMO.4) and become head of the Sickness and Accident Insurance unit (PMO.3).

 **SOCIAL SERVICE FOR RETIRED STAFF – TEL. + 32 (0)2 295 90 98 – [HR-BXL-AIDE-PENSIONNES@ec.europa.eu](mailto:HR-BXL-AIDE-PENSIONNES@ec.europa.eu)**

 **PMO CONTACT ONLINE – TEL. +32 2 299 77 77 (9.30-12.30)**

## Legal advice service



You can consult our lawyers for guidance or advice on any legal problem you may encounter in your private life. This service is free of charge and by appointment only. You are entitled to a maximum of four appointments per year.

If you do not live in Brussels you can also request a telephone or email appointment. Before contacting one of the lawyers, please consult the service's **legal brochures**.

 **CONTACT : + 32 (0) 2 29 66600 – [HR-BXL-LEGAL-ADVISER@ec.europa.eu](mailto:HR-BXL-LEGAL-ADVISER@ec.europa.eu)**