

Your child interrupts or finishes their studies



As soon as your child interrupts their studies (sabbatical year, health reasons, marriage, etc.), you must inform the PMO.

When should you inform the PMO?

As soon as possible. As long as the administration has not been informed and has not processed the change to your situation, you will continue to receive family allowances to which you are no longer entitled. Any allowances and derived benefits received unduly will be recovered retroactively.

What information should you provide?

The exact date when your child finished their studies. This means the last day on which your child attended classes, sat their final exam or defended their dissertation (one of the three). It is not the graduation date or the normal date on which the academic year ends. You will be asked to produce a document attesting to the relevant date.

What will be the effect on my entitlements?

Depending on whether:

- your child is over or under 18 years of age
- you still have another dependent child
- you are married, divorced, legally separated or unmarried
- your spouse receives a remuneration,
your entitlement to the education allowance, the dependent child allowance and the tax allowance may either carry on or cease.

What will be the impact on my other entitlements?

As regards the Joint Sickness Insurance Scheme (JSIS):

- the sickness cover for your child ENDS when the entitlement to the dependent child allowance stops:
- an extension of cover (maximum one year) can be requested from your Settlement Office if your child has no professional income and is not receiving unemployment benefit.

Taxes are variable and depend on your income and the number of dependent children you have.

i Any change to your child's situation should be communicated online via

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

or by writing to your file manager, whose name is in the top left-hand corner of your pension slip.

Still no EU Login account? Create one!

The 'EU Login' authentication system allows you to access:

- My Intracomm (the Commission's intranet site) and the 'Retirees' portal, making it easier to navigate the site
- PMO Contact (to ask a question regarding the PMO)
- JSIS online (to manage your situation with regard to sickness insurance).

Don't have an EU Login account? You can create one with the help of the operating manual sent to you in October 2016. If you have mislaid it, the manual is available on the **AIACE** website:

<http://aiace-europa.eu/?lang=en> – click on 'Services' > 'JSIS online' > 'How to create an EU Login (ECAS) account'.

CAUTION: to create an EU Login account, you will require a mobile phone, computer or tablet and an email address.

i RETIREES PORTAL: <https://myintracomm.ec.europa.eu/retired/>

i PMO CONTACT ONLINE: <https://ec.europa.eu/pmo/contact/>

i JSIS ONLINE: <https://webgate.ec.europa.eu/RCAM/?language=en>

Having trouble connecting to your EU Login account?



Try using the procedure described below and take screenshots as soon as any problem occurs::

1° **clear your browser's cache** and browsing history and then close it. Switch off your computer. If you have followed the correct steps, when you next log on you will need to re-enter your email address. If your email address appears automatically, it means that you have not deleted all the data stored in your memory. This data may not be up-to-date and could be the reason why you are having trouble logging in.

2°) make sure you are using the correct URL corresponding to the application:

i MY INTRACOMM: <https://myintracomm.ec.europa.eu/retired>

i PMO CONTACT: <https://ec.europa.eu/pmo/contact/>

i JSIS ONLINE: <https://webgate.ec.europa.eu/RCAM/?language=en>

3°) Check that you are using the correct email address. You may have changed your e-mail address between creating your EU Login (formerly ECAS) and the first time you test your connection to EU Login:

- try with a different browser (e.g. Firefox on PC and Mac);
- use your e-mail address as your login instead of your old username, as was formerly the case with ECAS;
- click on 'NEXT' and not on 'create an account';
- check whether the authentication method you wish to use, e.g. 'Tel. + sms', corresponds to the one chosen on screen (drop-down menu).

If you are still having problems, please contact the AIACE national branch helpdesk in your country of residence, enclosing screenshots of the problem encountered and error messages.

i List of AIACE helpdesks: <https://myintracomm.ec.europa.eu/retired/en/Pages/index.aspx>
or on the **AIACE website:** <http://aiace-europa.eu/helpdesks/?lang=en>

My Intracomm: a new 'Staff Matters Portal'



My Intracomm has introduced a new 'Staff Matters Portal'. This brings together all topics relating to active and retired colleagues. The homepage already contains a 'Retirees' section featuring key information and contact points.

The 'Retirees portal', set up by DG HR's social welfare department and specifically dedicated to retired staff, remains active.

i MY INTRACOMM: <https://myintracomm.ec.europa.eu/en/>

i RETIREES PORTAL: <https://myintracomm.ec.europa.eu/retired/>

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, Canada 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 PORTALE PENSIONATI: <https://myintracomm.ec.europa.eu/retired/>

i PMO CONTACT ONLINE: <https://ec.europa.eu/pmo/contact/>

i RCAM ONLINE: <https://webgate.ec.europa.eu/RCAM/>

JSIS online: tips and tricks



It is now possible to save your completed form for reimbursement of medical expenses

- with your personal details, thus avoiding the need to enter the same information for each new application
- with your medical expenses for archiving instead of a scanned copy.

To save the form, move your cursor down towards the bottom and the middle of the screen to reveal a box with four icons:

- the first icon is for reducing the document size
- the second icon is for increasing the document size
- the third icon automatically saves the document in Acrobat
- the fourth icon activates a menu containing the 'save' or 'save as' options.

i JSIS ONLINE: <https://webgate.ec.europa.eu/RCAM/>

Flu vaccination



Influenza is not only an unpleasant viral infection accompanied by high fever, aching muscles and severe headache, but it can also cause serious complications. The annual 'flu jab' is recommended for young children, pregnant women and the elderly, as well as persons suffering from a chronic illness. Flu vaccinations within the Commission's Medical Services are **reserved for staff in service**.

As a retired staff member, you can be vaccinated by your doctor. You should then request reimbursement of your expenses from the JSIS.

Financial adviser available in Brussels



Retired staff who are finding it particularly hard to manage their finances (debt accumulation / over-indebtedness, threat of eviction, etc.) can consult our free budget advice service at the Commission in Brussels. Our professional adviser can examine your personal situation based on your household budget and offer you advice and guidance. In Belgium, the adviser is authorised, where appropriate, to submit an application for collective debt settlement to the Labour Court.

If you live outside Belgium, consultations are also possible by telephone (video call) or by email. This service is available in French and English.

📧 **FOR ANY INFORMATION OR TO REQUEST AN APPOINTMENT: HR-BXL-AIDE-PENSIONNES@ec.europa.eu**

☎ **+ 32 (0)2 295 90 98.**

Contributing to the drafting of EU legislation



The Commission would like to hear from members of the public when it is drafting and updating EU law. This is a key goal of the better regulation agenda. Better regulation relies on solid testimony and a transparent process involving citizens and stakeholders at all stages. There are various opportunities to help with the drafting of EU legislation, from the preparatory phase to proposals for new laws and evaluations of legislation in force.

- You can **voice an opinion** on new draft laws or on plans for evaluations of individual laws.
- Public consultations allow you to give your opinion on aspects of impact assessments before the Commission finalises its proposals. Impact assessments are used to determine what issues to examine, whether action should be taken at EU level and the likely effects of the solutions under consideration.
- Once the Commission has approved a legislative proposal and forwarded it for adoption to the European Parliament and the Council, you can comment on both it and the published impact assessment report. The Commission will collate your views and present them to Parliament and the Council.
- You can pass on your suggestions for improvements to existing laws at any time. The Commission will examine these with the aim of simplifying legislation and cutting the regulatory burden. **You can submit your suggestions to the REFIT platform.**
- The Commission may also take soundings on other types of document, for example green papers launched by the Commission to trigger debate at European level on specific topics.
- You can sign up to receive notifications about new roadmaps, initial impact assessments and public consultations.

🌐 **EUROPA PORTAL: <https://ec.europa.eu/info/> click on 'LEGISLATION'**

Access to Commission buildings



Anyone receiving a Community pension (retirement, invalidity, survivor's or orphan's pension), irrespective of the institution they worked for, is entitled to a retired staff member's pass from the Commission. To obtain your pass, you should go in person to the following address:

Access Card Service (STA)

☎ 02/29-56654 📧 EC-SECURITY-ACCESS@ec.europa.eu

European Commission- Security Directorate

Unit HR.DS.2.002 – Technical Security Brussels

Rue Montoyer, 34 - Mezzanine/120

B-1049 Brussels/Belgium

Open non-stop on working days from 8:30 a.m. to 4:30 p.m.

Your photo will be taken on the spot. Your retired staff member's pass is valid for a period of five years. It allows access to Commission buildings containing a restaurant area and to certain buildings hosting social activities. A retired staff member may be accompanied by five people, but only in restaurant areas. To renew an expired pass, simply go to the same office (where a new photo will be taken).

i List of accessible buildings available at:

<https://myintracomm.ec.europa.eu/retired/>

AIACE: Ambassadors and social volunteers at your service



The 15 AIACE national sections (Germany, Austria, Belgium, Denmark, Spain, Finland, France, Greece, Ireland, Italy, Luxembourg, the Netherlands, Portugal, Sweden and the United Kingdom) have many volunteers in their ranks. These are former officials who offer their time and expertise to assist colleagues in difficulty.

The Ambassadors of AIACE (International Association of Former Officials of the European EU) are volunteers with in-depth knowledge of the rules and procedures relating to the PMO. Their role is to act as a bridge between the members of the Association and the PMO. This means, for example:

- translating the PMO's administrative jargon into more comprehensible language
- translating communications to the PMO into administrative language that is easier for PMO staff to understand
- clarifying procedures
- where appropriate, providing help with completing specific forms
- liaising with the PMO in order to clarify confusing or sensitive situations.

The AIACE Ambassadors are accredited and have privileged access to the PMO. Their role essentially relates to sickness insurance but may also extend to pensions.

If you experience any difficulties in your dealings with the PMO, the Ambassadors are there to help you and guide you through the necessary steps. Do not hesitate to contact them.

In addition, welfare volunteers are also on hand to offer assistance in some AIACE national branches. They can intervene in difficult situations, help individuals fill in their requests for the reimbursement of medical expenses, put them in touch with a local or national service, or offer advice.

If you are interested, please contact the AIACE national branch in your country of residence.

i AIACE WEBSITE: www.aiace-europa.eu

Finding a former colleague

Retired staff regularly contact the Social Welfare Office with a view to tracing former colleagues with whom they have lost touch. Under the terms of the Regulation on the protection of personal data and privacy, we are not permitted to forward the contact details of a former official to a third party without the former official's express consent. Nevertheless, the Social Welfare Office can act as go-between by sending a letter or an email to any such person who stipulates that it be forwarded through the intermediary of the institution.



i The 'Yammer After EC' forum offers its retired members another means of getting back in touch with former colleagues.

i **The Social Welfare Office in your institution**

YAMMER AFTER EC: <https://www.yammer.com/afterec/>

EU Citizenship portal



This portal provides you with information about issues relating to EU citizenship.

Your rights as a citizen

The EU confers rights on 500 million Europeans. Find out how to exercise these rights in your daily life.

How to get involved in European political life

Join the debate on the future of Europe: Citizens' Dialogues, European Citizens' Initiative, public consultations, etc.

'Europe for Citizens' programme

Giving citizens a key role in the EU's development: promoting common values and history, fostering a sense of ownership of the European project among citizens, and developing ideas and activities with a European angle.

Volunteering

Opportunities for volunteering in the EU and in the rest of the world.

i <http://ec.europa.eu/citizenship/>

Femmes d'Europe



Founded in 1976, the international non-profit association Femmes d'Europe brings together almost 900 members, most of them nationals of EU countries.

The members, who are all volunteers, join together in a spirit of friendship to pursue solidarity initiatives in favour of those who are most deprived, particularly women and children. The association encourages local initiatives and supports specific, clearly defined projects, most of which receive no government support. All profits are distributed to the selected projects.

You can help the association by becoming a member or supporting one of its events.

i **REGISTERED OFFICE:** 9, avenue de Beaulieu (ufficio 0/111), 1160 Bruxelles

☎ + 32 (0)2 660 56 96

✉ info@assocfemmesdeurope.eu

i www.assocfemmesdeurope.eu

i facebook.com/assocfde

AFILIATYS



AFILIATYS is an apolitical and interinstitutional association serving some 55 000 officials and other employees of the European institutions, both active and retired. The association's objectives relate to integration, culture, society and charity causes. The association recently set up its own charity body, and this is now one of its priority objectives. AFILIATYS participates in actions in support of people who have become disadvantaged or been left vulnerable by illness.

Much of its budget goes to support the work of mutual assistance associations and projects:

- in the field of health (Fondation contre le cancer, Télévie, Relais pour la vie, Ligue sclérose en plaques, etc.)
- in the fight against poverty and social exclusion (EU Can Aid, People for Greece, I See, etc.).

<http://www.afiliatys.eu/>

Association of Seniors of the European Civil Service (SEPS)



The main aim of the SEPS is to defend the rights of retired staff (pensions, sickness insurance scheme, allowances, JSIS top-up insurance, etc.), followed by communication with its members (e.g. Bulletin, information meetings in Brussels) and member assistance.

Telephone (seven days a week): ☎ + 32 (0)475 472 470

This SEPS mobile phone contact number is available virtually around the clock seven days a week. This is the number for retired staff to call, including during evenings and at weekends, for answers to general or specific issues concerning, for example, a particular JSIS regulation, an insurance company decision, difficulties with contacting the PMO, or finding a form.

For some areas, the SEPS acts as an intermediary and submits questions to the PMO and the Social Welfare Office on behalf of individual members (PMO Contact, online or directly at the Settlements Office; PMO homepage; the Head of the 'Pensions' Unit; the Head of the 'JSIS' Unit).

As has happened in relation to top-up insurance, survivor's/orphan's/divorcee's pensions, etc. the members can put forward arguments that then become the focus of studies, comparisons and publications.

Duty officer in N105 00 010

A duty officer is available every Tuesday and Thursday (10 a.m. to 3 p.m. at least) at Avenue des Nerviens 105, to answer questions and provide documents or forms.

Legal support

Hendrik Smets is a trained lawyer and the SEPS legal adviser overseeing specific questions and requests from members (statutory rights, inheritance, tax law). This SEPS service is purely advisory, after examination of the matter at hand, sometimes followed by an exchange of emails or a referral to a lawyer, possibly then leading to court proceedings (see the 'Wojciechowski' case that now constitutes case-law and was cited recently in the 'Lobkowicz' case):

EU officials who have not transferred their pension rights to the Community scheme and who receive a Community pension (even a full pension) can apply for a national pension for the years worked for a national employer.

This also applies to anyone who has already submitted such a request, but was refused.

IT training



The SEPS organises a training course in Brussels on the use of simple IT tools such as tablets and smartphones so that members can keep in touch, be better informed, overcome loneliness, and so on. A particular aim is to encourage retired colleagues to use My Intracomm and JSIS online.

www.sfpe-seps.be info@sfpe-seps.be + 32 (0)475 472 470
AVENUE DES NERVIENS, 105 - B-1049 BRUXELLES.

Transport and disability

Rights of passengers with reduced mobility



Passengers with reduced mobility are entitled to free assistance at airports and stations. In order to receive assistance, it is advisable to contact the airline, tour operator or railway company at least 48 hours before departure. A passenger may not be denied access to an aircraft or train owing to their mobility issues, save for reasons of safety, if the aircraft is too small or if this is strictly necessary in order to comply with the company's access rules.

Airlines are not obliged to help passengers eat meals or take medication during a flight and may require passengers who need such assistance to travel with a helper.

EU parking card

If you have a disability resulting in reduced mobility, you may be entitled to an EU disability parking card in your country of residence. This card must be recognised in all EU countries.

When travelling outside your home country, this EU parking card is designed to give you access to a number of parking entitlements and facilities specific to the country you are visiting.

The card is issued by the competent authority in your country of residence, based on the EU standardised parking card model, in line with local procedures.

Source: [YOUR EUROPE](#)

112: single emergency number



If you find yourself in an emergency situation, call 112. This is a free number.

The operator will ask you some questions to decide what type of help you need. He/she will reassure you and send an emergency team out to you as soon as possible (medical team, fire service, police, etc.) Keep calm and explain clearly: where you are, what has happened and if anyone is injured.

N.B.: for non-emergencies, it is best to call the local police or fire service or your doctor.

📞 112: CALLS ARE FREE FROM A LANDLINE OR MOBILE. 24 HOURS A DAY – SEVEN DAYS A WEEK