

Two-yearly statement



Every two years (and every year once you reach the age of 80), PMO contacts you to make sure you still fulfil all the **criteria** for the benefits you receive. In particular you need to send us the life certificate you receive in the month of your birthday. You are also asked to send in other supporting documents. The documents must reach PMO within a month. If you are going to be away for any length of time, please inform your pension handler. You can find their contact details on your pension slip.

Education allowances for adult children



If you have dependent children over the age of 18 and wish to benefit from the education allowances, you need to send us a duly completed **form** and attendance certificate or equivalent every year. If you have any questions, please look at the practical guide '**education allowance**'.

Please remember to include your child's income as they are no longer considered to be dependent if their revenue is greater than the ceiling amount. And do not forget that these education allowances are supplementary and that you must first claim any allowances to which you may be entitled at national level.

i CONTACT: QUIRICO CRESCENZA + 32 (2) 29 98565 - LUDIVINE LEROY + 32 (2) 29 81336 - SONJA JIMENEZ ALVAREZ + 32 (2) 29 94155 - CHANTAL VAN CANEGEM + 32 (2) 29 93747.

Pension and taxes



The community tax is automatically deducted from your pension. Your pension is therefore not liable for tax in the Member States. You also do not have to inform the tax authorities in your Member State of the amount you receive. If you live outside the EU, you do not enjoy the same rules. Only Switzerland has an agreement with the EU and will not tax you further. Other third countries will do so either partially or in full.

Divorce



If you are getting **divorced** or separating, please contact PMO to change your name and personal details if necessary (private address, etc.). Your ex-partner must also contact us in order for us to make the necessary changes with regard to his/her special identity card, sickness insurance rights, etc. PMO will inform you of the consequences of your separation or divorce on the household allowance or child allowances.

 **PMO CONTACT ONLINE**

 **PMO CONTACT BY TELEPHONE: + 32 (2) 29 97777 (WEEKDAYS FROM 9:30 TO 12:30).**

Change of marital status, bank account, etc.



You need to inform your pension handler in writing every time there is a change in your personal circumstances (divorce, bereavement, marriage, birth, etc). If you decide to change your bank account please inform us at least six weeks in advance. Ask your pension handler for a form and send us the full details of the bank account. Then wait before you close the original account as it can take several weeks for the change to go through.

 **YOU CAN FIND YOUR PENSION HANDLER'S DETAILS ON YOUR PENSION SLIP.**

Partnership



Have your registered partnership recognised to benefit from some of the statutory rights available to married couples. Depending on your particular case, you can benefit from either **full or partial assimilation**.

The criteria are listed in Article 1(2)(c) of Annex VII of the Staff Regulations:

1. the couple must produce a legal document recognised as such by a Member State, or any competent authority of a Member State, acknowledging their status as non-marital partners;
2. neither partner is in a marital relationship or in another non-marital partnership;
3. the partners are not related in any of the following ways: parent, child, grandparent, grandchild, brother, sister, aunt, uncle, nephew, niece, son-in-law, daughter-in-law;
4. the couple has no access to legal marriage in a Member State; a couple is considered to have access to legal marriage for the purposes of this point only where the members of the couple meet all the conditions laid down by the legislation of a Member State permitting marriage of such a couple.

If the requester meets only the first three criteria, partial assimilation will be awarded. Only couples who also meet the fourth criteria (no access to marriage) may benefit from full assimilation. How? Please follow the appropriate procedure for the type of recognition for which you are eligible.

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 **PMO CONTACT BY TELEPHONE: + 32 (2) 29 97777 (WEEKDAYS FROM 9:30 TO 12:30).**

Survivor's pension: who is it for?



Should you lose your retired partner, the PMO will continue to pay their pension onto your bank account for three months. Your own pension will take effect in the fourth month after their passing.

Eligibility for a survivor's pension is determined on the basis of certain criteria (**Articles 17-29 of Annex VIII to the Staff Regulations**) which must be met depending on your relationship with the deceased: **widower/widow, dependent child, partner, ex-spouse**.

Please remember that only married couples and those in recognised partnerships (for same-sex couples for whom marriage is not possible in their Member State) are covered. So please think about making your relationship official.

i CONTACT: 32 (2) 29 52017

Help for a surviving spouse suffering from a serious illness or a disability.



The pension of the surviving spouse suffering from a serious or protracted illness or a disability can be supplemented with an allowance paid by the Institution under certain conditions. The person concerned, or their legal representative, must submit a request to the relevant social welfare unit. The request must include a detailed medical report and, if applicable, supporting documents from the GP identifying the serious or protracted illness or the disability. The requester must give details of their financial situation and submit a declaration on their honour concerning their income.

i SOCIAL WELFARE UNIT BRUSSELS (+ 32 (2) 29 59098). SOCIAL WELFARE UNIT LUXEMBOURG (+ 352 4301 33948). SOCIAL WELFARE UNIT ISPRA (+ 39 0332 78 59 10). RETIRED STAFF OF AN INSTITUTION OTHER THAN THE COMMISSION SHOULD CONTACT THE SOCIAL WELFARE UNIT WITHIN THEIR INSTITUTION.

Hearing aid



The Joint Sickness Insurance Scheme covers part of the purchase and repair costs for **hearing aids** prescribed by an oto-rhino-laryngologist or an audiometrist .

You need to fill in a **reimbursement request form** to which you must attach the medical prescription and the original of the bill and then send everything to your **Settlements Office**.

Should you need to renew your hearing aid, reimbursement will only be offered every five years unless there is a variation in your hearing

and you are able to provide a prescription from an oto-rhino-laryngologist.

In the case of hearing aids for children up to the age of 18 or of serious hearing-related illness, a derogation may be granted from the ceilings and minimum renewal periods, subject to prior authorisation and after consultation of the Medical Officer.

🌐 PMO CONTACT ONLINE

i PMO CONTACT BY TELEPHONE: + 32 (2) 29 97777 (WEEKDAYS FROM 9:30 TO 12:30).

Convalescent homes



The Joint Sickness Insurance Scheme can help with the fees for long-term stays in convalescent and nursing homes, or equivalent. Check whether you meet the **criteria** and the reimbursement rate for the different fees. Similar to carer fees, prior authorisation is required, as is a medical report. Ask your GP to fill in the **dependence evaluation form** and to give you a medical prescription confirming the need to stay in a home and the nature of the care required. Please enclose the declaration concerning any supplementary financial assistance provided

through an **insurance policy**.

You have two options:

- you may ask for **direct billing** (for the care only), which means the home can invoice JSIS directly, or
- you may pay the invoices yourself and submit a request for **reimbursement** enclosing the invoices for the stay and the care provided.

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Special reimbursement



If the cumulative cost over 12 months of the part of the medical fees you have had to pay yourself (usually 15% or 20%) is greater than half of your basic monthly pension over the same period, Article 72(3) of the Staff Regulations provides for a **special reimbursement**.

You will automatically be informed by your Settlements Office if you are eligible for a special reimbursement. If you do not receive notification it means you are not eligible.

Carers



The Joint Sickness and Insurance Scheme covers certain costs incurred by **employing carers**. You must first submit a request for prior authorisation in order to be eligible for reimbursement of these costs. Your doctor needs to fill in the **dependence evaluation form** (only degrees 1, 2, 3 and 4 are eligible for reimbursement) and give you a medical report confirming the duration, type and frequency of the care to be provided. Please enclose the **declaration concerning any supplementary financial assistance** provided through an insurance policy.

Please note that the JSIS only reimburses carers who are legally authorised to practice this profession. Send these documents by post to the address on the **form** or scan them and upload them to **'JSIS online'**. If you receive prior authorisation, you can use a carer and then submit a reimbursement request attaching the monthly invoice which must be in line with the national legislation and must include the name of the carer, the number of hours worked, the unit price, etc.

NB: prior authorisation is necessary for technical services such as injections, dressing, etc, that cannot be done by the carer.

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 **PMO CONTACT BY TELEPHONE: + 32 (2) 29 97777 (WEEKDAYS FROM 9:30 TO 12:30)..**

Building access



Whether you live in Brussels or are just passing through, do not forget to ask for your **pensioner badge**. This will give you access to the **buildings** housing the Commission's social and welfare services and to the **restaurants**. Once you have this badge you may be accompanied by up to five visitors of your choice. To gain access to the other buildings you must be received by an official in active employment.

The badge is valid for 10 years, after which you will need to apply for a new one.

i CONTACT ec-security-access@ec.europa +32 (0)2 29 91119.

Small ads



Retired, moving back to your country of origin and do not know what to do with the things you have accumulated in your garage? You can ask to publish a **small ad** on the MyIntracomm site by sending a **form** by email to AIACE-ANNONCES@ec.europa.eu or by post to Ms Brigitte Raus (MO 34 01/96- 1049 BRUSSELS).

For property you need to send a **form** by email to HR-B1-LOGEMENT@ec.europa.eu or by post to the Welcome Office (MO 34 MEZ/88-B- 1049 BRUSSELS).

You can also see the adverts that are already online on [MyIntracomm](#).

Contacting former colleagues



Have you lost contact with a former colleague and, despite your best efforts, have not been able to find them? In accordance with the Regulation on the protection of personal data and privacy, we cannot send you the contact details of former officials without their express consent. Nonetheless we would like to help you and are able to act as an intermediary.

CONTACT: MS DOMINIQUE DEDEKEN - +32 (2) 29 93190 - HR-BXL-ASSISTANCE-SOCIALE-PENSIONNES@ec.europa.eu - MO-34 01/088, B-1049 BRUSSELS.

If you are a member of the Commission's social network 'Yammer after EC' you can post a message there saying that you are looking for a former colleague. To register if you are not already a member: go to the site and enter your email address then wait for an administrator to accept your request. You will receive a confirmation email and will then be asked to create a password.

i JULIE.GUEGAN@EC.EUROPA.EU

🔗 [HTTPS://WWW.YAMMER.COM/AFTEREC](https://www.yammer.com/afterec)

Cheques



The European rules governing the banking charges applicable to national and international payments in euros do not apply to **cheques**. The fees for cashing a cheque from another country in the EU can be extremely high. Also, cheques are no longer accepted as a method of payment in many countries in the EU. You are strongly discouraged from using cheques for international payments within the EU.

'Active Senior' Initiative



Turning the expertise of former officials to good account involves drawing on their voluntary assistance in unpaid activities within the Commission. The goal is to help the Commission to draw on the skills of retired staff, whatever their seniority level when they retired, on a voluntary basis – voluntary as much for the Commission's departments as for the former official. Guidelines have been drawn up to draw the attention of Commission's departments to the value of this concept.

They aim to:

- harmonise and consolidate the existing procedures, and to
- provide a legal basis for former officials should their services be required.

Among other things they aim to provide:

- a template for an agreement to be signed between the department and the former official
- a code of conduct
- a declaration of absence of conflict of interest
- accident insurance.

The fields of activity can be varied:

- information, policy presentation, conference participation, focus groups,
- political expertise, advice, participation in specific task forces,
- technical expertise, opinions on projects/programmes, project evaluation, enquiries, market analysis,
- training, mentoring, educational assistance,
- sitting on competition juries, selection panels.

There are certain rules that need to be respected. The former official must not be employed to assume direct responsibilities nor to make decisions. They must not be authorised to represent the Commission in an official manner nor to attend meetings where they would could commit the Commission.

The **Active Senior** Initiative must not be used as a means of replacing officials in active employment who will always retain control of and responsibility for the activities carried out within the departments of the Commission. Using the expertise of a former official may bring added value to, but must not replace, the work of a current official, it must be seen as an optional extra.

It is up to the Commission's departments to take advantage of the Active Senior Initiative if they wish to and to define the fields of activity. They are responsible for any measures that need to be taken before it is put into operation and for the selection of candidates. DG HR will launch an information and awareness raising campaign via the internal networks of the Commission and the associations of former officials.

i CONTACT: HR-BXL-ASSISTANCE-SOCIALE-PENSIONNES@EC.EUROPA.EU - +32 (0) 2 29 59098

European Ombudsman



The Ombudsman receives complaints from citizens, companies and the European Institutions concerning cases of maladministration, i.e. when the Institutions, bodies or agencies of the EU do not respect the law, forget the principles of good administration or infringe human rights. The Ombudsman is entirely independent. To find out whether your complaint falls within the Ombudsman's **remit** and which steps to follow, please see the **website**, which is available in all the official languages of the Union.

i CONTACT: BY POST: EUROPEAN OMBUDSMAN, 1 AVENUE DU PRÉSIDENT ROBERT SCHUMAN, CS 30403, FR-67001 STRASBOURG CEDEX, FRANCE. BY TELEPHONE: +33 (0)88 295 17 13

Going on holiday: air passenger rights

If there are problems that prevent you from **boarding a plane**, certain rights apply if you are leaving from an airport situated within the EU or if you are entering the EU with an airline from the EU, Iceland, Norway or Switzerland. If you are not allowed to board, or if your flight is cancelled or overbooked, you are entitled to:



- re-routing to your final destination under comparable conditions, or
- reimbursement of your fare and, if necessary, re-routing free of charge to your point of departure.

If your flight is delayed by at least five hours, you are also entitled to ask for a reimbursement (but, if you accept it the airline is no longer obliged to provide you with assistance or to reroute you).

If you are not allowed to **board a plane**, if your flight is cancelled, or if it arrives more than three hours late at the final destination indicated on your ticket, you are entitled to compensation of between EUR 250 and EUR 600 depending on the distance of the flight and whether the flight was internal within the EU or outside the EU. If the carrier offers you another flight at a similar time the compensation can be reduced by half. You will not receive compensation if the cancellation is due to exceptional circumstances (weather conditions for example), if you were informed of the cancellation two weeks before the date of the flight or if you were offered another flight on the same route at a similar time.

To claim reimbursement or compensation please fill in an **air passenger rights EU complaint form**. Please keep a copy.

If the airline does not respond, or if you are not satisfied with their response, you can complain to **the relevant national body** in the Member State where the incident occurred.

If the incident occurred in an airport outside the EU but with an EU airline, you can complain to the relevant national body in the Member State to which you are travelling.

Europe Direct



The **Europe Direct** centres provide answers to general questions related to the EU and give you the address of the departments or people who can help you (at European, national or local level). They also provide information on the rights and possibilities you have as an EU citizen and how to benefit from them. You can also ask them to send you some of the European Institutions' publications free of charge by post.

- i CONTACT BY EMAIL** (in any of the official languages of the EU)
- BY TELEPHONE FROM ANY EU MEMBER STATE: 00 800 67891011.**
- BY TELEPHONE FROM ANYWHERE IN THE WORLD: +32 (2)29 99696**
- YOU CAN ALSO FIND THE EUROPE DIRECT WHICH IS CLOSEST TO WHERE YOU LIVE.**

AIACE (the international association of former officials of the European Union)



Founded in 1969 by former officials of the European Union of different nationalities, AIACE works to improve the well-being of all the pensioners and tries in a constructive and convivial way to encourage links between former officials of the EU and with the administrative departments of the Institutions.

AIACE is the only organisation representing the former officials of the EU that is officially recognised through cooperation agreements with the Institutions.

AIACE:

- offers its 10 000 members a certain number of services and special offers, such as trips or accident and health insurance;
- endeavours to keep its members up to date via various channels: email, websites and in particular its magazine VOX;
- offers social assistance to all its pensioners in at least 15 Member States and in cooperation with the Institutions; this assistance is provided through a network of social volunteers who have been trained for this purpose and who can, if necessary, visit people at home;
- encourages contact between its members and new relationships through activities, holidays, various outings and conferences and debates;
- defends the interests of former officials and other EU staff members against the Institutions and the EU's decision-makers, in particular concerning pension and social security (health insurance) matters;
- represents the interests of the former staff of the EU before the national authorities and, if necessary, defends their interests in administrative and social matters;
- helps future pensioners to benefit from the experience of its representatives through retirement preparation seminars organised in the different EU Institutions;
- organises a focus group on the subject of European integration, enlargement, the economic and social situation, and helps to raise public awareness of these matters;
- belongs to the European Movement and develops links and maintains contact with organisations with similar objectives at international, EU and national level.
- Former staff of the EU should know that:
- each AIACE member can volunteer to help other pensioners in difficulty;
- AIACE's national sections, which organise the assistance locally, are available to them for a number of matters such as sickness insurance;
- if there are any questions, they can find answers on our websites, or on the social network Yammer/After EC, or on **MyIntraComm**;
- they must not hesitate to contact the secretariat of AIACE International or one of the members of the international office, or one of the 15 helpdesks/secretariats within the national sections.

i CONTACT : WWW.AIACE-EUROPA.EU