

EDITORIAL

You are one of more than 20 000 retired servants of the European institutions. Dispersed as you are across the Member States, the world even, your main point of contact remains the Commission, guardian of your rights and obligations. It is therefore essential to keep you up-to-date. With this in mind, the Social Welfare unit of DG HR is launching INFO SENIOR. You will receive a paper copy at home on a regular basis, once every two months. Its practical format will enable you to keep it on file should you need to refer to it. We aim to provide you with as much information as possible on a wide variety of topics that concern you directly. Contact details are provided should you require further information. You can also find INFO SENIOR on [My Intracomm](#) where links will be provided to the French, English, German, Italian and Dutch versions. INFO SENIOR is YOUR newsletter. Enjoy!

Adjustment of salaries and pensions



Your pension develops in the same way as salaries, which increase in line with purchasing power. However, in view of the current economic climate, the Council invoked a clause in the Staff Regulations which made it possible to freeze salaries and pensions for 2011 and 2012. Further to a judgment from the Court of Justice, a political agreement was reached on 4 March 2014 and is currently being formalised. No increase for 2011, 0.8 % for 2012 (retroactive from 1 July 2012, to be paid probably in May 2014), no adjustment for 2013 and 2014. The new **method** will enter into force in 2015.

Social Care



Please inform us if you are in a difficult situation. Our welfare assistants are there to help you through the most difficult times: illness, handicap, bereavement, difficult family circumstances, deciding whether to move to a care home, appointing a guardian, etc. They can provide useful information and offer a meeting (face-to-face or over the telephone) to help solve your problems in a confidential manner. Please do not hesitate to contact them also if you are aware of a former colleague in difficulty.

Who to contact for social care?



If you live in Belgium, Bulgaria, Croatia, Cyprus, Denmark, Estonia, Finland, Greece, Hungary, Latvia, Lithuania, Sweden, or a country outside the EU:

📞 SOCIAL WELFARE UNIT BRUSSELS (+ 32 (0)2 295 90 98).

If you live in Austria, Germany or Luxembourg:

📞 SOCIAL WELFARE UNIT LUXEMBOURG (+ 352 4301 33948).

If you live in France, Ireland, Italy, the Netherlands, Portugal, Spain, United Kingdom or Switzerland: **📞 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.

Assistance with home care (home help)



Should you find yourself in a difficult situation at home, you can ask for a financial contribution from the Commission towards the cost of help with the kinds of household task that form an essential part of daily life. The contribution is limited to certain cases, including a revenue ceiling (around € 2900) and a genuine need certified by a doctor or social worker using the correct **form**. Before applying, please consult the **Commission decision** to make sure that you are eligible.

📞 CONTACT: +32 (0)2 295 97 69.

Accessing MyIntraComm



As a retired member of staff you may access MyIntraComm, the Commission's intranet site, using an access code. The site contains a lot of information both of an administrative nature and about the Commission's activities, as well as a dedicated portal for retired staff where topics that concern you more specifically are covered.

To gain access to the site, please fill in **the form** and submit it by **e-mail** or by post to this address:

📞 CODES D'ACCÈS- MO-34, 01/88-1049 BRUSSELS

HR-INTRACOMM-CODE-PENSIONNES@EC.EUROPA.EU

Should you have any problems, the **helpdesks** **📞** manned on a voluntary basis by former officials will be able to help you.

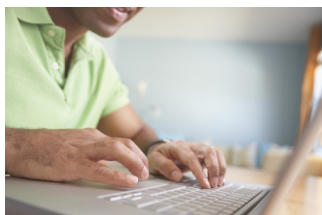
Sickness Insurance: What is covered by the insurance?



You are insured against the same risks as active staff, i.e. illness, hospitalisation, etc. but you have no accident cover. Your medical expenses are reimbursed on the basis of a reimbursement ceiling (for certain items) up to the basic rate of 80 % or 85 % or even 100 % in cases of serious illness. You can find all the **reimbursement forms** on the website.

For the reimbursement of certain treatments, you will need to submit a **prior authorisation form** before the treatment begins.

Medical expenses online



Should you so wish you can manage your reimbursement requests **online**. You need a computer, a mobile phone and a scanner or a camera so that you can attach a digital copy of the supporting documents. You need secure access (ECAS account) to be able to use the JSIS online application. Once you are in the application you have access to a **tutorial** which will explain how to use the application.

However, you should still keep the original supporting documents for 18 months from receipt of the statement, which you will continue to receive on paper, even for requests made online.

JSIS online: how to get access



What to do if you are not able to access JSIS online because you cannot manage to get an access code. If you are in Brussels you can go to 27 rue de la Science, 00/03 from 09:00 to 12:00 and from 14:00 to 16:00 where Olivier Pypens and Anthony Masini from PMO will be able to help you.

There is no need to make an appointment, you can simply go during the opening hours but you must take with you your mobile phone and the password you use to access your private email account.

If you are not in Brussels you can contact the **helpdesk**.

I prefer to submit my reimbursement requests by post



No problem. You can still submit your reimbursement requests by post. In this case you need to fill in the **form(s)** and send them in with the supporting documents.

To avoid duplication, please choose either the electronic method or the post but not both!

For Brussels, please send requests to **PM03-SC27/00/05, B-1049 BRUSSELS**.

For Ispra, **VIA ENRICO FERMI, 2749 BUREAU LIQUIDATEUR - TP 740 I - 21027 ISPRA (VARESE)**

For Luxembourg, **PM05, DRB B1/061- L-2920 LUXEMBOURG**.

PMO Contact



If you have a question concerning your pension or your medical insurance there are two options.

PMO CONTACT ONLINE.

Register either with or without your ECAS account, chose a subject area and ask your question. This new interface enables us to reduce our response time as your question is sent directly to the relevant person.

PMO CONTACT BY TELEPHONE: + 32 (2)29 97777 (WEEKDAYS FROM 09:30 TO 12:30).

For questions concerning your pension, you can also contact your pension manager, whose name appears on the top left corner of your pension slip.

Medical expenses and supporting documents



For your medical expenses to be reimbursed you must enclose with the form the documents given to you by the healthcare provider. You should in theory be given a receipt that complies with the legislation in force in the country where the care was provided.

In Belgium please make sure psychologists, osteopaths and pedicure/podologists provide you with a receipt from an official pad approved by the Finance Ministry.

If you pay by bank transfer, enclose the invoice with the reimbursement request as well as the proof of payment.

i + 32 (2)29 97777 (WEEKDAYS FROM 09:30 TO 12:30).

Psychotherapy is reimbursed if...



Psychotherapy sessions are eligible for reimbursement if the following two conditions are met: 1) they were prescribed by a general practitioner (maximum 10 sessions) or by a specialist, i.e. a psychiatrist, a neurologist or a neuropsychiatrist (up to 30 sessions). 2) the sessions must be provided by a psychologist/psychotherapist who is legally recognised in the country where he or she is practising. In this case, prior authorisation is always necessary.

If the sessions are provided by a psychiatrist, a neurologist or a neuropsychiatrist, prior authorisation is not required for the first 30 sessions.

i PMO CONTACT + 32 (2)29 97777 (WEEKDAYS FROM 09:30 TO 12:30).

Medical insurance office in Brussels



The medical insurance office is open to you for 5 half-days per week, no appointment necessary. A member of staff is there to answer your questions, provide guidance on matters relating to JSIS, and to deal with questions related to specific cases. Under no circumstances may the staff on duty help you to fill in your medical claims forms.

i WHERE? 29 RUE DE LA SCIENCE. NB. YOU NEED TO SHOW YOUR PENSIONERS' BADGE AT RECEPTION. WHEN? MONDAY, WEDNESDAY AND FRIDAY (09:30 TO 12:30), TUESDAY AND THURSDAY (14:00 TO 17:00).

Recognition of a serious illness



Medical expenses directly linked to a **serious illness** can be reimbursed up to 100 % (instead of 80 % or 85 %) providing the illness has been recognised as serious by JSIS. For the illness to be recognised as serious, it must meet the following four criteria: shortened life expectancy, illness which is likely to be drawn-out, the need for aggressive diagnostic and/or therapeutic procedures, and the presence or risk of a serious handicap.

This recognition has a time limit, the expiry date is given in the acceptance letter.

i +32 (0)29 97777 (WEEKDAYS FROM 09:30 TO 12H30).

Cancer Support Group



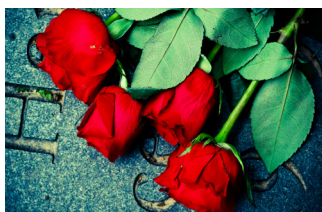
The **Cancer Support Group** is made up of both active and retired officials working on a voluntary basis to offer practical and/or emotional support to colleagues and their families who are having to face cancer. A Seniors section has been created for retired staff wishing to get involved with the association.

If you or a loved one is affected by cancer, or if you have direct experience of cancer and would like to help others, please contact the association.

i CONTACT: CANCER-SUPPORT@EC.EUROPA OR MARYPRESTON@OPTINET.BE +32 (0)2 29 80741.

e <http://www.cancer-support.eu/fr/>

En cas de décès



In the event of a death the family must inform the **Pensions unit** as soon as possible. The unit will send the family some very useful information, details of who to contact, and a list of the documents that need to be submitted such as the bank details of the spouse or heirs. Please note also that JSIS can assist with **funeral costs**.

i +32 (0)2 295 29 52017

Asbestos



Prolonged exposure to **asbestos** can cause serious health problems. People who started working at the Commission before 1992, and in particular those who worked in the Berlaymont building, are the most likely to have been exposed to it. If you think you have been exposed to asbestos, you can ask for a medical check to find out whether you have an asbestos-related condition. This is not compulsory. The relevant departments can also provide information on the presence of asbestos in the office where you worked.

i BRUXELLES + 32 (0)2 29 54444 - LUXEMBOURG + 352 4301 33116.

Asbestos: practical information



You can undergo a medical check at the Commission, paid for by the medical service. If you prefer to do it elsewhere you will be reimbursed afterwards although travel costs or any other related costs will not be reimbursed.

PMO processes the recognition of serious illness and occupational disease once a complete file has been submitted.

i BRUXELLES + 32 (0)2 29 20300 - LUXEMBOURG: +352 4301 32588.

Education allowance



According to the new Staff Regulations that entered into force on 1 January 2014, if you have children aged between 18 and 26 your entitlement to allowances comes to an end at the end of the month during which your child finishes studying. You will continue to receive these allowances until 30 November as it is possible that your child will continue his or her studies. Once you submit a new certificate from the educational establishment the allowance will be extended.

If your child stops studying before this, please inform us immediately so we do not need to recover any overpayment (from the first day of the month following the end of their studies).

i CONTACT YOUR MANAGER WHOSE NAME APPEARS ON YOUR BULLETIN BOARD?

Household allowance



You are entitled to the household allowance if you have dependent children within the meaning of the Staff Regulations or if you are married or in an equivalent partnership. However, if your partner works this will depend on their taxable annual income. If your partner is retired, you will be entitled to the allowance regardless of the size of their pension. Nothing is automatic. Please contact your pension manager. You can find their name on your pension slip.

i CONTACT YOUR MANAGER WHOSE NAME APPEARS ON YOUR BULLETIN BOARD?

Moving house



Your **removal expenses** are reimbursable up to three years after your retirement if you move from your last place of employment to your place of origin or to a place at the same distance or less.

You need to ask for a quote and then send it to us for approval. Then you have to pay the bill, which will be reimbursed by PMO. Please note that there are fixed ceilings for reimbursement. Details and the necessary documents are available on the website.

i BRUSSELS: +32 (0)2 29 97777 (9:30 TO 12:30)- LUXEMBOURG (+ 352 (4301) 34243).

✉ PMO-BRU-REMOVALS@ec.europa.eu

Legal advisory 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 4 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.

i CONTACT: +32 (0)2 29 66600 ✉ HR-B1-CONSEILS-JUR@EC.EUROPA.EU

Occupational activity after retirement



To exercise a mandate or engage in an occupational activity, gainful or not, in the two years following your retirement please inform your institution, which may object or impose certain restrictions. You will find the **steps** to follow and the **declaration of intention to engage in an occupational activity** on our website. Please note that you may be liable for tax on any income over and above your pension.

Also, even after two years former staff members are still duty bound to behave with integrity and discretion (**Article 16 of the Staff Regulations**).

i +32 (0)2 29 50067.

Back to School: bring Europe to your old school



Now you are retired, why not get involved with the **Back to School** initiative! Be an ambassador for the European Union and go and meet the pupils at your former schools to explain in a tangible way what Europe is. Advice and support materials are available to help you prepare but this is a voluntary initiative so any expenses incurred will not be reimbursed.

CONTACT THE COMMISSION REPRESENTATION IN YOUR COUNTRY TO FIND OUT MORE.

AIACE: International Association of Former Officials of the European Union



Created in 1969, AIACE has **15 national sections**. Its aims are to contribute to the study of European integration problems, defend the interests of former officials, and maintain friendships by organising a variety of activities. AIACE has signed a partnership agreement with the Commission and with other institutions. Important dates for 2014: Annual congress: 11 June (Brussels) - Swedish General Assembly (AG): 12 May - UK AG: 13 May - Irish AG: 23 May - German AG: 9 September - Austrian AG: 3 October

i INTERNATIONAL SECRETARIAT + 32 (0)2 29 52960

e <http://www.aiace-europa.eu/en/>

SEPS: Association of Seniors of the European Public Service



SEPS is a non-profit making organisation independent of all political, trade union and religious alliances and the European institutions. It does not receive any subsidies and has only limited logistical support. Its main objective is to defend pensioners' established rights: pensions, method of adjusting salaries to take account of the cost of living, sickness insurance scheme, etc. SEPS works to ensure that pensioners are effectively represented in the various joint committees and negotiating groups.

i INFO@SFPE-SEPS.BE - +32 (0)475 472470

e <http://www.sfpe-seps.be>

Individual top-up insurance



Now you are retired you are no longer covered by the statutory accident insurance. However you can take out accident insurance (medical care, lump sum in the event of accidental death or invalidity).

You can also still take out a top-up sickness insurance policy to supplement JSIS cover. SEPS has done a comparative study of the different policies available. For more information please see the [SEPS file](#).

i INFO@SFPE-SEPS.BE TÉL : +32 (0)475 472470.

The European Commission 1973 - 1986



Following the history of the European Commission 1958 - 1972, a new volume covering the period 1973 - 1986 will be available on 15 May. Collaboration between 15 universities along with the archives of the European Commission made it possible to produce this work consisting of the recollections of former Commission officials who were the main players during this period. This book, along with the first volume, is on sale on the [EU Bookshop](#) website for EUR 39.

Both volumes can also be downloaded free of charge from the website either as a pdf or as an e book.

g <http://bookshop.europa.eu/histoire>

Yammer After EC: YOUR social network



Yammer After EC is a discussion forum of the European Commission where you can exchange ideas, share articles, re-establish and maintain links with former colleagues. Especially dedicated to retired staff, it makes communication between you and with the institution easier.

To register, on the [site](#) enter your email address and 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

g <https://www.yammer.com/afterec>

Afiliatys



Afiliatys (formerly UPFE) is an association of officials and other staff members of the European Institutions whose aim is to facilitate the integration of its members in their host country. It is also involved in charitable and social activities.

It offers its members partnerships in areas as varied as insurance, travel, cars, culture and shows.

Please see the website for more information. www.afiliatys.eu

i INFO@AFILIATYS.EU +32 (0)2 29 85000.