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SENIORS OF THE EUROPEAN
PUBLIC SERVICE

SENIORS DE LA FONCTION
PUBLIQUE EUROPÉENNE

BULLETIN

ASSOCIATION OF SENIORS OF THE EUROPEAN PUBLIC SERVICE | JUNE 2025



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SFPE–SEPS IS AT THE DISPOSAL OF ALL ITS MEMBERS

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It is due for payment in January and no longer on the anniversary date of SFPE-SEPS membership. However, new members who register after 30 June 2025 by paying the membership fee, will not need to pay for the 2026 fee. The next payment will only be needed in 2027 fee.

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CHANGES OF E-MAIL ADDRESS

Urgent Call: Please let us know as soon as possible, if your e-mail address and/or private address has changed.

This communication enables us to maintain useful contact with you, without interruptions, and to prevent relevant communications from going astray.

The address for reporting any relevant changes is by e-mail:

info@sfpe-seps.eu

GENERAL DATA PROTECTION REGULATIONS (GDPR)

Dear Member,

We take the protection of personal data very seriously and we are committed to respect the General Regulation on the Protection of Data (GRPD).

Our contact information is used exclusively to ensure our responsibility towards you, as a member, for frank and transparent information on the activities of the Association and the decisions taken by the Governing Board.

The information you have trusted us with is used entirely for internal purposes.
It is not made available to third parties (PMO, DG HR,) without your express permission.

The Association commits itself to protect this information against any form of dissemination and not to make it available to anyone, except where obliged to under the law or when undertaking an act at your request, within the limits of the social objectives of the Association.

Of course, you can access, rectify, or delete this information at any time. You may object to the use of your information and have the right to withdraw your consent at any time by sending us an e-mail or a request by post.

Pieter Kerstens

For SFPE-SEPS Governing Board

DATE AND SETTING OF THE LOCATION OF THE NEXT GENERAL ASSEMBLY AND INFORMATION MEETING

Our next General Assembly will take place on December 9, in a large meeting room at the Inter Institutional Centre in Overijse and will be followed immediately by the Information Meeting.

As to the material organisation, our meetings will take place on December 9, in the customary format, including a convivial meal on the spot, at lunch time.

All affiliate members will receive the relevant information, including a detailed agenda and practical information on the logistics.

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1 EDITORIAL

Dear Members,

Herewith the latest edition of our Bulletin, the second of the current year.

The death, which occurred during Easter, of Pope Francis affects us all, including non-believers. The World has just lost one of the last Heads of state who devoted himself indefatigably to maintaining peace, encouraging dialogue and justice throughout the world. We have lost an individual who inspired tolerance, modesty and social interaction. We will miss him. Let us hope that his successor will continue on the same path.

As for the current geopolitical situation, it is deteriorating dangerously. It is forcing us to prepare for the worst and at the same time to come together, before it is too late, in order to avoid that worst situation. The European Union must remain calm, not panic and avoid provoking without cause, as well as defend our fundamental values whenever the need presents itself.

In this edition of the Bulletin you will read about the results of the **survey** we recently undertook about the possible **suppression of SMS** as a remote means to access administrative information that concerns us all. I would like to thank you all for the multitude of useful responses, which have allowed us to draw representative conclusions. On the basis of this I contacted the Administration with a detailed request, aimed at reversing the decision and retaining the SMS verification process as it stands, which needs to remain an integrated element of the multi-faceted authentication process.

It should also be noted that the existing MyIntraComm communication system is in the process of disappearing completely. In the next few months, you will see that a new information machine, named simply «intranet» will appear. We suspect there will be even less information to be found there than in the existing tool. We deplore the fact that pensioners have not been consulted except in the ultimate phase of this project, unfortunately without having had an opportunity to comment on either the contents of this intranet or on the deteriorating substance of the content offered. We will keep you informed of the next steps.



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Petrus KERSTENS
(Pieter, to his friends)

President of the SEPS-SFPE

The Administration has decided to go it alone and appears to know better than those directly concerned - us - what would potentially interest us. Such an approach seems to confirm the serious observations of the Vice-President of the United States earlier this year, who expressed serious preoccupations on the freedom of expression and on the elementary bases on which to remain usefully, yet indispensably informed, throughout The European Union (by right).

Finally, this Bulletin offers you a first chapter on the vast theme of «**return to the so-called Civil Society**» at the time of entering retirement, (re)integrating the national tax and local social security systems. This concerns us all, including those who are not changing their domicile at Retirement. Of course, things become even more complicated when returning to the country of origin, or another country entirely...

We intend to return to this subject in each of the next editions of the Bulletin, detailing the essential issues, country by country. We also intend to transform this information into technical information documents, which will become available on our website.

Thank you for your attention and enjoy the contents of this Bulletin

Cordially
Pieter Kerstens, May/June 2025

2 INTERVIEW WITH MARC MAES

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- Born in Brussels in 1948
- Stays in Mexico and the United States from 1963 to 1966
- Studied law at the University of Louvain from 1966 to 1971.
- Military service from 1971 to 1972.

- Stayed the Netherlands from 1972 to 1978. Worked for an insurance company. Analysis of insurance proposals and contacts with the head office in Paris and with the medical advisor. Dealt with legal issues. Handled complaints lodged with the Insurance Ombudsman.
- Return to Brussels.
Civil servant at the Belgian Ministry of Foreign Affairs from 1978 to 1980. Assigned to the translation department. Translation of diplomatic notes, treaties, speeches, etc.
- Joined the Commission in 1980. Assigned to the Legal Service, member of the team responsible for developing the CELEX database on Community law (now Eur-Lex). Subsequently responsible for training users of the Commission's documentary databases.
- Transferred to the Secretariat-General in 1991. Assigned to the Directorate responsible for relations with the European Parliament, the Committee of the Regions and the European Economic and Social Committee Monitored debates in the two committees, the Committee on and Parliament's plenary sessions.
- From December 2000, in charge of implementing the regulation on public access to documents of the European institutions (regulation 1049/2001). Responsible for the team handling appeals against refusals made by the Directorates-General to access requests. Preparation of final decisions adopted by the Secretary General. Handling complaints addressed to the European Ombudsman in the field of transparency. Collaboration with the Legal Service in processing annulment actions against negative decisions before the Court and the Court of Justice.
- Retired since July 1, 2013. Member of AIACE and SFPE/SEPS. Member of the Governing Board of SFPE/SEPS since 2014. Treasurer since 2017.

3 GENERAL ASSEMBLY OF MAY 20, 2025 – 10:30 to 13:00

1. SUMMARY OF THE GENERAL ASSEMBLY

INTRODUCTION AND OPENING

On 20 May 2025, we had a General Assembly of our Association, at the European Inter Institutional Centre in Overijse, to which members could attend either by being physically present, or remotely by the means of a Zoom-videoconference.

The meeting started with the usual formalities, such as the establishment of the quorum required for the legitimacy of the decision by the Assembly (which was largely acquired), the reported absences and the awarded proxies.

No participant has proposed complements or adjustments to the previously communicated Agenda. **The minutes of the preceding General Assembly, held on 10 December 2024, have been unanimously adopted** without the least amendment. The legally required conditions on formal regularity of the current meeting were thus met.

CLOSURE OF THE 2024 EXERCISE - DISCHARGE

The assigned auditors have verified the Association's accounts. They have issued a favourable opinion. Our treasurer, Marc Maes, has given a presentation of the main topics with the budget execution in 2024, in conformity with the documents made available to the participants.

The financial situation of the Association is sound and impeccable. The number of Affiliates continues expanding, which allows facing up to the effects of the global inflation without constraints to economize. Since there were no questions by the audience on the details, the accounts have thus been confirmed. Consecutively, the President has presented the 2024 Annual Report, as well as the 2025 Intermediate Report concerning the first months of 2025.

On proposal of the President, **the Members attending this Assembly have awarded**, without the least opposition, **the Discharge for the Administrative and the Budgetary Execution during the calendar year 2024**. The Members did not raise any questions.



ADMINISTRATIVE MATTERS

The President explained the need to implement a clear and efficient Contingency Plan, in view of preventing the improvisation of creative solutions at the occurrence of extremely serious circumstances, like pandemics or martial law conditions or even warfare. The Association needs to be prepared to resume its functioning under any circumstance, including the unexpected unavailability or disappearing of its managers, like its President, which requires the assignment of proxyholders for all functions.

The Section SEPS-Italia has formally been established. Their treasurer, Marc Wilikens was attending this Assembly. Mr Wilikens gave a presentation on what is happening in Ispra, and on how his section functions. He has confirmed the need for a sound and productive collaboration amongst the distinct Sections. The issue of the conversion of our Association **as ASBL into AISBL** has thus fully resurged.

The Assembly will be called on this, in any case, to give its opinion with a qualified majority, on the alternative solutions to consider. Moreover, the advice of external experts will timely be taken (amongst whom a specialized notary), in view of avoiding inadequacies.

The financial consequences of such a step will be evaluated in advance. The material implementation of an AISBL will unavoidably bring about issues on our internal administrative



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organisation, with the aim to clearly define who does what and who is accountable on what: like the management of the Bulletin, the website, and the common Budget. All that will be studied and submitted for approval to future General Assemblies.

INSTITUTIONAL ISSUES

Since last December, there is nothing much to report on the new Conventions with the great Institutions. It is ongoing, and we await the favourable feedback on the formal signature of the already submitted draft documents. In the meantime, the perspectives to launch a Luxembourg Section seem to develop in the right direction.

The collaboration with the discretionary administrative services occurs in a normal way, and we are grateful for a good understanding. This being said, we are watching with great concern the roll-out of new information channels, which risk to further reducing the access into information essential to post-active personnel. The recourse to the so-called Cloud, in subcontracting to external companies, does not really put us at ease.

Our actions to limiting damages, by the means of direct addresses to the Top Hierarchy, do not seem to result in the expected results (yet). The suppression of SMS at EU-Login made us organize a poll, of which the outcome to maintaining the SMS is clear. DG HR and DG Digital Services have been formally requested by us with maintaining the SMS.

CURRENT ACTIVITIES – COMMUNICATION

Our Association continues to deliver presentations in the framework of the Retirement Preparation Seminars and on Complementary Sickness Insurances. The number of interventions

performed by our volunteers is constantly increasing. Since this year we also deliver these services to the European Parliament and occasionally also to other Organs of European Union.

Our website continues developing. The extension of its content into German and Italian languages takes gradually shape. The Bulletin is edited four times per year, in a physically reduced format, but edited with quality and diligence by the teams of OIB, to whom we are most grateful. The Bulletin will remain the granted and preferred link with all Members for whom the use of standard IT-applications is difficult or impossible.

As to our Legal Assistance, one must observe that the temptations in Member States to cease fully respecting Protocol Number 7 on Immunities of EU Personnel with the corresponding case law are boosting, and that our reaction to that will soon be translated in the form of legal actions, which will be materially supported by our Association.

The non-recognition of the Sickness Insurance Scheme takes increasingly sharp effects: on the one hand from the digitalization of the recording of the provided care; and, on the other, by the constant deterioration at the PMO, with a laissez-faire (from an acute shortage in permanent staff at the three settlement offices). Furthermore, the current demographic evolution brings unavoidably with it an increase in requests and in complexity of files. To be followed, including legal response. . .

2024 ACTIVITY REPORT

ORGANISATION AND OPERATION OF THE ASSOCIATION

There have been two statutory General Assemblies, respectively on 04 June 2024 and on 10 December 2024. These meetings went well, including the option given to members to connect remotely and take part by the means of a videoconference.

At the first assembly, the members have approved the account for the exercise 2024 as well as the annual report drafted by the President and consecutively awarded the budgetary discharge to the Administrators. Such has been communicated to the Belgian authorities discretionary for the follow-up of the Association, within the legal deadline, which is each year 30 June.

The second assembly approved the **2025 Work Program and the corresponding budget**, including an extra-ordinary

part for legal assistance by an external attorney of law, when necessary. Also, it confirmed the appointment of two new coopted members of the Governing Board, Messieurs Bronkhorst and Selvagio. Mr Selvagio is President of the Section Septs-Italia, and Mr Bronkhorst is our permanent representative in the interinstitutional Technical Remunerations Group (GTR).

In December, the Assembly appointed Mr Scheyvaerts as new budget controller for the accounts. He replaces Mr Bronkhorst, who from having joined the Governing Board ceased being statutory eligible for exerting the verification of the accounts.

The positive effect from the constant growth in number of affiliate members allowed us to increase the budget, which has proven indispensable to face the steep increase in amounts billed to us by our external providers, from the high inflation. This complementary budget space allowed us to avoid cutting back on our statutory and permanently ongoing activities. Just for the record, we do not benefit from any subventions, and the functioning is exclusively ensured by non-remunerated volunteers.

During the year, the Governing Board convened four times, fairly spread over all the quarters. The meetings went well, in constructive and solidary mood. The good collaboration and togetherness amongst the members have proven indispensable to optimally absorbing the administrative shock caused by the resignation for withdrawal of our founding President, Serge Crutzen, end of 2023.

Another choc came up in September 2024, from the non-anticipated passing of Yves Castel, Member of our Governing Board. This event has deeply affected all of us: Yves continues to be missed, every day.

The new « Section » based in Ispra, SEPS-Italia has sustained its development and increased its number of affiliate-members. This new Section is preparing its official position of an Association under Italian Law, and, to that end, a constitutive meeting has taken place on 26 September 2024. The President of the SFPE-SEPS attended it, to express his support.

DEFENCE OF THE ACQUIRED RIGHTS OF THE AFFILIATE MEMBERS

The Defence Group was not required to come together at all. All over 2024, the threats and the feared overnight changes to the Staff Regulations of the Officials and the Other Agents of



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the European Union did not materialize and social peace could be maintained. Two remuneration adaptations did occur in the course of 2024, which were implemented in perfect conformity with the standing rules under the **Method**.

As to the Sickness Insurance Scheme, the JSIS, the current discussions on the modernisation of the General Implementing Rules have proceeded. At the General Board of this Scheme, our Association has been very well represented by its chairperson, our own Monique Breton.

However, the expected progress on the international recognition of the JSIS still failed to come true, at all, for the least not in the form of a solution applicable to the totality of the European Union, nor for our members. The PMO did concentrate on finding solutions at Member State level, during 2024 more particularly concerning Belgium. In our view, such is not the right approach. Apart from the huge loss in time and energy, the envisaged solutions seem no other than patchwork. Moreover, the project in Belgium does not seem to be making considerable progress.

The adverse effects at the cost of Personnel and of retired staff, from the infringing of Regulation 883/2004 of the Commission which is the consequence of the non-recognition of the JSIS, continues to exist. Even worse, the context seems to deteriorate from the popping up of serious obstacles to the affiliates, in particular in Italy (suppression of the social badge) and in Poland (access refusal to all care). Furthermore, we consider direct billing not like a favour or a service, but rather as a fundamental right.

On a different playground, the questions raised on institutional **multilingualism** and on the **services offered by the PMO** (at holiday periods and in weekends), have not benefited from satisfactory answers, which continue causing serious concerns.

Later, we had to observe that the PMO, just like at the preceding exercise, allowed itself to completely suppress all its services

between Christmas and New Year, without operating the least duty service for urgencies. We cannot accept the continuous degradation of the services that we would normally be entitled to expect.

As to legal assistance, during 2024, there have not been many cases requiring specific interventions by our external lawyers. The contacts with Ms Levi, who has become our new external attorney at law, in succession to Mr Mourato, have been translated into a formal convention. As soon as a relevant case pops up, we will mobilize her.

The direct support services to affiliate members finding themselves in urgent difficulties or having been left without helpful answers by the Administration have been maintained with the help of volunteers. The mobile stand-by phone of our Association has proven its added value. Thus, it has proven possible to assist many colleagues exposed to accidents, direct billing, and deceased next-of-kin.

The same goes for the distribution of explicative folders and administrative forms, like the ones for the reimbursement of medical costs. The multiple interventions by our ambassadors at the PMO have been widely appreciated.

The gradual decline of the services by the PMO, which are continuously less person-to-person, do permanently increase the calls on our volunteers to bring help.

TRAINING AND COMMUNICATION ACTIONS

On the website of the Association, the version in German and Italian are taking shape and those will be completed in the course of 2025. The content of the website has not evolved as rapidly as hoped, but the efforts initiated in 2024 will be continued in 2025. We will fulfil our commitment that all documents published on our website can be found in the four available languages.

As to the Bulletin, logistical constraints force us to restrict to the publication in two languages only, English and French. We are grateful to the OIB for their good services, as well as to the required support provided by unit HR.D.2.

In 2024, 4 editions of the Bulletin were issued, like planned. The association sticks to producing four editions of the Bulletin per



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year, which allows to uphold a direct and periodic communication with all affiliate members, more those for whom electronic communication tools are neither possible nor accessible. The Association makes from this a major issue: never neglecting this relevant group of its members!

The participation of the SFPE-SEPS to the Seminars on Retirement Preparation at the European Commission and at the Council of Ministers has been continued to the full satisfaction of all concerned parties. In 2024, the number of interventions by our representatives into those events did significantly increase.

The locations in Luxembourg and Ispra have not been forgotten. The offer in trainings will in 2025, further steeply increase, including at the European Parliament.

In April and June, midday-conferences were organized in Brussels, coordinated by the Trade Union R&D, in which our Vice-president Jean-Pierre Amond gave presentations on complementary sickness insurances. On session was held in English language, whereas as the other took place in French. In addition to the persons attending it in the meeting room, at each event about eight hundred participants took part by the means of a remote connection.

4 INFORMATION MEETING OF MAY 20 – 15:30 to 17:30

—> SUMMARY OF THE INFORMATION MEETING

STATUTORY ISSUES

Our representative at the Technical Remuneration Group, Jan-Willem Bronkhorst, informed us that there will be no intermediate adjustments of the salaries and the pensions by mid-2025. Considering the inflation rates in Europe, one can anticipate a positive adjustment of the monthly amounts, following the Method, by the end of 2025. Its size will be determined ulteriorly.

With respect to the international recognition of the JSIS, no noteworthy progress seems to have been achieved. The situation of the sickness insurance in Italy remains open.

PRESENTATION BY THE FRONT OFFICE WITHIN PMO UNIT SICKNESS INSURANCE

Ms Maria-de-Fatima De Almeida Gomes, Head of Sector of the Front Office of the Sickness Insurance Scheme joined us to deliver a presentation of the teams and the functioning of the services within her discretion.

With support of PowerPoint slides we have received explanations on the working domains and the Customer Services which depend on the three settlement agencies of the JSIS. Ms De Almeida has stressed that her teams were not involved in IT or in pension issues and that the key role of the Front End focused on the Sickness Insurance Scheme.

Multiple questions were brought up by the participants, amongst which: weekend duty-services, direct billing, proxies to third persons, use of paper documents, and the possibilities to contact directly the PMO. Ms De Almeida has taken all her time to answer to the questions which were in her discretionary field.

The attendants have learned a lot of information which was prior not or insufficiently available. The presentations by Ms De Almeida have been highly appreciated by all participants and the Front-End Sector will, in future, be invited again to join us on instructive and constructive exchanges.



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STATE OF PLAY AT THE JSIS

Monique Breton has given an introduction of the main issues which concern the affiliates at the JSIS. In her speech, there has been attention on the application of articles 72(3) and 72(4) of the Staff Regulations, material difficulties in some Member States, like Italy in particular, on the refurbishing of the General Implementing Rules, on problems with the follow-up of reimbursements and on the implementation of the complementarity of entitled persons.

The issue of the reduction of access into relevant information in tools like MyIntraComm has also been elaborated. Finally, there has been an exchange on the services offered to affiliates residing outside the Union and overseas.

The attendees to the meeting support the taken approach that it is paramount to work towards an international recognition of the JSIS, which is in future fully entitled issuing S1-Form. Currently, we are affiliated to an outlaw Sickness Insurance Scheme. Such is most unsatisfactory. A sharp and sustained follow-up on this is at hand, without delays.

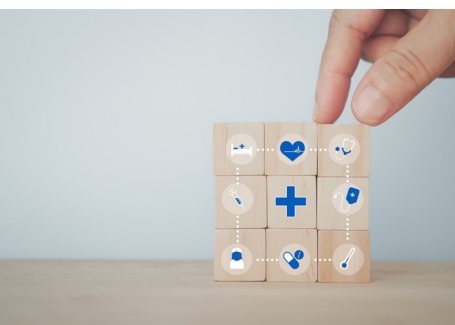
5 OUR ITALIAN PAGE



SEPS Italia organized a “preparation for retirement” seminar on April 9, 2025 at the Commission’s joint Research Centre site at ISPRA

The seminar, the third such retirement seminar offered by SEPS Italia, was held with physical presence and saw the participation of over 30 colleagues aged 55 and over.

As an association, SEPS Italia has now decided to continue to provide this service twice a year because the administration provides only online videoconference-based courses for colleagues at remote sites and, for this type of seminar, the physical presence is a really important factor for staff members planning the next steps in their lives.



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THE FOLLOWING TOPICS WERE COVERED AT THE SEMINAR:

- 1 When and how to decide on the retirement date
- 2 How to calculate pension entitlements
- 3 Rights of pensioners
- 4 Obligations for pensioners
- 5 Supplementary and accident insurance
- 6 Information on support and services provided by European Institutions
- 7 Practical tips for well-being in retirement
- 8 Details on practical procedures
- 9 Brief overview of taxation and inheritance

Participants expressed their strong appreciation for the seminar, which they felt provided a comprehensive overview of the decisions they will need to make before their retirement.

The topics that generated many questions were those related to supplementary insurance (to be taken out before retirement), the calculation of one’s pension entitlements, and the choice of where to establish residency after retirement.

Individual appointments were scheduled for seminar participants who needed clarification regarding their specific situation.

A new session of the seminar is scheduled for October 2025.
For information, please write to seps.italia@gmail.com

Gianfranco Selvagio
President SEPS Italia

6 JSIS USEFUL INFORMATION

—> PRACTICAL INFORMATION ON THE PROCEDURE, REIMBURSEMENT RATES FOR PHARMACEUTICAL PRODUCTS, AND EXCEPTIONAL CASES.

The Joint Sickness Insurance Scheme (JSIS) reimburses pharmaceutical products in 3 categories:

- medicines registered as such and with a marketing authorization;
- pharmacist's magistral preparations whose ingredients have proven their efficacy and safety;
- homeopathic or phytotherapeutic preparations, or mother tinctures, whose efficacy and safety have been scientifically proven.
- **Homeopathy:** only tubes of granules and doses of globules of common-name homeopathic strains are reimbursable, in dilutions greater than or equal to 2 CH and 4 DH. All other dilutions (notably K dilutions) and other homeopathic medicines (notably homeopathic preparations) are non-reimbursable.

The list of reimbursable pharmaceutical products is regularly updated to include new reimbursable products (marked in the table with a "Y" in the last column) that come onto the market, and to remove products that no longer meet the reimbursement criteria laid down in the General Implementing Provisions (GIP).

Step 1: Apply for prior authorization. Check the list of pharmaceutical products (also available on JSIS online) to see whether the product you wish to have reimbursed is subject to prior approval before purchasing it. Please note that these lists are not exhaustive. If the product requires prior approval, scan the medical prescription and upload it with your authorization request to JSIS online.

Step 2: Claim reimbursement. If necessary, wait until you receive authorization from the liquidator's office. Then submit a claim for reimbursement, enclosing the invoice or pharmacist's receipt (model 704 / appendix 30 / BVAC). For countries where no such receipt exists, you must enclose the medical prescription (authorized copy) and the original invoice (if in doubt, read our tutorial on supporting documents). Send all documents to your settlement office.

CONDITIONS FOR REIMBURSEMENT

Pharmaceutical products must:

- be prescribed by a doctor (or any person authorized to prescribe in their country);



- be dispensed by a pharmacist, doctor, or organization authorized to dispense medicines, within a maximum of 6 months from the prescription date. The following pharmaceutical products always require prior authorization on presentation of a medical report;
- weight-loss products;
- anti-aging hormone treatments not justified by an objective hormonal deficiency;
- growth hormones;
- products used in the symptomatic treatment of male erectile dysfunction when impotence is the consequence of a serious illness;
- specialties which have been granted marketing authorization as pharmaceutical products;
- but which are used outside their recognized medical indication, for the same purposes as the products mentioned above (including hair care products);
- certain dietary and hygiene products if they are considered essential for survival.

These products are reimbursed even if not purchased from a pharmacy, a doctor, or any other approved organization or system authorized to dispense medicines.



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They include:

- ▶ special products for enteral feeding or parenteral nutrition, i.e.:
 - ◆ hypercaloric or hyperprotein liquid foods prescribed in the aftermath of radiotherapy, chemotherapy or primary surgery;
 - ◆ special milks consisting of semi-elementary preparations with a very high degree of hydrolysis, in cases of prolonged diarrhea caused by severe allergy to cow's milk or soy, or in cases of anaphylactic shock, intestinal malabsorption or inflammatory bowel disease;
 - ◆ special foods for metabolic diseases;
 - ◆ disinfection or hygiene products essential for the treatment of certain serious illnesses, such as nosocomial diseases.

REIMBURSEMENT RATE

Pharmaceutical products are reimbursed at 85% (100% in the case of serious illness).

NON-REIMBURSABLE EXPENSES

Even when prescribed by a doctor, certain products are never reimbursed:

- cosmetic;
- hygienic;
- aesthetic;
- dietetic;
- comfort products;
- tonic wines and liqueurs;
- organotherapy products.

7 HR/PMO INFORMATION

→ SUPPORT SESSIONS ON THE ALTERNATIVES TO SMS AUTHENTICATION IN EU LOGIN

The PMO is organising a series of support sessions on the alternatives to SMS authentication in EU Login, which, as you have been informed, will no longer be available from 1 July 2025. The aim is to help pensioners update their authentication methods and maintain uninterrupted access to the European Commission digital services.

Dear Madam, Dear Sir,

The interactive, hands-on group sessions will take place online and in person (in Brussels, Luxembourg and Ispra) during April, May, June and July. They will include demonstrations, step-by-step instructions, and Q&A on the authentication methods and the difficulties you may have encountered.

STEPS TO FOLLOW

- ❶ **Please first read the Interactive step-by-step guide and check what authentication methods you can configure.** This can help you choose and set up yourself a new authentication method, without having to attend an interactive session.
 - ❷ **If you still need assistance,** you can choose a date, time and language (FR or EN) and book your slot in the **support session calendar**.
 - ❸ **Check your email for confirmation** with date, time and address (for in-person sessions) or a meeting link and Webex instructions (for online sessions). **Please read these instructions carefully** as you should be able to use Webex to join the online session to get the most out of your participation.
- **There is no deadline to update your authentication method: you can do that at any time after 1 July. However, this may temporarily disrupt your access to the Commission's digital services.** We therefore advise you to take the necessary steps in advance and we remain at your disposal to support you during this transition.

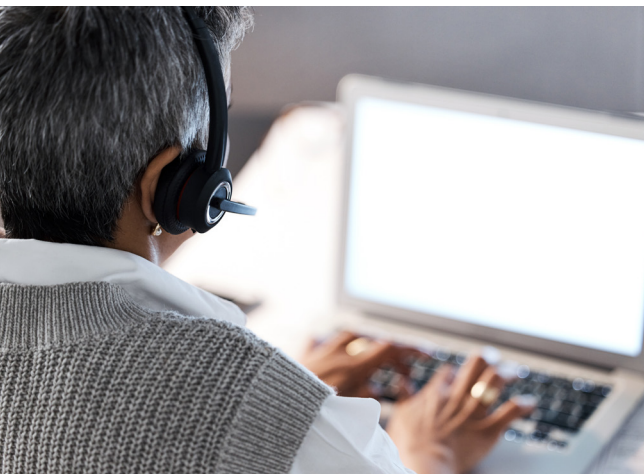
FREQUENTLY ASKED QUESTIONS

- ❶ **Why does SMS authentication have to be phased-out?**
The decision of the European Commission is based on the latest cybersecurity assessments. SMS authentication no longer provides adequate protection of your sensitive personal information and data. Find out **more details** from the Directorate-General for Digital Services.

IMPORTANT

- **The PMO is offering these support sessions in addition to the existing support** via the PMO single number +32 229 11111 and via email at PMO-IT-APPLICATIONS@ec.europa.eu.
- **SMS authentication will remain available until 30 June** included, and if you set up a new authentication method in the meantime, you will have uninterrupted access.





© Adobe Stock

❓ Will I lose access to JSIS online, SYSPER Post-activity, Staff Contact and other important applications if I fail to update my authentication method before 1 July?

Your profile and data in these applications will remain unchanged. However, after 1 July, you will need to set up a new authentication method in order to have access to all your applications as before

❓ What if I am not comfortable with the modern IT devices and technology and cannot make any of the alternative authentication methods work for me?

There are several alternatives to SMS authentication, and while some require good IT skills and advanced use of

mobile devices, others are much easier to use and require no special skills. The PMO can guide you step-by-step through the installation and use of the method that best suits your skills and the type of your computer, laptop, or mobile device.

❓ I have visual or other health issues that make using computers or smartphones very difficult or impossible. Will I still be able to get reimbursed for my medical expenses, access important documents, and contact the PMO for information and assistance?

Of course you will. While the PMO continues to move toward more environmentally friendly, paperless processes, we are aware that this can be particularly challenging for older pensioners and for those with specific health issues. This is why we are maintaining the option for them to submit paper claims and to exchange documents with the PMO by post. Support is also available via our single number +32 229 11111 where you can call for information and assistance.

STAY TUNED!

Check the EU Login page of the PMO Service Guide regularly. It is accessible without authentication and will be updated as new information becomes available.

—→ **THE OPINION OF OUR AFFILIATES ON THE SUBJECT | CONCLUSIONS ON THE RESULTS OF A SURVEY**

OBSERVATION

After having reviewed the results of the survey and the conclusions of the vast majority of responders, it is clear from them that the majority feel the same way, regardless of age, language, and in particular regarding age - health concerns - the use of IT tools, etc. In addition, they ask whether pensioners have been asked to participate in tests before any new technology products are rolled out.

By 7 April 2025 more than 150 members had responded to the survey and most of them had added observations.

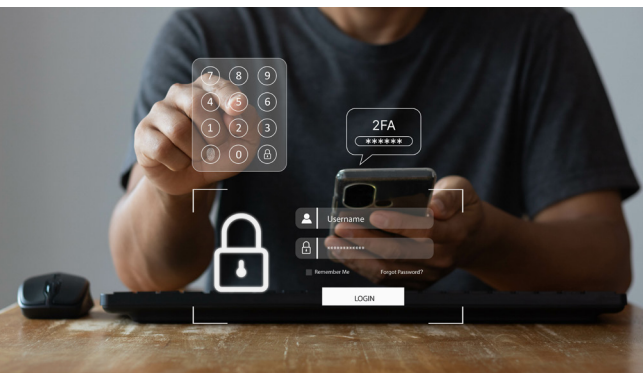
RESULTS TO DATE FROM COLLEAGUES WHO HAVE RESPONDED

① Age: colleagues

- Some have witnessed the arrival of IT, a good number, however, have not
- Some think that the Institutions do not take account of the age of people and the repercussions this has on their ability to assimilate new information
- Growing old makes comprehension of changes even more challenging

② Impossibility to use informatic tools correctly

- Handicap, illness or limited mobility



- b. Repercussions of individual issues resulting from the former work environment
- c. Need for an external person to introduce documents to the Commission

③ Renewal of equipment

- a. Purchase of new equipment, also for the spouse and potentially for a third dependent person, namely with regard to their personal identification, when the equipment no longer permits certain changes.
- b. For some people, this means requiring the help of a third party to manage the computer application.
- c. When the hardware does not allow it

④ Lack of help from PMO and the Help Desk

- a. for the majority the assistance provided by the services of PMO is often not adequate
- b. The length of time it takes to receive a response via the single number system frequently leads to giving up entirely

⑤ Identification system of the bank is simpler than the system to be put in place by PMO

- a. Some colleagues ask themselves why the system to be introduced by PMO is more complicated than the identification process required for on-line banking

⑥ Colleagues who live scattered around the globe

Colleagues who live outside the EU and who are obliged to communicate by internet find these changes hard to implement

⑦ Relation with IT Colleagues

- a. Retired colleagues who seek help from IT colleagues

request patience and empathy from young technical colleagues. They feel that certain young technicians do not take account of their user needs and diversity

- b. with some IT staff, it feels as though their main concern is to demonstrate how indispensable they are.



CONCLUSION

Regardless of a very small number of pensioners and a growing number of active staff who regularly use information tools, the vast majority of colleagues who responded to our survey, deplored the need to waste time on relearning something new instead of being able to visit colleagues in need or to simply enjoy the sun when it is there. There are even some who renounce their rights because the systems have become too complicated. There are many who ask : that the SMS system be maintained, or that the two systems be allowed to co-exist. The alternative is a return to the paper format.

—> OPERATIONAL RISKS AT THE COMMISSION FROM IT CLOUD-SOLUTIONS (FOLLOW-UP)

In the last edition of our Bulletin, we addressed the risks enhanced from the roll-out by the European Commission of new IT-tools, which are operated by subcontracted firms on servers external to the Institution, in conjunction with the new Cloud architecture.

Please find here the core part of the communication received from the Administration:

The European Commission acknowledges the risks associated with outsourcing of operations; therefore, our contracts are carefully negotiated to include strong commitments from the providers as well as effective technical and organisational safeguards. The Commission's contracts with Microsoft and *ServiceNow* (2) are no exception...

The *ServiceNow* platform used by the European Commission is entirely hosted in European Union data centres (in Amsterdam and Dublin) and *ServiceNow*-supported services or platform monitoring teams are sourced from within the

European Union. Processing operations, whether related to personal data or non-personal data, are restricted within the European Union.

Only part of all HR related solutions is developed on the *ServiceNow* platform. Most of our solutions, however, use a hybrid architecture model. In this setup, *ServiceNow* acts as the system of engagement, providing web interfaces for end-user interaction, and as the system of action, establishing business processes for data exchange. The business logic and its foundational data are generally stored outside of *ServiceNow*.

This statement satisfies our preoccupations only to a limited extent, since no rock-solid guarantees can be provided against potential abusive practices by global powers located outside the Union. The European Commission is fully aware of the existing risks, but it insists on reassuring us that we will not end up as victims of that.

—> TECHNICAL DIFFICULTIES WITH THE PAY OF THE PENSIONS, END OF APRIL 2025

You will have noticed that the effective payment into your private bank-account of the pension amount due for the month of April 2025 has been delayed for several days.

The Administration has shown much discretion about the causes, which seem to come forth from the implementation of the brand-new accounting system, called SUMMA. In addition to that, there has been the unusual payment of the last component of the Method already set at the end of 2024; and the one-off recovery of undue parts of family allowances relative to Belgium having been paid since 2019.

Being aware on the ongoing difficulties, our President did address a note to the Director of the PMO on 29 April, requesting him to resolve the problem within 24 hours. One must conclude that such has indeed been managed, still within the normal statutory delays, and that all has returned to normality. We express our gratitude to the teams of PMO and of DG BUDG for their efficient and relevant interventions. Simultaneously, we deplore an obvious lack of communication shown by the Administration, which would, otherwise, have prevented the occurring of the bulk of major preoccupations with our members.

8 WHAT TO DO WHEN YOU RETIRE IN ANOTHER COUNTRY?

1 ISSUES TO BE CONSIDERED ON REINTEGRATION IN A NATIONAL CONTEXT AFTER RETIREMENT

During your active service in one institute or agency of the European Union, national authorities have or did not show much interest in your tax position for income and inheritance tax or social security benefits, having mostly a virtual address in your country of origin for these purposes as laid down in the (PPI) Protocol on Privileges and Immunities (except for spouses in an activity under national law being able also to claim family allowances for dependent children). Local taxes for real estate, environment and waste on the other hand are always due in the country of residence.

After leaving this cocoon of semi diplomatic status a lot of misunderstanding exists under (new) pensioners on the consequences returning under national citizens' conditions even if you remain in the country of your (last) EU activity. In this article a non-exhaustive list of actions and information will be supplied to facilitate your reintegration.

- The first action to take is to register (preferably a few months before) with the local community or if registered as an EU employee to inform them of your retirement. Most pensioners remain in the country of their last activity before taking a decision to return or not to their country of origin or third-member state. Due to the extension of digital applications by national public services, an identity card or EID (Electronic Identifier) can help you to communicate easily with national institutes, supplying facilities for financial transactions, medical personal files, certificates (for e.g. residence of being alive for pension purposes even in your country of origin).
- Prior to retirement searching for information on social security benefits, organization can be obtained by starting in an EU database called MISSOC. This database supplies tables in a menu under excel easily to be found typing MISSOC tables in a browser (like google or Firefox etc.). Often pension institutions and rights acquired in your country of origin prior to your EU career can be retrieved. Always ask the local administration authorities how to contact the pension institution carrying out the European Coordination Social legislation (including also Iceland, Norway and Switzerland being member of European Economic Area)
- Also, it can be advised to investigate the income-, capital- and inheritance tax situation in the country you'd like to Live, or you plan to go in the future as for pensioners the tax and social domicile is in the country of residence and no longer automatically in the country of origin.
- Being registered as resident implies also possibilities offered on subvention for energy, vaccination programs, easy access using your EID in medical institutions, libraries and public buildings. Even accessing your files in JSIS online or My PMO can be realized using EID on a laptop or computer in combination with EID facility on your cell phone.
- To avoid unexpected situations, do check whether your legal documents are valid in the country of residence like a will, act of divorce and investigate the legal ranking of heirs and conditions of inheritance that will be applied. If this complies with rules for these issues of your country of origin within the EU, if this is not your country of residence you will need a European certificate of succession. A special form has been developed as an annexed to the Council Regulation 650/2012.
- If your spouse does not have an income from activity or retirement benefit and is recognized as fully covered, this might change in case she or he qualifies for pension acquired previously for the cover of JSIS and in most cases being modified in a complementary cover. In case the contributions for a national scheme are disproportional in relation to your pension and the possibility of exemption exist and approved, a request for continuation of full cover can be introduced at JSIS. National cover on the other hand often offers better and cheaper access to medical interventions (not being forced to go private) as JSIS is often still considered as a private insurance scheme not recognized as a public (special scheme for EU staff).
- This notice is hopefully a first start off for reactions from our members (using our email www.seps-sfpe.eu) on

experiences, best practices and solutions they encounter in frequently asked questions or specific information articles in our bulletin by country in relation to EU emolument or national public services (like tax authorities, medical institutes, social help, but also IT-issues etc.).

JW Bronkhorst

2 PENSION REGULATION: ALLOCATION OF SUPPLEMENTARY ALLOCATION OF SUPPLEMENTARY QUARTERS

The case concerned a husband who, after 14 years working in France, had become an EU civil servant. He had been subject to French social legislation, but had transferred his French pension rights to the common EU pension scheme.

In France, you need at least 167 quarters (this number depends on the year of birth) to obtain a full pension for a full career.

The wife who has children obtains 4 quarters for the birth and 4 quarters for the education of each of her children.

Article L 351-4(7) of the French Social Security Code reads as follows:

'When the retirement pension is paid, the increase provided [for education] cannot be awarded to either of the parents if each of them does not have a minimum insurance period of two years with a legally compulsory pension scheme of a Member State of the European Community or party to the Agreement on the European Economic Area or of the Swiss Confederation.'

However, the head of CARSAT refused to award the 'education' quarters, claiming that the two years of membership had to be proved 'at the precise moment' when the pension was paid.

She, therefore did not want to take into account the years during which the husband had been subject to French social legislation. She added that the European Commission has its own scheme, which is not coordinated with the French general scheme

Having consulted me, we jointly drafted a letter addressed to the Chairman of the Amiable Appeals Commission de la CARSAT.

In the first part of the letter, the interested party argued that the words 'at the precise time' were not to be found in the text of the aforementioned article of the Code. She then analysed the text and concluded that it should be read as follows: It then analysed the text and concluded that the text should be read as follows: 'when each of them does not justify, in the course of his career, a minimum period of assistance of two years'.

We then argued that there should be no discrimination between employees of a European institution and nationals of the Member States.

We cited the ECJ ruling of 16/12/2004 - C-293/03 (MY v. Belgian National Pensions Office).in which the Court ruled, at paragraph 48, that 'such consequences' [i.e. Belgium's refusal to take into account the years worked for a European institution] could not be accepted in the light of the duty of loyal cooperation and assistance incumbent on the Member States towards the Community and which finds its expression in the obligation, laid down in Article 10 EC, [now Article 4(3) of European Union Treaty] to facilitate the achievement of its tasks' and concluded as follows

«Consequently, it should be stated in response to the question posed that Article 10 EC, in conjunction with the status of [European Union officials], must be interpreted as opposing a national regulation that does not take into account the years of work that a Community national has completed in the service of a Community institution for the purpose of entitling them to an early retirement pension under the national scheme.»

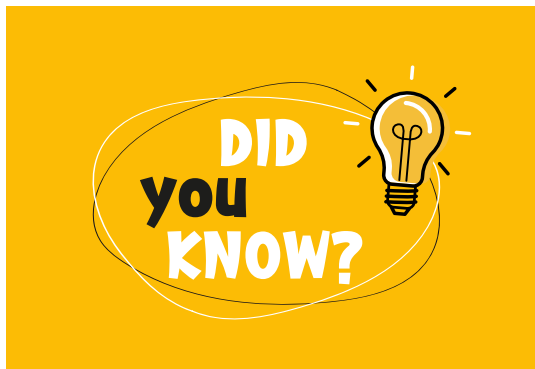
In the case in point, these were the years taken into account for an early retirement pension, but obviously these years are also taken into account to meet social security requirements, in this case the entitlement to increased pension quarters for bringing up children.

The interested party's letter was sent on 17 June 2024 and the Amiable Appeals Commission, 'after an in-depth examination of the question raised', decided to award the 12 'education' quarters to the interested party.

The arguments underpinning this decision have not been revealed. In any case, it is another victory achieved with the help of the SFPE /SEPS that can benefit others in the same situation.

H. Smets

9 DID YOU KNOW?



—> ARTIFICIAL INTELLIGENCE

Artificial intelligence (AI) has been with us for years. It is also at the heart of discussions within the European Commission, notably within the context of the daily management of our **JSIS**, including the implementation of the automatic translation of all communications into all the official languages.

As with all innovations, we may believe this revolution will provide us with useful tools and make life easier for us in certain areas. However, we must not forget that any innovation will also impact men and women who have certain rights, irrespective of whether they are of working age or retired. All of them must be respected.

According to the article *“Artificial Intelligence: Opportunities and risks for workers”* recently published by the

—> SENIORS SPACE IN BRUSSELS

Are you aware of this space? It can be found in the European Commission building at the Avenue des Nerviens 105, on the ground floor, office 00/38.

This space is open from Monday to Friday from 9 a.m. to 6 p.m.

This room contains 4 separate PCs which are available for all colleagues. Some come not only to work on personal documents but also to keep up with internal information or

Austrian Federal Chamber of Labour – Brussels Office, this Chamber of Labour (AK) demands that measures be taken to render AI human-centred. To quote from their communication:

“The European Commission’s work programme for 2025 does not contain any proposed legislation towards this end. However, the executive Vice-President of the European Commission in charge of social rights, competencies, quality employment and social protection, Roxana Minzatu, was mandated to examine the impact of digitalisation on labour. In this context, ‘potential legislation’ on AI at work was mentioned.”

As pensioners we are subject to the same Staff Regulations as our active colleagues. In addition, we must use the same digital instruments and others as they do.

We are available to assist the Vice-President, to help advance this matter constructively given that pensioners are directly concerned by the use of AI, as it is being deployed by the Commission, for the management of their individual rights. This implies finding solutions to help former colleagues and to create programmes and applications which take account of their difficulties related to age, notably such as degenerative illnesses like arthritis, visual decline, reduced concentration span, etc., but also in order to establish a solid contingency alternative in the event of possible blackouts in digital connections.

to contact PMO in connection with their requests for reimbursement. A photocopier is also available for those colleagues. Our volunteers are there to solve certain material problems and also to respond to questions concerning the Staff Regulations by mail or by telephone.

This service has now been extended to the free application **WhatsApp** on extension **+32 (0) 475 472 470** or **by e-mail to info@sfpe-seps.eu**.

10 CALL FOR VOLUNTEERS



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Dear colleagues,

We still need volunteers but currently this voluntary work will focus on helping colleagues who have problems with:

- Contact with PMO
- Filling in documents
- Etc.

This is because we would like to be able to offer more personalised assistance to retired colleagues who need help, and we would like to organise half-day presences in order to satisfy a maximum number of colleagues in difficulties.

Please help us to help them...

That means we are interested in other forms of assistance.

Let us know about your interests and assets for all good. SFPE - SEPS certainly needs you in:

- IT field;
- Presentations of the Association, IT tools, etc...
- Translations into English, Italian, German and even French;
- Secretarial support;

Whatever task you can help with, you'll be doing it for the good of all.

Thank you in advance for joining us, whether you are in Brussels or elsewhere, as the SFPE-SEPS applies the rules of teleworking.

SEPS SENIORS OF THE EUROPEAN PUBLIC SERVICE • ASBL Nr: 806 839 565

175 rue de la Loi
bureau JL 02 CG39
BE-1048 Bruxelles

105 avenue des Nerviens
bureau N105 00/022
BE-1049 Bruxelles

Telephone +32 (0) 475 472 470

Also available via **WhatsApp**

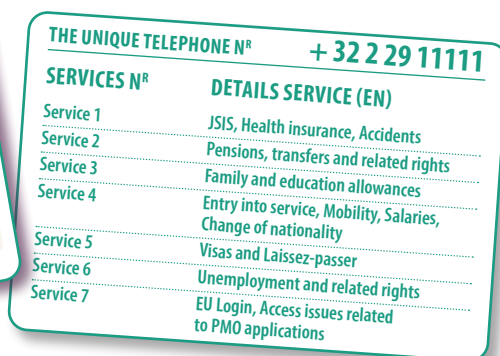
Email info@sfpe-seps.eu

Web www.sfpe-seps.eu

MEMBERSHIP CARD

As soon as we receive your SFPE-SEPS registration form, a membership card will be sent to you, emphasizing that this is in no way an insurance card.

Its purpose is to provide you with valuable addresses should you need them. This card is in «credit card» format and will contain/



✓ FRONT

Other than the information about SFPE-SEPS, please provide your name and surname and the personal details you would like to communicate to us.

✓ ON THE REVERSE

New Single Phone Number information.

✓ PROCEDURE TO FOLLOW

SURNAME (CAPITAL LETTERS)

NAME

ADDRESS (CAPITAL LETTERS)

EMAIL (CAPITAL LETTERS)

DATE

SIGNATURE

PENSION N°

ID CARD-SIZED PHOTO (3.3 CM X 4.1 CM) IN JPG OR PNG FORMAT SENT TO

EMAIL: info@sfpe-seps.eu

BY POST: SFPE-SEPS, Avenue des Nerviens 105 - BUR 00/22 - BE1049 BRUSSELS



FILES AND DOCUMENTS AVAILABLE | ORDER FORM

Please send this reply slip to the secretariat

I should like to receive the English edition of the following documents

SFPE-SEPS VADE-MECUM, ENGLISH EDITION

INTERNET

BY POST

Part 2 (forms /pers. data)

☐☐

Part 3 (addresses PMO – ADMIN. . . .) Edition January 2023

☐☐

Part 4 (reimbursement forms – RCAM/JSIS) (June 2020)

☐☐

Supplementary health insurances Edition (October 2022)

☐☐

Dependence – How to request the reimbursement of some care

and support costs, in case you partly lose your autonomy

☐☐

Successions (Me. J. Buekenhoudt) (ed. 2018)

☐☐

Invalidity allowance and survival pension (Hendrik Smets)

☐☐

Orphan survivor's pensions (Hendrik Smets)

☐☐

EU Officials and taxation (J. Buekenhoudt, LLM)

☐☐

Inheritance (J. Buekenhoudt, LLM) (May 2020)

☐☐

JSIS Guide (was sent by post to all pensioners)

☐☐

SURNAME (CAPITAL LETTERS)

NAME

ADDRESS (CAPITAL LETTERS)

EMAIL (CAPITAL LETTERS)

DATE

SIGNATURE

SEPS SENIORS OF THE EUROPEAN PUBLIC SERVICE

175 rue de la Loi
Bureau JL 02 CG39
BE-1048 Brussels

105 avenue des Nerviens
Bureau N105 00/022
BE-1049 Brussels

Telephone +32 (0) 475 472 470

Also available via WhatsApp

Email info@sfpe-seps.eu

Web www.sfpe-seps.eu

APPLICATION FORM | A/SC/MM/1807 FR

I, THE UNDERSIGNED

SURNAME + FIRSTNAME ⁽¹⁾

MAIDEN NAME FOR MARRIED WOMEN (1)

PERSONNEL/PENSION N°

DATE OF BIRTH (DD/MM/YY)

NATIONALITY

PREFERRED LANGUAGE FOR DOCUMENTS FR ☐ EN ☐

HOME ADDRESS(1)

TEL*

MOBILE*

EMAIL (1)

FORMER STAFF MEMBER OF (INSTITUTION + DG OR DEPARTMENT)

YEARS OF SENIORITY (IF STILL IN SERVICE)

- ☐ **Declare to be a member of the asbl 'seniors de la fonction publique europeenne'**
by returning this application form to the address indicated and by paying the membership fee
by bank transfer to the ING account below.
- ☐ **Declare that you consent to asbl 'seniors de la fonction publique europeenne'**
recording the above personal data and keeping them until the end of your membership of the Association.
The Association undertakes to protect this data against any dissemination and not to communicate it,
except as required by law or at its request within the limits of the Association's corporate purpose.
- ☐ **Declares that it can help the ASBL in the following areas**

DATE

SIGNATURE

The annual subscription of €30.- is payable on 1 January. New members joining posterior to 30 June will not be required to pay their second subscription until the second of January following their enrolment.

**SFPE-SEPS ING BANK ACCOUNT
COMMUNICATION**

**IBAN BE37 3630 5079 7728 • BIC BBRUBEBB
ANNUAL SUBSCRIPTION + NAMES AND PENSION NR.**

PLEASE RETURN THIS APPLICATION FORM TO

SFPE-SEPS Office 00/22 • rue des Nerviens 105 • BE - 1049 Brussels or to info@sfpe-seps.be

If you choose the standing order option, we ask you to send the following document directly to your bank YOURSELF.

(1) CAPITAL LETTERS PLEASE * OPTIONAL



STANDING ORDER

I, THE UNDERSIGNED

SURNAME + FIRSTNAME ⁽¹⁾

HEREBY INSTRUCT (NAME OF BANK)

To pay the sum of € 30.- and, on 15 January each year, until further notice,

SUM OF **30 €**

IN FAVOUR OF **SFPE - SEPS**
Bureau 00/22
Rue des Nerviens 105
BE - 1049 Brussels

ACCOUNTING **IBAN** BE37 3630 5079 7728
BIC BBRUBEBB

REFERENCE Annual subscription + Name(s) and personnel/pension number(s)

DATE

SIGNATURE

TO BE SENT TO YOUR BANK



(1) CAPITAL LETTERS PLEASE

USEFUL ADDRESSES

SFPE-SEPS	Info@sfpe-seps.eu
Afiliatys	www.afiliatys.eu/en/
Afiliatys « Hospi-Safe » et «Hospi-Safe Plus »	www.afiliatys.eu/en/sections/297-hospisafe
Allianz C Hospi Safe	www.allianzcare.com/en/group-hub/afiliatys.html
Allianz Care	IGO.assistance@allianzworldwidecare.com
Allianz Care remboursement	IGOfclaims@allianzworldwidecare.com
Cigna	www.eurprivileges.com/ info@eurprivileges.com
MyIntraComm	https://myintracomm.ec.europa.eu/retired/
HR.D.2 Social Welfare Officer	HR-BXL-AIDE-PENSIONNES@ec.europa.eu
HR Service Cards Office (appointment)	HR-DS-CARTES-DE-SERVICE-BRUXELLES@ec.europa.eu
RCAM online	https://webgate.ec.europa.eu/RCAM/
HR-Welcome Office	HR-BXL-WELCOME-OFFICE@ec.europa.eu
HR Legal Advice	HR-BXL-LEGAL-ADVISER@ec.europa.eu
PMO Pension (old age/ disability pensions)	PMO-PENSIONS@ec.europa.eu
PMO (Survivor's pensioners/orphans)	PMO-SURVIE@ec.europa.eu
PMO Certificates (for active and recently retired workers)	PMO-ATTESTATIONS@ec.europa.eu
PMO Direct Billing	PMO-RCAM-BRU-PRISE-EN-CHARGE@ec.europa.eu
PMO Serious Illness	PMO-RCAM-BRU-MGR@ec.europa.eu
PMO JSIS Reception Offices in Brussels	PMO-RCAM-BRU-RDV@ec.europa.eu
PMO JSIS Reception Offices in Luxembourg	PMO-RCAM-LUX-RDV@ec.europa.eu
PMO JSIS Reception Offices in Ispra	PMO6-JRC-HD@ec.europa.eu
Council of the EU - Pensioners	Retired.staff@consilium.europa.eu
Council of the EU - Social Service	rosario.pratas@consilium.europa.eu
Council of the EU - Social Assistance	jana.lens@consilium.europa.eu
Wilink Broker: Stefano Ristuccia	stefano.ristuccia@wilink.be
OCA Broker (Lux)	jnguyen@oca.lu

SFPE – SEPS

105 rue des Nerviens • Bureau 00/22 • BE-1049 Brussels
info@sfpe-seps.eu