



Seniors of the European Public Service

Seniors de la Fonction Publique Européenne

VADE – MECUM

Part 3

PMO, DG HR and Insurances Addresses Complaints procedure

DECEMBER 2018

CA/GC/1709

The Vade-mecum is designed to inform third parties of your wishes should you be unable to do so in person:

- *Part 1 provides useful information, procedures and rules (in the event of illness, accident or death) for you or those who will have to take care of you.*
- *Part 2 : Forms to be filled in*
- *Part 3 : Addresses and complaints procedure*
- *Part 4 : JSIS Forms*

This document is intended for retired officials of the European institutions who do not have access to the internet or to My IntraComm

Most of these texts are available on MyIntraComm :

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

SFPE – SEPS, Rue de la Loi, 175 - Office JL 02 40 CG39, BE-1048 Brussels

Rue des Nerviens, 105 – Bur.00/010, BE-1049 Brussels

Tel: +32 (0)475 472470 **Fax:** +32(0)2 2818378

ASBL Company n°: 806 839 565 **Email:** info@sfpe-seps.be **Web:** www.sfpe-seps.be

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For those who have access to Internet

Pensioners can have an access to MyIntraComm by sending an e-mail to :
HR-INTRACOMM-CODE-PENSIONNES@ec.europa.eu or by calling the number
 +32 (0)2 299 77 77 (from Monday to Friday : 9h30-13h00).

JSIS Social Welfare Office in Brussels

PMO 3 – JSIS Reception area for retired officials

The permanence of PMO/3 “Medical insurance” is at the disposal of pensioners **every day** in the

MERO building 41 Avenue de Tervuren, 1040 Brussels

at the ground floor – Bur. 00/P026, without appointment, for questions about **JSIS** (reimbursement of medical expenses, direct billing, prior authorisation, etc).

You can access on presentation of the pensioner’s badge at the reception of the building:

*from **Monday to Friday**, from **9h30 to 13h00***

This reception area is equipped with a printer and a letterbox is available for any correspondence relating to the sickness insurance.

The social service of DG HR in Brussels is always available for the pensioners in difficulty, at the same address :

Rue de la Science, 11 – 1040 Bruxelles – Tel. +32 2 29.59098
e-mail : HR-BXL-AIDE-PENSIONNES@ec.europa.eu

(see on pages 17-19)

“SENIOR’S MEETING POINT” in Brussels

The “Senior’s meeting point” dedicated to pensioners in Brussels is located on the ground floor of **Avenue des Nerviens, 105 – 1040 Bruxelles - Bur. N-105 00/38.**

In this space you can find four computers with secured access to MyIntraComm and Internet, a printer, a scanner, two telephones, a photocopier and a shredder.

A letterbox is also available for you to place your requests for the reimbursement of medical expenses.

You can access it freely **from Monday to Friday , from 8h30 to 17h45**, on presentation of your pensioner’s badge.

“SENIOR’S MEETING POINT” IN LUXEMBOURG

In Luxembourg two Seniors spaces are available :

1 – one is located within the Commission, on the 2nd floor of B wing of the Drosbach building (DRB B2/86) - 12 Rue Guillaume Kroll -1882 Luxembourg.

Open from **Monday to Friday, from 9h30 to 12h30 and from 14h00 to 16h00**, on presentation of your pensioner’s badge.

The Seniors' Corner is equipped with two computer terminals with secure access not just to the internet, but also to the My IntraComm intranet - including *Commission en direct*. Should you need them, there is a printer, a photocopier, a telephone, a scanner and a shredder. For retirees using JSIS online, the scanner can prove particularly useful.

Next to the Seniors' Corner, there is a convivial space with a coffee machine where retirees can have a chat sitting on comfortable armchairs. Here you can consult information from JSIS or from the Welcome Office. Also, JSIS itself has its PMO-contact office in the same building (DRB B2/85, 87 and 88).

2 – The other one is located within the European Parliament, in the Konrad Adenauer building (KAD 00C/830) – 2, Rue Alcide De Gasperi – 2929 Luxembourg.

Open from **Monday to Friday, from 9h30 to 12h30 and from 14h00 to 16h30**, on presentation of your pensioner’s badge.

It has a computer, printer, scanner, telephone and display stand with brochures. It is near the cafeteria, staff shop and library.

ASSOCIATIONS FOR THE RELATIONS WITH PENSIONERS

SFPE-SEPS : Av. des Nerviens, 105 – Bur. N 00/010 – 1040 Bruxelles
(1049, postal address) – Tel. +32 (0)475 472470.

AFILIATYS : Av. des Nerviens, 105 – Bur. N 00/009 – 1040 Bruxelles
(1049, postal address) – Tel. +32 (0)2 298 50 50.

AIACE INTERNATIONALE : Av. des Nerviens, 105 – Bur. N 00/036 – 1040 Bruxelles
(1049, postal address) – Tel. +32 (0)2 295 29 60

AIACE SECTION BELGIQUE : Rue de Genève, 1 – 1140 Evere / Bruxelles
(postal address : G-101/050 - 1049 Bruxelles) / Tel. +32 (0)2 29 53842 / 29 64824

Access to the Commission's internet sites

ECAS has become "EU Login" :

We draw your attention to the change concerning the IT application ECAS, which has changed its name and has become **EU Login** .

EU Login is a new authentication system, created by the Commission to make its applications more secure, which allows you to access to :

- **My Intracomm** , the Commission's intranet site and the "Retirees" portal, specially created to make it easier to navigate the site = <https://myintracomm.ec.europa.eu.retired/>

- **PMO Contact on line**, where you can enter **with** or **without** your old ECAS account to ask a question regarding the PMO = <https://ec.europa.eu/pmo/contact/>

You can also contact **the PMO by telephone : +32 2 2997777**, from Monday to Friday , 9h30 - 13h00.

- **JSIS on line**, to manage your situation regarding sickness insurance = <https://webgate.ec.europa.eu/RCAM/>

If you already had access to JSIS on line (via the former ECAS account), hardly anything will change : instead of entering your old login, **you will be asked to enter your email address, which will subsequently be your unique login.**

Please note that, in order to create an **EU login account**, **you need to have a mobile phone, computer or tablet and an email address.**

If you don't have this kind of equipment, you can continue to send your mail by post or to leave it directly to MERO, Av. de Tervuren 41 – Brussels (see page3 of this *Vade-mecum*).

But, anyway, you will always receive information directly concerning you in paper form: administrative information, specific information, Info Seniors, VOX bulletin, etc..

If you don't have an EU Login account (formerly ECAS account), you can create one with *the help of the operating manual sent you in October 2016*, which is also available on the AIACE website <http://aiace-europa.eu/> (click on 'Services' – 'RCAM on line' – 'How to create an EU login account').

You can have assistance with the JSIS Online application by ECAS account helpdesk :

In **Brussels** : **Building MERO, Av. de Tervuren 41**, Monday-Friday: 9h30–13h00
Tel. **+32 2 2976888** or **89**.

In **Luxemburg** : **Building DROSBACH, DRB B2/085**, Monday-Friday: 9h30-12h30
Tel. **+352 4301.36100**.

In **Ispra** : **Club House Ispra – Sala delle Rose**, on Wednesday: 9h30-12h30
Tel. **+39 0332 783030**.

You can also see the list of AIACE Helpdesks and contact the national helpdesk of your country (<http://aiace-europa.eu>).

Annex BA - Welcome offices and Departure Desks

The Welcome Office at Brussels

+32-(0)2 29.66600 HR-BXL-WELCOME-OFFICE@ec.europa.eu

A welcome and information service of DG Human Resources and Security (unit HR.B.1: Ethics, rights and obligations).

- Provides **general administrative information** about the Commission (attestations, information on working conditions, pensions, sickness, holidays, etc.) and provides the coordinates of the relevant service which is likely to be able to assist on specific individual issues ;
- Provides **practical advice on finding accommodation** (assistance in finding accommodation, for removals and for understanding rental contracts, by appointment);
- Operates an **accommodation service** ;
- Provides **free legal advice** on issues relative to your private life, only by appointment (not a help-desk) with a legal adviser;
- Provides **general information on life in Brussels** (leisure and cultural activities, communication, schools, etc);
- **Organises activities** to assist civil servants and their families to integrate;
- Offers a **service for legalising signatures** (for example, in the case of authorising a child to leave the territory). The document will need to be signed at the Bureau d'Accueil and an official document bearing your signature (e.g. passport, identity card, etc) will need to be presented;
- Offers a service for the **certification of copies** of an original document (please note that you will need to bring the original document and make the necessary copies at the Bureau d'Accueil. The number of copies to be certified in this fashion should remain limited).

Contact :

Rue Montoyer, 34 - 1049 Bruxelles

- Telephone : +32 (0) 2 29.66600
- Mailbox: HR-BXL-WELCOME-OFFICE@ec.europa.eu
- Monday to Friday: 9h00 -16h00 (July-August : 9h00 – 13h00)

Welcome office in Luxembourg

Bât. Drosbach - DRB B2/99A / 12, rue Guillaume Kroll - L-2920 Luxembourg

- Telephone: +352 4301.33000
- Mailbox : HR-B1-LUX-BUREAU-ACCUEIL@ec.europa.eu
- Monday to Friday: 14h00-16h00

Welcome Office in Ispra

JRC – Club House – Via Esperia 329 – I-21027 Ispra (Varese)

- Telephone : +39 0332.785757
- Monday to Friday : 9h30 – 12h30, *without appointment*

Departure Desk - Another contact point for the staff but which can also supply information to the retired staff.

Bruxelles: MO34 – Mezzanine /Tel. +32 2 29.666600 / e-mail: hr-bxl-departure-desk@ec.europa.eu

Luxembourg: DRB A1/001 / Tel. +352 4301.33000 / email: hr-lux-welcome-office@ec.europa.eu

Ispra : Bld 2 -1° étage, TP 018 / Tel.+39 0332.786464 / email : jrc-farewelldesk@ec.europa.eu

Annex P. 1- Addresses of the PMO Services

PMO services in Brussels

PMO Director : Veronica GAFFEY

MERO 09/P074 - Tel: +32 2 29.69596 - Fax : +32 2 29.60622

PMO Contact en ligne : <https://ec.europa.eu/pmo/contact>

Unit PMO.3 - Sickness and accident insurance (JSIS)

Head of Unit : Bruno FETELIAN - MERO 06/P031 - Tel: +32 2 29.94963

Contacts : Tel. +32 2 29.55632 (Monday-Friday: 9h00 - 12h30)

Building MERO – Av. de Tervuren, 41 - 1040 Brussels (Visits only by appointment)

Unit PMO.4 - Pensions and transferts

Head of Unit : Anna Maria SILVANO - MERO 06/P031- Tel: +32 2 29.94963

Contacts : Tél. +32 2 29.78800 (Monday-Friday: 9h30 - 12h30)

Building MERO - Av. de Tervuren, 41 – 1040 Brussels (Visits only by appointment)

E-mail address : PMO-PENSIONS@europa.eu (for old age/invalidity pensions)

PMO-SURVIE@ec.europa.eu (for survivor/orphan pensions)

Postal address :

- For claims for reimbursement of medical expenses, prior authorisations, dental estimates and applications for recognition of a serious illness to be sent to **PMO 3 - JSIS BXL** (Settlement Office and other offices) :

European Commission
JSIS – Brussels
MERO – Av. de Tervuren, 41
1049 Brussels

- For documents to be sent to **PMO 4** (proof-of-live certificate, etc.) :

European Commission
PMO Pensions
MERO – Av. de Tervuren, 41
1049 Brussels

PMO services in Luxembourg

European Commission
PMO.5 - DRB B2/085
L- 2920 LUXEMBOURG
G.D. Luxembourg

PMO – Ispra (Joint Research Centre)

CCR - Commissione Europea
PMO. 6 (TP 740)
Via E. Fermi, 2749
I - 21027 Ispra (Varese)
Italy

Annex P. 2 – Settlements offices, medical advisers, applications for direct billing ...

How to identify your settlements office to which you send your claims for reimbursement of medical expenses	
<i>Your place of work (for active staff) is: Your place of residence (for retired staff) is:</i>	<i>Your settlements office is:</i>
Austria Germany Luxembourg All active staff and accredited assistants of the E.P.	<u>LUXEMBOURG</u>
France Ireland Italy Portugal Spain Switzerland The Netherlands United Kingdom All Delegations outside EU	<u>ISPRA</u>
Belgium Bulgaria Croatia Czech Republic Cyprus Denmark Estonia Finland Greece Hungary Latvia Lithuania Malta Poland Romania Slovenia Slovakia Sweden Council staff in active service All other countries not mentioned above	<u>BRUSSELS</u>

Council of the European Union

General Secretariat of the Council of the European Union

Rue de la Loi 175 - 1048 Bruxelles

Tel +32 2 281.6111

BRUSSELS SETTLEMENTS OFFICE

The settlements office is at **building MERO – Av. de Tervuren, 41 - 1040 Brussels**

JSIS Help-desk : **+32 2 29 97777** (from Monday to Friday, 9h30 – 12h30)

Web portal PMO Contact (see page 8) : <https://ec.europa.eu/pmo/contact>

- Please **post** your claims for reimbursement and applications, prior authorization and recognition of serious illness to:

**European Commission
Settlements Office PMO.3
MERO – Bureau 00/054
B - 1049 Brussels**

- Address where **to leave** refunding requests and prior authorizations, with forms, envelopes and copy machines available :

**Building MERO - ground floor
Av. de Tervuren, 41
1040 Brussels**

- Application **JSIS Online** for reimbursement request :
<https://webgate.ec.europa.eu/RCAM>

Head of the Settlements Office (JSIS PMO.3.001)

Alexandre JACOBS / MERO 04/P100

Tel +32 2 29.54202 / Secretariat : 2 29.51144 / Fax +32 2 2958431

E-mail: alexandre.jacobs@ec.europa.eu

Membership team Certificates of insurance cover for you and your family, Flemish Community certificates (PMO 3 / 001)

MERO 03/P011 (from Monday to Friday, 9h30 – 12h30)

Tel +32 2 29.58037 - 81379 - 99595 - 90985 – 99789 / Fax +32 2 2952039

You can get cover certificates via JSIS Online : <https://webgate.ec.europa.eu/RCAM>

SERVICES (by appointment) :

**Medical Advisers/Dental Advisers/Reimbursements/Prior authorizations/Estimates
Secretariat :** *(Monday-Friday, 9h30 – 12h30)*

Tel +32 2 29.97777 / +32 2 29.59856 / +32 2 29.65413 / Fax. +32 2 2995351
Request on line : <http://webgate.ec.europa.eu/RCAM>

Direct billing; approved medical institutions : *(Monday-Friday, 9h30 – 12h30)*
For urgent requests the service is available also on the afternoon (14h00 – 16h00)
Tel +32 2 29.59856 / 29.60591 / Fax 32 2 2959701

Advances concerning high medical expenses

Tel +32 2 29. 59856 / Requests on line : <http://webgate.ec.europa.eu/RCAM>

Preventive medicine (screening examinations); **appointments** for Brussels, Luxemburg, Ispra and all other places of residence - *(9h30 – 12h30)*
Tel +32 2 29.53866 / Fax +32 2 2959701

Accidents / Occupational diseases *(Monday-Friday, 9h00-16h00)*

Tel +32 229.60595

In case of death of a pensioner

Inform Unit PMO.4 - Pensions : Tel : +32 2 29.52017 / Fax : +32 2 2965373
or PMO Contact : Tel + 32 2 29.97777 – <https://ec.europa.eu/pmo/contact>

In case of need, social workers are available for the families :

Social services : Tel : +32 2 29.59098 or 29.56280 / Fax : +32 2 2979898
(9 :00-12:00 / 14:00-17:00) HR-BXL-AIDE-PENSIONNES@ec.europa.eu

Funeral expenses / Garde malades / Handicapés

Tel +32 2 29.75121 / 29.55632 / 29.95695 / 29.52675 / Fax +32 2 2958431

Special refunding along Art 72§3

Tel +32 2 29.78668 / 29.75121 / 29.51415 / Fax +32 2 2958431

<p>N.B.: addresses (and phone numbers) are generally indicated on the forms to be used in each particular case (part 4, Annexes M).</p>
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Luxembourg Settlements Office

European Commission
Health Insurance
12, rue Guillaume Kroll
Bur.DRB B2 /085
L - 2920 Luxembourg

Tél. +352 4301 36100 / *Opening hours :*
Monday to Friday, from 9h30 to 12h30 (on the phone)
from 14h00 to 16h00 (visitors), without appointment

Please **post your claims** for reimbursement, estimate of dental treatment or application for prior authorization to :

**European Commission
Health Insurance – Settlements Office PMO 5
DRB B1/061
L – 2920 Luxembourg**

Head of the Settlements Office – PMO 5/003 :
Simona GERIKAITE
DRB B1/075
Tel : +352 / 4301.37542

For information:

Tel : +352 / 4301.36100 (or see account sheet)
Fax: +352 / 4301.36019

Direct billing and advances - Information about approved medical centers and hospitals : *(9h30 – 12h30 / 14h30 – 16h00)*

DRB – B1/073 - Tel : +352 / 4301.34398 / DRB-B1/069 – Tel : +352 / 4301.36114
DRB-B1/074 – Tel : +352 / 4301.36103 - 36406
Fax : +352 / 4301.36019 - Request on line : <https://ec.europa.eu/pmo/contact>

Claims controllers and information about claims

(Fax : +352 4301.36019)
Laurent SINGER : DRB B1/070 - Tel +352 4301.36006
DRB B1/068 - Tel +354 4301.38135 / DRB B1/063 - Tel +352 4301.35478

Membership eligibility / Attestation (PMO. 5) (9h30 – 12h30)

Fax: +352 / 4301.36019
DRB B1/085 - Tel: +352 / 4301.30655 / DRB B1/086 – Tel +352 4301.36015
DRB B1/087 – Tel +352 4301.30160 / DRB B1/088 – Tel +352 4301.37201

Request on line : <https://webgate.ec.europa.eu/RCAM>

Medical advisers, dental advisers, prior authorizations, serious illness recognition, dental care estimate (9h30 – 12h30)

Team leader : COSTANTINI Nadine – DRB B1/078 / Tel. +352 4301.36143

Secretariat :- DRB B1/056 – Tél. +352 4301.35428 / 37843

DRB B1/079 - Tel +352 4301.36430 / DRB B1076 - +352 4301.34513

Fax +352 4301.36019

Request on line : <https://ec.europa.eu/pmo/contact>

Screening examinations : See Brussels

Accidents / Occupational diseases : See Brussels

Funeral expenses

DRB-B1-064 - Tel +352-4301.36330 or DRB B1/067 - Tel +352 4301.34834

Fax +352 4301.36019

Request on line : <https://ec.europa.eu/pmo/contact>

Special refunding (Art 72§3)

DRB-B1/067 - Tel +352 4301.34834 / Fax +352 4301.36019

Request on line : <https://ec.europa.eu/pmo/contact>

Please refer to the specific addresses given on the request forms (usually on the reverse) in the M series annexes, part 4.

Ispra Settlements Office

Welcome Office retired staff : Club House ISPRA – Sala delle Rose

Opening hours : Wednesday, from 9h30 to 12h00, *without appointment*

By post :

RCAM – Commissione europea

PMO/6 – Ufficio Liquidatore TP 740

Via E. Fermi, 2749

I – 21027 ISPRA (Varese) – Italy

Head of the settlements office

BALTIMANE Ilze – IPR- 73 00/022 - Tel +39 0332.786379

Secretariat

IPR-74 00/014 / Tel +39 0332.785555 / +39 0332.789574 / Fax +39 0332.785479

Reimbursement / account sheet / coverage

Tel +39 0332.785757 / +39 0332.789574 (Mon-Fri : 9h30 – 12h30)

Fax +39 0332.785479

Request on line : <http://ec.europa.eu/pmo/contact>

Membership eligibility / Attestation

Tel +39 0332.783030 / +39 0332.789966 / +39 0332.789574 (Mon-Fri : 9h30 - 12h30)

Fax +39 0332.785479

Request on line : <https://webgate.ec.europa.eu/RCAM>

Prior authorization; serious illness; dependence

Tel +39 0332.785757 / +39 0332.786540 / +39 0332.789574 (Mon-Fri : 9h30 -12h30)

Fax +39 0332.785479

Request on line : <https://webgate.ec.europa.eu/RCAM>

Medical adviser – Dental adviser

Tel +39 0332.785757 / +39 0332.789574 / +39 0332.789574 (Mon-Fri : 9h30 – 12h30)

Fax +39 0332.785479 -

Request on line : <http://ec.europa.eu/pmo/contact>

Direct billing (hospitalisation) / Avances

PMO/06 – IPR-74 (9h00-12h30 / 14h00-16h00)

Tel +39 0332.789966 / +39 0332.785757 / Fax +39 0332.789423

Email : PMO-ISPRA-PRISE-EN-CHARGE@ec.europa.eu

Request on line : <http://ec.europa.eu/pmo/contact>

Hospital, clinic billing, funeral expenses

Elisa DELLA CHIESA – Ufficio liquidatore – Bât.IPR 74-00/005

Tel +39 0332.786664 / +39 0332.785757 / Fax +39 0332.789423

Request on line : <http://ec.europa.eu/pmo/contact>

Screening examinations : See Brussels (Tel +32 2 295.38.66)

Special refunding Art 72§3 :

Tel +39 0332.785757 / +39 0332.786664 / Fax +39 0332.785479

Request on line : <http://ec.europa.eu/pmo/contact>

Please refer to the specific addresses given on the request forms (usually on the reverse) in the M series annexes, part 4.

Annex P 3. Contacts in case of Accidents and professional illnesses

For the Commission (including the Joint Research Centers and the Agencies), the European Economic and Social Committee, the Committee of the Regions and the Court of Auditors, please contact the sector dealing with accident and professional illnesses insurance (officials from other institutions should contact their own administration).

Be aware: EC accident insurance covers active officials only .

{ A specific accident insurance can be subscribed by the pensioners : Individual Accident Group Insurance AIACE – CIGNA (see page 20) :

<https://www.eurprivileges.com> - e-mail: info@privileges.com

Written contacts:

By Fax : +32 2 2966643

By E-mail : Accidents-Maladies-Prof@ec.europa.eu
(or through the internal address-book = <https://ec.europa.eu/pmo/contact>)

By Post: European Commission
Joint Sickness Insurance Scheme - Accidents and Occupational Diseases Sector
Avenue de Tervuren, 41 / B - 1049 Brussels

Telephone contacts:

Accident and Occupational Illness Insurance Sector (submission of reports and requests)
General number : +32-2-29 60595

Contact Persons (PMO 3/002) :

- Sector dealing with accident and occupational disease insurance
 - Head of Sector : Adriana LEROY - MERO 05/P058
Tel: +32 2 29 57795 – Fax +32 2 29 59701
E-mail : adriana.leroy@ec.europa.eu
- Reimbursement of the complementary costs - MERO 05/P001
Tel: +32 2 29 84098 / +32 2 29 96478
- Appointments - MERO 05/P001
Tel: +32 2 29 84265 / +32 2 29 51482

Annexe P 4 – Pensions / Allowance

Web Portal PMO Contact: <https://ec.europa.eu/pmo/contact>

For all questions concerning your pension file, please contact the official dealing with your file indicated on the pension slip.

The Pensions Unit of PMO has created two new single functional e-mail boxes :
PMO-PENSIONS@ec.europa.eu (for old age/invalidity pensions)
PMO-SURVIE@ec.europa.eu (for survivor/orphan pensions)

From 1st of October 2018, a new **single telephone number** is available for the pensioners' questions : **+32 2 2978800** (from Monday to Friday, between 9h30 and 12h30).
The "Contact Pensions" is also available for widows and orphans.

- **Written correspondence** : For operational reasons we would ask you not to deliver your documents in person to our department but to send them by the internal delivery service, or by post to :

European Commission
Pensions Unit
MERO – Av. de Tervuren, 41
B-1049 Brussels

Tel: +32 2 29.97777 / Fax : +32 2 2965373

Annex P5 – Dependence insurance of the Flemish Community

(There is a mandatory subscription charge for all persons over the age of 25 who live in Flanders) Bur. : MERO 03/P011 – Tel : +32 2 29.58037 (from 9h00 to 12h30)

Fax : +32 2 2952039 - E-mail: europazorgverzekering@vlaanderen.be

If you are a civil servant, a temporary agent, a contractual agent or a pensioner, you are covered by the JSIS at the primary level, you can be exempted from this charge (as also your spouse/partner and all persons over the age of 25 dependent on you, if they are also covered by JSIS at the primary level). If you have an ECAS account, you can find more information in PMO-Contact :

<https://ec.europa.eu/pmo/contact> , or contact your Settlement Office (see pages 8 – 12).

You will receive a document to be completed and signed, which you will need to send to the Vlaamse Zorgkas to close your exemption file.

Annex DG HR and Social Services

DG Human Resources and Security (DG HR)

Director General : Mrs Irene SOUKA

SC-11 09/012 - Tel +32-2-29.57206 / Fax +32 2 2992490

Deputy Director General : Bernard MAGENHANN

SC-11 10/041 - Tel. + 32 2 2999482

Social Service (DG HR.D)

The role of the **Social service at the Commission** is to offer social help to pensioners in difficulty and help them adapting to the changes in their life after retirement. Be aware that you have **certain rights** as a pensioner **in the place where you settle down**. You might not yet be concerned about doing your daily shopping, cleaning or other every day chores but, if the day arrives when you need some extra help, **the local pension or social service where you live**, may provide these and other services for you. Should you, however, find yourself in a particularly difficult situation concerning health issues, illness, financial difficulties, disability, bereavement, or conjugal difficulties, please contact us to see if we can propose a solution.

HR.D – Direction Health & Wellbeing – Working conditions :

Director : Mr Fernando GARCIA-FERREIRO / SC-11 07/066 - Tel: +32 2 29.59880

HR.D1 – Social Policy Unit - Working conditions & Wellbeing :

Head of Unit : Mr Koen BINON / SC-11 02/035 - Tel : +32 2 29.80669

HR. D3 – Medical service – Bruxelles

Head of Unit : Maria José VIDAL-RAGOUT / BRE-2 06/499 - Tel +32 2 29.65789

HR.D4 – Medical service – Luxembourg

Head of Unit : Mrs Danielle DEPIESSE / DRB – B1/048 Tel +352 4301.32592

HR.D5 – Medical service – Ispra

Head of Unit : Italo LOMBARDI / IPR-4 00/007 - Tel. +39 0332.786775

Harassment: Tel.: +32 2 29.56666 - Email: HR-HARCELEMENT@ec.europa.eu

HR. D2 - Appeals Unit : (from 9:00 to 12:30 and from 14:30 to 17:00) - Tel. : +32 2 29.66662

Social and psychological assistance for pensioners

Social Service Contacts DG HR- Brussels :

SC-11 02/54 – Rue de la Science, 11 - 1040 Brussels (*only by appointment*)

Tel. +32 2 29.59098 - 65624 (from 9:00 to 12:00 and from 14:00 to 16:00) - Fax: +32 2 2959098

Email : HR-BXL-AIDE-PENSIONNES@ec.europa.eu

Relations with retired staff (DG HR.D1.002) :

Team leader :

Alan LENGLET (EN, FR, NL) - SC-11 02/012

Tél +32 2 29.62579 – Email : alan.lenglet@ec.europa.eu

Administrative assistant :

- Andreea DANULESCU - SC-11 02/001

Tel +32 2 29.94185 – Email : andreea-danulescu@ec.europa.eu

Information and communication assistants :

- Virginie SINTOBIN (FR, EN, NL) - SC-11 02/054

Tel. +32 2 29.65624 / 59098 - Email : virginie.sintobin@ec.europa.eu

Social workers:

- Maria- Carmen GARCIA GARCIA - SC-11 02/011

Tel +32 2 29.65067 - Email : maria-carmen.garcia-garcia@ec.europa.eu

- Claudia ONNEN (DE, EN, FR, NL) - SC-11 02/008

Tel +32 2 29.60552 - Email : claudia.onnen@ec.europa.eu

(only demands related to a disability of a family member of a pensioner)

- Aenea VANDE WALLE (FR, NL, EN) - SC 11 02/019

Tel +32 2 29.50125 - Email : aenea.vande-walle@ec.europa.eu

Social Service Contacts DG HR - Luxembourg (DG HR.D.4) :

DG HR.C4 - Information : Email : HR-LUX-ASSISTATS-SOCIAUX@ec.europa.eu

Tel +352 4301 33948 (general) – Fax +352 4301 31067

Secretariat :

- Iris VORWERK-JUNGERS - DRB B1/036

Tel + 352 4301.33948 - Email: iris.vorwerk-jungers@ec.europa.eu

Social workers :

- Giovanna AGNELLO - DRB B1/044

Tel +352 4301.32634 - Email: giovanna-agnello@ec.europa.eu

Social Service Contacts DG HR – Ispra (DG HR.C.5) :

Secretariat : Tel +39 0332.789081 – Fax 39 332.789284

e-mail : HR-PENSIONERS-ISPRA-SOCIAL-ASSISTANCE@ec.europa.eu

Medical Service – Tel +39 0332.789965 / Fax +39 0332.789051

Social service Unit at the COUNCIL of the European Union

Contact office for pensioners : service.social@consilium.europa.eu or unite.sociale.pensionnés@consilium.europa.eu / Fax +32 2 285.8452

- Jana LENS (*social worker*) - JL 00/70 LM 29 - Tel +32 2 281.2427
Email : Jana.Lens@consilium.europa.eu
- Alina Nistor – JL 00/70 LM 38 - Tel +32 2 281 44 87
Email : alina.nistor@consilium.europa.eu

Social service at the EUROPEAN PARLIAMENT

E.P. Social assistance team in Brussels :

Bur. MTY (rue Montoyer 70) 3th floor / Tel. +32 2 28.31300 / 28.42123

Contact : servicesocialbru@europarl.europa.eu - bmedical@europarl.europa.eu

- William O'BRIEN - Tel +32 2 28.43575 - Bur. ASP 02F254
Email : william.obrien@europarl.europa.eu
- Jérôme TREFOIS - Tel +32 2 28.41480 - Bur. ASP 02F252
Email : jerome.trefois@europarl.europa.eu
- Victoria SAID DEBATTISTA - Tel. +32 2 28.42937 - ASP 02F250
Email : victoria.said@europarl.europa.eu

E. P. Social assistance team in Luxembourg :

Secretariat : Tel +352 4300.22590 - Fax +352 4300.22163

- Christiane LEHNBERG - Tel +352 4300.22495 - Bur. KAD 01F005
Email : christiane.lehnberg@ep.europa.eu
- Juergen SCHMID – Tel +352 4300.27631 – Bur. KAD 01F002
Email : juergen.schmid@europarl.europa.eu
- Sandra VALADAO TOSTE - Tel +352 4300.22591 - Bur. KAD 01F006
Email: jeanne.schumann-weiland@ep.europa.eu

Social Service of the E.E.S.C.

Email: svcmédicosocialcese@eesc.europa.eu / Fax +32 2 546 96 01

Isabelle DELAIRE - Tel: +32 2 546.9450 - Email : isabelle.delaire@eesc.europa.eu

Social Service of the COMMITTEE OF THE REGIONS

Email : social-service-cor@cor.europa.eu / Fax +32 2 282 2408

Anna Maria VANHOYE - Tel: +32 2 282.2598 - Email: annamaria.vanhoye@cor.europa.eu

Assistance offered by AIACE

Help-desk – Karine POLLENUS/ Tel : +32 2 29.53842 ou 29.64824 (*in the morning*)

Fax +32 2 29.95289 - Email : aiace-be@ec.europa.eu

Annex ACA - List of health insurances and accident insurances

Supplementary cover for hospitalization / surgical operations

A serious operation with subsequent long-term rehabilitation (in hospital) and care can prove expensive: some tens of thousands of euros. In these circumstances, it can be necessary to have some back-up cover, especially if it enables you to go over the JSIS ceilings.

As from 01.01.2015, there are 2 collective insurance policies and 4 individual policies, well documented, available to retired Commission staff affiliated to the JSIS (all of them private but linked to JSIS rules), limited to hospitalization care :

- **HOSPI SAFE** by Allianz BE / Cigna¹ (BCVR 8672); negotiated by **Afiliatys**.
- **HIGH RISKS** by Allianz BE / Cigna (BCVR 8673), negotiated by **AIACE**.
- **EUROSANTE Option « Tranquillité »** by Worldwide Care Allianz DE / Concordia / Vanbreda Risks and Benefits / introduced by Union Syndicale and Save Europe.
- **EUROHOSPI** by Santalia / EAS, introduced by **R&D**.
- **EUCARE HOSPI** by Santalia / WYR, introduced by **FFPE**.
- **ELP GOLD EU – option 1** by Expat & Co, introduced by **FFPE**.

More extensive supplementary cover: hospitalization / surgical operation / certain out-patient expenses / dental care / eye care /etc.

There is one collective insurance policy and five individual policies available to EU Institutions staff affiliated to the JSIS². They cover more than hospital care:

- **HOSPI SAFE PLUS** negotiated by AFILIATYS with Cigna and Allianz BE.
- **DKV EU Plus** by the FFPE with DKV Lux., WYR and SE with INS consult.
- **EU HEALTH** by Foyer Global Health, Luxembourg (introduced in a independent way)
- **EUROSANTE Option « Optimum »** by Worldwide Care Allianz DE / Concordia / Vanbreda Risks and Benefits / INS consult, introduced by Union Syndicale and Save Europe.
- **EUROSANTE** introduced by R&D with Santalia and EAS Brussels.
- **EU CARE** introduced by FFPE with Santalia and WYR SCRL Brussels.
- **ELP GOLD EU** introduced by FFPE with Expat & Co and WYR SCRL Brussels.

Accident cover

Medical care costs due to an accident, are covered by the JSIS and the top insurances as if they were an illness, provided the medical acts are specifically covered by the policy (depending on the option chosen). This does not apply to the AIACE HIGH RISK policy but is included in the HIGH RISK and ACCIDENT policy.

Specific accident insurance is necessary for 100% coverage, independently of the supplementary health insurances, in case of accident and to receive a lump sum in the event of invalidity or death when the accident insurance provided by the Staff Regulations is not available (retired staff or staff in invalidity).

Such a specific accident insurance for pensioners by AIACE (Insurance company : Cigna - Broker : Cigna).

¹ Cigna = ex Vanbreda International

² EAS/ASSOR insurance was stopped by ASSOR in December 2012. EAS will try to propose a new policy early 2013

Changing insurance company for Hospi Safe

The framework contract which governs the insurance policy Hospi Safe (Cigna-Allianz BE) ends on 31.12.2019.

A public procurement procedure was launched by Afiliatys at the end of February 2018 in order to ensure the continuation of this complementary health insurance, Hospi Safe, for the 24,000 present subscribers.

The closure of the procedure took place at the end of April and was concluded as follows:

Hospi Safe remains and will remain the insurance policy proposed by Afiliatys.

Allianz Care⁽¹⁾ will be the insurance company to manage this policy in replacement of Cigna, starting on 01.01.2020.

The present management of the insurance policy (Cigna) remains in force until 31.12.2019.

References

'AFILIATYS' « Hospi-Safe » and « Hospi-Safe Plus » policies

Policy Allianz Belgium n°BCVR - 8672

Reference : <https://www.eurprivileges.com>

Worldwide Care / Allianz EUROSANTE / Concordia

E-mail : sales@allianzworldwidecare.com Tél.: +353 1 514 8442

www.allianzworldwidecare.com

Also: **Vanbreda Risk and Benefits**, "Bureau Eurinsurances", rue Stévin, 144 (behind the Berlaymont) – 1000 Bruxelles

Tel: 02/230.16.60 www.eurinsurances.be

Also: **INS Consult** (agent Safe-Europe) Rue Archimede, 89/Bt. 26 – 1000 Bruxelles

Tel: 02/735.16.01 / Gsm 0486/17.47.47

'AIACE' «High risks» and «HR and Accidents» policies

Policy Allianz Belgium n° BCVR – 8673

Reference : <https://www.eurprivileges.com>

DKV EU Plus insurance

DKV Luxemburg Policy - DKV Lux website: www.dkv.lu/en

Brokers : **WYRSCRL**, 1/ Bt 2, av des Eoliennes - 1200 Brussels

Tel : 02/305.71.50 - Gsm : 0478/95.08.34

E-mail : patrick@wyr-insurance.be www.insurance-wyr.be

INS Consult (agent Safe-Europe) Archimede n° 89, Bt 26 - 1000 Bruxelles

Tel : 02/735.16.01 / Gsm : 0486/17.47.47

(1)Allianz Care (AWP Health and Life) Allianz Partners, Place du Samedi, 1 – BE 1000 Brussels

EUROSANTE+ and EUROHOSPI policies

Policy provided by Santalia / EAS - Place de l'Altitude Cent, 1 1190 Bruxelles

Tel : 02/340.93.88 Fax : 02/343.99.44

stanislas.debraz@portima.be

EUCARE+ and EUCARE HOSPI policies

Policy provided by Santalia / WYR SCRL

Broker WYRSCRL, av. des Eoliennes, 1/ Bt 2 - 1200 Brussels

Tel : 02/305.71.50 - Gsm : 0478/95.08.34 : patrick@wyr-insurance.be

www.insurance-wyr.be

ELP GOLD EU policy

EXPAT & Co International mobility insurances : www.expatsinsurance.eu

Courtier WYRSCRL, av des Eoliennes, 1/Bt 2 - 1200 Bruxelles

Tel : 02/305.71.50 - Gsm : 0478/95.08.34 : patrick@wyr-insurance.be

www.insurance-wyr.be

'AIACE' « Accident insurance» policy

Policy AXA Belgium n° 719.757.143 (CIGNA, from 1° July 2013)

Reference : <https://www.eurprivileges.com>

'AFILIATYS' « Death and Disability insurance»

Policy Allianz Belgium N° 909.478

Reference : <https://www.eurprivileges.com>

'AFILIATYS' "Travel assistance"

Reference : <https://www.eurprivileges.com>

A file on supplementary health and accident insurances, prepared by SEPS-SFPE is available upon request at the secretariat.

Annexes R – Complaints

Annexe R1 (see page 23)

Annex R2 – “Appeals and Case Monitoring” Unit

Should you be unable to find a suitable solution, the “Appeals and Case Monitoring” Unit may provide you with the necessary information and guidance.

The Unit has lawyers specializing in public service law whose main task is to process requests and complaints under Articles 24 and 90 of the Staff Regulations.

Callers will be given information on procedural matters, including how to file requests or complaints, or the departments responsible for certain decisions, as well as on legal matters.

The Appeals Unit will not, however, as part of the help desk service, compile files or examine any documents which callers might subsequently include in an Article 90 request or complaint.

Contacts :

- Tel : +32-2-29.66662; the line is open from 09:00 to 12:00 and from 13:00 to 17:00
- Fax: +32 2 2991132 or +32 2 2950039
- E-mail : HR-MAIL-E2@ec.europa.eu

Name	Function	Telephone	Language
<u>Georgeta Nicolaie</u>	Head of Unity	64789	RO, EN, FR, IT
Massimo Babich	Deputy Head of Unity	56612	IT, EN, FR
Carmen Maria Bobei	Legal Officer	86520	RO, FR, EN
Mihai Serban Dumitrache	Legal Officer	56084	RO, FR, EN
Antonio Grilli	Legal Officer	96998	IT, FR, EN
Ann Ireland	Legal Officer	51609	FR, EN, ES
Peter Jacob	Legal Officer	72217	NL, EN, FR
Jana Jichova	Legal Officer	93507	CS, FR, SK
<u>Agnieszka Nowakowska</u>	Legal Officer	56064	PL, EN, DE, FR
Roberto Onorati	Legal Officer	55652	IT, EN, FR
Corinna Wolf	Legal Officer	96864	DE, EN
Siham Abdelhakk	Assistant	74810	FR
Teresa Abranches Pereira	Administrative Assistant	52353	PT, FR, EN
Alain Colmena	Assistant	85511	FR, EN, DE, NL
Najat El Kalai	Assistant	65171	FR, EN
Anne Langemeyer	Legal Assistant	64249	FR, EN
Laurence Mouraux	Administrative Assistant	66812	FR, EN
Georgia Pouliakis	Secretary of the Head of Unity	98237	FR, GR , ES, EN

Annex R3 - Articles 24, 90 & 91 of the Staff Regulations

Article 24

The Communities shall assist any official, in particular in proceedings against any person perpetrating threats, insulting or defamatory acts or utterances, or any attack to person or property to which he or a member of his family is subjected by reason of his position or duties.

They shall jointly and severally compensate the official for damage suffered in such cases, in so far as the official did not either intentionally or through grave negligence cause the damage and has been unable to obtain compensation from the person who did cause it.

Article 90 (1)

1. Any person to whom these Staff Regulations apply may submit to the appointing authority a request that it take a decision relating to him. The authority shall notify the person concerned of its reasoned decision within four months from the date on which the request was made. If at the end of that period no reply to the request has been received, this shall be deemed to constitute an implied decision rejecting it, against which a complaint may be lodged in accordance with the following paragraph 2.

Article 90 (2)

2. Any person to whom these Staff Regulations apply may submit to the appointing authority a complaint against an act adversely affecting him, either where the said authority has taken a decision or where it has failed to adopt a measure prescribed by the Staff Regulations. The complaint must be lodged within three months. The period shall start to run:

- on the date of publication of the act if it is a measure of a general nature;
- on the date of notification of the decision to the person concerned, but in no case later than the date on which the latter received such notification, if the measure affects a specified person; if, however, an act affecting a specified person also contains a complaint against another person, the period shall start to run in respect of that other person on the date on which he receives notification thereof but in no case later than the date of publication;
- on the date of expiry of the period prescribed for reply where the complaint concerns an implied decision rejecting a request as provided for in paragraph 1.

The authority shall notify the person concerned of its reasoned decision within four months from the date on which the complaint was lodged. If at the end of that period no reply to the complaint has been received, this shall be deemed to constitute an implied decision rejecting it, against which an appeal may be lodged under article 91.

Article 91

1. The Court of Justice of the European Communities shall have jurisdiction in any dispute between the Communities and any person to whom these Staff Regulations apply regarding the legality of an act adversely affecting such person within the meaning of Article 90(2). In disputes of a financial character the Court of Justice shall have unlimited jurisdiction.

2. An appeal to the Court of Justice of the European Communities shall lie only if:

- the appointing authority has previously had a complaint submitted to it pursuant to Article 90(2) within the period prescribed therein, and
- the complaint has been rejected by express decisions or by implied decision.

3. Appeals under paragraph 2 shall be filed within three months. The period shall begin:

- on the date of notification of the decision taken in response to the complaint;
- on the date of expiry of the period prescribed for the reply where the appeal is against an implied decision rejecting a complaint submitted pursuant to Article 90(2); nevertheless, where a complaint is rejected by express decision after being rejected by implied decision but before the period for lodging an appeal has expired, the period for lodging the appeal shall start to run afresh.

4. By way of derogation from paragraph 2, the person concerned may, after submitting a complaint to the appointing authority pursuant to Article 90(2), immediately file an appeal with the Court of Justice, provided that such appeal is accompanied by an application either for a stay of execution of the contested act or for the adoption of interim measures. The proceedings in the principal action before the Court of Justice shall then be suspended until such time as an express or implied decision rejecting the complaint is taken.

5. Appeals under this Article shall be investigated and heard as provided for in the Rules of Procedure of the Court of Justice of the European Communities.

Annex R4 - Legal advisory service

Legal advisory service in Brussels (HR D1 Unit)

We have three Belgian lawyers who give free legal advice on all subjects relating to your private and personal life. This service is available to all staff and their families. It is also available to retired staff.

Belgian lawyers are available to give you free advice on any problems relating to **your private life in Belgium**. This service is available to members of the personnel, their families and to pensioners of the Commission, Council, Comity of Regions, Economic and Social Comity.

How to make an appointment?

Appointments (**bur. MO-34 MEZ**) can only be made by calling the Welcome Bureau, Tel **+32 2 29.66600** (9h00-12h00 and 14h00-16h00) / Fax : +32 2 29.60906. It is not possible to contact the lawyers without prior appointment.

You will be allotted an appointment of 20 minutes, in the morning (9h00-12h00), and you may have up to 4 consultations per year. Telephone appointments are also possible, where the lawyer will call you at the appointed time.

You can also consult by email at the following address: HR-BXL-LEGAL-ADVISER@ec.europa.eu
Emails will be treated strictly by order of arrival.

Our lawyers are:

- Me Jacques Buekenhoudt
- Me Emmanuelle Cugnon
- Me Alessandra Franchi

Please note that:

- These lawyers cannot, however, help you with your personal problems concerning the Commission; neither can they represent you legally.
- The **waiting list** to get an appointment is approximately of 10 days.
- It is not possible to contact our lawyers without prior appointment.

The **pensioners of the European Parliament** in Brussels can consult the lawyer of the E.P. by calling the Staff Info Desk : **Tel +32 2 28.41600.**

E-mail : staff-info-bru@ep.europa.eu

Legal advisory service in Luxembourg :

The legal advice services in Luxembourg are now available for statutory staff members and pensioners of the European Institutions in the Grand-Duchy.

The consultations take place on Monday mornings between 09.00 and 13.00, ONLY UPON PRIOR APPOINTMENT requested via this form :

https://myintracomm-ext.ec.europa.eu/hr_admin/en/luxembourg/living-luxembourg/Documents/Rdv_advice_lux_en.pdf

(see model on page 31)

After you have filled in you can send it by e-mail to : HR-LUX-LEGAL-ADVISER@ec.europa.eu

The secretariat of the legal advisor will contact you to confirm your appointment.

CONTACT :

European Commission
Secretariat of the Legal Advisory
Drosbach Building, DRB B2/99A
12, rue Guillaume J. Kroll
L-1882 Luxembourg

Tel +352 4301.36706, only mornings, on Tuesday, Wednesday, Thursday.

E-mail : HR-B1-LUX-SECRETARIAT-CONSEIL-JUR@ec.europa.eu

Legal documentation:

- The lease contracts in Luxembourg
- The property purchase in the Grand-Duchy
- The marriage contract in the Grand-Duchy of Luxembourg
- The tax position of European Union officials and servants in Luxembourg
- The divorce procedures in Luxembourg

Mediation service of the Commission

Mediation Service of the Commission (Secretariat General – Brussels)

- **Mr Giovanni FRACCHIA , Mediator**
BERL 08/005 – Tel. +32 2 55006 / Fax +32 2 2969670
- **Mrs. Mercedes JANSSEN CASES**
BERL 08/005 - Tel. +32 2 29.63759

Secretariat :

- Mme C. Ponsar : +32 2 29.73938 - BERL 08/414
- Mr A. De Witte : +32 2 29.67040 - BERL 08/009
- Mme H. Mueller : +32 2 29.90375 - BERL 08/011

The **Ombudsman visits Luxembourg** regularly to see staff who are coming up with problems in connection with the staff regulations or their contract with the institution, or conflicts with the hierarchy (classification, promotion, mobility, etc.).

Staff are informed of his visits in advance by DG HR. **If you want to make an appointment, please contact the Mediator in Brussels.**

Brochures and documents (Available on MyIntracomm)

These documents are also available on paper at the Commission Welcome Office,

Rue Montoyer 34, mezzanine, from 8h30 to 16h30 / Tel. +32 2 29.66600.

Email : HR-BXL-WELCOME-OFFICE@ec.europa.eu

or, on written request, at the SEPS secretariat :

Legal status of expatriate officials and their families

Name, nationality, marriage, cohabitation, matrimonial property regimes, separation and divorce, parental arrangements and maintenance obligations: these are all things that can get more complicated if you are living abroad. Which law applies? Which is the competent court? May non-officials – retired officials, students, citizens of the new Member States, their spouses, partners and children – reside freely in Member States other than their own and work there?

Existing documents on MyIntracomm

- Buying property
- Building or renovating
- Rental contracts
- Living in a co-owned dwelling
- Employing a cleaning lady
- The family under Belgian law
- EU official and their families under private and European law
- EU official and taxation
- Inheritance
- Legal protection insurance
- Travellers' protection
- 2 years guarantee

