



# INFO SENIOR



European  
Commission

DG HR Newsletter

OCTOBER - DECEMBER #28

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## JSIS full-time assistance in person is back

#28-PM03-0001

The easing of pandemic restrictions allows the PMO teams in Brussels to welcome in MERO building in Brussels all colleagues and pensioners needing assistance on JSIS matters. Your questions and requests are dealt with on the spot, throughout the day, after making an appointment.

To book a slot for assistance in person:

- send an email to: [PMO-RCAM-BRU-RDV@ec.europa.eu](mailto:PMO-RCAM-BRU-RDV@ec.europa.eu)
- or call **+32 2 29 97777**

To prepare your appointment, please provide the following information in your email or during your telephone interview:

1. your personnel or pension number;
2. the reason for your appointment request in a few words and the beneficiary concerned;
3. the account sheet number or file number if applicable;
4. a telephone number where a file manager can reach you if necessary in order to better prepare the appointment, or to inform you of a possible last-minute cancellation.

Please note that by requesting an appointment, you agree that the personal data mentioned above will be processed to organize your visit.

You can also find INFO SENIOR in 5 languages on

**My IntraComm**

During periods of confinement and restrictions, the PMO had to suspend its JSIS in situ support and opened an additional, afternoon hotline, which has stopped functioning since the 10th of May.

JSIS colleagues are available to answer all your health insurance-related questions over the phone **+32 2 29 97777** from **9:30 to 12:30** or via Staff Matters Portal >> Staff Contact >> Contact us.

#28-PM02-0001

## Extension of the household allowance in respect of a spouse



Guides



Declaration activity

This message concerns retired staff receiving the household allowance **until 30 June 2022**. The end date of the allowance is indicated on the most recent extension document that you have received.

**/ income**’ declaration via the SYSPER POST ACTIVITY application. This will make it easier for you to send the supporting documents required and will ensure that your file is dealt with more quickly.



MyIntra-Comm

We kindly ask you to send us as soon as possible your spouse’s most recent tax return or any other official document concerning their income for 2020 and, if already available, for 2021, so that we can assess the possibility of extending the allowance.

Guides on **how to access SYSPER for retired staff** and **declaring a spouse’s professional activity** are available on My IntraComm via the following link: <https://myintra-comm.ec.europa.eu/staff/EN/working-conditions/end-of-service/Pages/index.aspx>.

If you have an EU Login, please submit your **‘Spouse / recognised partner’s professional activity**

If you do not yet have an EU Login and would like help in obtaining one,



contact the ‘Tokens’ department by calling **+32 2 29 76888 between 9.30 and 12.30 from Monday to Friday** or by sending an email to **[pmo-eu-login@ec.europa.eu](mailto:pmo-eu-login@ec.europa.eu)**.

Please note that the SYSPER POST ACTIVITY application offers you a range of services such as the ability to change your address and/or family composition, and access to your pension slips, certificates, tax certificates and historical data. Moreover, using this tool makes communication faster and more structured.

## New ‘Retirees’ portal

For several years now you have been telling us that our portal was no longer practical or really suitable, and that finding information was difficult.

At our end, increasing technical difficulties in updating such an important site were making it even more confusing.

Launched some time ago, the new portal project was regularly postponed, in particular as a result of the COVID crisis, which forced us to focus on providing support and information most relevant to your daily lives.

The project got going again in early 2022. Our work has focused on a few principles and main ideas:

- ensuring that the portal is inclusive and accessible to enable eve-

If, however, you do not want to send your documents via SYSPER POST ACTIVITY, you can email them to **[PMO-PENSIONS-ALLOCATIONS-FAMILIALES@ec.europa.eu](mailto:PMO-PENSIONS-ALLOCATIONS-FAMILIALES@ec.europa.eu)**.

If you have any questions regarding your family allowances, don’t hesitate to contact the ‘Family allowances’ team of the Pensions Unit (PMO.2) by phone on **+32 2 29 78800, extension No 7 (from 9.30 to 12.30 on Mondays, Wednesdays, Fridays)**.

ryone, regardless of any disabilities, to access information;

- more regular information with broader topics to best meet your requirements;
- spaces dedicated to partners (AIACE, SEPS-SFPE, Afiliatys);
- content in a larger number of languages;
- better integration of documents, the Info Senior newsletter and Teams After EC;
- the development of new communication tools such as podcasts or videos.

With the help of our testers, AIACE and the SEPS-SFPE, the portal evolved significantly in the second quarter. Their valuable insights, sound advice and technical input helped us make significant progress.

However, we had to launch the site more quickly than expected, after a



PMO  
login



PMO  
Pensions

#28-HR-0001



Web



E-mail

development and testing phase. This was due to an overall technological transition and the need to have an online version in order to be able to develop projects that are difficult to implement in the test version.

The new portal therefore replaced the old one at the beginning of July in a version which is still being developed. As some of you have already noticed, the portal changes regularly and will change again in the coming weeks to better serve you.

We take on board your feedback and try to adapt things as much as possible. Please don't hesitate to let us know your requirements, advice and preferences, either via Teams After EC or by email.

**i** <https://myintracomm.ec.europa.eu/retired/en/Pages/Welcome.aspx>

**i** Telephone  
**+ 32 (0) 2 295 90 98;**  
 email: **HR-BXL-AIDE-PENSIONNES@ec.europa.eu**

#28-HR-0002

## Espace Seniors - a place to meet and obtain information in Brussels and Luxembourg



These information spaces had been created a few years ago by DG HR for retired staff from the European institutions, mainly for those who do not have access to IT resources.

**The Espace Seniors in Brussels** provides retired staff with two telephones, four computers with access to My IntraComm and the 'Retirees' portal as well as secure internet access, a printer and a scanner.

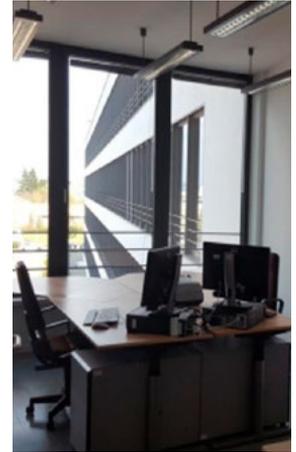
Retired staff members can also submit claims for reimbursement of medical expenses at the contact point.

**The Espace Seniors in Luxembourg** has two computers with access to My IntraComm and secure

After a long period of closure due to the health crisis, the Espaces Seniors in Brussels and Luxembourg reopened their doors in the Commission buildings in Brussels and Luxembourg.

internet access as well as a printer, scanner and telephone.

If you wish to meet with a JSIS staff member, you must make an appointment beforehand, either by calling **+352 4301 36100** between **9.30 and 12.30** from Monday to Friday (between **10.00 and 12.00** in July and August) or by writing to **PMO-LUX-RCAM-RDV@ec.europa.eu**.



**i** Espace Seniors Brussels: 105, avenue des Nerviens (N-105), Office 00/38, 1049, Brussels.  
**Open from 8.30 to 17.45, Monday to Friday.**

**i** Espace Seniors Luxembourg: Drosbach building, DRB B2/086, 12 rue Guillaume Kroll, 1882, Luxembourg.  
**Open from 8.30 to 16.30, Monday to Friday.**



E-mail

## Access to Commission buildings: don't forget to check the expiry date of your access pass

Retired staff may again enter Commission buildings by showing their retiree access pass, which they can obtain from the Access Card Service by making an appointment by email to: **HR-DS-CARTES-DE-SERVICE-BRUXELLES@ec.europa.eu** (for Brussels) or **HR-DS-CARTES-DE-SERVICE-LUXEMBOURG@ec.europa.eu** (for Luxembourg).

**Please note: red/orange access passes (for retired Commission staff), even if still valid, must also be renewed.**

Retired staff of other institutions can also access Commission buildings by showing the pass issued by their institution of origin at the following addresses:

**For colleagues from the Council:**

- Accreditation Office – Justus Lipsius building (Rue de la Loi 175), open from 7.30 to 19.00, Monday to Friday.

#28-HR-0003

E-mail  
BruxellesE-mail  
Luxembourg

- Retired staff can go without an appointment. (You should avoid going during European summits as you will not be able to access the buildings then.)
- There is no telephone number but retired staff can send an email to [access.general@consilium.europa.eu](mailto:access.general@consilium.europa.eu) with any questions relating to passes and access arrangements.

**For colleagues from the European Parliament:**

- Accreditation Service
- **SAFE.TA-Securite@europarl.europa.eu**
- Telephone:  
**+32 2 28 43988**  
**+32 2 28 41389**  
**+32 2 28 32736**

**For colleagues from the EESC:**

- Accreditation Office: 99 rue Belliard – JDE 0.007
- Retiring colleagues hand over their active pass to this office and receive in exchange a retiree’s pass valid for 5 years at a time.
- Once it expires, they must come with the old pass and get a new one.
- The office is open from 8.30 to 12.30 and 13.00 to 17.00 from Monday to Thursday and from 8.30 to 12.30 and 13.00 to 15.00 on Fridays.  
 email: [accreditation@eesc.europa.eu](mailto:accreditation@eesc.europa.eu)  
 Telephone: **02/282 22 25**

#28-SEPS-0001

## Message from the SEPS-SFPE (Seniors of the European Public Service) to retired staff



E-mail

Although made more difficult by the COVID pandemic, the last 2 years have not prevented the SEPS-SFPE from being active. Its core activity is summarised as ‘**Defending the rights of retired staff; communicating with and helping former colleagues**’ and answering the many questions asked by retired staff (and even those still in employment) in search of information.

Seniors and the PMO in MERO now allows us to offer **a new drop-in service** at the SEPS-SFPE office.

- Mondays, Wednesdays and Fridays: from 10.00 to 12.30.
- Tuesdays and Thursdays: from 10.00 to 12.30 and 14.30 to 16.30.
- Appointments are always possible by sending a request to [info@sfpe-seps.be](mailto:info@sfpe-seps.be).

We are pleased to inform you that the reopening of the offices, Commission services such as Espace

Please note that we have moved (to Office 00/036) at the same address: 105, avenue des Nerviens. We now

have larger offices and a meeting room for retired colleagues who need to talk about difficulties they encounter.

The SEPS-SFPE offices are near the Espace Seniors and members of the association present in the office will be available to help retired staff there.

**The telephone number +32 473 47 49 06** is available for questions from members (and colleagues in general) 7 days a week and almost 24 hours a day.

Whether by using **the drop-in service, by telephone or online**, former staff members can discuss a particular situation, a JSIS rule, the position taken by an insurance company, any difficulty in contacting a Commission department, finding a form, etc. in the evening or at the weekend.

It is often outside office hours that questions arise regarding direct billing, prior authorisation and recognition of JSIS far from the sites of the European institutions. The SEPS-SFPE often asks the PMO questions or requests a service on behalf of one of its members.

Straightforward advice is given on questions relating to statutory rights, inheritances, tax law, national and EU pensions. This is sometimes followed by email exchanges, proposals

for complaints (Articles 90(1) and (2)) or referral to a lawyer possibly leading to a court case.

Requests for help are often a result of a lack of IT skills or a debilitating illness. The SEPS-SFPE **urges the PMO and the administration in general to maintain and protect paper-based procedures**. Specific help is often given to open a file.

Ispra colleagues have set up an **'SEPS-Italia' branch** for more direct and specific contact with members living in Italy.

The SEPS-SFPE's **quarterly newsletter** informs its members of various initiatives and of changes in the rules applied to former staff members.

You can become a member of the SEPS-SFPE by completing the **application form** available on the website. Annual membership fee: €30.

#### **📍 Contact details**

Brussels:

Telephone **+32 475 472 470**

(24/7)

email: **info@sfpe-seps.be**,

Website: **www.sfpe-seps.be**

Ispra:

Telephone **+39 351 6471722**

(between 11.00 and 14.00 from Monday to Friday)

email: **seps.italia@gmail.com**



E-mail  
Brussels



Website



E-mail  
Ispra

#28-SEPS-0002



# Message from the SEPS-SFPE: the SEPS-SFPE has actively contributed to **providing support to Ukrainians**



E-mail  
Brussels



Website



E-mail  
Ispra

There seems to be no end in sight to the war in Ukraine. The Ukrainians still need the help of each and every one of us.

The SEPS-SFPE has been directly involved in this effort, not only as an association of retired staff but also by offering its members the opportunity to personally participate in this effort. Many of them responded and we thank them very much.

As well as contributing financially to the purchase of food supplies or even nappies for babies, which were in great demand, some of the SEPS-SFPE's volunteers thought that support should also be given to help adults and children become better integrated in their new environment.

This led to the idea of meeting this need by offering FR-NL-EN language courses. After a first course was provided for children, others followed for both children and their parents ... during the week and at weekends.

These courses will certainly be repeated; the SEPS-SFPE is already preparing the next steps.

### **i Contact details**

Brussels:

Telephone **+32 475 472 470**

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Ispra:

Telephone **+39 351 6471722**

(between 11.00 and 14.00 from Monday to Friday)

email: **seps.italia@gmail.com**



# Message from Dominique Deshayes, President of AIACE International: **Reuniting** at the annual conference – Loutraki 2022

Finally, after 2 years of cancellation on health grounds, our annual conference finally took place in Loutraki in Greece, near the city of Corinth.

We finally had the opportunity to get together, exchange views, meet and get to know new people from our 15 national sections.

It was a very busy programme which needed to combine working meetings and evening celebrations ...

Eminent speakers welcomed us, including Commission Vice-President Schinas, former Commissioner Dimas, former EU Ombudsman Mr Diamandouros, and the former Vice-President of the European Court of Human Rights, Mr Rozakis.

They gave lively presentations in everyday language, especially when they had to respond to the guest secondary school pupils who lowered the average age of the participants!

As always, the conference is an opportunity to hold the statutory annual general assembly, during which we discuss recurring administrative points, the budget, the sickness insurance fund, pensions, the Method, etc.



We had the pleasure of hosting the administrations of some institutions, which were able to give us information on issues of mutual interest. This time I wanted the issues related to ageing and the support that social services can provide in this area to be addressed more comprehensively. These aspects of social support for retired staff, and in particular for retired staff in difficulty, are points which there has often not been time to discuss, and they were of great interest to the people in the room.

I also wanted to take advantage of the presence of our Finnish and Swedish colleagues to discuss the political situation in those two countries, which are so close to Russia. It was



At the same time, Martine Platteau and Eveline Lang held workshops over these 3 days on access to the various IT applications. On the last day workshops were held on JSIS, pensions, social assistance and insurance.

As far as the social side of the conference was concerned, in addition to the excursion to the Corinth Canal and the archaeological site of ancient Corinth on the first day, we spent three enjoyable evenings in tavernas typical of the region.

We ate a lot, (some of us) drank a lot, laughed a lot, danced and, on the last evening, as is custom, we closed with the speech/poem of Monique Saxel, a member of the French section, 93 years old and still as fit as a fiddle, who gave us a wonderful poetic summary of the days (you will find the full text in VOX 122). Monique is an example to us all that, yes, we will grow old, but we must do so in good health.

- i Website of the AIACE International conference:  
<https://aiace-europa-assises.eu/?lang=en>
- i AIACE International  
 Telephone: **+32 2 295 29 60**  
 Email: [aiace-int@ec.europa.eu](mailto:aiace-int@ec.europa.eu)  
<https://aiace-europa.eu/?lang=en>



Website Assises



E-mail



Website AIACE

extremely interesting to hear the views of our colleagues in these two sections and to listen to their analysis of the geostrategic situation in the region. We had the pleasure to listen to a presentation by the chair of the Finnish section, Tapani Pija, which was followed by fruitful exchanges with the audience.

We then continued the ‘intellectual’ version of the conference with a presentation by Reinhard Schulte-Braucks on the progress made by the European Union since the start of the new Commission Presidency.

Finally, Alexandra Cas gave a lively presentation on the Spanish section’s valuable input to the Conference on the Future of the European Union.

# Communication from AIACE-Danmark: Who we are



AIACE-Danmark is the Danish branch of AIACE Internationale. It was first created in 1990 and currently has around 450 Members, representing more than 70% of all Danes who have retired from the EU, although we also have Members living in other EU countries – and non-Danes who have chosen to retire to Denmark.

Our main objective is to help our Members with any problems they may be facing in their relations with the Commission, primarily the JSIS and the Pensions Service, but we also organise regular social events which allow our Members to get together,

and offer advice as required on how to interact with the Danish authorities.

The World is gradually going more and more digital – a consequence of that is that postal services in Denmark have been drastically reduced, as hardly anybody is sending letters anymore. Postage has now become very expensive. The Commission has also gone predominantly digital, but many older people are finding it hard to adapt and have problems even getting the EU Login, the Magic Button to open the doors to the Commission's internal system.



[Photo from Dybbøl Mølle after our GA 2022]



Website  
aiace.dk

### HELP AND INFORMATION

AIACE-Danmark just held its second **EU Login course** for its Members, helping them to get their EU Login and also to learn what to do with it – and how to do it. Participants got together over a light lunch during which more questions were asked and answered, and they left with guide material to help them get started on everything from applying for reimbursement of their medical expenses to filing their Life Certificate or reporting a change of bank account.

Our main Portal to our Members is our Homepage [www.aiace.dk](http://www.aiace.dk), which is easily accessible to Members with just a password. It explains all the intricacies of the system and also has links to all the paper forms for JSIS, which are otherwise difficult to access for Members who do not have an EU Login.

In addition, we regularly publish a booklet, **VADEMECUM**, which covers all aspects facing a person retired from the EU, in their relations with the EU or with the Danish authorities. Our **Vademecum** used to be sent to all Danish EU pensioners, even those who are not Members of AIACE-Danmark, but due to data protection rules, the Commission now only allows it to be sent to signed-up Members of AIACE-Danmark. A new version will be published by the autumn of this year, and the latest version is always available electronically on our website.

Finally, we regularly send a **News Bulletin** to our Members, informing them of important new developments or inviting them to various events.

A couple of particularly experienced Members of AIACE-Danmark are volunteering as so-called “**JSIS Ambassadors**”, acting as go-between for Members who have specific problems with the Commission services. Through their privileged access to the Commission services, the “Ambassadors” can help clear up any misunderstandings, and if a mistake has been made, they will make sure it is corrected.

Problems of general interest to Members are raised at meetings between AIACE and the Commission services, at which all national branches are represented, including AIACE-Danmark. This has enabled us to find solutions to a number of special situations facing EU pensioners living in Denmark.

[Photo from our vineyard visit after our General Assembly 2021]





### SOCIAL CALENDAR

The main event of the year is of course our **General Assembly**, which is usually held in April. It is a 3-day affair, during which we explore a new corner of our country. On the day of arrival, we deal with our General Assembly, which is followed by dinner for all participants. The next day is a whole day excursion to all the sights in the area, combined with museum visits or interesting speakers. In the evening we have a Gala Dinner at a gourmet restaurant in the vicinity. This year's visit was to Sønderborg in Southern Jutland, and it had as its theme the reunification in 1920 of Southern Jutland (then Nordschleswig), with Denmark following a referendum. We had planned this visit for 2020, but it had to be postponed due to Covid 19. Last year we visited Ods herred in Northwestern Sjælland where we learned about the ravages of the Ice Ages, visited a Danish vineyard and had a lovely lunch at a local restaurant.

Another major event in our calendar is our **Christmas Lunch**. We now regularly get more than 100 people signing up for our Christmas Lunch, which makes it quite a challenge to keep finding new exciting places to visit, but we love challenges, and the hunt for this year's destination is already on!

AIACE-Danmark also proposes visits to other interesting places: Recently, we visited the "**Museum of Danish Resistance During World War 2**". Next on the programme is a visit to **Frederiksberg Slot** in Copenhagen. Dating from the 1730s, Frederiksberg Castle was used by Royalty as a summer residence until the mid 1800s. Since 1869, it has housed the **Royal Danish Military Academy**. It can only be visited at week-ends and only in guided groups, so this is quite an occasion to see this pearl. All such visits are of course rounded off by a joint lunch at a nearby restaurant.

[Photo from our Christmas lunch 2021 at Skodsborg]



Website  
Academy



Website  
aiace.dk

Finally, of course 2022 marks the 50th Anniversary of Denmark’s vote to join the European Community, as it was then, and we are hoping to offer our Members the occasion to celebrate this event and remember the good old times.

**WANT TO BECOME A MEMBER?**

If you (or your deceased spouse) are an EU pensioner living in Denmark (or of Danish nationality living elsewhere) and not yet a Member of AIACE-Denmark, but would like to join, it is easy: Go to <https://aiace.dk/medlemskab/> and fill in the form and you will soon be one of us!

#28-AIACE-0003



## AIACE-Finland – Information for EU pensioners **tailored for the Finnish situation**

AIACE-Finland is the association of the EU pensioners living in Finland or having connections with Finland. We work mainly in Finnish but can help in Swedish, English and French.

The association brings together former colleagues and their families, provides practical support and advice. AIACE-Finland’s action has four pillars. The association

1. **Sends regular information to members by email** and maintains the **EU Pensioner’s Handbook**, containing tailored advice for those living in Finland.
2. **Provides personal support through Helpdesk volunteers** when there are problems and questions regarding pensions, health, loneliness or other social matters as well as **advice on IT problems**.
3. **Organises information and discussion events** on the EU

and its policies and **promotes the European cause** in Finland.

4. **Organises leisure time events** (music, theatre and arts) as well as **arranges trips** in Finland and to abroad.

Within the association, **the brass band “Rubato”** and the **Golf Club** bring together colleagues interested in those activities.

In line with the increasing number of EU pensioners living in Finland, our membership has grown to about 300. But many Finnish pensioners living abroad have also joined. You are welcome to become a member of two AIACE sections, and benefit from the services of both.

While the majority of our members live in the capital region, we offer possibilities to members from all-over Finland to participate in the



activities. This is done using **the remote connection to events and meetings**. It is not only listening and watching but truly participating in the discussion. Indeed, one of our board members is from Turku (160 km from Helsinki) and the other from Tornio (634 km).

Our flagship product, the **EU pensioners handbook** advises on returning to Finland, explains EU pensioner's rights and obligations and PMO's digital services. It tells how to interact with EU and Finnish authorities and contains a guide to a widow or widower, among other things. All in Finnish that might be particularly important for the spouse or the family of a pensioner. A printed version is given when joining

AIACE-Finland. The online version is updated continuously.

The website [www.aiace-fi.eu](http://www.aiace-fi.eu) is a rich and lively source of information but it also promotes interaction. Have a look to get a glimpse of what is available.



Website  
aiace-fi

During the COVID, Finland escaped the most drastic control measures and the heavy toll of disease and death. AIACE-Finland decided to continue under the pandemic members' events with modern video tools. The annual meetings in 2020 and 2021 were arranged as a hybrid and a remote event. But we have also arranged many types of events online: EU policy discussions, a museum visit and the 2020 Small



Website  
aiace-fi



E-mail  
Président



E-mail  
Secrétaire



E-mail  
Adhésion

Christmas party. Our experience was so good that we continue hybrid and remote events even when the COVID is declining.

The basic information is available at our website [www.aiace-fi.eu](http://www.aiace-fi.eu). You will also find the online membership application form on the site.

**Contact AIACE-Finland:**

- President Tapani Piha and vice-president Tiina Lohikko, [president@aiace-fi.eu](mailto:president@aiace-fi.eu)
- Secretary Ritva Luomala-Järvi, [office@aiace-fi.eu](mailto:office@aiace-fi.eu)
- Membership Antti Kuosmanen, [jasenasiat@aiace-fi.eu](mailto:jasenasiat@aiace-fi.eu)

#28-AIACE-0004



## Message from Alan Huyton, Secretary AIACE-UK: AIACE-UK - **outpost** of the EU in a foreign land



**Introduction**

AIACE UK is a fully fledged section of AIACE International with, currently, some 750 members or about half of the EU pensioners resident in the UK. Our core role is to provide information and guidance to members, notably in their dealings with the administration. We also see ourselves as a modest outpost of the EU here in a divided and confused third country.

**How we are organised**

AIACE-UK is managed purely on a volunteer basis and we have no paid staff or assistance. We think this is the most healthy way to manage affairs. A team of three dedicated

colleagues manages our membership database and all the queries and admin that accompanies this. We have officers and other roles, including regional organisers, that are important for the smooth functioning of AIACE.

**National Committee**

Each year at the Annual General Meeting (normally held in the Spring), the members present elect a 12-strong committee whose job it is to steer the organisation and manage its income and outgoings. The Committee places a lot of emphasis on communication with members and in providing expertise to the members – more on this below.

### General meetings

Twice a year we organise open meetings for members. Usually one of these meetings is in London and one is in the Regions. These meetings are a great opportunity to meet old friends, renew acquaintances and have stimulating talks and discussion in a 'European atmosphere'.

During the pandemic, we moved to Zoom meetings and found to our pleasant surprise that they gave many members new opportunity to attend the General Meetings, particularly those living in more remote areas or who have mobility issues. For the future we will aim at hybrid events.

### Regional groups

We have encouraged and set-up groups at a more local level to allow members to meet and socialise conveniently. Each group is run by a volunteer coordinator and typically will meet twice a year, sometimes to discuss AIACE questions often with a National Committee expert present, or to have a speaker on a specialist subject or simply to have pleasant lunch together and chat about old times. Members may join the region of choice and are welcome to attend or follow the activities of other regions in which they have an interest.

### Keeping members informed

The National Committee is very conscious of the need to keep members up-to-date of developments, for instance in relation to JSIS and to pensions. Regular letters go out to members by email or regular mail, depending on individual pre-

ferences. We also publish a regular newsletter, Connect-Contact, which features not only news but articles and opinion pieces submitted by members. Our Website offers a third source of information and we are looking forward to a new website from AIACE International with which we can be better coordinated.

### Advice and Expertise

A key role for AIACE-UK is to provide accurate information and guidance to our members. This is especially important in relation to JSIS, where the UK's health system, while being a fine monument to democratic health care, is very different from the insurance model that underpins JSIS. We have built close and constructive relations with PMO and DG HR, largely thanks to the tireless work of Richard Hay, our former Chairman and our experts, Michael Hocken (JSIS) and Martin Clegg (Pensions) who play an important role at EU level as well as here in the UK. They are now supported by volunteer 'ambassadors' whose role is to answer and take up specific problems raised by members.

### Impact of Brexit

We must be honest and admit that Brexit has been a major blow. In practical terms, I think we now appreciate more than most EU citizens the benefits that freedom of movement brought to our lives. With 90 day travel restrictions, visas and banking problems lives have changed and become more complicated. Psychologically, many have found it intensely disappointing after a career devoted to the European Project, to be now outside of it.



E-mail



Site web



This gives added importance to AIACE-UK as a small beacon of the EU and a positive environment for pro-Europeans. Furthermore, AIACE-UK, and notably Richard Hay and Michael Hocken, has played a critical role in ensuring the rights and conditions for pensioners living

here. I might add that we are also grateful for the support of AIACE International and the positive approach of the Administration.

**i Contacts**

e-mail : [webmaster@aiace.uk](mailto:webmaster@aiace.uk)

website: <https://www.aiace.uk/>

# Communication from AFILIATYS

As was to be expected, the last 2 years have had a negative impact on the resources of many of our business partners who did not wish to renew their partnership agreements, and thus on the resources of Afiliatys.

In order to remain true to its purpose and continue to support medical research (in particular against cancer) as well as charitable projects and measures to tackle poverty and exclusion, Afiliatys has been forced to adapt the way it works and devote most of its energy to implementing the Hospi Safe top-up insurance scheme.

The related personalised service will continue to be provided and the Allianz Care drop-in service will be maintained on Thursday afternoons at 105 avenue des Nerviens, by appointment, as over the last 2 years. However, the drop-in service on Tuesdays has been suspended until September. Please see:

- For all information relating to Hospi Safe: <https://www.hospi-safe.eu/en/> or <https://www.allianzcare.com/en/group-hub/hospisafe.html> (Reminder: this insurance must be taken out before retirement)

- For an appointment with the Allianz Care expert at the Afiliatys office (N105 00/010)

Jeremy Vedel – Sales Manager  
– IGO, NGO and Governmental  
– Allianz Partners

Direct line: **+ 32 2 210 65 32**

Mobile: **+ 32 4 75 95 26 23**

Email: [jeremy.vedel@allianz.com](mailto:jeremy.vedel@allianz.com)

- For questions relating to specific insurance policies:

- Outstanding balance: <https://www.eurprivileges.com/debt-balance-insurance>

- Death/disability (any cause): <https://www.eurprivileges.com/death-and-disability>

- Travel assistance: <https://www.eurprivileges.com/travel-assistance-plan>

- Pensions: <https://www.eurprivileges.com/pension-plan>

- For questions relating to insurance in general: <https://www.afiliatys.eu/en/>

As for the many benefits still offered by over 100 partners, Afiliatys will continue to offer them to you, but only via its website (<https://www.afiliatys.eu/en/>), where you can also find information on how to join Afiliatys.

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Afiliatys

Website  
HOSPI SAVEWebsite  
AllianzE-mail  
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balanceDeath/  
disabilityTravel  
assistancePension  
planInsurance  
in general



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