



Seniors of the European Public Service
Seniors de la Fonction Publique Européenne

Bulletin

Information Bulletin

Addressed to the Affiliate members of the Association.

November 2023

SEPS is at the disposal of all its members.

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SEPS Governing Board 2023 – 2025

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Bulletin Editorial Team (FR & EN) November 2023
Serge Crutzen; Pieter Kerstens; Hendrik Smets; Yasmin Sözen

Membership fee: 30 €

It is requested in January and no longer on the anniversary date of SEPS / SFPE membership

However, new members who register after 30 June 2023 by paying the membership fee, will not need to pay for the 2024 fee. The next payment will only be needed in January 2025.

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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.

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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 the SEPS/SFPE Management

General Assembly and Information Meeting

IBIS Center Louvain-la-Neuve - 61, boulevard de Lauzelle in 1348 Louvain-la-Neuve

Date: 12 December 2023

- As usual, along the customary set-up, from 10:30 to 17:00 (Physical and ZOOM) -

1. General Assembly (in the morning)

- a. Composition of the Governing Board – distribution of responsibilities
- b. Modification to paragraph 3 of article 6 of the Statutes – Honorary Members
- c. Action Program 2024
- d. Budget 2024 Proposal
- e. Actions, ongoing actions and/or under preparation, including priority setting
- f. Statutory Meetings Calendar 2024
- g. Upcoming Acquittal for the exercise 2023.

2. Convivial Lunch

3. Information meeting (in the afternoon)

- a. Application of the Method by the end of 2023
- b. Information concerning the GCSI-JSIS
- c. Other Current Themes
- d. Problems encountered by Affiliates
- e. Questions and Round Table

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I. Editorial

It is for the first time in the existence of our association, at least within its current statutory position, that the editorial of our Bulletin has not been written by its historical chairman Serge Crutzen. The latter has dismissed from all his functions within the SEPS-SFPE, already in October 2023, for health reasons. This explains how it comes that the undersigned has taken over the helm.

The year 2023 will remain in the history of the SEPS-SFPE as an unusual exercise, during which has occurred, for the first time in its existence, a change of presidency, as well as the implementation of a clear organisational separation amongst the original statutory tasks of the Association on the one hand, and the services offered for complementary insurances on the other. This distinction was upcoming since already some time, but it has become subject to acceleration in the margin of the presidential rotation.

On 14 November 2023, the Governing Board of our Association has met, at a normal meeting set since a long time ago, to, amongst others, elect a new President. The participants have unanimously decided to appoint Petrus Kerstens, (*Pieter*, for his friends): me, in the capacity of new President and successor of Serge Crutzen. Up to date I was already one of the Administrators in the very same Board.

They have awarded me with a great honour. A huge word of thanks to the Members of the Governing Board. You can all count on me, to not disappointing all who have expressed their confidence in me. Additionally, I remain open to any helpful and constructive suggestion, which is brought forward in our common interest.

As a result, it is in the new capacity of President that I have the honour to address this editorial to all of you, which is, given the circumstances, somewhat different to the customary presentation.

As a starter, and I believe speaking on behalf of all of you, I would like to express a huge gratitude to Serge Crutzen, for his relentless commitment ; his uninterrupted presence ; and his unconditional availability for all the affiliates in our association, as the Founder-President, such during 15 completed years.

Hence, the next meeting of the General Assembly will be requested to confirm Serge Crutzen as Honorary President of the SEPS-SFPE, and I dare to believe that this proposal will benefit from the unanimous support by all of us.

I am fully aware that the succession of Serge Crutzen consists in a tremendous challenge, and that it will be very difficult to succeed to him in an identical manner.

It will never be the same again. But we will manage, all together, to find a way to take up the duties to be performed, and to face the challenges ahead of us. The management style of your new President is to be visibly distinct from the one which you have witnessed during the preceding years.

With respect to the challenges ahead of us, allow me to mention some of those :

- Maintain the defence of the affiliates : as well collectively as well as at individual level.
- Make recognise the JSIS as an insurance with a fully-fledged national posture.
- Make improving accesses (and content) into the IT-tools of the Administration.
- Prevent SEPS-SFPE from substituting on services deliverable by the Administration.
- Improve awareness on the needs of affiliates residing outside Brussels and/or Belgium.
- Further develop our own branches ad contact-points outside Brussels.
- Reinforce the ties with Council and Parliament, as well Institutions as Staff.

It is important to remind that our principal speaking partners continue being DG HR and the Administrative Office PMO at the European Commission, with which we will try the maintain, to the best possible, constructive (social) dialogue lines, without, at all, betraying the defence of the interests which the affiliates have kindly confided to our care, and which continue, by default, to be our priority.

With respect to our live conditions, the budgetary exercise 2023 has not really been the best, but not the worst either. However, we need to remain attentive and remain cautious, as from early 2024. The Budgetary Situation at the Member States is in a state of quick degrading, which may have adverse effects on the financial resources to be made available to the Institutions of the Union. The Decision by the Constitutional Court in Germany on the environment policy should all awake us.

Moreover, in June 2024, there will be general elections for the European Parliament, which may end-up in the arrival of a significant number of so-called *Eurosceptics*, who are not necessarily likely to be all on our side, when it comes to defending our established rights. The recent national elections in the Netherlands have given us a clear taste of the future political climate. In democracy, voters have always the final word ! Without any intention to worry you, let us still remain fully aware about the future risks.

Wishing to be able to meet a maximum number amongst you at the next General Assembly of our association, set for 12 December 2023 in Louvain-la-Neuve (see its agenda at page 3, above), I will leave this introduction here, for the moment.

To all who are unable to attend in person on 12 December, I would already like present my best wishes for Merry Christmas; nice year-end holidays; and Happy New Year 2024, of course in happiness and good health. Looking forward meeting you again at one of our meetings set to occur in the course of next year.

Pieter Kerstens

II. Outcome of the meeting of the Governing Board (GB) on 14 November 2023

Pay attention : what follows here are not approved minutes, it is just an informative overview

1. Opening

Due to the announced absence of the outgoing President, it is one of the Vice-Presidents who opens the meeting as chairman, corresponding to the statutory rules. The legitimate quorum required by the Statute has been largely exceeded. The absent members have, all but one, delivered a procuration to members who are indeed physically attending. The meeting's agenda is subsequently adopted without the least observation.

2. Points of Information

The acting President mentions the dismissals by chosen members of the current Governing Board. No one makes observations or requests the floor.

Pieter Kerstens gives an explanation with respect to his own interventions, including the due reasons for having initiated to convoke the current meeting of the GB, for which the date had been set since long ago, and which otherwise would not even have taken place.

3. Election of a new President

The acting president establishes that there is only one candidate for the succession of Serge Crutzen, who is Pieter Kerstens. The latter takes the floor to give a short introduction and to explain his motivation.

At the vote, unanimity proves to exist on the appointment of this candidate, which is by acclamation. Once elected, Pieter Kerstens takes over the chair of the meeting, to proceed with the quite impressive agenda.

Pieter Kerstens thanks his colleagues of the Governing Board for their support and for their confidence, and shares some points of attention which are, in his view, urgent for the fruitful continuation of the Association. His first priority is reuniting all spirits around the table and making all the bodies of the SEPS-SFPE function normally, like before. He has no intention to start his presidency with revolutionary actions.

4. Preparation of the annual exercise 2024

The original and principal reason to have this meeting consists in duly preparing the General Assembly of the year-end, which is set for next 12 December. Then, the Work Program, the calendar with the statutory meetings and the available Budget will be approved and adopted.

There is consensus on the main lines proposed in the documents, which do not fundamentally diverge from the approach conceived for the still ongoing exercise. There is a short discussion on the meeting dates, amongst which one seems to coincide with a bank holiday in Belgium, and for which the calendar will be adjusted correspondingly.

On 12 December, the General Assembly will be invited to adopt the minutes of the last meeting held on 30 May 2023. It will be informed about the occurred changes in composition of the Governing Board. It will have to decide: the Budget 2024 ; the Work Program 2024 ; and the calendar of the statutory meetings. There will also be a proposal to punctually modify one of the articles of the Statutes.

On the very same day, an information meeting will discuss: the latest evolutions with the JSIS (new Rules, new GIP, international recognition) ; the application of the Method for the adjustment of the remunerations by the end of 2023 ; the follow-up of ongoing actions aiming to improve the services provided by the PMO ; and, Miscellaneous.

5. Logistical and Administrative Issues – who does, from now on, what ?

At this subject, the discussions are occurring in line with a detailed list of relevant issues, provided for by Serge Crutzen, as full part of the hand-over of his responsibilities to his successor and to the Governing Board.

a. Position of the Secretary general of the Association

A quite serious discussion develops on the maintaining, or not, of the position of Secretary General within the Association. To suppress it altogether, it would require modifying the Articles of the Association, in which this position has been explicitly anchored. The GB concludes in maintaining this function as it is now, in agreement with the new President, who is reluctant as to modifying the Statute.

After the lunch-break meal, the GB decides to maintain Gina Dricot in this position.

b. Organisation of workplaces and sustained management of the inventory

The inventory of goods has been performed; the President thanks the person who actually did this job. He stresses that there still remain items physically located in the offices allotted to the Insurance Group, which we need to recover. The office premises of the Insurance Group are from now on separated from those of the SEPS-SFPE.

c. Continuity of the drafting and the periodic dissemination of the Bulletin

The next Bulletin, for which Serge Crutzen has still prepared the bulk of the content, will be finalised by the new President, who intervenes onwards also as Editor in chief. In future, the Bulletin could be enriched with new content elements: by making it more attractive and personalised.

d. Communications through the social networks (websites)

For the President, this theme encompasses two distinct chapters:

- Training and Presentations by the SEPS targeted to (almost) retired staff ; and those on existing administrative IT-tools, amongst which EU Login.
- Our publicity : the Association's website has become genuine but will, in any case, have to be developed further. Moreover, hyperlinks will have to be conceived which allow to easily redirect to our website.

The President points on the following issues:

- Problems with documents displayed in MyIntraComm, for which the updates are deprived from timestamps, which can trigger off confusion when a colleague wishes to refer to one of those documents.
- Administrative information for actives and for pensioners must always be identical.

The President will meet the Administration, since the 24/24 and 7/7 duty services of the JSIS continue being the full discretion of the PMO, in stead of the cell phone at the SEPS.

e. Presentations at the different seminars within the Institutions

These presentations are maintained as such, whereas the shortage issue on English language speakers can find a solution with mastering colleagues, like Jan Willem Bronkhorst who is prepared to provide for immediate relief.

Presentations outside Brussels are scheduled. The Président will go to Ispra. The local branch will afterwards take over this action. With respect to Luxembourg, the dates for the year 2024 are already known.

f. Participation of the SEPS-SFPE to meetings of the Social Dialogue

It is planned to replace/substitute Serge Crutzen in 2 statutory committees :

- CASS : « Administrative Council for the Social Services ».
- GTR : « Working Group on Remunerations » – on trade union's proposal. A serious candidate has already been identified.

The SEPS-SFPE will participate in Social Dialogue meetings, as much as possible.

g. Training and presentations of institutional tools (sites DG HR and JSIS)

Distinct actions performed in this field are discussed here, in particular:

- The invoice for the purchase of a second cell phone, made available to the Insurance Group, must be regularised administratively.
- There are many complaints by affiliates on the reimbursement of season vaccinations. The President points out that the covid-vaccines are reimbursed at a 100% rate. Currently, the normality of a rate of 85% for reimbursements pour influenza vaccines has been restored for pensioners.
- Issues with services by the JSIS : DG HR has transmitted a reply to a request pursuant to Article 90(1) on 27 September 2023: we must react prior to 27 December 2023. A note has been drafted by the PMO, and not by the AA. In this context it would be wise to check out if DG HR has authorised the « AA » to the PMO. The President points out that in that case it should have been specified that the PMO is answering on behalf of the AA; Now, it is up to be aware of the quite short deadline for proceeding. The issue of the misleading labelling of the monthly payment overview has, since last September, been solved with the re-labelling into label "Pension Slip".

h. Duty client services with uninterrupted operation of the unique cell phone

The duty service cell phone is maintained for now: a long-term alternative will be sought. For the moment, the success of the cell phone depends exclusively on volunteers.

i. Management and welcome of new affiliates - Updates of the Registry

It needs to be seen what is informatically possible to avoid huge manual interventions.

j. Management of Electronic Messages and updates of distribution lists

The processing of electronic messages is not always self-evident, yet the electronic address « Info@seps-sfpe.be » stays for now the principal entry point.

k. Financial Management

The Accountant, Marc Maes, is the main responsible person for financial management. Moreover, it is necessary to try to find new financial resources. In the case of a formal recognition by the EC, it will become possible to obtain subventions, which will prove helpful to the current financial situation of the Association.

l. Satisfaction Survey on the PMO

The satisfaction PMO et article 90. It would be indicated to analyse the feedback in order to know which the best follow-up is to lend to it.

It is important that Serge Crutzen would complete this work in order to enable taking decisions on the appropriate follow-up. Monique Breton is available to share this action. The President informs that he has a normal « pensioner's badge », without ASN-Rights, to well identifying what physically happens with the admittance of normal pensioners.

m. Legal Assistance, and follow-up of procedures pursuant to article 90

Article 90§1 on the topic of *paperless*. The President will further dig into the question with DG HR and the PMO and pass some clear messages. The PMO is expected to implement a duty service 24/24-7/7 for urgencies. Lodging of Articles 90§2 is not excluded by default.

n. Section Management

Different projects require attention:

- SEPS Italia is developing very well : in spring the President will pay them a visit.
- SEPS Luxembourg has to be set on the rails again, scratch from blank.
- Creation of contact points, one in each Member State, for individual advice.

o. Other

It remains to be seen if it is required at all to move the Association's social seat. No changes ahead, at least not for now. Onwards, to be considered, in function of:

- End of the lease of the building Nerviens 105, with removal in 2025.
- Rethink the concept of the AISBL and plan discussions on this topic.
- Organise our future plenary meetings at the Inter Institutional Center in Overijse.

III. Protest Actions decided by the GB

1A. Pursuant to Article 90§1 of the Staff Regulations : Suppression of paper and « paper procedures »

This question submitted to the Commission has been presented in the June 2023 Bulletin. Having received not any written reply by DG HR, we would like to remind the answer given by the Head of Unit PMO-Pensions, Ms Catherine Heldmaier-Regnier, and share the position taken by the Deputy Director general adjoint at DG HR, Mr Christian Roques.

Following to the declared inclination shown by the Directors of the PMO and the OIB, to suppress paper, an Article 90(1) Request has been deposited with DG HR, on behalf of the President of the SEPS-SFPE, Serge Crutzen. It occurred on 14 March 2023. This request has been addressed to DG HR Unit "Appeals and Case Monitoring" (hr-mail-f6@ec.europa.eu).

The subject is straightforward:

Statements made at several meetings (e.g. CGAM-GCSI) on behalf of the Directors of the Offices PMO and OIB, of the determination to suppress « paper », and thus no longer accept paper procedures for many administrative acts, like reimbursements of medical expenditure, information documents, official declarations, etc.

This so-called « paperless » attitude, does it represent the one of the Commission ? Are paper-procedures still admitted for retired who ware not (or hardly) skilled with IT or have stopped being son due to their age? The must receive a minimum of information (by land mail) and must be able to submit their requests and declarations on paper.

Moreover, the answer given by PMO-PENSIONS@ec.europa.eu often used until shortly, is now : « address yourself to Staff-Contact ».

It appears no longer possible to ask a question to PMO-Pensions or to send a document through simple e-mail. On needs to have a EU Login and be familiar with MyIntraComm, or use external postage ? A note has been sent to PMO-Pensions on 10 April 2023.

The reply given by Ms Catherine Heldmaier-Regnier (Head of Unit PMO-Pensions) lays out the principles that DG HR is open to take into account the difficulties encountered by pensioners. We read these principles also in other recent documents from DG HR :

Even if we are heading to a digitalisation of the exchanges, simultaneously for the sake of the protection of private data, and for the sake of efficiency in our services, I can assure you that we still share the concern to accompany persons who face difficulties in accessing IT-tools.

That is why we have taken several supporting measures, amongst which a support with the creation of the EU Login, an improvement of the pages in Staff Matters, and the creation of a contact-form adapted to retired who still manage to log in. For the persons who do not have this possibility, we will, of course, not suppress the exchanges on paper without any other accompanying measure, and mainly with the option to get assistance from ambassadors, social workers, and any other authorised person. We are currently working on the implementation of a procuration, which will also allow to pensioners to be represented in full security by a person of own choice, at the contacts with our services.

Be assured that we remain fully attentive to the needs of the retired and open to any other suggestion that would facilitate in a helpful manner the transition to an increased digitalisation of the services.

At a meeting with Mr Christian Roques, Deputy Director general at DG HR and Ms Susan Panter, Directeur at HR.D, Mr Roques has resumed the position of DG HR in three points:

- ✓ The paper procedures must, at least for the moment, be maintained.
- ✓ Training of affiliates must be strengthened (presentations are organised by SEPS-SFPE).
- ✓ A legally correct model will be proposed for the officialization of the choice for a representative / tutor / guardian, if the affiliate is opting for this solution.

Who will train the representative (and who will eventually pay for the services)? Which will be the professional liability? The tutorship must remain restricted to cases with persons having lost their faculties, without generic approaches causing complications to benefit from one's rights. Such is absolutely contrary to what is being practised at national level.

The position taken by DG HR can be summarised as follows : DG HR will defend a transition but it will require to train our retired or well use delegations of signature.

For the SEPS-SFPE this is unacceptable : it is necessary to facilitate life for the retired and simplify the work at the Settlement Offices (all bringing about economies).

1B. Pursuant to Article 90§1 of the Staff Regulations : What our « mutual fund » JSIS should offer to its affiliate members

The « *paperlessgate* » has triggered off a progressive consciousness on the decline, since some years already ongoing, of services offered by the PMO to JSIS-affiliates.

As it has already been stated in our Bulletin of June 2023, the need for the Commission to make saving must not occur at the cost of essential services for its personnel. The suppression of front-end duty-services, the difficulties to obtain replies by phone, the dehumanisation of contacts having become anonymous, the stereotype answer by an invisible staff, etc., can not be justified with a shortage off human resources: the Commission must take up the duties concerning the personnel, which it has recruited in the context of:

- the absence of any cover by an official social security system of a Member State, and
- the principle of equal treatment of all affiliates whatever may be their posting location or residence.

The conviction by the Governing Board of the SEPS-SFPE must be stressed again: All pensioners and their dependants must be able to fulfil the administrative formalities with the use of paper procedures or basic IT-tools, for as long as they manage to do so. They need to have access to all necessary information. The care providers and other persons at help must also be able to access this information, which are : the JSIS Rules ; the JSIS GIP ; the lists with reimbursable medicine ; the procedure for direct billing, etc.

Such information must be available in all the official languages of the EU.

The SEPS-SFPE has therefore initiated an action pursuant to article 90(1) (Request to the Administration), which could well develop into a complaint [Art 90(2)] or a call on the European Ombudsman or even a case before the Union's Court.

The request pursuant to article 90(1) of the Staff Regulations, as drawn up by the Governing Board, specifies 17 principles considered as legitimate expectations by the JSIS-Affiliates. Those principles have been quoted in the June 2023 Bulletin, and are detailed in Annexe.

Resuming, one should request for the creation of a JSIS-website without password, containing all linguistic versions of the reference documents and the normal e-mail addresses accessible from outside (not impeded by the EU login), as well as the direct phone extensions of the agents and/or officers capable to reply in the different languages ; and listing one or more electronic addresses of functional mailboxes, available in each language.

2A. Reply by DG HR – PMO

The full reply by the PMO can be read in Annexe 2. A summary of the content and of the key statements is presented below.

The PMO supports fully the measures allowing the retired to stay as long as possible autonomous and independent, but it is important to identify the person with whom the Administration could get in touch. The conditions allowing such reference person to have also a direct access into the IT-applications will need to be clarified.

The contacts with reference persons or tutors would nevertheless (also) occur by e-mail or by phone (See also next item, below).

With the revision of the GIP, the different texts of the regulations will be accessible to the general public. The publication of the Opinions by the Medical Board is under preparation and will be implemented after the revision of the GIP. Information on the agreements between the JSIS and third parties will be announced in Staff Matters.

The PMO and DG HR are preparing a legislative proposal which would at last allow for the international recognition (or rebirth) of our sickness insurance scheme.

Only 3 working languages (EN, FR, DE) are used at a general level, but all the official languages are used for the external beneficiaries (widows, widowers, doctors, ...). One has to consider the financial impact that would be generated from the translation of all the documents in 24 languages !

A unique phone number will be defined in 2024, for the entire PMO ! Duty services will only function during morning hours. Given the availability of human resources, it is unfortunately, neither possible extending the opening hours, nor widening the linguistic coverage (EN, FR) at the regular telephonic contacts with the beneficiaries.

For written questions: it is required to use Staff Matters (ServiceNow in 2024 – simplification for the use of EU Login).

As to direct billing, we must recall that that this is a facility and not an acquired right.

However, as to the application of article 72(3) nothing will change at all, but only an improvement for colleagues with a handicap.

2B. Delegation proposed by the PMO : Power of Attorney

In full respect on the rules for data protection, the JSIS will not provide any information to anyone other than you and will not accept any file delivered in your name by any person different to yourself.

This applies also to the members of the family, the spouses, etc.

Hence, if the PMO is not in possession of a fully-fledged procuration, it will not consider any information, and will be unable to handle the files on your behalf.

To make certain that someone can make submit your requests for the reimbursement of medical expenditure, or discuss with the PMO/JSIS in your name, you are invited to provide to the PMO/JSIS a procuration (see the form at Annexe 3) to a person in which you confidence to fulfil these tasks. This can very well be your spouse, partner, child, next of kin, friend, etc. Also, you are free to deliver a procuration to different persons.

This procuration could show quite helpful at the occurring of an incident or a serious illness. The proposal toit is be made during the Retirement Preparation Seminar.

The « power of attorney » is not an instruction to a lawyer. This term means « procuration, empowerment, mandate, authorisation » as explained in the terminological database of the IATE.

The determination expressed by the PMO, that a delegation must be implemented, to allow any retired person to assign a different person of his choice to act in his place, is frightening with respect to the abuses which could arise from it, even if all legal guarantees have been ensured and that training is provided to the «delegated».

Concluding: the statement « *It is necessary that retired can remain autonomous and independent for as long as possible* » has been embraced as a fundamental principle by the Governing Board of the SEPS-SFPE, which is therefore not in favour of proposals to identify a « *tutor* » to any colleague encountering difficulties with corporate IT-tools or with the available information about the JSIS.

2C. Follow-up to lend to the aforementioned article 90(1) 'What should offer our « insurance » JSIS to its affiliates'

Obstacles relative to an administrative complaint pursuant to article 90(2)

Who exactly will be the complainant ? Are the Staff Regulations strongly concerned by the JSIS ? Must the Protocol on Privileges and Immunities (its article 14) be considered ? Our lawyer will have to study this.

A *class action* appears more appropriate when addressing the European Ombudsman. Yet, the basic idea at the SEPS-SFPE remains the bringing of the case before the Court of Justice of the European Union.

To substantiate this, any of the possible steps must be initiated before year-end, to which end a survey has been deployed, from which the results will document the requests and complaints.

3. Satisfaction Survey on the use of services offered by the PMO

The survey has been launched on 24 September 2023 and on 14 October 2023 already 78 replies had been transmitted and become available.

The main questions:

- ✓ Which means of communication do you use with PMO at submitting requests?
- ✓ How do you assess the use of the sites via EU Login ?
- ✓ Have you already called on help by a third party at your steps towards the PMO ? If so, who exactly did help you out ?

The full questionnaire (see Annex 4) has been distributed to persons who have a known e-mail address, which is some 75% of affiliate-members at the SEPS-SFPE. The members who use RCAM on line without a known and communicated e-mail address are quite exceptional ! (It is below 5% of the 25% unmailable affiliates).

Provisional results of the survey :

Which communication channels do you use with the PMO for the submission of your requests/questions?	Pensioners with own IT-equipment	Pensioners without IT-equipment	Global
1. JSIS on line (via EU Login)	68.7	5.0	60.0
2. PMO Mobile (via EU Login)	9.0		
3. SYSPER (via EU Login)	37.3		
4. MyIntraComm Retired (via EU Login)	31.3		
5. Staff Matters (via EU Login)	25.4		
6. Electronic Mail (without EU Login)	13.4		
7. Land mail (postal forwarding)	22.4	95,0	40.0

Observation : 1. (68.7%) + 2. (9.0%) + 7. (22.4%) = 100.0%

Obviously, this global outcome is preoccupying, and it justifies the need to shrink the recourse to « paper procedures» to reduce the workload of the JSIS Settlement Offices at the PMO.

How do you assess the access to sites via EU Login ?	%
o Easy, you find the relevant information needed, and you manage to perform all your actions without external help	20,9
o Fairly easy	29,9
o Rather difficult	17,9
o I do not use EU login, (or not any more)	16,4

One must conclude that an improvement of the users facilities would definitely impact positively on the statistics!

Did you have already called for help by a third party, at your steps with the PMO ? in the affirmative case, was this:	%
A member of your family – next of kin	10.4
A social worker	
A doctor – general practitioner	
A nurse	
An employee in a hospital or an elderly home	
A colleague (pensioner) (volunteer)	9.0
A tutor or guardian	
Our PMO Ambassadors	6,0
Other (specify) (Paid IT-specialist) (lawyer) (SEPS)	7.5

The call by the PMO to assign a person to give a procuration tom, would certainly increase the use of a third party for reimbursement requests, with the option considered by the PMO of requests on line.

Observations by the respondents

Clarification via e-mail difficult, if not impossible or inadequate
No counter open or available
Impossible – difficult to get an appointment
Information requested on agreements between Regions and the JSIS (e.g. Spain)
Possibility for urgent direct-billing, outside the office hours and in weekends
Response delays often unacceptable with procedures without EU Login
Availability of precise information on reimbursement amounts
Precise motivation of refusals
Member States must recognise the JSIS - Health Insurance badge?
Obligation to pay for care (surgery) in advance
Applications are not user-friendly

Maintaining paper procedures
Difficult for handicapped colleagues or children
Reimbursements difficult or inexistent at 100% for preventive care
Procedures sometimes difficult for serious cases (psycho)
I used electronic mail without EU Login
Perception by retired : go away, clear off, you are redundant since too long already
Given the difficulties, stopped to request for reimbursements, at all
The JSIS does not recognise the "paying third party" of the Belgian sickness insurances and requests for additional supporting documents
Difficulties with DG DIGIT (modification of the e-mail address)
Availability, both for the affiliates and for the caregivers, of the full documentation on the JSIS
Difficulties to find or to request the on line certificates
Difficulties and slowness with the application on demand of article 72(3)
Retrieving an information, a procedure, etc. is often difficult within the websites of the Commission
The interlocutor at the PMO is unknown
An instruction Manual for my wife and children has been prepared by me
Which degradation as to the services by the PMO !!!
For pensioners, access to all information should be way more simple and convivial
I do not how to raise questions
People with disabilities find obstacles with access to coverage
Ceilings for reimbursements are very low for some countries
Staff Contact : Is there not a maximum delay for answers, like it exists at any other service of the Commission?
The easiness to obtain an EU Login varies along the Institution of origin
PMO-Mobile (via EU Login) - considered as insufficiently secured
MyIntraComm Retired excludes, vis-à-vis the MyIntraComm "standard" pensioners from much information
The "reset" of blocked or lost passwords (private e-mail address) is something quite bothersome
Ignorance of article 21 of the JSIS-Rules: qualified as "top up" to a national sickness insurance or a local insurance obligation
RCAM on line : introduce « Recognition of serious illness and prolongation »
Bad experience with the Medical Advisor
Possibility to rectify 1 header, 1 amount, add or erase 1 scan at the finishing of the entry into JSIS on line
No Retirement Preparation Seminar at the occurring of invalidity

The final results of this survey will become available posterior to the distribution of the November Bulletin, in which the request will be made to all members, informatised or not informatised, to provide helpful replies and suggestions.

The already gathered results show already clearly that the PMO will not be able to easily or quickly discontinue the paper procedures.

The observations made by numerous members show that the request for an open service, similar to a national sickness insurance, with an accessible counter, is real and effective. This survey and the remarks made confirm what has already been said :

The need for the Commission to make savings must not occur at the cost of essential services for its personnel. The suppression of front-end duty-services, the difficulties to obtain replies by phone, the dehumanisation of contacts having become anonymous, the stereotype answer by an invisible staff, etc., can not be justified with a shortage of human resources: the Commission must take up the duties concerning the personnel.

IV. Continuation of the Survey

The affiliate members are kindly requested to respond to the survey presented at Annex 4 of this Bulletin.

It is paramount collecting more than 78 answers to this questionnaire.

This survey is set to provide supporting evidence to our future actions on the availability of the services by the PMO : Article 90§2 (complaint and/or call on the Ombudsman and/or case at the EU Court of Justice.

V. Review of the activities and the proposals by the CGAM (GCSI)

Our Bulletin in June has summarised the presentation given by Monique Breton, Chairperson of the CGAM (GCSI) at the General Assembly held on 30 May 2023: Results of the activities at the CGAM and modification proposals for the DGE (GIP).

The envisaged improvements to the JSIS concern the revision of the GIP : the mechanism for ceilings' adjustments, hospitalisation and interventions, dental care, les protheses, and preventive health care.

Yet, the financial operation margins of the PMO are limited, even if the accounts of 2022 allow for room to improve the system.

At the Information Meeting on 17 October 2023, Monique Breton presented various themes from the annual Report on the JSIS / GCSI, and she has given an overview of the main issues.

Follows a recapitulation on what has been exposed at these last two meetings.

Annual Accounts over 2022:

- ✓ Surplus of revenues with operational expenditure: € 37 million
- ✓ Annual Result: + € 34,9 millions
- ✓ Reserve: currently over € 350 million.

Reimbursement Rates

The effective reimbursement rate is subject to steep degrading

- ✓ Global figures: 2020: 81.8% ; 2021: 81.0% ; 2022: 73.9%
- ✓ For services with ceilings other than serious illness, the rate has gone below 60%
- ✓ For serious illnesses, the reimbursement rate is close to 95%.

Recognition of our System – Insurance Badge.

Urgency of insurance badges to have access to care, to digitalisation of all insurance systems, to prescriptions, to invoices, to results of analyses, to the creation of a digital medical file.

A specific Regulation is required to avoid the general principle of the transfer of costs for medical care to a sickness insurance scheme in the country of residence.

One has to avoid the principle of unicity of sickness insurance scheme, otherwise the JSIS will disappear and be replaced altogether by national systems.

We have to stay away from the coordination amongst national social security systems in order to be beneficiaries from both simultaneously.

This badge will not consist in a full guarantee for the disappearing of discrimination of affiliates of the RCAM, as long as those are identifiable.

Would this require a national insurance badge like the one for CZ (The Netherlands) for use in the country of residence and a European sickness insurance badge by the JSIS for use in countries other than the one of residence?

The PMO has no idea on which solution should be implemented.

The Commission hopes to get a Regulation passed prior to the elections for the European Parliament in 2024.

Revision of the GIP

Modify the ceilings and introduce a mechanism for annual adjustments; take account of the scientific evolution in medicine, of the digitalisation of documents, of the transmissions by electronic channels ; clarify provision which bring about interpretation problems (complementary cover) ; improve the cover of charges due to handicaps, to the loss of autonomy an to serious illnesses (important for pensioners).

The idea is to adjust the ceilings at a yearly pace, in function of 80% of each kind of service in each country of the Union, for reaching the statutory rates of 85 or 80 %, in stead of accepting the ongoing erosion. However, if the resources of the JSIS would not allow to ensure all these increments, a priority order will be put in place : starting with the ceilings for handicapped persons, with losses in autonomy, and suffering serious illness; then the general medical expenses ; and, finally, as last priority: the eyeglass frames.

Total reimbursement in case of serious illness or handicap

Relaxation of the rules ; improved coverage of costs in case of handicaps ; maintaining full reimbursements at the follow-up.

Possibility for retroactive application of the full rate up to 18 months prior to the request. In the case of a lasting situation, no more need for a medical report and a renewal request by the affiliate; a simple medical certificate, and the AA decides after an opinion by the medical advisor.

Hospitalisations and interventions

Extension with domestical hospitalisation. References to palliative care at certified facilities.

Publication of the list of eligible interventions.

Reimbursement at 100% for : serious illnesses, childbirths, hospital stays englobing at least 3 days of intensive care, palliative care, hospital stays of over 30 consecutive days, during the entire care.

Stays at paramedic institutions of rest- & care-homes. With access to the reimbursement pursuant to article 72§3 for this kind of expenditure, currently still excluded.

Improvement of reimbursements for housing costs and for intermediate sick-guards.

Dental Care

Objective: treat dental care as genuine care for therapeutic purposes and not as esthetical treatments.

Reinforcement of prevention : improved reimbursement of preventive treatments.

Creation of new codes for treatments without prior authorisation beyond the available annual envelope.

Orthodontics: start of the relevant treatment before the 20th birthday, in stead of the 18th.

Orthodontics for adults: exam, case by case, in function of the functionality and the necessity of the treatment.

Protheses: maintaining the minimum renewal delay of 6 years.

Implants : maximum 8 implants, and after at least 6 years, possibility to reimburse two additional implants.

Improvements to occlusodonty, and to parodonty

Protheses, orthopaedical equipment, and medical devices

Clarifications pending for glasses. Lenses: reference is the price of a subscription to disposable lenses. For other lenses: reference is 80 %. Eye protheses are reimbursed at 100%. Hearing aid equipment reimbursed at 100%, replacements minimum 4 years.

Detection.

Access to children at charge as from age of 18 . Access to spouse or partner covered as first instance or in a complementary manner. Certified Centres or not. Complementary examinations are possible.

Which are the main changes decided in November 2023 on all JSIS affiliates ?

First, when seeing your general practitioner, you will henceforth be reimbursed up to a maximum of €42.- instead of €35.- which is a 15% increase. In the meantime, the ceilings for consultations by a specialist have increased by almost 30%, from € 50.- up to €64.-.

The other ceiling increases concern more specific types of medical expenses with a social character, which are equally important: dental prostheses (from €250.- up to €350.-), the purchase and/or repair of hearing aids (from €1,500.- to €1,800.-), and incontinence supplies (from €600 to €1,320 a year).

These new ceilings apply to treatments taking place after the entry into force of the relevant Commission Decision, i.e., as of 17 November 2023.

Annual financial impact on the JSIS of these changes: about € 30 million.

VI. Remuneration Adjustment

1. Assessment by Eurostat of the values of these parameters for 2023

The **Global Specific Indicator (GSI)** for the 12-months period between July 2022 and July 2023 is de 98.2 (-1.8 %). The GSI for the six-months period between July 2022 and January 2023, as presented in the intermediate report of May 2023, is 98.1 (-1.9 %). Since there has occurred an intermediate adjustment with the reference date of 01 January 2023, only the residual GSI for the period between Januari 2023 and July 2023 is of relevance for the December 2023 adjustment. Hence : **GSI = 100.1 (+0.1 %)**.

The **Joined Belgium Luxembourg Index (JBLI)** for the 12-months period between July 2022 and July 2023 is 4.6% (JBLI = 104.6). In the intermediate report of May 2023, the JBLI was 103.7 (+3.7 %). Since there has occurred an intermediate adjustment with reference date 01 January 2023, only the residual GSI for the period Januari 2023 – July 2023 is of relevance for the December 2023 adjustment. Hence : **JBLI = 100,9 (+0.9 %)**.

2. Residual Adjustment – December 2023 - with effect as from 01 July 2023

$$(100.1 \times 100.9) / 100 - 100 = 1.0009 = 1 \%$$

Summarising :

	Annual		Intermediate June		Residual -	
GSI		-		-1.90%	100.1	0.10
JBLI	105	4.60	103.	3.70%	100.9	0.90
Adjustm	103	2.70	101.	1.70%	101.0	1.00

3. Adjustment of the pensions

In December 2023 (at year-end) the gross adjustment will add up to **1%, with retroactive effect of 6 months**.

4. Adaptation des salaires des actifs

If the adjustment is indeed 1% for the remunerations, on has to take account of the increase of the contribution-rate to the pensions : PCR = +1.0 %, such with retroactive effect of six months (see 2. above).

However, considering the circumstance that taxes due by active staff may diverge individually, the average salary reduction from this will be +/- 0.75%. **Certain colleagues will have a net adjustment of about nothing, some others will benefit from a slightly positive adjustment, and others may even suffer a slightly negative adjustment !!!**

5. Moderation Clause

The moderation clause with our Method intervenes if the upward or the downward adjustment exceeds a rate of 2%. This is not at hand by the end of 2023.

6. Exception Clause

If the GDP evolution is negative, the adjustment from the GSI is postponed until later. Such is unlikely to be the case for 2023, but it will have to be verified in 2024.

Please note that the preceding adjustments (2022 – 2023) have not been impacted by this exception clause. The effective GDP-evolution has been checked in October 2023 (+3.4%) which allows confirming the hypotheses made anteriorly.

7. Correction Coefficients

The as from 01 July 2023 applicable Correction Coefficients on the Remunerations benefited outside Brussels and Luxembourg, designed to maintain purchase power equity amongst the Member States of the Union, have been made available in the table at the joined Annex 6 (cf. page 36).

VII. Potential changes of the Staff Regulations

The request by the Commission for € 1,9 billion for boosting Chapter VII of the Multiannual Financial Framework has not yet been made subject to any agreement (compromise !). This issue will be decided upon by the European Summit on 15 December 2023 ! The Commission will have to propose a minimum amount absolutely indispensable. The risks for future problems with remunerations and pensions (Method) may therefore surge at this Summit in December. Our Defence Group may be called to activate itself stright from the start of the year 2024.

VIII. Calendar with Statutory Meetings

Meeting	Date	Place
GA and Information Meeting	12.12.2023	Louvain-La-Neuve
GB	06.02.2024	To be set
Audit of the accounts	08.04.2024	N105
GB	06.05.2024	To be set
GA and Information Meeting	27.05.2024	To be set
GB	10.09.2024	To be set
GB	11.11.2023	To be set
GA and Information Meeting	09.12.2023	To be set

IX. Information and reminders

Much of the information offered to you under this chapter of the Bulletin does not concern all members but may interest a good number of them. It is being sent to you on the basis of experiences made by members of SEPS who man the permanent telephone line or at the request of PMO.

Some of this information may also duplicate information provided in the form of the information bulletin of DG HR D1 “*Info Senior*” and earlier SEPS-SFPE Bulletins. However, it is essential to insist on certain rules and repeat them: the PMO services ask us to do so.

1. Blocking of bank-accounts and safe-lockers at the occurring of a trespass ; Payment of the pension to the surviving partner

1 . Blocking of bank-accounts

In the case of the trespassing of the spouse or the recognised concubine (in France the PACSE), one must know that banks will block all the safe-lockers and the bank-accounts. This blocking is an obligation imposed upon by fiscal authorities to identify the heirs.

This concerns the accounts :

1. Of which the deceased was the exclusive owner, under his own name,
2. Of which the deceased was co-owner with the surviving spouse or partner, under the title « *Mr or Mrs ...* »,
3. Of which the deceased was holder of a procuration (by the last survivor or his partner) as legal owner.
4. Of the surviving partner

Even if the survivor is the exclusive holder of a single bank-account, the account will be blocked !

Two exceptions apply:

- 1) If you are married under full separation of goods and property, the accounts of the surviving partner (either as exclusive holder, or as holder with the decease as delegator) can be unblocked on-the-spot.
- 2) If the marriage contract foresees the *universal community*, the surviving partner will be owner of all the goods owned by the deceased and no succession taxes will be owed.

In both these cases, it is crucial to make available to the bank a marriage certificate established at the day of trespassing or immediately posterior, stating explicitly this "separation of goods" or this "universal community".

Once verified, the accounts will be unblocked, after the handing over to the tax authorities of an **inheritance deed, established by a notary**, which clearly mentions all heirs. On delivery of this deed, the bank will unblock the accounts. Please find in the annexes the procedure to follow for obtaining such certificate.

On the one hand, one must know that the last surviving partner is entitled to receive, without providing any deed or certificate of inheritance, as downpayment for handling urgent expenditure, half of the total amount available on all accounts, with a maximum of € 5,000.-. In the case of two accounts with a total credit of € 5,000.-€, you can withdraw from each account an amount of € 2,500.-, as long as the total withdrawn amount does not exceed € 5,000.-

On the other hand, one must know that the bank is to establish an inventory of all the assets owned at 00:00 hours on the day of trespassing by the deceased and/or his spouse (or recognised concubine, in France also known as *compagne pacsé*). Subsequently, the bank must transmit this inventory to the tax authorities. Hence, it is useless to empty the account prior to the declaration of the trespass to the bank in view of decreasing the owed succession rights.

2. Blocking of safe-lockers

If the deceased was the known holder of a safe locker, the heirs are invited to attend to the opening and to the establishment of the inventory. A representative of the tax administration will also be invited.

The appointment must be made at least ten days in advance of the actual opening.

If you do not know the access code or if you can not retrieve the key of the safe locker, the bank will call for a locksmith, but afterwards the safe will be immediately sealed down, up to the establishment of the official inventory to be performed by a notary.

3. Payment of the survival pension

Pursuant to article 70 of the Staff Regulations, the spouse or the legitimate concubine or the children at charge continue benefiting from the entire remuneration of the deceased, up to the third month posterior to the trespass. As from the fourth month the survival pension, adding up to 60% of the pension of the deceased, will be paid.

Bear in mind that these 3 months will not be included in the succession, at all, since those simply replace the survival pension during this period.

To avoid that those 3 first monthly payments continue being transferred to the blocked account of the deceased, it is imperative that the original account is

blocked (which is POSTERIOR to the TRESPAS, otherwise the new account will be blocked too) :

- 1) Opening a new account on the name of the surviving person**, either at the same bank, or (in the case of a refusal by that bank) at a different bank.
An amount of € 50,- or € 100,- will do top open this new account.
- 2) Sent WITHOUT DELAY a death certificate to the PMO and inform it on the opening of a new bank account to which you request the transfer of all survival pension amounts (including the 3 first months).**

Please communicate the number of the new bank account to the PMO.

Mention the IBAN-codes , the account holder's name, and the bank's address.

I remain at your service to provide answers to similar questions concerning other Member States of the Union and for further details on the situation in France.

Hendrik SMETS, in collaboration with Jean-Pierre AMOND

Vice-présidents SFPE/SEPS

2. Eurostat family budget survey 2024

In 2024 the Eurostat Family Budget Survey (FBS) will be launched among retired staff.

Please start compiling your bank statements and other expenditure records now in order to fill in the questionnaire.

According to art 64, 65 and Annex XI of the staff regulations, Eurostat is in charge of the annual calculation of salary adjustments and correction coefficients for active and retired EU-staff.

In order to do this, Eurostat has to calculate new consumption structures (expenditure patterns) for the different duty stations every 5-7 years. This is done by conducting a survey on household expenditure among the officials and retired staff working and living in different countries.

The survey is conducted jointly by Eurostat on behalf of EU-institutions and agencies, and by CO.ISRP (International Service for Remunerations and Pensions of the Coordinated Organisations), who is responsible for remuneration and pension calculations for staff working for NATO, ESA, EUMETSAT, ECMWF, Council of Europe and OECD.

In the beginning of next year, you will receive a letter inviting you to participate in the survey. You will be able to fill it in on-line or to send us your paper version.

It will therefore be helpful if you already now start reviewing bank statements and other records, in order to compile relevant information about your expenditures. Other documents such as

- supermarket till receipts,
- invoices,
- contracts,
- chequebooks,
- credit card statements,
- insurance records,
- tax returns,
- tenancy agreements

can also be a good source of information.

Here you can print a 'model survey':

<https://www.familybudgetsurvey.org/en/homecode/2023test>

NB. Please note that this version is only an example. Whilst it looks very similar, it is not the questionnaire you will be asked to complete and submit later this year. It is only provided here to help you start to gather the necessary information.

Background

The aim of the survey is not to know what you spend your money on, but how you spend it. The overall average expenditure pattern in your duty station (i.e. your individual reply combined with all other respondents) will then give appropriate importance to different items in a basket of goods and services.

The information you provide will remain completely anonymous! Standard Data Protection rules for handling confidential information will apply. Eurostat will only use it to help calculate correction coefficients and the Joint Belgium-Luxembourg Index. It will not be used for any other administrative purpose.

In order to obtain statistically viable results, a large number of replies is vital, so that the final average will properly reflect all variations in staff situations that may affect expenditure patterns, such as national tastes and preferences, expatriation status, age, grade, gender, health, household size and composition, tenancy status, etc.

More information about salary adjustments and the calculation of correction coefficients

We thank you in advance for your participation!

Contact Eurostat Unit C3 estat-c3-fbs@ec.europa.eu

3. Access card for pensioners (reminder)

Commission pensioners must have a new access badge which they can obtain at the Security Office, PLB 3 – by making an appointment at the following address:

HR-DS-CARTES-DE-SERVICES-BRUXELLES@ec.europa.eu

Pensioners of other Institutions are admitted on presentation of the access card given to them by their own institution.

4. Appointment with the PMO at MERO

By e-mail: PMO-JSIS-BRU-RDV@ec.europa.eu

To prepare for such an appointment, please communicate the following:

- 1) your personal pensioner number
- 2) the reason (e.g. no medical breakdown) and the beneficiary
- 3) the payment slip or dossier number if possible
- 4) a telephone number or a person who can contact you if necessary to better prepare the meeting and to inform you of a possible last minute cancellation.

5. Legal support offered by SEPS/SFPE

If you need legal advice for a problem related to your relations with a Commission service (application of the Staff Regulations) or in your personal life (inheritance, tax issues) Hendrik Smets, doctor in law, licensed notary, Vice-President of SEPS/SFPE in charge of legal matters, can advise you in total discretion and respectful of his probity as former European civil servant.

Hendrik Smets will undertake an initial analysis and propose either a solution, or a consultation with a lawyer, free of charge for members who are up-to-date with their membership fees.

6. Accumulation of a EU pension with a national pension (reminder)

Hendrik Smets would like to draw the attention of members to his article on the same subject, which appeared in numerous earlier editions of our Bulletin.

The European civil servants who have not transferred their national pension rights to the Community system and who benefit from a community pension can now introduce a request for a pension for the years worked for a national employer. This is valid also for those who may already have introduced such a request and who have had this request rejected.

Hendrik Smets is at their disposal to guide them through this (new) process, hendriksmets@yahoo.fr

X. RECENT CASE LAW - Application of the Staff Regulations

Cour of Justice of the European Union - Pronouncement on 16 November 2023

Exemption from social security contributions for a pensioner of the European Union in activity as a remunerated independent worker, posterior to date of retirement from the service

Case C-415/22 [JD c. Inasti-Acerta-Etat belge]

ECLI:EU:C:2023:881

Me Buekenhoudt, attorney at law, obtained from the French speaking Labour Court in Brussels the submission of a Prejudicial Question with the Court of the European Union, which is: « *Should a pensioner of the EU, who fulfils a remunerated activity as independent worker, be made subject to the social security of a Member State ?* ».

The Court has answered negatively, due to the principle of exclusivity of being subject to one single social security system. On those grounds, the Court (7th Chamber) ruled:

Article 14 of Protocol (No 7) on the privileges and immunities of the European Union and the provisions of the Staff Regulations of Officials of the European Union, in particular Article 72 of those regulations, must be interpreted as precluding the compulsory affiliation, under the legislation of a Member State, to the social security scheme of that State of an EU official who has remained in the service of an EU institution until pensionable age and who pursues a self-employed professional activity in the territory of that Member State.

The concerned person is thus to recuperate the amount of € 54.000,- which he had to disburse to the l'INASTI (*Institut National d'Assurances Sociales pour Travailleurs Indépendants*) on fees due to the Belgian social security.

The Court did not pronounce itself on the issue of a remunerated occupation by a pensioner of the EU employed by a company. Yet, logically, the conclusion should be identical, since the Tribunal repelled the argument of unequal treatment of independent workers, brought up by Belgium, the one being subject to contribute to the INASTI, the other exempt from this obligation.

The Court does indeed judge, at its point 46, "*Even supposing that EU law could have the effect of placing an EU official in an allegedly more advantageous situation, such a situation would not, however, discriminate against resident workers, in that EU officials are not in a situation comparable to that of such workers.*".

This decision is applicable in all Member States of the Union. Yet, it cannot be excluded that the Kingdom of Belgium will lodge an appeal against this Decision, at the Court of Justice of the European Union.

Hendrik Smets

Vice-Président, responsible for legal matters

XI. Annexes

Annex 1.

Article 90§1 pursuant to the Staff Regulations

The request pursuant to article 90(1) of the Staff Regulations, drafted by the Governing Board, specifies 17 principles considered as legitimate expectations by the affiliates of the JSIS. These principles have been quoted in the June Bulletin and are taken up here.

- 1. Update of Common Regulation (CEE, Euratom, CECA n° 259/1968) and of the GIP, updates of reimbursement lists with up to date codes, published on a generally accessible website.*
- 2. Availability of the list of drugs, analyses, reimbursable treatments subject to prior authorisation, whether reimbursable or not.*
- 3. The publication of the list of ceilings, per country, including the list of ceilings of ceilings applied to preventive medicine.*
- 4. This entire documentation established in all official languages and without having to pass through EU Login !*
- 5. Publication of general opinions of the Medical Board (in the 3 working languages), allowing patients and treating doctors to determine if a treatment will be eligible or not to reimbursement and if it is subject to the disposal of an priorly approved authorisation request.*
- 6. Reestablishing duty services with physical welcoming in the three settlement offices, at least between 09:00 and 17:00, and in various languages .*
- 7. Reestablishing of effective phone permanencies covering all the languages during at least 8 hours per day between Monday and Friday. Contact with a human person at the PMO.*
- 8. Possibility to sent documents and correspondence, and being replied to in writing : by land mail or by simple e-mail or orally, in each official language.*
- 9. Availability of the JSIS-Forms in all the official languages of the Union .*
- 10. Availability of an emergency duty call to answer to the requests for direct billing outside the normal duty hours during normal working hours, either with internal resources, or by mobilising an external provider with the help of regulating doctors.*
- 11. Reestablishing on the reimbursement sheets of the names and the phone numbers of the persons to contact at the occurring of questions.*
- 12. Reestablishing of special reimbursement calculations pursuant to article 72(3)of the Staff Regulations, automatically performed each semester.*
- 13. Clear, precise, and final answers, at the prior authorisations.*
- 14. Clear answers at direct billing, without surprises at the reception of the invoice.*

15. Creation for the JSIS on line websites and for Staff Matters of versions adapted to handicapped persons, like are being developed by DG SANTE for the general public.

16. Possibility to inform oneself at the Settlement Office to know whether a price announced by a care provider or the quotation (estimate) of a hospitalisation corresponds to non discriminatory prices and tariffs.

17. Exhaustive publication of all the agreements concluded between the JSIS and third parties (with functionality to retrieve those easily) to refer to it when necessary, and if applicable, to have its legitimate application duly verified.

Resuming, it would be necessary to request for the creation of a JSIS website, without passwords, containing all the linguistic versions of the documents and the normal e-mail addresses, accessible from the exterior (not impeded by an EU login), as well as the direct phone extensions of the agents and officers capable to answer in the distinct languages and one or more addresses of functional mailboxes in each language.

Annex 2

Art 90§1 - Reply of DG HR / PMO

See French version of the Bulletin overleaf

Power of attorney

This delegation can be revoked at any time by sending a letter to your JSIS Settlements Office at PMO.

Delegation to:

Mr/Ms:

Date of birth:

Address:
.....

Phone:

E-mail :

Relationship (delete as appropriate) :

- Family member:
- AIACE member;
- Friend.

Date : **Signature :**

Attachment(s):

This delegation can be revoked at any time by sending a letter to your JSIS Settlements Office at PMO.

Delegation to:

Mr/Ms:

Date of birth:

Address:
.....

Phone:

E-mail :

Relationship (delete as appropriate) :

— Family member:

— AIACE member;

— Friend.

Date : **Signature :**

Attachment(s):

Survey

To the attention of members of the SEPS-SFPE who gave us an Internet address

Following a question asked to the Commission, pursuant to Art 90(1) of the Staff Regulations, it was decided to send out a claim pursuant to Article 90(2), to complain to the Ombudsman, as well as to carry out a survey among affiliate-members, to collect testimonies of difficulties encountered during administrative formalities with the PMO.

The Art 90(1) launched by SEPS-SFPE in May 2023, raises the question of effective availability of the various PMO services, knowing that the Commission is in charge of our social security :

- Availability of easy telephone contacts
- Possibility of simple contacts by Email (in addition to JSIS online via EU Login)
- Possible contacts outside office hours and on weekends
- Rapid support in the event of an emergency
- Precise information on the amounts of possible reimbursements
- Properly reasoned refusals
- Adequate response delays
- Reliable prior authorizations on the possibility of being reimbursed
- Possibility of a prior procedure for all requests and responses to obligations
- Counters accessible without appointment in Brussels, Luxembourg and Ispra
- Use of all languages of the European Union
- Availability of complete JSIS documentation (DGE, reimbursement guide, forms in all languages, ceilings, list of medications, analyses, examinations and treatments allowed, in several languages, etc.)
- ...

Point of comparison : **the PMO should be able to offer us a service equivalent to that provided by most national insurance companies / mutual societies.**

To enable adequate drafting of our complaint (Art 90§2), and in parallel a complaint to the European Ombudsman, and a possible appeal to the European Court of Justice, we need examples of difficulties encountered by colleagues with the different services of the PMO.

**Can you share with us your negative experiences? Objectively and in summary?
You could follow the questionnaire below.**

What are your means of communication with the PMO for sending requests?

- JSIS online (via Eu Login)
- PMO-Mobile (via EU Login)
- SYSPER (via Eu Login)
- My IntraComm Retired (via EU Login)
- Staff Matters (via EU Login)
- Simple Email
- Postal mail

How do you rate the use of EU Login?

- Very easy, you find all the information you want, and you do all your steps without outside help.
- Rather easy, I find most of the information I want, and I manage to do most of the steps.
- Moderately easy,
- Rather difficult.
- I do not use EU login.

Have you already called on the help of a third party for your procedures with the PMO? If yes, was it

- A member of your family
- A social worker
- A doctor
- A nurse
- A hospital or retirement home employee
- A retired colleague
- A tutor
- Other (specify)

This information will be treated anonymously, and you can transmit it in the following ways:

- by Internet at the address Pieter (responsible for maintaining anonymity).
- by letter (anonymous or nominative, signed or not) to N105:

SEPS-SFPE (N105 00 022)
105, avenue des Nerviens
1040 Brussels
Belgium

The hope is to be able to establish statistics to support our claims.

Annex 5

Certificate of Inheritance

See French Version of the Bulletin overleaf

Annex 6

Correction Coefficients

See French Version of the Bulletin overleaf

Annex 8

In memoriam – up to June 2023

Name	Birth	Death	Instit	Country
CHACON MARTIN Jose	09-12-36	04-12-22	CC	ESP
SCHWARZ Susanne-Barbara	01-03-37	27-03-23	COM	DEU
GRAEBER Hans	03-04-31	16-04-23	COM	CHE
BARNARD Paul	10-07-52	11-05-23	PE	GBR
SCHEPERS Godelieve	30-09-54	11-05-23	COM	BEL
SILVESTRI Gianfranco	09-02-36	13-05-23	COM	BEL
NAPOLITANO Anna-Maria	06-02-48	16-05-23	PE	LUX
KNOEPPLER Gela	03-03-44	18-05-23	COM	DEU
BONINO Anna	30-01-42	19-05-23	COM	ITA
DAGIANNI Styliani	09-06-52	21-05-23	CM	GRC
BRUBACH Jacques	02-12-51	24-05-23	PE	FRA
LAVALL Alice	11-07-40	24-05-23	CJ	LUX
ROSENBERG Marie-Anne	08-10-26	26-05-23	COM	DEU
MOLEMA Sebo	04-08-30	27-05-23	COM	NLD
DAOUT Roger	02-07-37	27-05-23	COM	BEL
MONNOYE Andre	17-04-43	29-05-23	COM	BEL
DEBOTH Antoine	27-09-37	30-05-23	COM	BEL
RIVALET Pasqualina	11-04-46	30-05-23	COM	BEL
NUTTALL Mary	15-08-42	30-05-23	CM	BEL
VAN DORPE Paul	13-05-49	31-05-23	COM	BEL
WENDLER Eberhard	06-11-23	31-05-23	COM	ITA
FLAMANT Daniel	19-06-47	01-06-23	CM	BEL
LOTTEAU Bernard	26-12-42	01-06-23	COM	BEL
ANDERSON Jacques	01-08-44	01-06-23	COM	GBR
MARBEUF Karen	10-04-55	02-06-23	COM	BEL
GHIRALDINI Vittorio	07-02-47	04-06-23	COM	LUX
PRYCE Roy	04-10-28	04-06-23	COM	GBR
CASBARRO Giovanni	15-04-47	04-06-23	COM	ITA
PECORARO Rosolino	11-05-49	05-06-23	CM	BEL
QUARESIMIN Dino	07-03-57	05-06-23	PE	FRA
VAN EGMOND Johanna	15-03-32	05-06-23	PE	NLD
MANDALIS Helene	23-07-53	07-06-23	COM	BEL
ONGENA Nadia	29-10-58	09-06-23	COM	BEL
KELLY Timothy	02-01-37	09-06-23	COM	IRL
CUNNINGHAM Thomas	24-03-46	10-06-23	COM	GBR
NEBRED A Benigno	04-05-37	10-06-23	CM	BEL
ERNST Sonja	12-04-33	11-06-23	COM	LUX
DUSCHL Ingrid	08-06-38	11-06-23	OHIM	DEU
CLINTON-DAVIS Stanley	06-12-28	11-06-23	COM	GBR
NOLAN John	15-07-43	12-06-23	COM	GBR
FORMET Pierre	12-05-34	14-06-23	PE	FRA
IMARISIO Giancarlo	23-04-30	14-06-23	COM	FRA
RAPISARDI Marco	20-12-57	14-06-23	PE	ITA
GRAILLOT Muriel	08-05-53	17-06-23	CES	FRA
MOINIL Paul	19-11-36	17-06-23	COM	ITA
CHAIZE Suzanne	23-07-32	17-06-23	COM	FRA
GUARRIELLO Raffaele	27-03-54	18-06-23	COM	BEL
PHLYPO Jacques	05-12-51	18-06-23	COM	BEL
WALDRON Michael	28-10-44	18-06-23	CM	BEL
VAN DEN PLAS Michel	15-11-43	24-04-23	PE	FRA
SINNOTT Patricia	11-07-50	29-05-23	COM	THA

Name	Birth	Death	Instit	Country
VAN DER LANDE Elisabeth	19-10-27	11-06-23	COM	NLD
BOIRIE Nicole	10-12-28	12-06-23	COM	FRA
TULLY William	15-02-31	20-06-23	COM	GBR
LE BRET Beatrice	23-07-35	21-06-23	COM	FRA
SAUTELET Michel	16-05-44	21-06-23	COM	BEL
GEORGIADIS Ephtimios	24-10-45	24-06-23	COM	BEL
CONTI-RAVANELLI Lucia	11-05-37	26-06-23	COM	ITA
HUBER Christian	15-11-49	27-06-23	PE	DEU
GUEBEN Guy	13-07-30	28-06-23	COM	BEL
BACHMANN Gertrud	28-01-35	30-06-23	COM	DEU
DENIZELLES Kim	06-03-76	01-07-23	PE	LUX
MAYER Alain	02-06-38	01-07-23	COM	FRA
KALTENEGGER Peter	10-01-55	04-07-23	COM	AUT
STAES Jeannine	30-06-30	04-07-23	COM	BEL
WILHELM REGNIER Emile	17-04-37	04-07-23	PE	FRA
KATSOULIS Michail	29-10-52	05-07-23	PE	GRC
BOUTON Carola	04-01-62	06-07-23	COM	BEL
GEORG Bernard	10-03-59	06-07-23	PE	FRA
BATTISTINI-GROENEWOUD C.	23-09-33	07-07-23	COM	NLD
FLUIT Rolf	11-03-38	09-07-23	COM	LUX
KOENIG-SCHNUER Klaus	27-05-51	11-07-23	COM	DEU
SALVI Ricardo	25-01-37	12-07-23	CM	ESP
BRISAER Andre	01-05-36	13-07-23	CM	FRA
LENERTZ Marcel	27-12-36	15-07-23	PE	LUX
CECCHI Roseda	05-05-37	16-07-23	COM	BEL
FIOMBO Giuseppe	23-12-31	18-07-23	COM	ITA
SCHILTZ Manuelle	02-05-47	20-07-23	COM	LUX
FACCHINI Onorio	05-01-32	23-07-23	COM	ITA
FEHLEN Marie-Jose	07-01-52	16-03-23	COM	FRA
AINA Giuseppe	27-08-41	26-05-23	COM	ITA
GUERRA FUENTES Maria Del Pilar	14-10-46	18-06-23	COM	ESP
NIELSEN Lotte	03-11-56	26-06-23	PE	DNK
GOERGEN Raymonde	13-03-31	22-07-23	COM	LUX
THOENE Hildegard	16-03-27	24-07-23	COM	DEU
PLAS Emile	09-03-36	25-07-23	CM	BEL
PRESLE Pierre	08-04-38	25-07-23	JET	FRA
KUITER Bartholomeus	11-06-46	27-07-23	COM	PRT
ZANETTE Gabriella	03-03-45	27-07-23	COM	BEL
NAUTA Karst	22-06-43	28-07-23	PE	NLD
NESSI Claude	11-04-54	28-07-23	PE	FRA
GILLISJANS Ingrid	10-05-56	29-07-23	COM	BEL
WEGROWE Jean-Georges	20-07-36	29-07-23	COM	FRA
ARCO-VALLEY Ludmilla	05-05-37	29-07-23	COM	DEU
JENSEN Inge-Lise	28-12-47	29-07-23	COM	LUX
HECQ Willy	08-11-38	30-07-23	COM	FRA
MICHON Camille	09-01-29	30-07-23	COM	BEL
KELLOWAY Linda	25-07-48	31-07-23	COM	BEL
TOMASZEWSKI Peter	21-02-47	31-07-23	COM	LUX
BULTYNCK Luc	21-06-56	02-08-23	COM	BEL
PARMENTIER Philippe	17-11-28	02-08-23	COM	BEL
SAMARA Elisabeth	31-07-50	03-08-23	COM	BEL
TSIRIMIAGOS Spyros	13-07-48	04-08-23	PE	BEL
GILLOT-BUELENS Simone	25-12-42	05-08-23	COM	BEL
PERRON Aldo	22-11-32	05-08-23	COM	BEL
BAYERL Hans	03-02-25	05-08-23	COM	DEU

Name	Birth	Death	Instit	Country
VEILGAARD Anna Berete	19-03-51	06-08-23	COM	DNK
LECLERCQ Michel	29-12-55	07-08-23	COM	BEL
MORRE Ghislain	09-09-30	08-08-23	COM	BEL
STROTZKA Marcelle	12-10-47	08-08-23	PE	LUX
TIELEMANS Jean Claude	26-03-47	09-08-23	CC	LUX
SOMA Pietro	31-10-36	09-08-23	COM	ITA
DE VILLELONGUE Philippe	29-01-39	09-08-23	COM	BEL
SCARAMUZZA Giuseppina	08-06-37	09-08-23	COM	BEL
SANTANA BARRETO Angelo	27-11-50	11-08-23	CM	PRT
VAN STEEN Marie-Jeanne	29-09-25	11-08-23	COM	BEL
WEBER-BECKER Gertrud	13-06-29	11-08-23	PE	DEU
WATHION Noel	11-09-56	12-08-23	EMEA	BEL
HERRMANN Monique	04-03-40	14-08-23	PE	BEL
KLOPPENBURG Horst	17-11-43	15-08-23	COM	LUX
SCHMIDT Christiane	03-07-26	16-08-23	PE	FRA
DESCOIN Claude	15-06-41	16-08-23	PE	FRA
SURDIACOURT Christiane	19-12-38	17-08-23	CM	BEL
CENCIONI Roberto	10-07-50	17-08-23	COM	ITA
POLIART Claude	13-05-46	17-08-23	COM	BEL
CNOP Mireille	15-02-53	18-08-23	COM	BEL
DAUBACH Pierre	01-04-40	18-08-23	COM	LUX
GONZALEZ VAQUE Luis	13-12-44	19-08-23	COM	ESP
ROWLES Sharon	30-04-54	20-08-23	COM	GBR
IMBERG Werner	11-10-46	21-08-23	PE	LUX
SALMI Aunus	22-02-42	23-08-23	CC	FIN
KAHLMANN Jeannine	28-11-43	24-08-23	COM	BEL
ASTOLFI Leo	16-08-40	26-08-23	CM	ITA
HAVET Henri	25-01-33	26-08-23	COM	BEL
MENCARELLI Tito	04-03-35	26-08-23	COM	FRA
GLASER Thomas	04-09-43	27-08-23	COM	GBR
KOPERDRAAD Helena	26-11-35	28-08-23	CM	BEL
HILHORST Wilhelmus	16-09-51	13-06-23	PE	FRA
BORGESEN Kirsten	27-02-36	26-07-23	COM	DNK
CHOLLET Monique	11-02-41	05-08-23	COM	FRA
VANHAMME Roger	20-02-36	08-08-23	COM	BEL
MARLOW Nicola Jane	28-03-65	15-08-23	CM	BEL
LARSEN Soren	02-08-56	24-08-23	COM	DNK
CAZORLA-MOLEMA Aleida	21-02-50	24-08-23	PE	NLD
KRAMER Gerd	19-08-54	28-08-23	PE	BEL
COPINE William	28-04-50	30-08-23	OHIM	ESP
MILANO Franco	15-05-35	30-08-23	COM	BEL
EMRICH Helga	16-03-32	30-08-23	COM	BEL
BERNSTEIN Gerhard	30-09-33	02-09-23	COM	BEL
NATALINI Pierino	04-03-41	02-09-23	PE	ITA
STEFANAKIS Nikolaos	08-02-47	02-09-23	PE	LUX
MILANESI Valentino	07-07-37	03-09-23	COM	ITA
AMADIO Josephine	04-09-62	04-09-23	OHIM	ESP
ROSSI Raffaele	10-11-45	04-09-23	CES	BEL
GRIESHABER Johannes	09-05-30	06-09-23	CM	DEU
BROUWERS Jean-Claude	27-01-42	07-09-23	COM	BEL
DELBOS Jean-Paul	17-09-35	07-09-23	COM	FRA
GONZALEZ SALAS Juan	03-06-62	08-09-23	COM	BEL
RODRIGUEZ-FERNANDEZ Adela	03-06-45	08-09-23	COM	ESP
PROCHAZKOVA Petra	08-10-75	10-09-23	CC	CZE
HANKART Lucien	25-04-37	10-09-23	COM	BEL

Name	Birth	Death	Instit	Country
TEIXEIRA NEVES Rui	26-09-53	10-09-23	CJ	PRT
CAPONE Franco	12-05-43	11-09-23	COM	DEU
APWEILER Michael	30-07-55	11-09-23	COM	DEU
LAMBINET Alain	19-04-53	11-09-23	COM	BEL
VAESKEN Gaston	11-10-35	12-09-23	CM	FRA
AYUSO CASALS Joaquim	05-09-61	12-09-23	COM	BEL
HARK Heinrich	19-09-25	12-09-23	COM	DEU
MC CREERY Margaret	07-07-40	13-09-23	PE	GBR
DI LENARDO Severino	29-06-38	14-09-23	CJ	ITA
PRELORENTZOS Ioannis	23-05-46	15-09-23	PE	GRC
MEDAL Pascal	27-12-55	16-09-23	EASA	DEU
LINSTER Lise	08-02-32	17-09-23	CJ	LUX
COQUIN Michel	08-04-29	17-09-23	COM	FRA
PEROTTI Anna	30-09-27	19-09-23	COM	ITA
VOGT Hans	25-02-33	21-09-23	COM	DEU
LEROY Andre	18-07-32	22-09-23	COM	FRA
DIMITRIADIS Martine	02-03-61	23-09-23	COM	BEL
ULRICH Jürgen	31-01-39	26-09-23	COM	BEL
BRESCH Alexander	09-12-65	04-04-23	COM	DEU
DEMPSEY Francis	24-02-53	10-07-23	COM	IRL
PANAYOTOV Dobromir	09-04-57	05-09-23	F4E	BGR
JUNGLÉN Waltraud	04-11-27	06-09-23	COM	DEU
VANKERCK Theresia	10-10-33	18-09-23	COM	BEL
BUGL Josef	24-12-32	20-09-23	COM	DEU
DU PAIX Godelieve	08-06-37	20-09-23	COM	BEL
HANAY-PENDL Brigitte	08-12-46	23-09-23	COM	BEL
PATRONIS Catherine	10-03-42	23-09-23	CM	BEL
HEILI-NOLTE Heide	01-09-42	28-09-23	COM	LUX
VAN WESEMBECK Erwin	30-03-59	28-09-23	COM	BEL
VIOLET Daniel	16-10-38	28-09-23	COM	FRA
HUBER Lucienne	13-09-49	29-09-23	PE	BEL
LAVARIAN-IVOL Tiziana	23-07-53	30-09-23	COM	BEL
SIGNORE Carlo	13-12-35	02-10-23	COM	BEL
CROWTHER David	09-03-50	05-10-23	COM	LUX
FERLA Bruno	08-07-29	07-10-23	COM	ITA
SLACEK Jozica	22-05-41	08-10-23	COM	SVN
MORMONT Anne-Marie	25-09-57	09-10-23	COM	BEL
LOEFBERG-DI MARZO Costanza	23-04-33	10-10-23	COM	FRA
PUSCHEL Ruth	12-10-28	11-10-23	CES	BEL
SOMON Jean-Pierre	04-01-32	11-10-23	COM	FRA
VAN LIERDE Arnold	01-07-34	12-10-23	COM	BEL
DUHOUX Francois	21-06-29	13-10-23	CM	FRA
MULLER Gaby	16-12-56	15-10-23	COM	LUX
NUTTALL Simon	06-10-40	16-10-23	COM	GBR
ROTA Renato	04-02-25	17-10-23	COM	ITA
WAEGENBAUR Rolf	03-11-30	18-10-23	COM	BEL
NIELSEN Eigil	14-07-54	19-10-23	PE	DNK
ROINSARD-SCHON Nicole	25-02-40	19-10-23	PE	FRA
TILGENKAMP Alexander	25-05-41	20-10-23	COM	BEL
LIEKENS Suzanne	30-03-36	21-10-23	COM	BEL
MONTI Maria Grazia	26-11-47	23-10-23	CM	BEL
ABELLO Giovanni Battista	13-12-36	24-10-23	COM	ITA
BRANIG Wolfgang	27-03-48	25-10-23	CC	MAR
CHRISTOPHE-VAN IMMERSEEL M.	12-08-42	25-10-23	COM	BEL

Proposal for a Membership card

See French version of the Bulletin overleaf

Files and documents available - Order form

Please send this reply slip to the secretariat or to info@sfpe-seps.be

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

By Post/Email

SEPS Vade-mecum

Part 2 (forms / personal data) /

Part 3 (Addresses PMO – ADMIN. ...) (January 2023) /

Part 4 (Reimbursement Forms – RCAM/JSIS) (June 2020)

Supplementary health insurances (October 2022) /

Dependence - How to request the reimbursement of some care
and support costs, in case you partly lose your autonomy /

Invalidity allowance and survival pension (Hendrik Smets) /

Orphan survivor's pensions (Hendrik Smets) /

EU Officials and taxation (LLM J. Buekenhoudt) /

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

JSIS Guide (was sent by post to all pensioners) /
(Replacing part 1 of the Vade-mecum)

Please send these documents (by Post or by Email) to:

Surname.....

First name

Address:

.....///.....

Email address:

Date: Signature:

Application form

I, THE UNDERSIGNED (1)

Maiden name for married women (1)

PERSONNEL /PENSION N°:DATE OF BIRTH :

NATIONALITY:Language desired for documents (2): FR/EN

HOME ADDRESS (1)

.....

.....

HOME Tel: GSM*:

E-mail:

FORMER STAFF MEMBER OF (Institution + DG or Dept.):

DONE AT:.....

DATE: SIGNATURE:

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

SEPS ING Bank account: **IBAN BE37 3630 5079 7728 BIC: BBRUBEBB**

Communication: **Annual subscription + names and pension Nr.**

Please return this application form to:

SEPS/SFPE Office 02 40 CG39 175, rue de la Loi, B-1048 BRUSSELS

Or info@sfpe-seps.be

(1) *Capital letters please* (2) *Please cross out where appropriate* (*) *optional*

STANDING ORDER

(Please send direct to your bank)

I, the undersigned,

HEREBY INSTRUCT(Name of bank)

to pay the sum of € 30 and on 15 January each year, until further notice, the
same sum of € 30

by debit of account N°

to: **SEPS - SFPE**
JL Office 02 40 CG39
175 rue de la Loi 175
B 1048 Brussels

Account N° **IBAN BE37 3630 5079 7728** **BIC BBRUBEBB**
ING Bank Brussels

Reference: Annual subscription + Names and personnel/pension number

DATE: SIGNATURE: