



# INFO SENIOR



Commission européenne

DG HR Newsletter

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## +32 229 11111 is now the only contact number for all PMO services

#30-PMO-0001

Since 9 February, a MyPMO single number **+32 229 11111** is in place for questions about sickness insurance, pensions, allowances, and all other topics dealt with by the Paymaster Office (PMO). All previous PMO phone lines by topic, unit, or location are no longer operational. In the next weeks all incoming calls to these lines will be automatically redirected to the MyPMO single number.

Put into place to facilitate addressing needs of all users of the PMO's services in to more than 60 EU institutions, agencies, and other bodies, and nearly 30 000 EU pensioners, this single number is at your disposal in English and French, every working day, from 9.30 to 12.30, for all PMO services. The purpose of the MyPMO single number is to respond to urgent and complex cases where the expertise and advice of PMO teams are most needed, thus complementing the available information and other contact options available.

Before calling the MyPMO single number: please first check for the information you need on the Staff Matters Portal, which features detailed practical information on all topics. Chances are that you



You can also find INFO SENIOR in 5 languages on

**My IntraComm**

<https://myintracomm.ec.europa.eu/retired/en/Pages/Info-Senior.aspx>



- ▶ will find the answer to your question there, along with a Staff Contact function allowing you to easily ask a question in writing.

### How it works

Built with pensioners' needs in mind, responsive and interactive, this phone number enables calls to be answered in an efficient and uniform way. When you dial it, you will first have to select among eight main topics. Ordered by the number of incoming calls on each topic so far, they start with sickness insurance followed by pensions, family benefits, and other topics of less or no relevance to retirees.

In short, when you call this number, you do not even need to hear all the options – you just have to select 1 for health insurance, 2 for pensions, or 3 for family and school allowances. Another option, very important for retirees – EU Login, is under number 7. As you know, the EU Login account gives you secured access to important EU applications and to your personal files and documents. For any problems with your EU Login account, or if you need to create one, you can choose the seventh option and contact the PMO's IT teams who stand ready to assist you.

#30-PMO-0002

## JSIS top-up coverage for the spouse/recognised partner of a member of the JSIS



Article 14

### Period of cover concerned: 01/07/2024 – 30/06/2025

This administrative notice concerns those members of the Joint Sickness Insurance Scheme (JSIS) whose spouse/recognised partner [benefits or could be entitled to benefit from the JSIS top-up cover, with reference to the conditions under Article 14 of the **Joint Rules on sickness insurance for officials of the European Communities**.

### Provisions for updating the rights of a spouse/recognised partner

The rights to the JSIS top-up coverage of a spouse/recognised partner expire automatically on 30 June of every year, unless you already

received confirmation by PMO that the coverage of your spouse is open lifelong, due to the fact that your spouse/recognised partner is in retirement and has a stable income. The JSIS top-up cover can be re-established retroactively as of 1 July of the same year, once PMO receives the documents for the extension of the coverage and on condition that the annual taxable income of the spouse is below the JSIS ceiling.

In order to extend the JSIS top-up cover for your spouse/recognised partner, please submit to PMO the latest official tax return on your spouse's/recognised partner's income. In the absence of the mentioned document, you may send any

other document issued by the competent national authorities indicating your spouse's/recognised partner's annual taxable income. Please note that the document must be submitted in its entirety. The amounts relating to unearned income such as income from savings or property dealings, etc., may be hidden, as these are not taken into account for the calculation of the income.

**Please note that you must notify PMO of any change in the situation of the persons insured under your name (Article 72(4) of the Staff Regulations and Article 22 of the Rules on sickness insurance).**

The JSIS reserves the right to recover any amounts unduly reimbursed if upon receipt of the required documentation, it appears that the spouse/recognised partner's professional situation does not correspond to the one declared previously.

If your spouse/recognised partner moves to join you at your place of work, he/she is required to transfer his/her social security rights, including health insurance rights, from his/her country of origin to the host country. The transfer is made by means of an S1 form issued upon request by the competent national authorities before leaving the country of origin. This form will allow your spouse/recognised partner to register with a compulsory legal or statutory sickness insurance scheme in the host country. The European Health Insurance Card (EHIC) is to be requested at the same time as



the S1 form since it is the country of origin, which is competent for issuing it.

### How to submit the supporting documents?

Please choose only one of the following means:

1. **Sysper**, or
2. **Staff Contact** only if no access to Sysper is available, or
3. **Letter**, only if no access to Sysper nor Staff Contact is available

Once your request is processed, the result will be visible in your JSIS Online account.

Click on "My Administrative Data", then on the spouse/recognised partner's name to check the cover granted and for which period

#### 1. Via Sysper:

Staff working in Institutions/Agencies should declare their spouse/recognised partner's activity and



▶ amount of income by submitting a professional activity declaration under the following path in Sysper:

- "Rights & Privileges"
- "Declarations (schooling, family...)"
- "New spouse/recognised partner's professional activity declaration"
- "a declaration for a change or my annual declaration for a past year"

**2. Via Staff Contact:**

**Please note this mean of transmitting documents is only for members who do not have access to the spouse/recognised partner's Professional Activity Declaration in Sysper.**

Please submit the supporting documents electronically by clicking on the envelope in the upper right corner of your **JSIS online** account and then choosing the "JSIS insurance /Membership" domain, or by using the following link:

<https://myintracomm.ec.europa.eu/staff/EN/health/insurance/Pages/membership.aspx?ln=en>

and then clicking on "Staff Contact" button and choosing the context: "Spouse - annual income declaration".

**3. Via mail:**

**Please note this mean of transmitting documents is only for members who do not have any online access.**

Please send a copy of your spouse's annual tax return by mail to the address of your JSIS Membership Team, indicated hereunder:

**Brussels**

European Commission  
 Joint Sickness Insurance Scheme  
 Avenue de Tervueren 41  
 B - 1049 BRUSSELS

**Ceilings by country – valid from 01/07/2024 until 30/06/2025**

| COUNTRY  | Ceiling       | Currency   |
|----------|---------------|------------|
| GERMANY  | 47.181,30     | EUR        |
| AUSTRIA  | 51.105,47     | EUR        |
| BELGIUM  | 45.629,88     | EUR        |
| BULGARIA | 61.226,90     | <b>BGN</b> |
| CYPRUS   | 37.644,65     | EUR        |
| CROATIA  | 38.694,14     | EUR        |
| DENMARK  | 446.564,67    | <b>DKK</b> |
| SPAIN    | 43.211,50     | EUR        |
| ESTONIA  | 45.127,95     | EUR        |
| FINLAND  | 54.117,04     | EUR        |
| FRANCE   | 54.527,71     | EUR        |
| GREECE   | 40.884,37     | EUR        |
| HUNGARY  | 14.673.214,20 | <b>HUF</b> |
| IRELAND  | 63.699,31     | EUR        |

| COUNTRY        | Ceiling       | Currency   |
|----------------|---------------|------------|
| ITALY          | 44.397,87     | EUR        |
| LATVIA         | 40.154,29     | EUR        |
| LITHUANIA      | 42.618,31     | EUR        |
| LUXEMBOURG     | 45.629,88     | EUR        |
| MALTA          | 42.527,05     | EUR        |
| NETHERLANDS    | 52.291,84     | EUR        |
| POLAND         | 163.420,91    | <b>PLN</b> |
| PORTUGAL       | 44.078,46     | EUR        |
| CZECH REPUBLIC | 1.112.320,04  | <b>CZK</b> |
| ROMANIA        | 168.974,02    | <b>RON</b> |
| UNITED KINGDOM | 45.298,42     | <b>GBP</b> |
| SLOVAKIA       | 38.694,14     | EUR        |
| SLOVENIA       | 41.933,86     | EUR        |
| SWEDEN         | 624.561,72    | <b>SEK</b> |
| AUSTRALIA      | 76.927,60     | <b>AUD</b> |
| CANADA         | 65.779,95     | <b>CAD</b> |
| IVORY COAST    | 26.189.834,30 | <b>XOF</b> |
| JAPAN          | 6.254.764,17  | <b>JPY</b> |
| MOLDAVIA       | 885.489,46    | <b>MDL</b> |
| NORWAY         | 645.785,71    | <b>NOK</b> |
| RUSSIA         | 3.730.511,56  | <b>RUB</b> |
| SWITZERLAND    | 63.892,42     | <b>CHF</b> |
| USA/New York   | 54.002,58     | <b>USD</b> |
| USA/Washington | 50.558,79     | <b>USD</b> |

As regards the determination of the spouse's/recognised partner's right to benefit from the JSIS top-up cover, in countries for which no weighting factor exists, the coefficient applicable will be the one fixed for Belgium. The table of weighting factors outside

the EU is updated and published in the Official Journal every year.

**i @SOURCE : Information administrative N° 09-2024 / 28.02.2024**



Info Admin  
09-2024

#30-PMO-0003



## The **PMO Mobile** application is now **“MyPMO”**: adapt it to your needs



**SCAN ME**  
PMO Mobile

**MUCH FASTER**  
**WHEREVER**  
**YOU ARE**



The PMO Mobile app, used by nearly 10 000 pensioners last year, has changed name and functionalities. You can now not only download it from App Store and Google play, but also adapt it to your needs. If you use it mostly for reimbursement requests, to check account sheets, or to request prior authorisation, it takes one click on these functions to make them “favourite” and they will be the ones appearing on your display, instead of ‘missions’ and others of no interest to you.

The new mobile application MyPMO works also on a PC or a tablet, including at the old address <https://webgate.ec.europa.eu/PMOMOBILE/>, allowing you to switch between devices in full synchronisation. Your data is always protected by EU Login and two-factor authentication.

MyPMO app allows you to do everything previously done in JSIS online. The latter also remains in place for those pensioners who prefer to manage their JSIS activities there.

# Welcome to AIACE Ireland

We are part of AIACE International which represents former employees of the European institutions. We represent former Irish members and other retirees who have settled in Ireland, as well as their spouses/partners. We have 294 members at present.

## Our committee comprises:

Jimmy McGing (President); Anne Harris Hennon (Vice President); Catherine Bunyan (Secretary); Linda Reale-Horvat (Membership Secretary); Izaskun El Busto (Treasurer - currently on leave and replaced by the acting deputy treasurer, Anne Harris Hennon); Jaume Costa and Sean Doyle (Ambassadors, Help & Advice); Catherine Cerf (Communications); Frank Fahy (social activities); Denis Smyth (Membership cards/Photos).

We provide information and social contact for all our members. Our website ([www.aiaceirelandsection.com](http://www.aiaceirelandsection.com)) offers useful information (administrative and social) to help our retired members. Our Members' Handbook is particularly useful to members and a password is provided to all members to enable them to access it.

We organise a social calendar each year comprising several events (eg golf events), get-togethers (lunches and meetings) and outings to different areas in Ireland. Our updat-

ed social calendar can be seen on our website. In 2024, the following events have been planned:

- AGM (1st March)
- Spring outing to Hillsborough Castle in Northern Ireland (30th April)
- Mid-summer lunch (21st June)
- Autumn Golf Classic (2nd October)
- Christmas Lunch (6th December)

We also keep members updated on latest developments from Brussels of relevance to them.

Members and potential members can access the Membership Application and Standing Order forms on our website above or by sending a request to our Membership Secretary (Linda Reale-Horvat) via our mailbox at [aiaceireland2017@gmail.com](mailto:aiaceireland2017@gmail.com)

Annual membership dues are 35 Euro; this can be paid either through the Standing Order form (which should be returned to our treasurer through our mailbox above, or through direct payment by the member (informing the treasurer of this). Should a potential member opt for the second method, details of the bank account will be sent to them at their request.

We look forward to hearing from future members and to welcoming them to our ranks!



Website



E-mail

# Top-up sickness/accident insurance to supplement the JSIS



General information

## Is it useful to have top-up cover to supplement the JSIS?

For officials and other staff of the European institutions, the partial or total reimbursement of healthcare costs is based mainly on four 'pillars':

- The Joint Sickness Insurance Scheme under the Staff Regulations – JSIS;
- Accident insurance under the Staff Regulations;
- Top-up health/accident insurance (to be taken out);
- Assistance insurance for trips abroad (to be taken out).

There are financial, psychological, cultural, administrative and comfort factors which may justify taking out top-up insurance. The ease and speed of reimbursement offered by top-up cover is an important argument. In any case, it is advisable to take out 100% cover for the least frequent but most costly risks such as hospitalisation.

There are individual top-up insurance policies and other 'collective' insurance policies, so named because they are supported by a framework contract between the insurance company and an association: AIACE or Afiatys.

## However, the Staff Regulations limit financial risk!

Article 72(3) of the Staff Regulations states that this financial risk

is equivalent to a maximum of half the basic monthly salary or monthly pension over 12 consecutive months, for members and their dependants. However, you must ask for this special reimbursement and choose the 12-month period.

Beyond half of the monthly salary or half of the pension, the special reimbursement may be 100% but this depends on the family circumstances and the rules of the General Implementing Provisions (GIPs) of 1 July 2007.

This process requires members to keep accurate and continuous accounts to optimise the request for special reimbursement: the choice of the 12-month period must also be taken into consideration.

You should bear in mind the reimbursement ceilings and possible exclusions and the PMO's application of the rules on excessive costs (Article 20 of the JSIS rules). You should also take into account that the GIPs may be reviewed.

## General information on top-up cover

There is a file that summarises the various insurance policies offered to staff of the European institutions and provides all the necessary references. You can obtain the latest version by sending an email to [françoiseattal@yahoo.fr](mailto:françoiseattal@yahoo.fr).





To help you understand the specific features of the various insurance policies and their relevance to your particular situation or to your family circumstances, Serge Crutzen and Jean-Pierre Amond provide a weekly drop-in service from 10:30 to 15:30 on Thursdays in office N-105 00/010, 105 Avenue des Nerviens, 1040 Brussels (near the Cinquanteenaire Park).

You must make an individual appointment. You can do so by simply sending an email to [françoiseattal@yahoo.fr](mailto:françoiseattal@yahoo.fr).

### Specific information on top-up cover offered by Afiliatys (Hospisafe)

Persons insured under this collective insurance policy between Afiliatys and Allianz Care may meet a representative of Allianz Care every Thursday from 9:00 to 12:00 and from 13:00 to 16:00 in the Afiliatys office, N105 00/06, at 105 Avenue des Nerviens, 1040 Brussels.

To make an appointment, go to <https://calendly.com/hospisafe/20min?month=2022-12>

### Specific information on top-up cover offered by AIACE (Hospitalisation and Accident)

AIACE has an 'Insurance Group' which monitors the 'Hospitalisation' and 'Accident' top-up insurance policies offered by AIACE – Cigna. You can send any questions to the AIACE Insurance Group by emailing [aiace.assurances@gmail.com](mailto:aiace.assurances@gmail.com)

Cigna organises meetings once per month on a Tuesday, alternating between one month by video conference and the following month in person at the AIACE offices in Brussels VM 18 03/58 (rue Van Maerlant 18, 1040 Brussels). To make an appointment at these monthly meetings: contact the insurance broker, Cigna/Eurprivileges, by emailing [info@eurprivileges.com](mailto:info@eurprivileges.com) or calling **+32 3 217 65 76**.

### Reminder

It is essential that associations and insurers have your correct address once you have retired!

Serge Crutzen  
Active Senior DG HR D2  
Information on top-up cover



Appointment  
Hospisafe



Appointment  
Eurprivileges

#30-AIACE-0002

## Teams **After EC**: what is it and what is it used for?



Teams after EC facilitates the circulation of ideas and organises exchanges relating to topics of interest, which you can join if you wish. You can take part in the discussion, add images, documents, links, hypertext, etc. to your message to support your argument, and seek the opinion of others. You can also ask questions, and people will share their experience, for example regarding JSIS online or pensions, etc.

Several official and unofficial user guides are available to help retired staff use the various European Commission applications, for example in various online support channels (RCAM-JSIS Help, EU Login Help, Staff Contact Help, Pension Help, etc.) created by AIACE International.

The various sections (or channels) are fed and updated regularly by the entire team, so that retired staff

pensioners receive information very quickly. Any information and input from participants is welcome.

Training sessions are organised on a regular basis with the help of DIGIT.

Guides and manuals are also available, and Teams provides video presentations, tutorials, podcasts, etc.

### Possible development

We could simply stick with the current situation: the exchange of information and practical support mainly related to the Staff Regulations, medical expenses, pensions, etc. However, we could also consider proactively developing the website to include other topics in order to keep both current users and newcomers engaged.

Below are some suggestions for expanding the website to make it more dynamic, using the technologies offered by the system:

For example:

- online presentations on topical issues, e.g. from Commission en Direct (*some may already exist in the form of webstreaming; there are also podcasts*);
- the priorities of the Presidency of the European Union;
- how retired staff can get help at home and what reimbursement they are entitled to;
- a presentation of Europe Direct.



If you wish to register, send an email with your contact details (full name and pension number) to **HR-TEAMS-AFTER-EC@ec.europa.eu** and you will receive an invitation with instructions.

Please note that you do NOT need an EU Login to access Teams After EC, but rather a Microsoft account which you may already have (via a Hotmail or Outlook email address or if you use Ms Office (Word, Excel, etc.). If you do not have a Microsoft account, you will be able to easily create one free of charge.



E-mail

## 2024 AIACE conference

#30-AIACE-0003



Website



The 2024 AIACE conference will be held in Catania (Sicily) from 12 to 15 October. The programme includes a visit of the city, the discovery of Sicilian Baroque in Modica, Noto and Ragusa, a nice meal together and a conference/debate. Additional excursions are proposed to Taormina, Syracuse and Villa del Casale (a

remarkable Roman villa in Piazza Armorerina). It is a good opportunity to meet and get together with colleagues in a spirit of friendliness, collegiality and joy, combined with culture. All information is available on the AIACE website: <https://aiace-europa.eu/events/21033-2/>

#30-AIACE-0004



## AIACE International – Visit the site



Website  
AIACE



Website  
EU LOGIN



Website  
Helpdesk



Website  
Contacts

Have you ever visited the AIACE International website (<https://aiace-europa.eu/>), which is available in English French and German and **can be accessed without an EU Login**? If not, take a look around. First of all, you'll find the latest news in a pop-up window that appears on the right-hand side of the screen as soon as you open the site (each time with a link to the document or page on the site). You can find out everything you ever wanted to know about pensions, the JSIS or insurance (go to the "Services" tab), or the Commission's IT applications (go to the "IT Communication Tools" tab).

If you don't have an EU Login account (you can find everything you need to create one here: <https://aiace-europa.eu/tools/eu-login/>)

or if you find it too complicated to use, you can contact the helpdesks: <https://aiace-europa.eu/helpdesk/>. You will also find, for example, the most recent version of all the JSIS documents and forms in all languages, as well as documents and guides giving practical instructions on how to access a particular application or page. If you are looking for something specific, use the magnifying glass as a search engine. It will show you all the sources of information available in relation to your search. If you need to contact any DG HR or PMO departments, go to the "Services" menu item and then to "Contacts" (<https://aiace-europa.eu/services/contacts/>)".