



Brussels, 18 November 2020

Subject: Information for retired members of staff of the European institutions concerning the latest developments relating to the COVID-19 epidemic

Dear Sir/Madam,

In the context of the COVID-19 pandemic, we would like to share some information with you, and also remind you of certain essential details covered in our previous letters.

We wish to remind you that our staff are here to support and assist you during this difficult and uncertain time, regardless of your country of residence.

If you are feeling lonely and/or isolated and feel the need to speak to someone, you can still call our colleagues on the HR-TELE-CARE helpline +32 (0)2 295 40 00 which is open from 9.00 to 17.00 from Monday to Friday. Those of you who want to can also be put in touch with a ‘buddy’, a colleague from the European Commission with whom you can talk and who can call you on a more regular basis.

If you need practical help, such as going to the pharmacy or post office, grocery shopping or walking your dog, etc., you can visit the ‘EC STAFF VOLUNTEERING COVID 19 - HELPING HANDS’ section of the ‘[Small Ads](#)’ page on My IntraComm. If you need to use one of these services but do not have access to the internet, you can call us on the HR-TELE-CARE helpline on +32 (0)2 295 40 00 and we will put you in touch with a volunteer.

For any question relating to COVID-19, please call the team in charge of retired members of staff on the special emergency number set up for this purpose: + 32 (0) 2 296 30 00 from Monday to Friday between 9.00 and 12.30 and 14.00 and 16.30.

In the context of the COVID-19 pandemic, we would remind you that the JSIS is giving you the opportunity of getting the cost of the vaccination against seasonal influenza fully (100%) reimbursed. A letter on this subject has already been sent to you. Do not hesitate to contact us if you have not received it.

As a result of the difficulties encountered in obtaining the vaccine in some Member States, we would recommend that you contact your family doctor or local pharmacy.

COVID-19 tests may be reimbursed provided that they are carried out by medical establishments/practitioners. You have to pay the costs associated with the test and then submit the claim for reimbursement to the JSIS, attaching all the supporting documents: an invoice and a medical prescription and/or a supporting document from the national authorities. Tests may be fully (100%) reimbursed if they relate to a serious illness.

We also wish to remind you that, despite the current climate, it is essential that you continue to attend your medical and hospital appointments in order to get care and look after yourself.

As regards your administrative procedures relating to the PMO:

- the sending of the life declarations remains suspended. We reiterate that this will not have any impact on your rights as regards payment of your pension, which you will continue to receive.

- In accordance with the measures implemented as a result of the pandemic to protect Commission staff and contain the spread of the virus, staff of the departments responsible for printing and sending correspondence to retired members of staff are no longer able to go to their offices to print the pension statements and prepare them for dispatch. **Dispatch of these statements is therefore temporarily suspended.** For those of you who have an EU Login, you can still consult the statement via Sysper Post Activity: you will be notified as soon as the statement is available. We would remind you that you can still create your EU Login. Instructions are available upon request from the PMO.4 e-mail addresses listed in this letter. The paper versions of the pension statements will be sent to you again as soon as possible.

Should you have any specific questions on administrative procedures relating to your pension file, please contact PMO.4:

- For the retirement/invalidity pensions:
 - by email to: PMO-PENSIONS@ec.europa.eu ;
 - by telephone on + 32 (0)2 29 78 800 from Monday to Friday between 9.30 and 12.30.
- For recipients of a survivor's/orphan's pension:
 - by email to: PMO-SURVIE@ec.europa.eu ;
 - by telephone on + 32 (0)2 29 52 017 from Monday to Friday between 9.30 and 12.30.

Furthermore, the JSIS Welcome Offices (Brussels, Luxembourg and Ispra) remain closed until further notice in order to guarantee everyone's health and safety. For urgent requests, you can still call the JSIS Contact numbers +32 (0) 2 29 97777 (BRU) and +352 4301 36100 (LUX) from 9.30 to 12.30 and from 14.00 to 16.00 from Monday to Friday. For Ispra, you can call the JSIS Contact number +39 (0) 332 78 57 57 (ISP) from 9.30 to 12.30 from Monday to Friday. The JSIS remains at your service, regardless of the situation in your country of residence.

If you have any other questions, please contact the Social Support and Relations with Former Staff on + 32 (0) 2 295 90 98. You can also send them an email at HR-BXL-AIDE-PENSIONNES@ec.europa.eu.

We thank you for your understanding. Please rest assured that we are available and here to provide support should you need it.

Yours faithfully,

(e-signature)

Christian ROQUES

Attachment: List of national contact points currently available