

Now you have retired... You might find these contact details useful!

DG HR

1. To access MyIntraComm:

<https://myintracomm.ec.europa.eu/retired/en/Pages/index.aspx>

You need to obtain an external EU Login account (the same as for JSIS Online). You can only obtain this external login if you have an email address and a mobile phone number. For instructions on how to set up this external account, please send a request by email to HR-BXL-AIDE-PENSIONNES@ec.europa.eu.

Telephone: + 32 2 29 59098 or contact the Departure Desk.

Email: HR-BXL-DEPARTURE-DESK@ec.europa.eu

Telephone: + 32 2 29 66600

2. To request renewal of your access badge (giving access to buildings):

If your access badge has expired, you can exchange it for a new one by contacting the Staff Card Office.

Brussels:

rue Montoyer 34 (M034 MEZ/120)

1049 Brussels

Telephone: + 32 2 29 56654

Email: EC-SECURITY-ACCESS@ec.europa.eu

Luxembourg:

DRB B0/021

Telephone: + 352 4301 32687

Email: EC-SECURITY-CARTES-DE-SERVICE-LUXEMBOURG@ec.europa.eu

3. Do you need social assistance?

For **Brussels**, your contact point is DG HR, Unit D.1,

'Relations with former officials':

Telephone: + 32 2 29 59098

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

For **Luxembourg**, your contact point is DG HR, Unit D.4:

Telephone: + 352 4301 33948

Email: HR-LUX-ASSISTANTS-SOCIAUX@ec.europa.eu

For **Ispra**, your contact point is DG HR, Unit D.5:

Telephone: + 39 0332 78 59 10

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

PMO – Contacts and Pensions

1. General questions on any topic dealt with by the PMO

should be sent to STAFF Contact:

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

You can access JSIS Online (<https://webgate.ec.europa.eu/RCAM/>), STAFF Contact and SYSPER Pensions once you have set up an external EU Login account. You can only obtain this external login if you have an email address and a mobile phone number. For instructions on how to set up this external account, please send a request by email to HR-BXL-AIDE-PENSIONNES@ec.europa.eu, telephone **32 2 29 59098**, or contact the Departure Desk on + 32 2 29 66600. Retired staff from the European Parliament (pensions@ep.europa.eu), the Court of Justice and the Council should contact their own institution on matters other than those relating to the JSIS.

2. Questions about pensions

The contact details of the person in charge of your pension can be found in the top left corner of your pension statement. You should inform PMO's Pensions Unit (PMO.4) of any change of address or change in your personal circumstances.

Email: PMO-PENSIONS@ec.europa.eu for persons in receipt of a retirement pension or invalidity allowance.

Email: PMO-SURVIE@ec.europa.eu for widows/widowers and orphans.

Telephone (for pensioners, widows/widowers, orphans): **+32 2 29 78800** (Monday to Friday, 9.30 to 12.30).

3. Questions about end-of-service rights (removal, resettlement and travel expenses)

Please contact PMO.4 (Pensions Unit) via STAFF Contact:

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

4. In the event of death

In the event of the death of a retired Commission official, please inform the Commission by telephone on **+ 32 2 29 52017**, by fax on + 32 2 29 65373, or by email to PMO-SURVIE@ec.europa.eu as quickly as possible.

Sickness Insurance Scheme	BRUSSELS	ISPRA	LUXEMBOURG
Telephone assistance	JSIS Contact 9.30 to 12.30 Telephone: + 32 2 29 97777	JSIS Contact 9.30 to 12.30 Telephone: + 39 0332 78 57 57	JSIS Contact 9.30 to 12.30 Telephone: + 352 4301 36100
Assistance/ online requests	STAFF Contact https://myintracomm.ec.europa.eu/staff/ JSIS Online https://webgate.ec.europa.eu/RCAM/	STAFF Contact https://myintracomm.ec.europa.eu/staff/ JSIS Online https://webgate.ec.europa.eu/RCAM/	STAFF Contact https://myintracomm.ec.europa.eu/staff/ JSIS Online https://webgate.ec.europa.eu/RCAM/
Welcome Office (New opening hours)	European Commission JSIS Brussels Avenue de Tervuren 41 B – 1040 Brussels Monday to Friday, 9.30 to 13.00	European Commission JRC – Club House Via Esperia 329 I-21027 Ispra (Varese) Wednesday, 9.30 to 12.00	European Commission JSIS Luxembourg DRB – B2/085 – 12, rue Guillaume Kroll L-1882 Luxembourg Monday to Friday, 14.00 to 16.00
Address of the Settlements Offices	European Commission JSIS Brussels Settlements Office B-1049 Brussels	European Commission JSIS Ispra Settlements Office PMO.6 TP. 730 Via Enrico Fermi, 2749 I-21027 Ispra (Varese)	European Commission JSIS Luxembourg Settlements Office DRB B1/061 L-2920 Luxembourg
Managing 'JSIS entitlements' – questions and requests by post	European Commission JSIS Ispra Membership entitlements PMO.6 TP. 730 Via Enrico Fermi, 2749 21027 Ispra (Varese) Italy Fax: + 39 0332 78 54 79 Telephone (9.30 to 12.30): + 32 2 29 97777	European Commission JSIS Ispra Membership entitlements PMO.6 TP. 730 Via Enrico Fermi, 2749 21027 Ispra (Varese) Italy Fax: + 39 0332 78 54 79 Telephone (9.30 to 12.30): + 39 0332 78 57 57	European Commission JSIS Luxembourg – Membership entitlements DRB B1/061 L-2920 Luxembourg Luxembourg Fax: + 352 4301 36019 Telephone (9.30 to 12.30): + 352 4301 30655
Requests for reimbursement (transmission of request on paper)	European Commission JSIS Brussels – Requests for reimbursement B-1049 Brussels	European Commission JSIS Ispra – Requests for reimbursement PMO.6 TP. 730 Via Enrico Fermi, 2749 I-21027 Ispra (Varese)	European Commission JSIS Luxembourg – Requests for reimbursement DRB B1/061 L-2920 Luxembourg
Prior authorisation, dental estimates, recognition of a serious illness, etc. (requests and submission by post)	European Commission JSIS Brussels – Prior authorisation B-1049 Brussels Fax: +32 2 29 95351	European Commission JSIS Ispra – Prior authorisation PMO.6 TP. 730 Via Enrico Fermi, 2749 I-21027 Ispra (Varese) Fax: + 39 0332 78 54 79	European Commission JSIS Luxembourg – Prior authorisation DRB B1/061 L-2920 Luxembourg Fax: + 352 4301 36019
Direct billing (including transmission of additional information)	European Commission JSIS Brussels – Direct billing B-1049 Brussels Fax: + 32 2 29 59701 Telephone assistance 9.30 to 12.30 Telephone: +32 2 29 59856	European Commission JSIS Ispra – Direct billing PMO.6 TP. 730 Direct billing Via Enrico Fermi, 2749 I-21027 Ispra (Varese) Fax: + 39 0332 78 94 23 Telephone assistance 9.30 to 12.30 Telephone: + 39 0332 78 99 66 Email: PMO-ISPRA-PRISE-EN-CHARGE@ec.europa.eu	European Commission JSIS Luxembourg – Direct billing DRB-B1/073 L-2920 Luxembourg Fax: + 352 4301 36019 Telephone assistance 9.30 to 12.30 Telephone: + 352 4301 36103 or + 352 4301 36406 Fax: + 352 4301 36019
Medical screening	European Commission JSIS Brussels – Medical screening B-1049 Brussels Telephone: + 32 2 29 53866 9.30 to 12.30 Fax: + 32 2 29 59701	European Commission JSIS Brussels – Medical screening B-1049 Brussels Telephone: + 32 2 29 53866 9.30 to 12.30 Fax: + 32 2 29 59701	European Commission JSIS Brussels – Medical screening B-1049 Brussels Telephone: + 32 2 29 53866 9.30 to 12.30 Fax: + 32 2 29 59701
Funeral expenses	European Commission JSIS Brussels – Funeral expenses B-1049 Brussels Telephone: + 32 2 29 57777 9.30 to 12.30 https://myintracomm.ec.europa.eu/staff/	European Commission JSIS Ispra Settlements Office PMO.6 TP. 730 Via Enrico Fermi, 2749 I-21027 Ispra (Varese) Telephone: + 39 0332 78 66 64 Fax: + 39 0332 78 94 23 https://myintracomm.ec.europa.eu/staff/	European Commission JSIS Luxembourg Settlements Office DRB-B1/061 L-2920 Luxembourg Telephone: + 352 4301 36330 + 352 4301 34834 Fax: + 352 4301 36019 https://myintracomm.ec.europa.eu/staff/