



Brussels, 18 March 2020

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

Dear Sir/Madam,

Following the latest developments, we wish to share some information with you concerning the COVID-19 epidemic.

As requested by the national authorities, **we recommend that JSIS members:**

- postpone any non-essential medical procedure. This concerns in particular the health screening programme, which is not urgent;
- comply with national guidance.

As regards **claims for reimbursement relating to COVID-19** specifically:

- claims relating to COVID-19, including hospitalisation, will be dealt with in accordance with the rules already in force.
- Consultations over the phone will be dealt with like any other consultation, with increased flexibility as regards supporting documents.
- Soap, antibacterial gel, protective gloves and masks are **not reimbursable**.

As regards **processing of claims for reimbursement** by PMO:

- The PMO teams are ready to deal with the current situation and are doing their utmost to process your requests for reimbursement as quickly as possible. However, we would ask for your understanding should it take a little longer than expected to process your claims. Please rest assured that **no JSIS member will be overlooked**.
- The coronavirus itself is not a serious illness; but some of its complications can be. There is therefore no reason to grant 100% reimbursement of claims systematically. However, should a JSIS member's health deteriorate and become problematic, it will still be possible then to grant 100% reimbursement. Decisions will be taken quickly and without unnecessary red tape.

We would ask you **not to overload PMO phone lines** for non-essential requests. Before calling the PMO, please check whether the information you are looking for is on My IntraComm. This will contribute to the smooth running of the service.

The **JSIS Welcome Offices** (Brussels, Luxembourg and Ispra) **are temporarily closed**, at least until 3 April 2020 included. You will be informed if this closure is extended.

In order to address urgent requests, it has been decided to extend the opening hours of the JSIS Contact numbers +32 (0) 2 29 97777 (BRU) and +35 (0) 2 4301 36100 (LUX), according to the following schedule: from **9.30 to 12.30** and from **14.00 to 16.00** Mondays to Fridays. For Ispra, you can call the JSIS Contact number +39 (0) 332 78 57 57 (ISP) from **9.30 to 12.30** Mondays to Fridays.

The JSIS remains at your service, regardless of the situation in your country of residence.

Avoid sending correspondence by post (which could be delayed or blocked in certain countries), and instead use the telephone or e-mail/internet contacts.

As regards **access to My IntraComm**, in accordance with the protocol implemented and in order to protect everyone's health, more than 30 000 members of staff have been teleworking since Monday 16 March and will do so until 3 April 2020 included. This exceptional measure has led to systems being overloaded, making it difficult to connect to My IntraComm.

DIGIT is doing its utmost to re-establish access to My IntraComm as soon as possible, for as many people as possible.

Here again, we would ask you to be patient and not use their phone line for an issue that has already been reported and is currently being dealt with.

We will be sure to keep you regularly informed of how the situation progresses. We would invite you to follow these recommendations in order to enable the various departments to work under the best possible conditions.

Should you have any further questions, do not hesitate to contact us:

- For any question relating to COVID-19, you can call our emergency number on **+32 (0) 2 296 30 00** on Mondays to Fridays from **9.00 to 12.00**.
- For all other questions, you can call +32 (0) 2 295 90 98 or contact us at this address HR-BXL-AIDE-PENSIONNES@ec.europa.eu.

We thank you for your understanding and patience.

Yours faithfully,

(e-signature)

Christian ROQUES