

SYSPER Pensions

SYSPER Pensions is now available for all 12,000 pensioners who have an external EU Login account. They were personally notified by an email from Veronica GAFFEY, Director PMO, a copy of which is attached (Annex 1).

Today only the modules "Pension Statements", "Life Declaration" and "Fiscal Certificates" are available to the pensioners concerned. As retired Staff of the European Parliament, Court of Justice of the European Union and European Economic and Social Committee are not concerned by the Life Declaration and Fiscal certificates, the associated widgets will not appear in their SYSPER Pensions.

New modules are under construction (e.g.school declaration, marriage declaration, address declaration, etc.) and should be available for the beginning of 2019. You will be notified by email once new features are available in your SYSPER Pensions.

It is important to note that **all pensioners will continue to receive both versions, paper and electronic, of their pension slips, life declarations and tax certificates until they choose to receive these only electronically**. This choice is made via the SYSPER Pensions application. More details under the point "Opt-out".

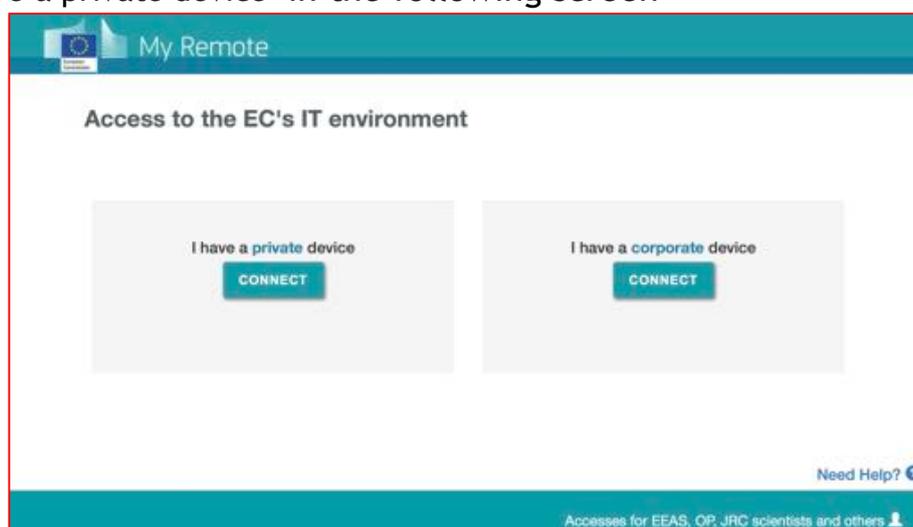
If you do not yet have an EU Login account but want to create one, you will find the access guide on our website at <http://aiace-europa.eu/> ➤ "Services" menu ➤ " EU Login ».

In case of problems, AIACE Helpdesks can help you <http://aiace-europa.eu/helpdesks/>

How to access Sysper Pensions

You will be able to access SYSPER Pensions if you have an external EU Login account by logging in via the link <https://myremote.ec.europa.eu/>

Click on " I have a private device" in the following screen

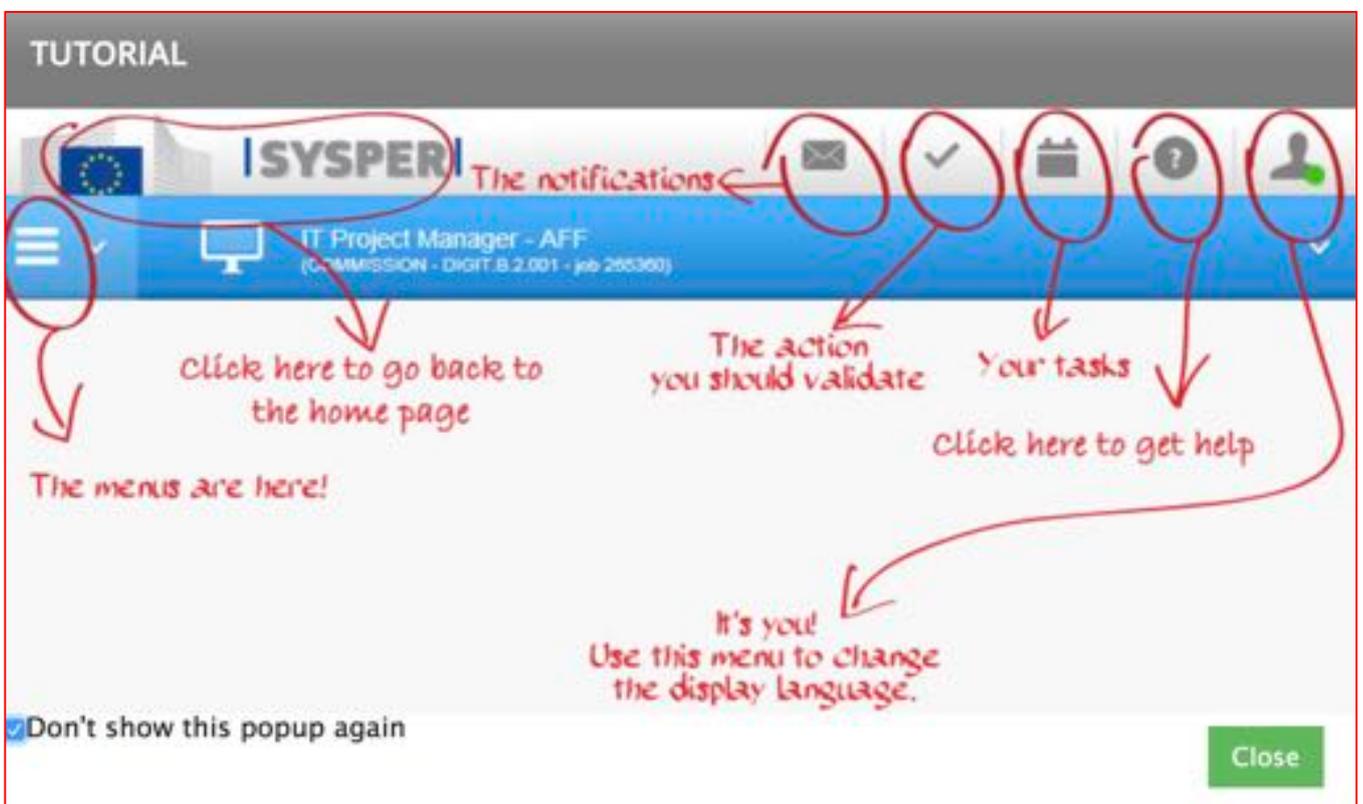


Then, log in to your EU Login account as you usually do.

Once you are connected to EU Login you will be redirected to the welcome page of MyRemote. This is the new entry point for all applications which are accessible to the retired Staff: SYSPER Pensions, JSIS online, MyIntracomm.



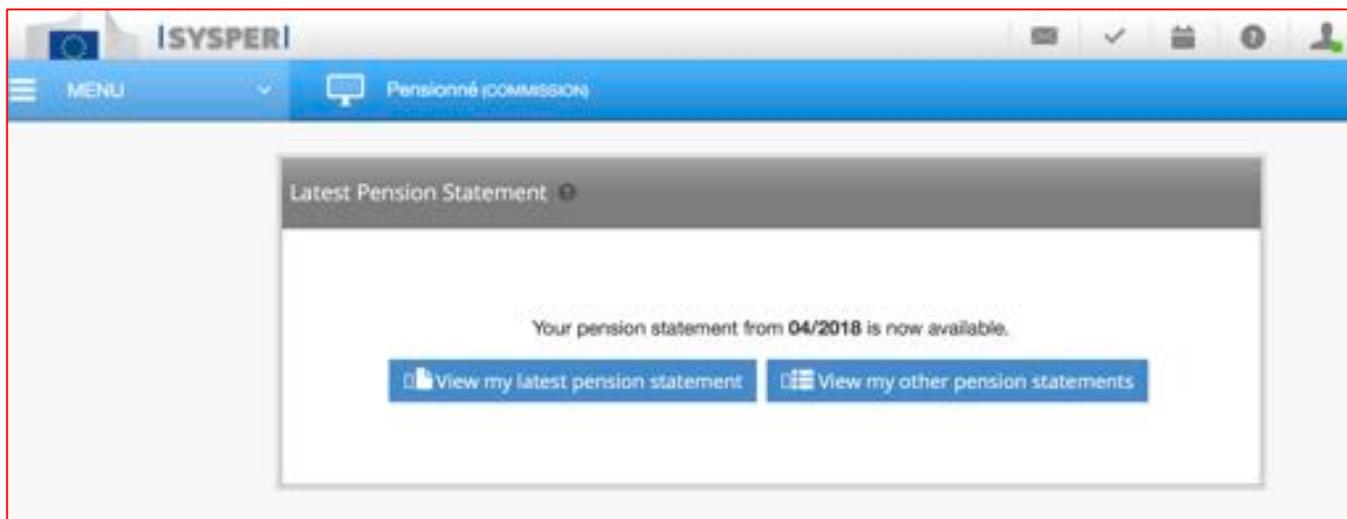
Home Page Tour



Pension Statements

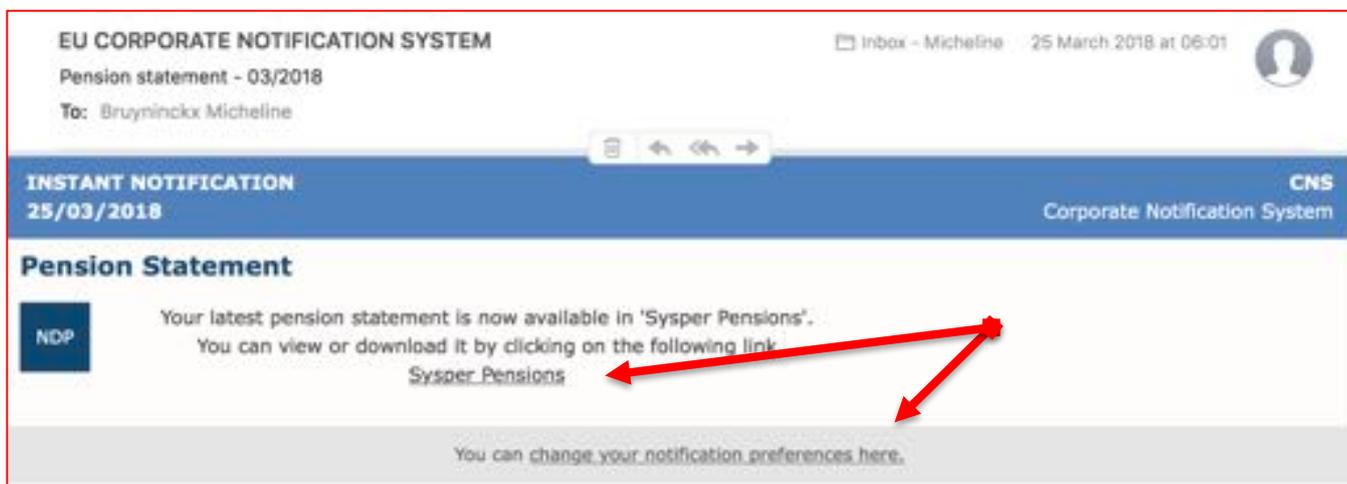
At this first stage, you will have the possibility to consult and print out via SYSPER Pensions your pension statements for the year 2018 and 2017 (older statements are not available online).

You have simply to click on the link of SYSPER Pensions in order to access the front page where the widget dedicated to your pension slips is displayed:



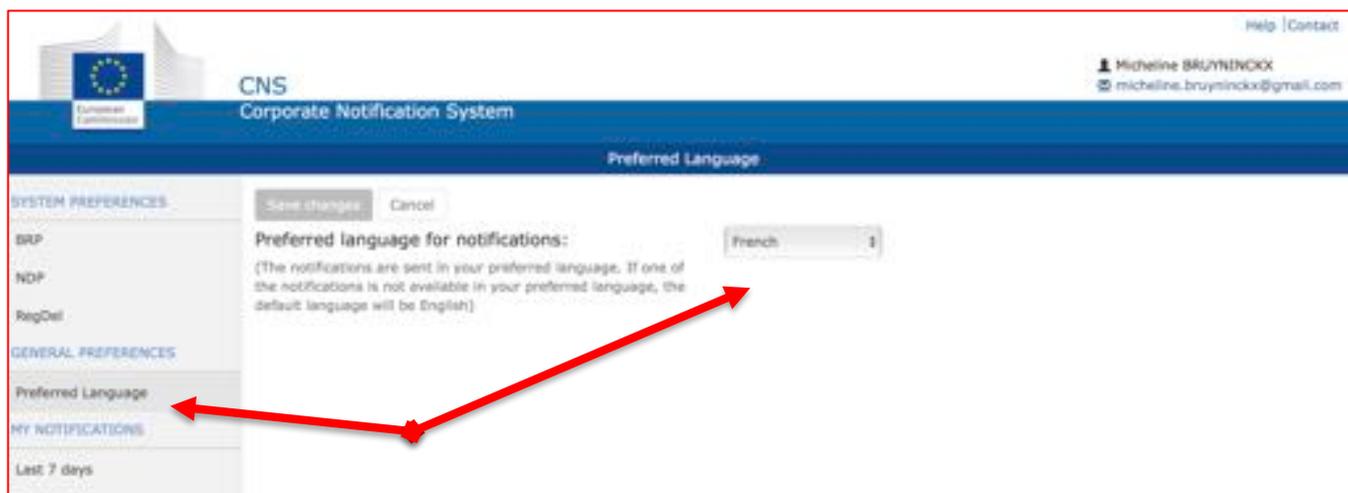
A **notification** is sent to the pensioner's e-mail address as soon as his pension statement is available. It is sent from the functional box EU-CORPORATE-NOTIFICATION-SYSTEM@ec.europa.eu via "CNS (Corporate Notification System)" which is a "corporate" application that allows to manage the email notifications coming from different applications of the Commission such as Sysper, etc.

The notification looks like this and includes a link (called "Sysper Pensions") to the "My remote" welcome page and to the Sysper Pensions application.



You can also change the language in which you want to receive notifications from SYSPER Pensions or choose to no longer receive notifications by email. Click on the link "You can change the preference settings here" or use the direct link to the CNS preferences: <https://webgate.ec.europa.eu/cns>.

Note however that the preferences menu in CNS will always be displayed in English. Do not forget to validate your modification by clicking on the <Save changes> button. A confirmation message will be displayed at the top of the screen if you have selected a different language.

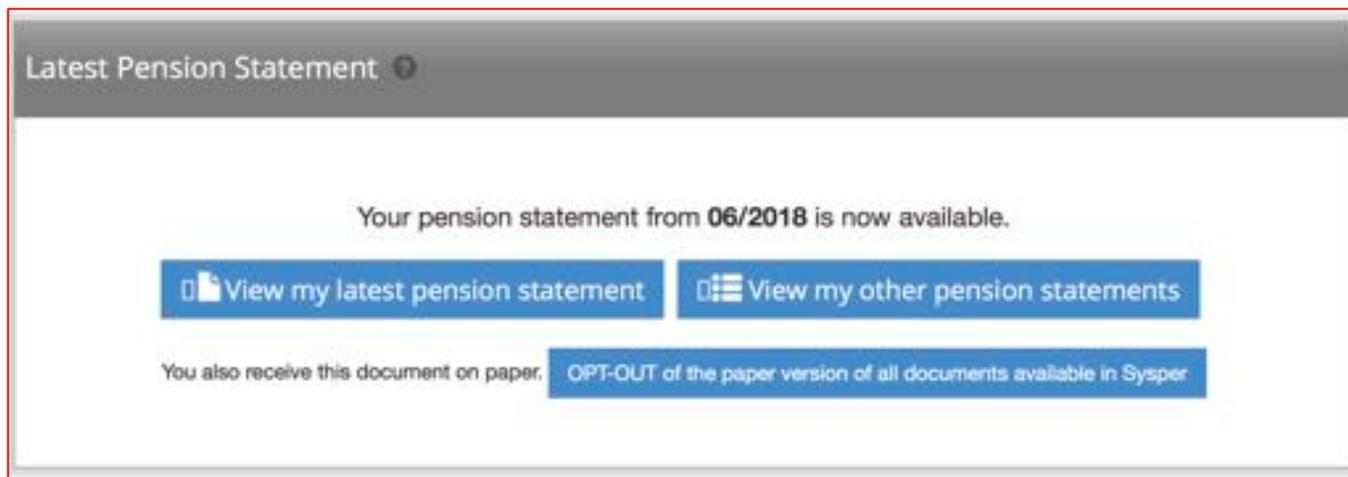


The « Opt-out » function: to choose whether or not to receive the paper version of all documents available in Sysper

The functionality to OPT-OUT of the paper version of the documents available in Sysper Pensions was made available to pensioners on 29/6/2018. This feature applies to all documents available in Sysper Pensions, that is: the life declaration, pension slips and tax certificates. BEWARE !! It is not possible, for example, to receive the electronic pension slip only but the tax return and tax declarations in paper form.

Other documents, such as the school declaration, are not yet available in Sysper Pensions and their "paper" sending will continue for the moment, regardless of whether the pensioner has chosen to receive paper documents or not.

The OPT-OUT is directly available via the widget (s) displayed in the first screen of Sysper Pensions:



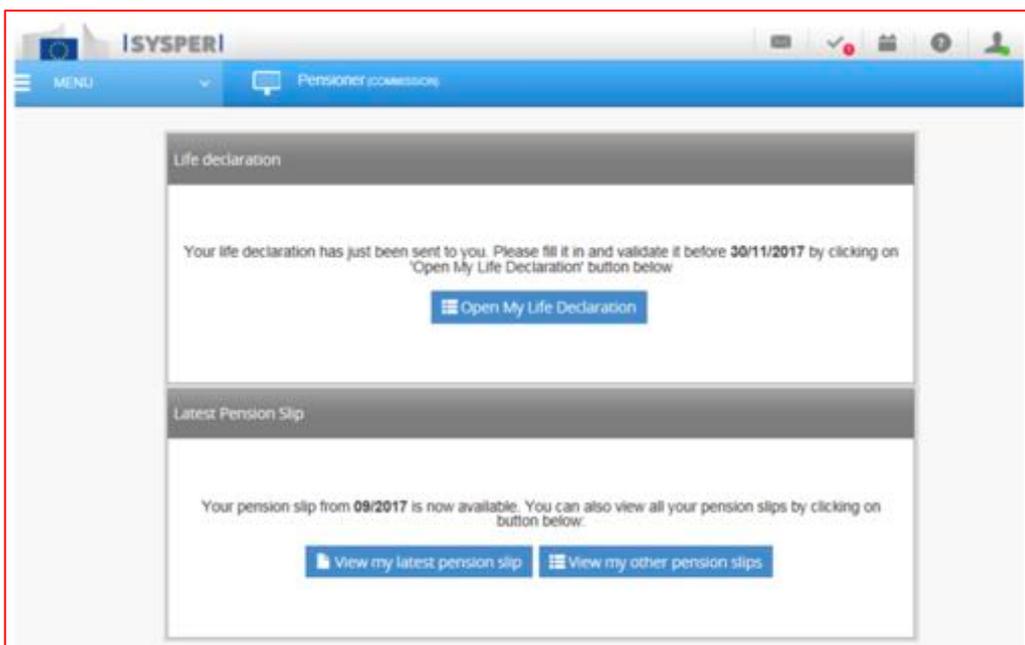
At any time, the pensioner can reconsider his choice. Even after having opted for the electronic version of the documents, the pensioner can ask the Pension Unit to send him the paper version. It will also always be possible to download and print them yourself since they remain stored "online".

Receiving the electronic version of the documents has many advantages:

- availability: wherever you are, you can access it via your smartphone, tablet, laptop;
- security: your documents are only available to you. You avoid mail loss, mail errors. Thus, you are no longer exposed to the risk that your administrative mail will be read by unauthorized persons;
- the protection of the environment: by giving up the paper version you contribute to the economy of paper and fuels used to print and mail the documents.

Life Declaration (except for the EP, CJEU & EESC)

A notification will be sent to you by e-mail once your new life declaration is available to complete in your SYSPER Pensions and a new widget "Life Declaration" will appear in your SYSPER Pensions. **Please send to the PMO only one version of your life declaration: either on paper or electronically.**



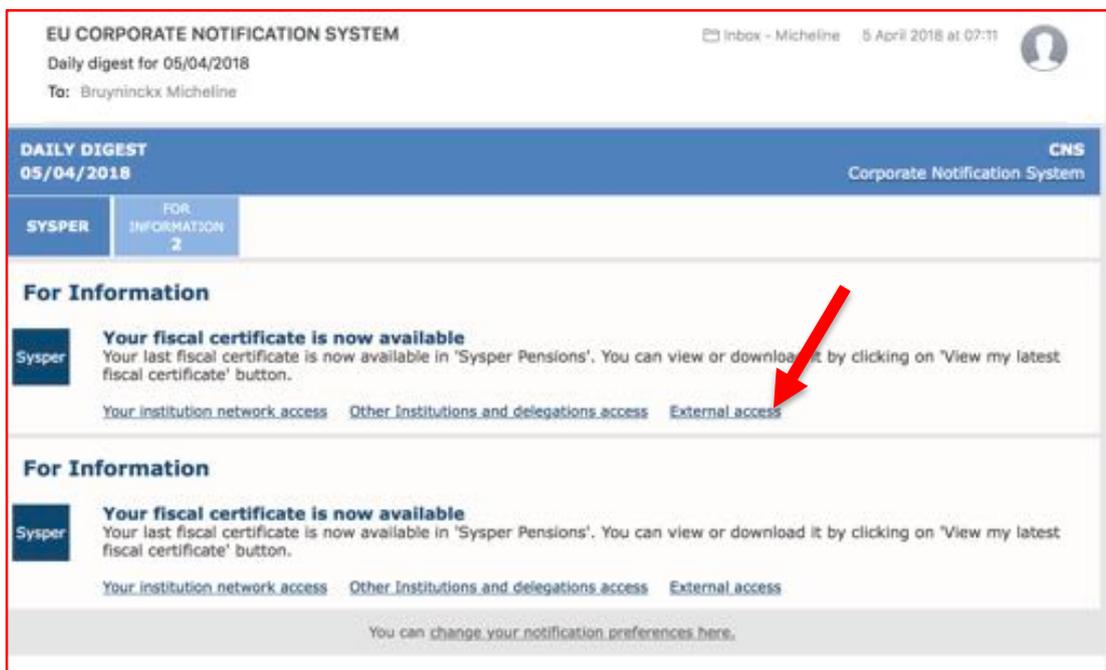
Note that for the moment changes to personal data are only allowed when submitting a Life Declaration.

Tax Certificates (except for the EP, CJEU & EESC)

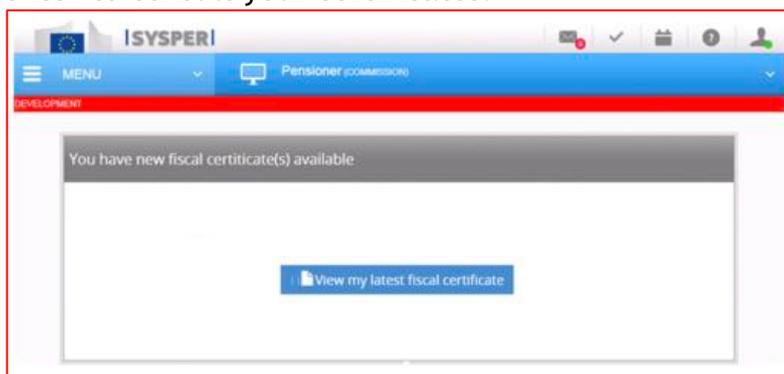
This module enables you to download and print the same version of the tax certificate as that received in paper version. Only the certificates for the year 2017 will be available online. It should be noted that the tax certificates are sent in all the national languages of the country of residence (in the example below, it is Luxembourg and therefore sent in 2 languages, FR and DE).

You will also be able to generate other tax certificates, in the language of your choice, with or without amounts. You will receive an e-mail notification once your certifications are available in your SYSPER Pensions. You will be notified by e-mail once your certificate(s) is (are) available in your SYSPER Pensions.

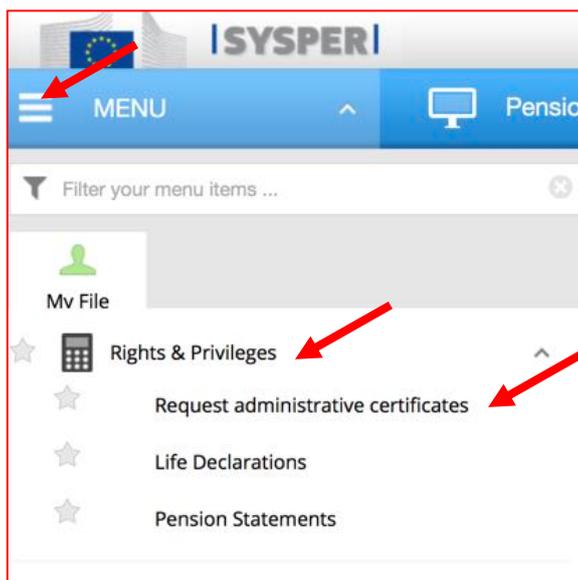
The notification looks like this and includes a link named *"External access"* to the MyRemote entry point and the Sysper Pensions application.



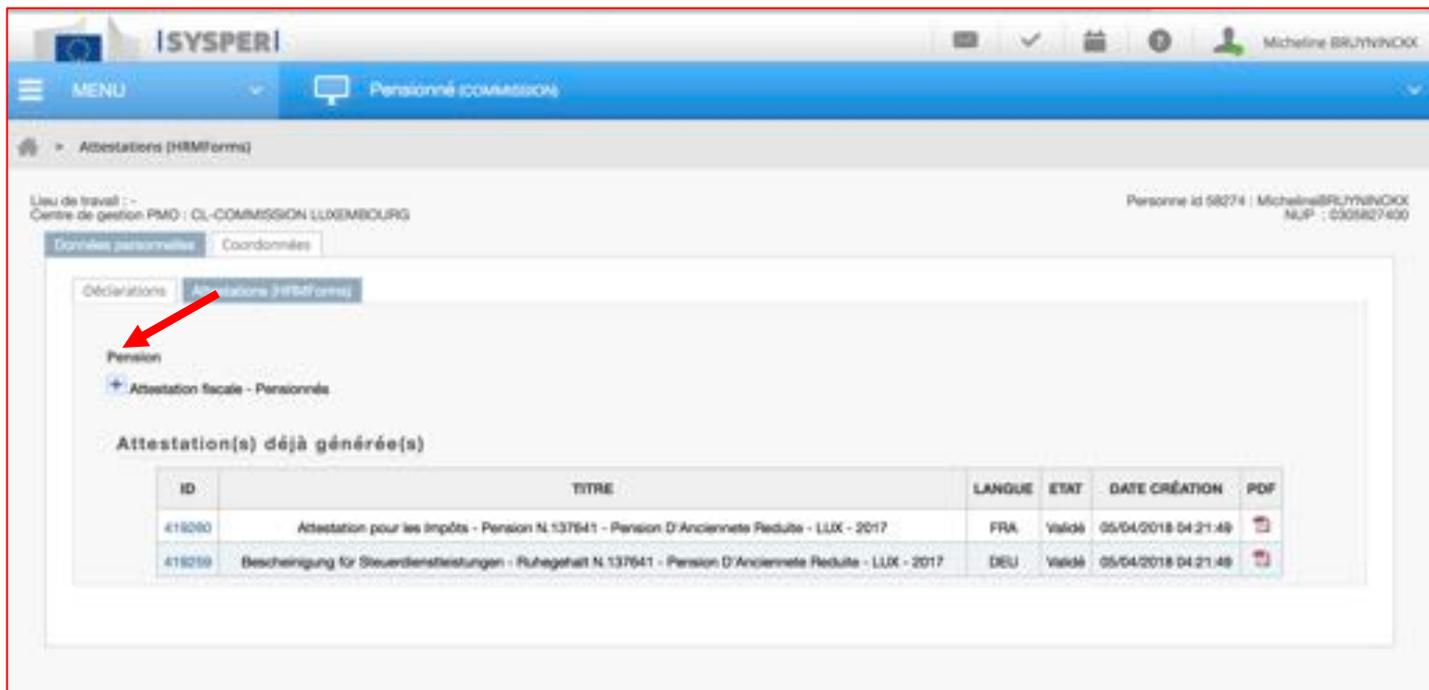
The specific widget will also appear on the welcome screen and will disappear once you enter to consult your certificates.



Any time, you can consult your existing certificates and generate the new ones (for example the certificate relating to the country of taxation), in the language of your choice, with or with amounts via "Menu" => "Rights & Privileges" => "Request Administrative Certificates":

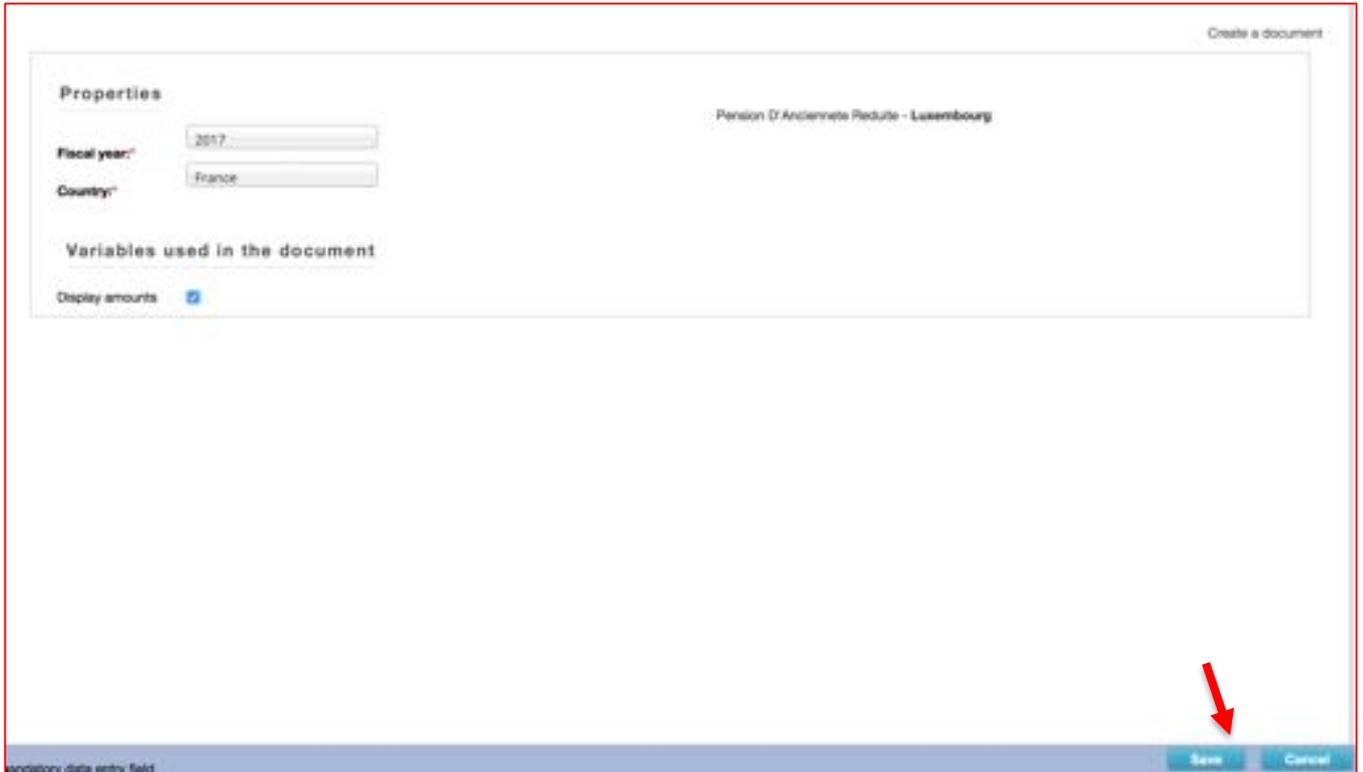


Click then on the « + » sign

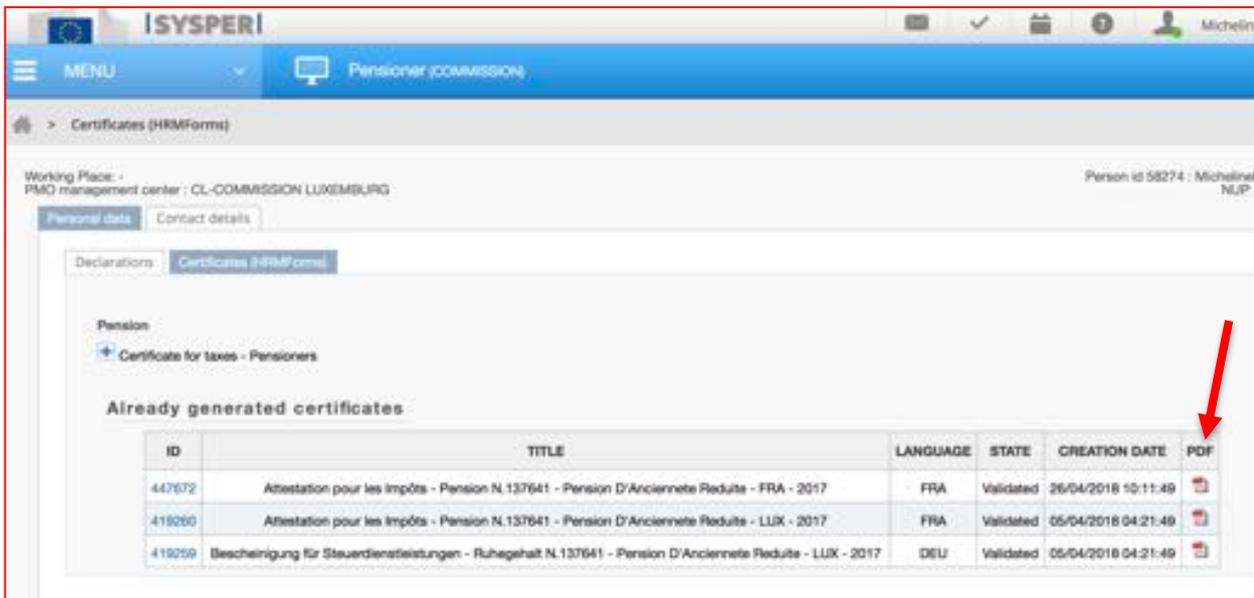


Fill in the year, the country and check the box "Display Amounts" if that is what you want.

Then click on one of the 2 buttons at the bottom right of the screen, either "Save" to generate the certificate or "Cancel" if you want to cancel your request.



The requested certificate will be immediately generated and will be added to your list



PMO-SYS PER Pensions on line guidelines

<http://ec.europa.eu/pmo/sysper-pensions/sysper-pensions-en.html>

Problems ?

If you ever experience problems with the connexion to MyRemote, EU Login or Sysper Pensions, you can contact the Helpdesk at the following e-mail address: EC-CENTRAL-HELPDESK@ec.europa.eu

Do not forget to take screenshots of your error messages!

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Annexe 1

From: gaffey.veronica@ec.europa.eu
Subject: Portal Sysper Pensions/Portail Sysper Pensions
Date: 23 March 2018 at 10:50
To: Undisclosed recipients.;

Dear Madam/Sir,

We currently communicate with you on paper. This will continue to be the case as long as you choose. However, from November 2017, the European Commission has launched a new information portal called SYSPER Pensions dedicated to the retired staff of the European Institutions and Agencies. receive documents electronically.

The access to the portal was open in a progressive way based on the due date of the life declaration. Today I am pleased to inform you that all pensioners having an external EU Login account have All pensioners will continue to receive both versions, paper and electronic of their pension statements, life declarations and fiscal certificates. In the near future, a new SYSPER Pensions feature will all documents.

These guidelines will explain you step by step [how to access the online platform](#).

I hope that SYSPER Pensions will meet your needs and will be useful for you.

With my best regards,

Veronica GAFFEY
PMO Director

Madame, Monsieur,

Actuellement, nous communiquons avec vous via courrier papier et nous conserverons ce mode de communication aussi longtemps que vous le souhaitez.

Cependant, depuis novembre 2017, la Commission européenne a mis à la disposition des pensionnés des Institutions et Agences européennes un nouveau portail d'information appelé SYSPER Pensions électronique, mais uniquement si vous le souhaitez.

L'ouverture de ce portail a été faite de façon progressive en fonction de la date d'échéance de la déclaration bisannuelle. Aujourd'hui, j'ai plaisir de vous annoncer que ce nouveau programme Tous les pensionnés continueront à recevoir les bulletins de pension, les déclarations de vie et les attestations fiscales en version papier. Par la suite, une fonctionnalité dans le Front électronique de tous les documents.

Veillez suivre les étapes de ce guide pour [accéder au plateforme en ligne](#).

J'espère que SYSPER Pensions répondra à vos attentes et vous sera utile.

Avec mes meilleures salutations,

Veronica GAFFEY
Directeur du PMO