



**AIACE**

**International Association of Former Staff of the European Union**

*Nearly 15 000 members – open to former staff of the EU institutions and all EU bodies*

**The Acting Secretary-General**

25/2025



Brussels, 23 June 2025

This is a translation for information, only the French text is authentic

**MINUTES OF THE MEETING WITH REPRESENTATIVES OF DG HR AND  
THE PMO  
OF 16 JUNE 2025 IN BRUSSELS**

Present:

DG HR: F. MORENO MADRID, Head of unit HR.D.3, R. HENOUMONT, A. LENGLET

PMO: Chr. LEVASSEUR, Director

PMO.2: J. VAN DEYCK, Head of unit, A. VIEJO OTERO, M. VINCK

PMO.3: A. LEROY, Head of unit, F. de ALMEIDA GOMES, R. ROTTER

AIACE: D. DESHAYES, President, P. CARVOUNIS, Vice-President, D. HESPEL Acting Secretary General

The President opened the meeting and welcomed the representatives of DG HR and the PMO. She thanked the interpreters in advance.

**DG HR**

F. Moreno Madrid apologised for the absence of S. Quest and S. Panter. He welcomed the constructive cooperation with AIACE, particularly the participation in the tests in connection with pilot projects.

Assistance to people with disabilities: F. Moreno Madrid explained that three departments were involved: the psycho-social team of the Medical Service, which provided advice during the procedure for establishing invalidity, the Departure desk and Unit D3 when a person had a disability. A pilot project had been launched to re-examine the procedure. The President explained that it was felt necessary to be proactive with regard to people with disabilities and not just to wait until they contacted the sector.

Back to school: F. Moreno Madrid explained that retired staff were the best ambassadors for Europe. There was no immediate solution for access to information, but a possible lasting solution was being studied. In the meantime, information was being sent by email.

Increasing the grant: the President accepted DG HR's request to inform it about the number of social welfare volunteers and the number of people receiving assistance to justify the request. The EP had spontaneously offered to increase its contribution.

Preparation for retirement: Unit D3 ran a programme 5 years, 3 years and 1 year before retirement, in collaboration with the PMO. This training would be accessible online and could still be accessed later.

Unit D3 had published a leaflet containing all the information required when new recruits arrived in Brussels. It wished to do the same with regard to retirement, to help staff prepare for their return to their country of origin, if it was their intention to move there. This would be done section by section in cooperation with AIACE.

In reply to participants' questions and remarks, he explained that there were between 300 and 400 "active senior" contracts per annum, but that there was no database that could be used to check offers against demand. Social support was limited to debt management, but no loans were available. With regard to offices for AIACE at the Representations, the principle was being upheld, but DG COMM was overhauling its buildings policy.

One participant expressed a wish for retired staff to be allowed to take part in training for active staff so far as capacity permitted.

C. Popotas mentioned that Regulation 327/2025 establishing the European Health Data Space (EHDS) had been adopted. It was intended to cover 100% of the population of the EU but explicitly excluded EU officials and other staff.

## **PMO**

Chr. Levasseur, Director of the PMO, said that the PMO was at the service of users. The population was constantly growing, particularly at the other institutions and at the agencies. The number of staff in active employment and right-holders had increased from 142 000 in 2019 to 152 000 in 2024; and the number of former staff from 37 000 to 45 000. The volume of activities was rising rapidly: the PMO had dealt with 3.6 million lines, as against 3.4 million in 2023 (an increase of 6%). But the number of staff was not increasing at the same rate as the volume, necessitating greater use of digitisation. For the PMO, it was therefore a challenge to manage the increase in volume.

With regard to the agreements with national authorities:

In Belgium, MyCareNet was in principle ready for both GPs and specialists. Next would come dentists and pharmacists. A communication would soon be sent with a view to a launch before the end of the year. It had been necessary to resolve the problem of data protection and to find the right legal basis. Registration would be on a voluntary basis, using the national number.

In Luxembourg, there were plans for an agreement with the hospitals federation under which there would be an automatic entitlement to treatment without billing of the patient; it should enter into force before the end of the year. In addition, more sophisticated charging was being considered, which would no longer be based on the average price.

In Italy: the analysis of the draft agreement granting access to the national healthcare system was continuing. Bilateral agreements had been concluded with hospitals, including 11 for screening, which provided for more realistic prices.

The weightings would be adjusted with effect from 1/1/2025 with the agreement of the CGAM; there would be increases but no reductions.

The General Implementing Provisions: work on these had reached the stage at which there was an outline of a first draft; the aim was to arrive at realistic rates (after the rise in five ceilings in 2023), as inflation was rising and real rates were falling.

A way of simplifying prior authorisations was being studied, because at present they gave rise to a lot of work.

It was necessary to ensure the stability of the system and preserve its durability. Expenditure amounted to 460 million, revenue to 461; the reserve was 350 to 400 million. It was necessary to maintain the equation for the future; consultations would begin in September.

As regards the abolition of text messaging as a means of authentication, in February there had still been 11 500 users, and in June 3 800 remained. Consideration could perhaps be given to extending the deadline slightly beyond 30 June. Chr. Levasseur thanked AIACE for its massive contribution to this operation.

Staff Matters Portal: the new portal for retired staff, which was to replace My IntraComm, had been launched. The latter would remain accessible until the end of August. The new portal was also accessible via MyRemote.

Screening: the problem relating to the date of the last examination: the bug had been dealt with!

Wrongly levied bank charges in Denmark and Greece: these were the responsibility of DG BUDG. The contracts with the subcontracting banks had four-year terms. It was intended that the charges should be refunded in Denmark, but how? In Greece, the problem arose from the relationship between the bank and the customer. A meeting with DG BUDG and AIACE would be planned shortly.

J. Van Deyck, head of unit PMO.2 Pensions, explained that his unit established entitlements and made payments. He thanked AIACE for its cooperation in the tests to ascertain the needs of retired staff. M. Vinck would be retiring on 1/8/2025.

The President thanked all the participants and the interpreters and closed the meeting. She invited those participants who had registered for the buffet lunch hosted by AIACE to go to the 5<sup>th</sup> floor.

Didier HESPEL