

HOW TO COMMUNICATE **EFFECTIVELY AND SECURELY WITH PMO** ?

You have EU Login access and are familiar with the “Sysper Post Activity” menu. However, you may sometimes have a specific question for the **Pensions Unit** ? If your enquiry relates to the medical costs, please follow the ‘Ask a question’ guides on the pages JSIS online <https://aiace-europa.eu/tools/jsis-online/> OR MyPMO <https://aiace-europa.eu/tools/mypmo/>

In this case, you will probably find the answer to your question in the Pensioners’ Portal: <https://digit.service-now.com/asc> or from the MyRemote menu <https://myremote.ec.europa.eu> + ‘Pensioners’ Portal’ option. This tool provides quick answers to your questions: in just a few clicks, your request will reach the person in charge of the subject you are interested in. This exchange platform is a secure means of communication that ensures the protection of your personal data. **More information on usage options: language selection & display via this link :** <https://aiace-europa.eu/site-content/uploads/2025/10/EN-User-guide-new-portal.pdf>

How do you go about it?

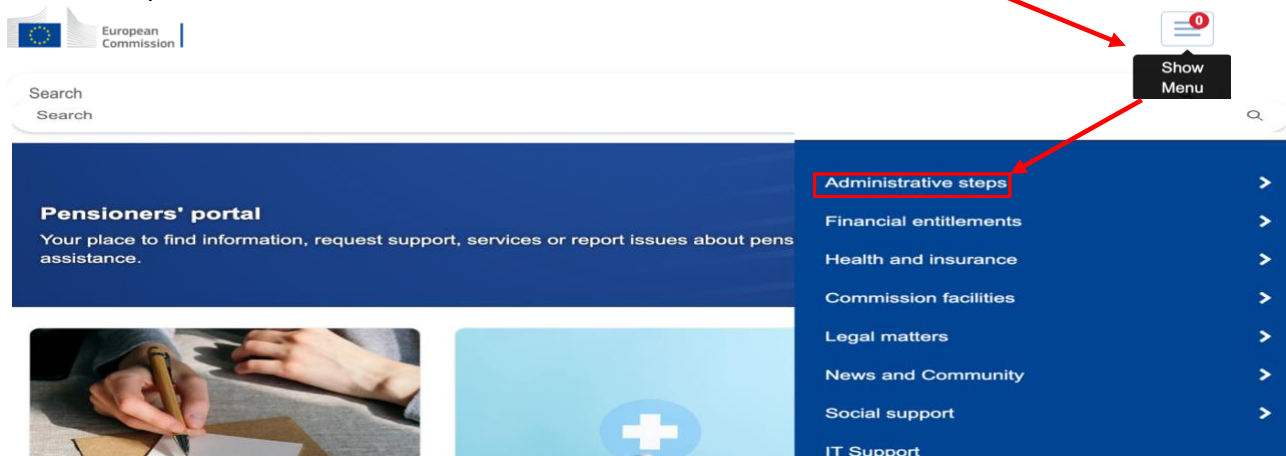
→ Launch <https://digit.service-now.com/asc> OR <https://myremote.ec.europa.eu> + ‘Pensioners’ Portal’ There are several ways to find information there.

→ Via the **Search** field just type a **key word** + **click on the magnifying glass**

→ If your screen allows it, via the **Menu of topics** listed in the horizontal line



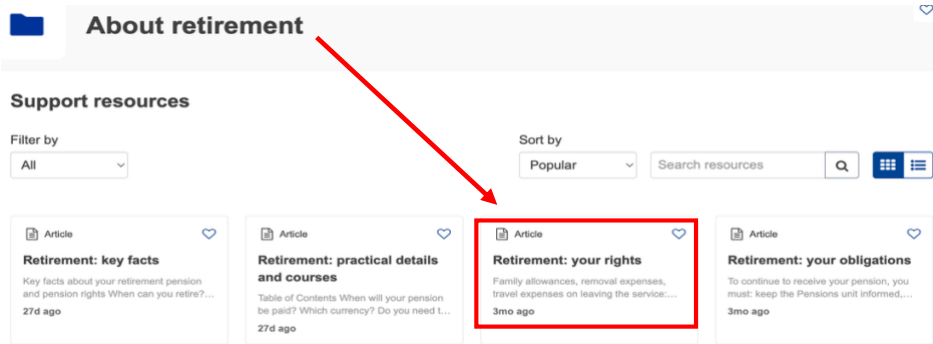
→ From a smaller screen, click on the box on the right labelled ‘**Show Menu**’ to display the available options.



Clicking on ‘**Administrative steps**’ (for example) will open useful sub-topics such as ‘**About retirement**’.



→ A list of results will appear, and often the first items are the most useful. Click on the selected item to view its content.



→ If you are interested in this specific topic, click on the blue link 'family allowances' or, for example, on an article on the subject of 'Education allowance'.

Retirement: your rights

English (Original)

3mo ago • 406 Views • ★★☆☆☆

Family allowances, removal expenses, travel expenses on leaving the service: what are you entitled to?

Family allowances

You are entitled to various [family allowances](#) in the same way and under the same conditions as when you were in active service.

If you are a member of the contract staff, you must have completed more than 3 years' service.

Weighting

A weighting which varies according to the Member State is applied to pension rights acquired before 1 May 2004. The weighting may not be negative. To benefit from the weighting, your country of residence must be your country of origin or the country of your last place of employment. Use the [pension calculator](#).

The Joint Sickness Insurance Scheme (JSIS)

Once you have retired, you are no longer covered by the 'Commission' accident insurance scheme. However, you are still covered by the [Joint Sickness Insurance Scheme \(JSIS\)](#), for up to 80-85% of all your medical expenses, including those linked to an accident.

If you are a member of the contract staff, you must have completed more than three years' service to be covered by the JSIS.

Annual travel costs

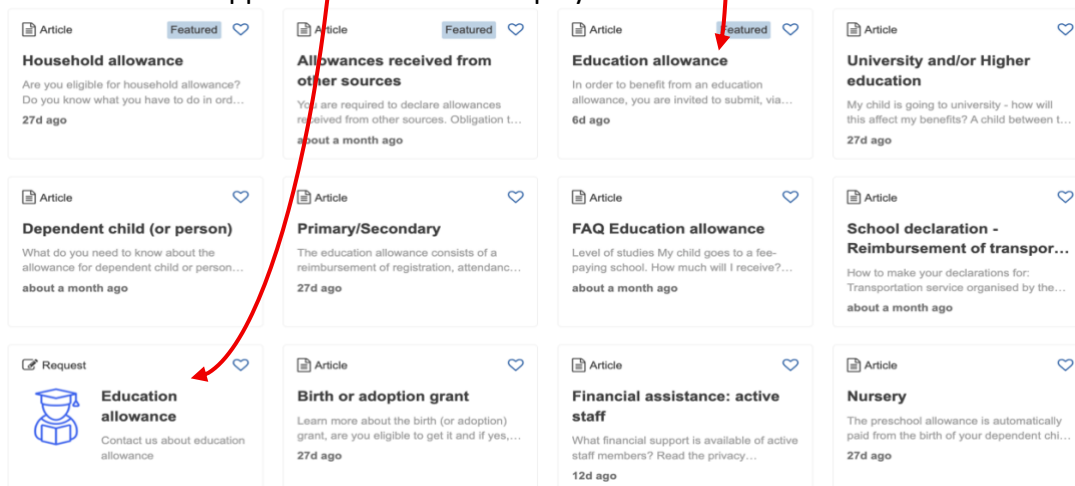
Once you have retired, you will no longer be entitled to the annual travel expenses.

Removal expenses and resettlement allowance

Within 3 years of retirement, you are entitled to:

- reimbursement of [removal expenses](#) towards your place of origin
- reimbursement of [travel expenses](#) on termination towards your place of origin
- [resettlement allowance](#)

→ All articles or application forms are displayed.



You will recognise the 'Staff Contact' form. Simply fill in the fields marked with an asterisk (*) and your question in 'Description'. If necessary, add a scanned document from your computer via 'Add attachments' at the bottom right, near the paperclip icon, and then click on **Submit** on the right.

Education allowance ♡

Contact us about education allowance.

Use this form to ask a question about education allowance.

Read me first, before submitting your request. You can find there the [education allowances tool](#) for detailed explanations.

* Indicates required

* Subject

* Description

Paragraph **B** *I* [Text alignment icons] [List icons] [Link icon] [Image icon] [Code icon] [More icon]

* Topic request

* Child name

* Child birthdate Only a date from the past can be selected. ✕ DD/MM/YYYY

Please confirm that you have read and agree to [Privacy Statement](#)

You have already accepted the Privacy Statement.

Maximum file size is 1024 MB but please avoid attachments above 15MB.

Supported formats are jpg, jpeg, png, bmp, docx, doc, xlsx, xls, pptx, ppt, odt, pdf, xps, oxps, txt, msg

Add attachments

Submit

Required information

[Subject](#) [Description](#) [Topic request](#)

[Child name](#) [Child birthdate](#)

A confirmation email will be sent immediately by EC-SERVICENOW@sn.mail.ec.europa.eu with a reference number. You can find all your recent or older 'requests' (formerly known as 'tickets') on this Pensioners' Portal under '**Pensioners' portal – My requests**'

As soon as the PMO has responded, an email will inform you that a new message is available with the necessary link and instructions how to read it.