

APPROVED

International Process Guidelines

Pension

**P\_BUC\_09** –Change in personal circumstances

Date: 02/10/2018

Version of guidelines document: v4.1.0

Based on: P\_BUC\_09 version 4.1.0

Common Data Model version 4.1.0

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**Document history:**

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| **Revision** | **Date** | **Created by** | **Short Description of Changes** |
| v0.1 | 24/05/2017 | Secretariat | First draft of the document submitted for review to the Pension Ad Hoc group |
| v0.2 | 31/08/2017 | Secretariat | Comments received from AHG integrated.  Version submitted for AC review. |
| v0.99 | 04/10/2017 | Secretariat | Implemented changes and updates following the AC review. Version submitted for AC approval. |
| v1.0 | 19/12/2017 | Secretariat | **AC approved version.** |
| v4.1.0 | 02/10/2018 | Secretariat | **Performed patch changes to reference the new CDM version 4.1.0** |

# P\_BUC\_09 – Change in personal circumstances

**Description:** This Business Use Case describes a situation where an institution wishes to transfer information to another institution about changes in personal circumstances on its own initiative without a previous request, according to Art. 76 (4) of Regulation No 883/2004.

This BUC requires that the person is entitled for a pension (old-age, survivors or invalidity) at least in one of the involved Member States. Changes in this context may occur e.g. regarding the nationality of a person, address of a person or the death of a person.

When the Business Use Case is successfully completed, the Counterparty or Counterparties have been informed about changes in person’s personal circumstances, can be a change in personal identification information of a person (including name and PIN), a change in the address of a person, a date of death, a new family status, a change in living arrangements or a change in gender.

**Legal base:** The legal basis of P\_BUC\_09 lies in Regulation No 883/2004. The following table specifies the SED used in this BUC and lists the article that provides the legal basis for it:

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| **SED** | Basic Regulation No 883/2004 |
| Art 76 (4) |
| P14000 | **✓** |

**Glossary of relevant terms used in P\_BUC\_09:**

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| **Term used** | **Description** |
| *Case Owner* | In this BUC the Case Owner is a Competent Institution who needs to inform another institution or institutions of a change in personal circumstances. The Case Owner starts the process of information transfer. |
| *Counterparty* | In this BUC the Counterparty is a Competent Institution that receives the information sent by the Case Owner. There can be more than one Counterparty. |

# How to start this BUC?

In order to help you understand the P\_BUC\_09 we have created a set of questions that will guide you through the main scenario of the process as well as possible sub-scenarios or options available at each step along the way. Ask yourself each question and click on one of the hyperlinks that will guide you to the answer. You will notice that in some of the steps, where it is allowed to use additional horizontal and administrative sub-processes, they will be listed under the step description.

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| What is my role in the social security exchange of information I have to complete? |
| You are the Competent Institution of a Member State that is informing other institutions about changes in personal circumstances. To follow up on and to finalize the case, you inform an institution or institutions in one or several other Member States. Your role will be defined as the **Case Owner**.  [I am the Case Owner.](#CO1) (step CO.1) |
| You are the Competent Institution that receives information about changes in personal circumstances from an institution in another Member State. Your role will be defined as the **Counterparty**.  [I am the Counterparty.](#CP1) (step CP.1) |

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| CO.1 **Who do I need to exchange information with?** |
| As the Case Owner, your first step in any new information transfer will be to identify the responsible Member State or Member States that you need to exchange information with. The second step will be to identify the correct institutions in these Member States that you need to send the changes in circumstances to. There will be one Counterparty or more.  [I need to identify the Counterparty or Counterparties.](#CO2)(step CO.2)  [I have identified the Counterparty or Counterparties I need to contact.](#CO3) (step CO.3) |

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| CO.2 How do I identify the correct institution(s) to exchange information with? |
| In order to determine the relevant Competent Institution(s) from other Member States you will need to consult the Institution Repository (IR). The IR provides an electronic record of all current and previous Competent Institutions and Liaison Bodies that have been responsible for the cross border coordination of social security information for each of the relevant Member States.  Please note that the Liaison Body should be chosen only if it is impossible to identify the correct Competent Institution in the respective Member State or if the case is handled by the Liaison Body.  To access the IR please use the following link.  [I have now identified the Competent Institution(s) from the Member State(s) I need to contact.](#CO3)(step CO.3) |

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| CO.3 How do I start the information transfer as a Case Owner? |
| As a Case Owner, you have decided that there is a need to inform another institution about changes in personal circumstances related to pensions. To do so, you will need to fill out the ‘Change of personal circumstances’ - [SED P14000](../../../SEDs/P14000.docx) by providing a detailed summary of the respective changes and send it to the identified Counterparty or Counterparties. [SED P14000](../../../SEDs/P14000.docx) is sent outside a pension claim procedure.  You do not receive a specific reply from the Counterparty or Counterparties, so the Business Use Case ends here. |
| Sub-process steps available to the Case Owner at this stage:  [I want to Add Participant to the case (AD\_BUC\_03).](../../../../Administrative_Sub-Processes/AD_BUC_03_Subprocess.docx)  [I want to Forward Case to another Competent Institution (AD\_BUC\_05).](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)  [I want to invalidate the SED P14000 (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx).  [I want to update information contained in the SED P14000 (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx). |

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| CP.1 What should I do if I received 'Change in personal circumstances' - SED P14000 as a Counterparty? |
| The process is initiated by receiving the ’Change in personal circumstances’ - [SED P14000](../../../SEDs/P14000.docx) from the Case Owner.  After receiving the [SED P14000](../../../SEDs/P14000.docx), you first have to check according to your national procedures if you are responsible for the business process. If not, you should forward the case to the correct institution in your Member State using Administrative sub-process Forward Case (AD\_BUC\_05).  [I am responsible for the business process.](#CP2)(step CP.2) |
| Sub-process steps available to the Counterparty at this stage:  [I want to Forward Case to another Competent Institution (AD\_BUC\_05).](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx) |

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| CP.2 What should I do if I am responsible for the business process? |
| You have received the ’Change in personal circumstances’ - [SED P14000](../../../SEDs/P14000.docx), which is issued by the Competent Institution of the Member State with information about changes in the personal situation and you are competent to treat the case. You can use this information in any national pension decision you need to make with regard to the respective person.  If you do not need to add any further participants to the case, the Business Use Case ends here. |
| Sub-process steps available to the Counterparty at this stage:  [I want to Add Participant to the case (AD\_BUC\_03).](../../../../Administrative_Sub-Processes/AD_BUC_03_Subprocess.docx) |

# BPMN diagram for P\_BUC\_09

Click [here](../../../BPMN_Diagrams/P_BUC_09_Diagram.pdf) to open the BPMN diagram(s) for P\_BUC\_09.

# Structured Electronic Documents (SEDs) used in the process

The following SEDs are used in P\_BUC\_09:

* [SED P14000 – Change in personal circumstances](../../../SEDs/P14000.docx)

# Administrative sub-processes

The following administrative sub-processes are used in P\_BUC\_09:

* [AD\_BUC\_03\_Sub-process – Add Participant](../../../../Administrative_Sub-Processes/AD_BUC_03_Subprocess.docx)
* [AD\_BUC\_05\_Subprocess – Forward Case](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)
* [AD\_BUC\_06\_Subprocess – Invalidate\_SED](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx)
* [AD\_BUC\_10\_Subprocess – Update\_SED](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx)

The following sub-processes are used for the handling of exceptional business scenarios that arise due to the exchange of social security information in an electronic environment and can be used at any point in the process:

* [AD\_BUC\_11\_Sub-process – Business Exception](../../../../Administrative_Sub-Processes/AD_BUC_11_Subprocess.docx)
* [AD\_BUC\_12\_Sub-process – Change of Participant](../../../../Administrative_Sub-Processes/AD_BUC_12_Subprocess.docx)

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