**

APPROVed

**

International Process Guidelines

Pension

**P\_BUC\_05 –** Ad-hoc Request
for Pension Information

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**Document history:**

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| **Revision** | **Date** | **Created by** | **Short Description of Changes** |
| v0.1 | 07/04/2017 | Secretariat  | First draft of the document submitted for review to the Pension Ad Hoc group |
| v0.2 | 18/05/2017 | Secretariat | Implement changes and updates following the AHG comments. Version submitted for AC review. |
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| v1.0 | 13/07/2017 | Secretariat | **AC approved version**With minor formatting and clarification corrections |
| v4.1.0 | 02/10/2018 | Secretariat | **Performed patch changes to reference the new CDM version 4.1.0** |

# P\_BUC\_05 – Ad-hoc request for pension information

**Description:** The role of this Business Use Case is to allow an institution in a Member State to ask a Competent Institution in another Member State or several institutions in different Member States for support. The asking institution needs information to process an ongoing national pension case. Such examples may include, but are not limited to:

* A need to recalculate the citizen’s pension amounts due to a change of circumstances;
* A need under national legislation to check the particulars of a citizen’s situation (e.g. how much pension they are being paid);
* An invalidity pension situation involving only 'Type A' Member States where one Member State requires insurance periods.

The starting point of this BUC is a national pension case or a case outside a pension claim procedure. During the substantive examination it turns out that the applicant has been insured some time in one or more Member States different from the one where the applicant's pension related case is being processed. Regarding these periods the clerk needs (additional) information.

1. After checking the pension case the clerk identifies the Member State(s) and the correct institution or institutions (the Counterparty/Counterparties) in each Member State that are responsible for providing the pension information needed.
2. The clerk fills in the required SED and sends the SED to all institutions that might hold information about the applicant’s insurance periods.
3. The institutions receiving the request for information may optionally gather and submit the requested information.

When the Business Use Case is successfully completed, the Case Owner institution received the required information and is able to continue working on the application on this basis.

**Legal base:** The legal basis of P\_BUC\_05 lies in Regulation No 883/2004 and in the Implementing Regulation No 987/2009. The following table specifies SEDs used in this BUC and documents the articles that provide the legal basis for each SED:

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|  | **Basic Regulation No 883/2004** | **Implementing Regulation No 987/2009** |
| **SED** | 1 | 6 | 45 | 49 | 51 | 52 | 57 | 60 | 12 (1) | 45 (4) | 46 (1) | 46 (3) | 47 (1) | 47 (4) | 47 (5) | 47 (6)  | 48 | 48 (1) | 48 (2) | 50 (1) | 51 (2) | 52 (1) b |
| P4000  |  |  |  |  |  |  |  |  | ✓ |  | ✓ |  |  | ✓ |  |  |  |  |  |  |  |  |
| P5000 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |  |  |  |  | ✓ | ✓ |  |  |  |  |  |  | ✓ |
| P6000 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ✓ |  | ✓ |  |  | ✓ |  |
| P7000 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ✓ |  |  |  |  |  |
| P8000 |  |  |  |  |  |  |  |  |  |  |  |  | ✓ | ✓ |  |  |  |  |  |  |  |  |
| P9000 |  |  |  |  |  |  |  |  |  |  |  |  | ✓ | ✓ |  |  |  |  |  |  |  |  |

**Request-reply SEDs:**

| REQUEST SED | REPLY SED(s) |
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| P8000 - Request for additional information | P9000 - Reply to request for additional information |

**Glossary of relevant terms used in P\_BUC\_05:**

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| **Term used** | **Description** |
| *Case Owner* | Institution of a Member State that requires pension information from an institution in another Member State to continue with the national case processing. The Case Owner triggers the process of information gathering.  |
| *Counterparty* | Institution of another Member State that provides the required information to assist with the national case processing of the Case Owner. There can be more than one Counterparty. |
| *O**ther Participant(s)* | During a horizontal or administrative sub process, other Participant is used to refer to any Participant except for the institution that started the respective sub process. |

# How to start this BUC?

In order to help you understand the P\_BUC\_05 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 the 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 processing a pension case or requires additional information from institution (s) in other Member State(s). To follow up on and to finalize the case, you require information from an institution in one or several other Member States(s). Your role will be defined as the **Case Owner**.[I am the Case Owner. (step CO.1)](#choose_CP) |
| You are the Competent Institution that receives a request for information from another Member State to assist in the processing of their national case or to provide required information without a pension case. Your role will be defined as the **Counterparty**. [I am the Counterparty.](#first_step_CP)  (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 request of information will be to identify the responsible Member State or Member States that you need to exchange information with. The second step is to identify the relevant institutions in these Member States that are responsible for the information you require. In this Business Use Case, the institution or institutions can be chosen only among the institutions responsible for the pension cases. This activity will define the Counterparty or the Counterparties you will be working with in the gathering of information.[I need to identify the Counterparty or Counterparties.](#identify_institution) (step CO.2)[I have identified the Counterparty or Counterparties I need to contact. (step CO.3)](#first_step_CO)  |

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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 State(s) 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 this BUC.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](http://csn-ir-playground.westeurope.cloudapp.azure.com/CAI/CAI/SelectCountry?languageCode=en).[I have now identified the Competent Institution(s) from the Member State(s) I need to contact. (step CO.3)](#first_step_CO) |

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| CO.3 How do I start the international exchange as Case Owner?  |
| As a Case Owner you have decided that there is a need to gather (additional) information regarding the processing of a pension case. For that you have to start the international process. The first step for you is to send the ‘Request for Additional Information’ [SED P8000](../../../SEDs/P8000.docx).[I want to send SED P8000](#_CO.4_How_do). (step CO.4) |

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| CO.4 How do I send a ‘Request for Additional Information’ SED P8000?  |
| Fill out the SED P8000 by entering all the required information, i.e. identification of the person, PIN or Identification without PIN and the reason for the request. Afterwards, you send the SED P8000 to the identified Counterparty or Counterparties.As an answer you should receive a ‘Reply to Request for Additional Information’ [SED P9000](../../../SEDs/P9000.doc) and/or the requested SED from each Counterparty.[I have received SED P9000 and/or the requested SED from all Counterparties](#CO5).(step CO.5) |
| Sub-process steps available to the Case Owner at this stage:[I have sent P8000 and want to remind a Counterparty of a SED P9000 that it needs to send to me (AD\_BUC\_07).](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Add Participant to the case (AD\_BUC\_03)](../../../../Administrative_Sub-Processes/AD_BUC_03_Subprocess.docx); [I want to Remove Participant from a multilateral case (AD\_BUC\_04)](../../../../Administrative_Sub-Processes/AD_BUC_04_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 Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx);[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to Notify of Death of a person in an ongoing case (H\_BUC\_07)](../../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx); |

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| CO.5 What should I do if I have received the SED P9000? |
| You have received the ’Reply to Request for Additional Information’ [SED P9000](../../../SEDs/P9000.docx), which is issued by the Competent Institution of the Member State with information about the insurance situation of the person in question. If you do not need any further information and you do not receive any information requests from the Counterparties, the case ends here.[I need further information from at least one Counterparty and want to send another SED P8000](#CO4). (step CO.4)Situations may occur where you as the Case Owner likewise receive a ‘Request for Additional Information’ [SED P8000](../../../SEDs/P8000.docx) from one Counterparty or several other Counterparties. [As Case Owner, I have received a SED P8000](#CO6). (step CO.6) |
| 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 Remove Participant from a multilateral case (AD\_BUC\_04)](../../../../Administrative_Sub-Processes/AD_BUC_04_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 Notify of Death of a person in an ongoing case (H\_BUC\_07)](../../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx);[I want to provide Medical Report (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_Subprocess.docx). |

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| CO.6 What should I do if I have received a SED P8000 as Case Owner? |
| Situations may occur where you as the Case Owner likewise receive from one Counterparty or several other Counterparties a ‘Request for Additional Information’ [SED P8000](../../../SEDs/P8000.docx). In this case this institution for its part requires additional information about the insurance situation of the person in question.You optionally gather the requested information and fill out a ‘Reply to Request of Additional Information’ [SED P9000](../../../SEDs/P9000.docx). If necessary you might include any attachments. After completing you send the SED P9000 to the requesting participant. It is also possible to send only the requested SED without sending the P9000:* [I want to send a Report on Insurance History (SED P4000)](#CO_P4000) (step CO.7)
* [I want to send a Report on Insurance/Residence Periods (SED P5000)](#CO_P5000) (step CO.8)
* [I want to send a Pension Decision (SED P6000)](#CO_P6000) (step CO.9)
* [I want to send a Summary of Pension Decisions (SED P7000)](#CO_P7000) (step CO.10)

If you decided that there is no need to provide additional information the process ends. |
| 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 Remove Participant from a multilateral case (AD\_BUC\_04)](../../../../Administrative_Sub-Processes/AD_BUC_04_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 Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx);[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to Notify of Death of a person in an ongoing case (H\_BUC\_07)](../../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx); |

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| CO.7 What should I do if I have chosen to fill out P4000? |
| After receiving the ‘Request for Additional Information’ [SED P8000](../../../SEDs/P8000.docx) you might decide to provide further information. In this case you fill out a ‘Report on Insurance History’ [SED P4000](../../../SEDs/P4000.docx) which provides information regarding the insurance history of the citizen. After completing you send the SED P4000 to the requesting Counterparty. [I sent the SED P4000 and need to decide whether further reactions to the SED P8000 I received are necessary.](#CO_Receive_P8000) (step CO.6) |
| 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 Remove Participant from a multilateral case (AD\_BUC\_04)](../../../../Administrative_Sub-Processes/AD_BUC_04_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 Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx);[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to Notify of Death of a person in an ongoing case (H\_BUC\_07)](../../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx); |

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| CO.8 What should I do if I have chosen to fill out SED P5000? |
| After receiving the ‘Request for Additional Information’ [SED P8000](../../../SEDs/P8000.docx) you might decide to provide further information. In this case you fill out ‘Report on Insurance/Residence Periods’ [SED P5000](../../../SEDs/P5000.docx) which provides a detailed summary of the citizens’ insurance/residence periods in your Member State. After completing it, you send the SED P5000 to the requesting Counterparty. [I sent the SED P5000 and need to decide whether further reactions to the SED P8000 I received are necessary.](#CO_Receive_P8000)(step CO.6) |
| 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 Remove Participant from a multilateral case (AD\_BUC\_04)](../../../../Administrative_Sub-Processes/AD_BUC_04_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 Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx);[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to Notify of Death of a person in an ongoing case (H\_BUC\_07)](../../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx); |

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| CO.9 What should I do if I have chosen to fill out SED P6000? |
| After receiving the ‘Request for Additional Information’ [SED P8000](../../../SEDs/P8000.docx) you might decide to provide pension decision. In this case you fill out ‘Pension Decision’ [SED P6000](../../../SEDs/P6000.docx) which provides a citizen’s pension decision in your Member State. After completing you send the SED P6000 to the requesting Counterparty. [I sent the SED P6000 and need to decide whether further reactions to the SED P8000 I received are necessary.](#CO_Receive_P8000)(step CO.6) |
| 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 Remove Participant from a multilateral case (AD\_BUC\_04)](../../../../Administrative_Sub-Processes/AD_BUC_04_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 Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx);[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to Notify of Death of a person in an ongoing case (H\_BUC\_07)](../../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx); |

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| CO.10 What should I do if I have chosen to fill out SED P7000? |
| After receiving the ‘Request for Additional Information’ [SED P8000](../../../SEDs/P8000.docx) you might decide to provide further information. In this case you fill out ‘Notification of Summary note’ [SED P7000](../../../SEDs/P7000.docx) which provides a detailed summary of the citizens’ pension decisions. After completing you send the SED P7000 to the requesting Counterparty. [I sent the SED P7000 and need to decide whether further reactions to the SED P8000 I received are necessary.](#CO_Receive_P8000) (step CO.6) |
| 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 Remove Participant from a multilateral case (AD\_BUC\_04)](../../../../Administrative_Sub-Processes/AD_BUC_04_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 Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx);[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to Notify of Death of a person in an ongoing case (H\_BUC\_07)](../../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx); |

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| CP.1 What should I do if I receive a SED P8000 as a Counterparty?  |
| The Process is initiated by receiving the ‘Request for Additional Information’ [SED P8000](../../../SEDs/P8000.docx) from the Case Owner. The SED P8000 is a request for support from a Competent Institution of the Member State where a citizen’s pension related matter is being processed. This institution needs additional information to process the citizens’ national pension case. First, you check if you are responsible for the specific case in your Member State. [I am responsible for this case in my Member State](#CP2). (step CP.2) |
| Sub-process steps available to the Counterparty at this stage:[I want to forward the 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 handling a SED P8000 as a Counterparty?  |
| If you are responsible for the present case, you gather the requested information and fill out a ‘Reply to Request for Additional Information’ [SED P9000](../../../SEDs/P9000.docx) and/or the requested SED. Additionally you might include any attachments. After completing you send SED P9000 to the Case Owner.It is also possible to send only the requested SED without sending the P9000:* [I want to send a Report on Insurance History (SED P4000)](#_CP.3_What_should) (step CP.3)
* [I want to send a Report on Insurance/Residence Periods (SED P5000) (step CP.4)](#CP_P5000)
* [I want to send a Pension Decision (SED P6000) (step CP.5)](#CP_P6000)
* [I want to send a Notification of Summary note (SED P7000) (step CP.6)](#CP_P7000)
* [I want to send a Request for Additional Information (SED P8000)](#CP_P8000) (step CP.7)

If you decided that there is no need to provide additional information no further actions are necessary for you in this case. |
| 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); [I want to Forward Case to another Competent Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx);[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx);[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to Notify of Death of a person in an ongoing case (H\_BUC\_07)](../../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx);[I want to provide Medical Report (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_Subprocess.docx). |

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| CP.3 What should I do if I have chosen to fill out SED P4000? |
| After receiving the ‘Request for Additional Information’ [SED P8000](../../../SEDs/P8000.docx) you might decide to provide further information. In this case you fill out ’Report on Insurance History’ [SED P4000](../../../SEDs/P4000.docx) which provides information regarding the insurance history of the citizen. After completing you send the SED P4000 to the Case Owner. [I sent SED P4000 and I want to decide whether any other reaction to the SED P8000 I received is still necessary. (step CP.2)](#CP2) |
| 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); [I want to Forward Case to another Competent Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx);[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx);[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to Notify of Death of a person in an ongoing case (H\_BUC\_07)](../../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx);[I want to provide Medical Report (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_Subprocess.docx). |

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| CP.4 What should I do if I have chosen to fill out SED P5000? |
| After receiving the ‘Request for Additional Information’ [SED P8000](../../../SEDs/P8000.docx) you might decide to provide further information. In this case you fill out ’Report on Insurance/Residence Periods’ [SED P5000](../../../SEDs/P5000.docx) which provides a detailed summary of the citizens’ insurance/residence periods in your Member State. After completing you send the SED P5000 to the Case Owner. [I sent SED P5000 and I want to decide whether any other reaction to the SED P8000 I received is still necessary. (step CP.2)](#CP2) |
| 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); [I want to Forward Case to another Competent Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx);[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx);[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to Notify of Death of a person in an ongoing case (H\_BUC\_07)](../../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx);[I want to provide Medical Report (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_Subprocess.docx). |

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| CP.5 What should I do if I have chosen to fill out SED P6000? |
| After receiving the ’Request for Additional Information’ [SED P8000](../../../SEDs/P8000.docx) you might decide to provide further information. In this case you fill out ’Pension Decision’ SED P6000 which provides a citizen’s pension decision in your Member State. After completing you send the SED P6000 to the Case Owner. [I sent SED P6000 and I want to decide whether any other reaction to the SED P8000 I received is still necessary. (step CP.2)](#CP2) |
| 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); [I want to Forward Case to another Competent Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx);[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx);[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to Notify of Death of a person in an ongoing case (H\_BUC\_07)](../../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx);[I want to provide Medical Report (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_Subprocess.docx). |

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| CP.6 What should I do if I have chosen to fill out SED P7000? |
| After receiving the ’Request for Additional Information’ [SED P8000](../../../SEDs/P8000.docx) you might decide to provide further information. In this case you fill out ’Notification of Summary note’ [SED P7000](../../../SEDs/P7000.docx) which provides a detailed summary of the citizen’s pension decisions. After completing you send the SED P7000 to the Case Owner. [I sent SED P7000 and I want to decide whether any other reaction to the SED P8000 I received is still necessary. (step CP.2)](#CP2) |
| 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); [I want to Forward Case to another Competent Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx);[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx);[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to Notify of Death of a person in an ongoing case (H\_BUC\_07)](../../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx);[I want to provide Medical Report (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_Subprocess.docx). |

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| CP.7 What should I do if I have chosen to fill out SED P8000? |
| After receiving the ‘Request for Additional Information’ [SED P8000](../../../SEDs/P8000.docx) you might decide to request additional information for your institutions’ purpose e.g. to update the (former) citizen’s case. In this case you fill out a SED P8000 of your own which details the additional information you need. After completing you send the SED P8000 to the Case Owner and other Counterparties (if any). After sending the SED P8000 you wait for a reply SED P9000 and /or the requested SED. [I have received SED P9000 and/or the requested SED](#CP8). (step CP.8) |
| Sub-process steps available to the Counterparty at this stage:[I have sent P8000 and want to remind the Case Owner of SED P9000 and/or the requested SED that it needs to send to me (AD\_BUC\_07).](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[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 Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx);[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to Notify of Death of a person in an ongoing case (H\_BUC\_07)](../../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx);[I want to provide Medical Report (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_Subprocess.docx). |

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| CP.8 What should I do if I have received SED P9000? |
| You received the ‘Reply to Request for Additional Information’ [SED P9000](../../../SEDs/P9000.docx), which is issued by the Competent Institution of another Member State with information about the insurance situation of the person in question in response to an information request SED P8000. [I have received a reply to my SED P8000 and I want to decide whether any further reaction to the SED P8000 I received initially from the Case Owner is still necessary.](#CP2) (step CP.2) |
| 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); [I want to Forward Case to another Competent Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx);[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx);[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to Notify of Death of a person in an ongoing case (H\_BUC\_07)](../../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx);[I want to provide Medical Report (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_Subprocess.docx). |

# BPMN diagram for P\_BUC\_05

Click [here](../../../BPMN_Diagrams/P_BUC_05_Diagram.pdf) to open the BPMN diagram(s) for P\_BUC\_05.

# Structured Electronic Documents (SEDs) used in the process

The following SEDs are used in P\_BUC\_05:

* [P4000 – Report on Insurance History](../../../SEDs/P4000.docx)
* [P5000 – Report on Insurance/Residence Periods](../../../SEDs/P5000.docx)
* [P6000 – Pension Decision](../../../SEDs/P6000.docx)
* [P7000 – Notification of Summary note](../../../SEDs/P7000.docx)
* [P8000 – Request for additional information (mandatory)](../../../SEDs/P8000.docx)
* [P9000 – Reply to request for additional information (optional)](../../../SEDs/P9000.docx)

# [Horizontal sub-processes](#Horizontal_SEDs)

The following horizontal sub-processes are used in P\_BUC\_05:

* [H\_BUC\_07\_Sub-process – Notification of Death](../../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx)
* [H\_BUC\_09\_Sub-process – Notification of Medical Information](../../../../Horizontal_Sub-Processes/H_BUC_09_Subprocess.docx)

# [Administrative sub-processes](#Horizontal_SEDs)

The following administrative sub-processes are used in P\_BUC\_05:

* [AD\_BUC\_03\_Sub-process – Add Participant](../../../../Administrative_Sub-Processes/AD_BUC_03_Subprocess.docx)
* [AD\_BUC\_04\_Sub-process – Remove Participant](../../../../Administrative_Sub-Processes/AD_BUC_04_Subprocess.docx)
* [AD\_BUC\_05\_Sub-process – Forward Case](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)
* [AD\_BUC\_06\_Sub-process – Invalidate SED](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx)
* [AD\_BUC\_07\_Sub-process – Reminder](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)
* [AD\_BUC\_10\_Sub-process – Update SED](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx)

The following sub-process is 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\_Subprocess – Change of Participant](../../../../Administrative_Sub-Processes/AD_BUC_12_Subprocess.docx)