

approved

International Process Guidelines

Pensions

P\_BUC\_10

Transitional Cases

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**Document history:**

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| **Revision** | **Date** | **Created by** | **Short Description of Changes** |
| v0.1 | 08/08/2017 | Secretariat  | First draft of the document submitted for review to the Pension Ad Hoc group. |
| v0.2 | 07/11/2017 | Secretariat  | Implemented changes and updates following the AHG comments.  |
| v0.3 | 21/11/2017 | Secretariat | Missing AHG comments integrated. Version re-submitted for AC review. |
| v0.99 | 04/12/2017 | 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\_10 – Transitional Cases

**Description:**This case deals with situation of the transition of a pension claim (Old Age, Survivors or Invalidity) from paper to electronic SEDs for cases started before EESSI was in production. The use of the BUC is time limited after the end of the transition period.

Such a case, "on-going-case", is one which has started on paper and where the institutions involved have become EESSI enabled before the case is completed.

Definition of an "on-going-case":

1. At least one initial paper transmission of data regarding a pension claim has taken place between institutions in two or more Member States, and
2. At least one further exchange is expected before the case becomes completed, and
3. All the institutions involved have, subsequent to the initial paper exchange(s), become EESSI enabled. This may have occurred during the transitional period itself or at the point when the transitional period ends.

**Legal base:** The legal basis of the P\_BUC\_10 lies in Basic Regulation (EC) No 883/2004 and in the Implementing Regulation (EC) No 987/2009. The following table specifies SEDs used in this BUC and documents the articles that provide the legal basis for each SED:

|  |  |  |
| --- | --- | --- |
| **SED** | Basic Regulation (883/2004) | Implementing Regulation (987/2009) |
| 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) | 51(2) | 52(1)b | 95 | AC E1 |
| P3000 | ✓ |  |  |  |  |  |  |  |  | ✓ | ✓ |  |  | ✓ | ✓ |  |  |  |  |  |  |  |  |
| P4000 |  |  |  |  |  |  |  |  | ✓ |  | ✓ |  |  | ✓ |  |  |  |  |  |  |  |  |  |
| P5000 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |  |  |  |  | ✓ | ✓ |  |  |  |  |  | ✓ |  |  |
| P6000 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ✓ |  | ✓ |  | ✓ |  |  |  |
| P7000 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ✓ |  |  |  |  |  |  |
| P8000 |  |  |  |  |  |  |  |  |  |  |  |  | ✓ | ✓ |  |  |  |  |  |  |  |  |  |
| P9000 |  |  |  |  |  |  |  |  |  |  |  |  | ✓ | ✓ |  |  |  |  |  |  |  |  |  |
| P10000 |  |  |  |  |  |  |  |  |  |  |  | ✓ | ✓ | ✓ |  |  |  |  | ✓ |  |  |  |  |
| P15000 |  |  |  |  |  |  |  |  |  |  |  | ✓ | ✓ | ✓ |  |  |  |  |  |  |  | ✓ | ✓ |

**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\_10:**

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| **Term used** | **Description** |
| ***Case Owner*** | In this BUC the Case Owner is the participant that needs to send the next SED in the pension claim procedure which has started on paper and in which all participants have become EESSI enabled. It can be the Contact Institution or any other participant involved in the pension claim procedure. |
| ***Counterparty*** | In this BUC the Counterparties are the other participants (Competent Institution) that are involved in the pension claim procedure. Even the actual Contact Institution can be a Counterparty in a transitional case. |
| ***Claimant*** | In this BUC the Claimant is the Person who claimed one of the following claim types: Old Age Pension, Survivor’s Pensions or Invalidity Pension. |
| ***Contact Institution*** | In this BUC the Contact Institution (as described by the Regulations) can perform the role of the Case Owner or the Counterparty. |

# How to start this BUC?

In order to help you understand the P\_BUC\_10 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? |
| If you are the Institution in the Member State that needs to send the next SED in the pension claim procedure which has started on paper and in which r all participants have become EESSI enabled role will be defined as the **CaseOwner**. Before starting this BUC you should check, that you have not received a P15 000 from another participant for the same claim.[I am the Case Owner.(step CO.1)](#first_step_CO) |
| If you are the Institution in the Member State that will receive the next SED in the pension claim procedure which has started on paper and in which all participants, including yourself, have become EESSI enabled 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 will be to identify one or more Counterparties by identifying the responsible Member State(s) that you continue the pension claim procedure with. It is likely this will be the institution(s) with whom you are already communicating on paper although not guaranteed. The institution can be chosen only among the institutions responsible for the Pensions sector. This activity will define the Counterparties you will continue to be working with in the exchange of information.[I need to identify the Counterparty.](#identify_institution)(step CO.2)[I have identified the Counterparty I need to contact.(step CO.3)](#CO3) |

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| CO.2 How do I identify the correct institution to exchange information with? |
| In order to find out if the Competent Institution(s) involved from other Member State(s) are EESSI enabled, 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 and which are EESSI enabled for each of the relevant Member States for P\_BUC\_10.Please note that the Liaison Body (if attributed to this BUC) 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 Institutions from the Member States I need to contact. (step CO.3)](#_CO.3_How_do) |

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| CO.3 How do I send ‘Transition of Pension Case to EESSI’ – SED P15000? |
| Fill out the ‘Transition of Pension Case to EESSI ’[SED P15000](../../../SEDs/P15000.docx) by entering all the required information. Afterwards, you send the [SED P15000](../../../SEDs/P15000.docx) to all Counterparty(ies) involved. The [SED P15000](../../../SEDs/P15000.docx) is a notification that the Pension Claim previously started using paper SED/e-forms will be finalised using electronic SED(s).[There are multiple possible next steps in this process. (](#_CO.5_What_are)step CO.4) |
| Sub-process steps available to the Case Owner at this stage:[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CO.4 What are my next steps in this process? |
| When you submitted the ‘Transition of Pension Case to EESSI’ - [SED P15000](../../../SEDs/P15000.docx) you informed the counterparties that the case will continue electronically.You should now send the next SED in the process that started on paper. As this is a transitional case, the received documents are either paper-SED or E-forms:[Send Insurance/Residence Periods SED P5000 to the counterparty(ies).](#_CO.10_How_do)(step CO.7)[Send Pension Decision SED P6000](#_CO.12_How_do) to the counterparties(step CO.8);[Send Request for Additional Information SED P8000 to one or more of the counterparties](#_CO.14_How_do)(step CO.9);[Send Reply to request for Aditional Information SED P9000](#_CO.18__How) (step CO.18);[Send Transfer of additional information SED P10000 to one or more of the counterparties](#_CO.16_How_do)(step CO.10);[I have received Insurance/Residence Periods SED P5000 from a counterparty](#_CO.13__What)(step CO.13);[I have received Pension Decision SED P6000 from a counterparty](#_CO.14_What_should) (step CO.14)[I have received Request for Additional Information SED P8000 from a counterparty](#_CO.20_What_should)(step CO.15);[I have received Reply to my request for Additional Information SED P9000 from a counterparty](#_CO.23_What_should)(step CO.16);[I have received Transfer of additional information SED P10000](#_CO.22_What_should) from a counterparty(step CO.17);[I have received Notification of Summary note SED P7000 (step CO.21);](#_CO.30_What_should_1)If you are the ‘Contact Institution’ as per the Regulation (and previously issued P2000/P2100/P2000/E202/E203/E204 on paper) then you may take the following steps:[Send Country specific information SED P3000 to help process the Pension Claim](#_CO.6How_do_I)(step CO.5);[Send Report on Insurance History SED P4000](#_CO.8How_do_I) (step CO.6). If you already received all the pension decisions required for the Summary of Pension Decisions, then [Send Notification of Summary note SED P7000](#_CO.26_How_do) (step CO.20);If you are the ‘Institution Concerned as per the Regulation (and previously received P2000/P2100/P2000/E202/E203/E204 on paper) then the following steps may occur:[I have received Country Specific Information SED P3000 from](#_CO.11_What_should_1) the Contact Institution(step CO.11);[I have received Report on Insurance History SED P4000 from](#_CO.12_What_should) the Contact Institution(step CO.12). |
| Sub-process steps available to the Case Owner at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CO.5 How do I send ‘Country Specific Information’ – SED P3000? |
| There are 32 versions of the SED P3000 – one for each Member State, EEA country and Switzerland. The last two letters determine the country for which the SED P3000 is designed.Fill out the ‘Country Specific Information’ - [SED P3000](../../../SEDs/P3000.docx) by entering all the required information in the section regarding the type of pension claim in question. Afterwards, you send the [SED P3000](../../../SEDs/P3000.docx) to the Counterparty(ies). You must only send the relevant SED P3000 to each country, however if there are two counterparties from one Member State the SED P3000 must be sent to both. The [SED P3000](../../../SEDs/P3000.docx) supplements the previously issues Pension Claim with specific detailed information needed by a Member State to support the Pension Claim.Although this might not always be applicable, SED P3000 should always be sent immediately after SED P15000 however to accelerate the procedure in the Member States involved, it is also possible to send SED P3000 later on, if the country specific information has to be clarified first.Some of the country specific information can be gained from the records of the Contact Institution and some of the national pension claim of the Contact Institution. But there might be cases, where not all of the needed country specific information is known in the Contact Institution. That should not hinder to initiate the pension claim procedure also in the Member States involved. The country specific information is not mandatory and it can be determined by the competent institution itself, if relevant information is available. There are multiple possible next steps in this process, [click here to see all the options.](#_CO.5_What_are)(step CO.4) |
| Sub-process steps available to the Case Owner at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CO.6 How do I send ‘Report on Insurance History’ – SED P4000? |
| Fill out the ‘Report on Insurance History’ [SED P4000](../../../SEDs/P4000.docx) by entering all the required information. Afterwards, you send the SED P4000 to all the Counterparties. The SED P4000 is a notification of the insured person's insurance history abroad.It is filled in on the basis of the insured person’s own statement about their insurance history abroad. With this information the counterparties shall be enabled to clarify the insurance periods according to their legislation. In other words: [SED P4000](../../../SEDs/P4000.docx) is intended to be the basis for the institutions to clarify the periods according to their national legislation and to certify them in the SED P5000. The SED should include the whole insurance history with the relevant periods of all countries where the insured person has been working/residing (except the sending Member State).There are multiple possible next steps in this process, [click here to see all the options.](#_CO.5_What_are)(step CO.4) |
| Sub-process steps available to the Case Owner at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CO.7 How do I send ‘Insurance/residence periods’ – SED P5000? |
| Fill out the ‘Insurance/residence periods’ - [SED P5000](../../../SEDs/P5000.docx) by entering all the required information. Afterwards, you send the [SED P5000](../../../SEDs/P5000.docx) to all the Counterparties. The SED P5000 always provides a detailed summary of insurance/ residence periods for the insured person as they are recognised in the sending Member State. If there are periods in several independent systems in one Member State, the institutions concerned can certify their periods in a separate SED P5000 for each system or in one SED P5000.There are multiple possible next steps in this process, [click here to see all the options.](#_CO.5_What_are)(step CO.4) |
| Sub-process steps available to the Case Owner at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CO.8 How do I send ‘Pension Decision’ – SED P6000? |
| Fill out the ‘Pension Decision ’[SED P6000](../../../SEDs/P6000.docx) by entering all the required information. Afterwards, you send the [SED P6000](../../../SEDs/P6000.docx) to all the Counterparties. The [SED P6000](../../../SEDs/P6000.docx) is a notification of the final or provisional decision your institution has taken with regards to the claimants claim for Pension benefits.The P6000 includes either a positive decision indicating the amount and frequency of payment of the pension that was awarded, or a negative decision indicating the reason for it.If you have received SED P6000(s) Final Pension Decisions from all other Counterparties and you are the ‘Contact Institution’ as per the regulations then in this case, you should have all the required information you need to make [Notification of Summary Note P7000](#CO26) (step CO. 20) and to [issue a Portable Document P1](#_CO.25_How_do) (step CO.19).If you are the ‘Institution Concerned’ as per the regulations and you have received at least one P6000(s) Pension Decisions from all the other Counterparties in this case then you should expect to [receive the SED P7000 from the Contact Institution.](#_CO.30_What_should_1)(step CP.19).There are multiple possible next steps in this process, [click here to see all the options.](#_CO.5_What_are)(step CO.4) |
| Sub-process steps available to the Case Owner at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CO.9 How do I send ‘Request for Additional Information’ – SED P8000? |
| Fill out the ‘Request for Additional Information ’[SED P8000](../../../SEDs/P8000.docx) by entering all the required information. Afterwards, you send the [SED P8000](../../../SEDs/P8000.docx) to one or more of the Counterparties. The [SED P8000](../../../SEDs/P8000.docx) is a request for specific additional information you need to allow you to progress with the claim for Pension benefit you have received. There are multiple possible next steps in this process, [click here to see all the options.](#_CO.5_What_are)(step CO.4) |
| Sub-process steps available to the Case Owner at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to send a Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CO.10 How do I send ‘Transfer of Additional Information’ - SED P10000? |
| Fill out the ‘Transfer of Additional Information ’[SED P10000](../../../SEDs/P10000.docx) by entering all the required information. Afterwards, you send the [SED P10000](../../../SEDs/P10000.docx) to one or more of the Counterparties. The [SED P10000](../../../SEDs/P10000.docx) is a notification/transfer of relevant information to assist with the claim handling procedure procedure without a previous request.(If there was a previous request on SED P8000 for additional information, the reply should always be made on SED P9000.) There are multiple possible next steps in this process, [click here to see all the options.](#_CO.5_What_are)(step CO.4) |
| Sub-process steps available to the Case Owner at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CO.11 What should I do if I have received ‘Country Specific Information’ - SED P3000? |
| You have received the ‘Country Specific Information’ [SED P3000](../../../SEDs/P3000.docx), this SED will provide you with the additional detailed information your Member States requires help determine the Pension Claim. The SED P3000 is a notification of information, as such there is no reply necessary.There are multiple possible next steps in this process, [click here to see all the options.](#_CO.5_What_are)(step CO.4) |
| Sub-process steps available to the Case Owner at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CO.12 What should I do if I have received ‘Insured person's insurance/residence history‘ - SED P4000? |
| You have received the ‘Insured person's insurance/residence history’ [SED P4000](../../../SEDs/P4000.docx), this SED will provide you with the information provided by the insured person's detailed his work history. This is provided to help to ensure all periods of work/residence are properly traced and included in the calculation of Pension.The SED P4000 is a notification of information, as such there is no reply necessary.There are multiple possible next steps in this process, [click here to see all the options. (step CO.4)](#_CO.5_What_are) |
| Sub-process steps available to the Case Owner at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CO.13 What should I do if I have received ‘Insurance/Residence Periods’ - SED P5000? |
| You have received the ‘Insurance/Residence Periods’ [SED P5000](../../../SEDs/P5000.docx), this SED will provide you with the insurance/residence periods of the counterparty that sent you the SED P5000.If you know your own Insurance/Residence Periods (i.e. typically you have already issued SED P5000) and you have received P5000(s) from any other Counterparties in this case, you should have all the required information you need to assist the Pension processing under EU legislation. If you have done this then typically your next step is to issue a [Pension Decision P6000](#_CO.12_What_should).(step CO.12)If this is not the case then there are multiple possible next steps in this process, [click here to see all the options.](#_CO.5_What_are)(step CO.4) |
| Sub-process steps available to the Case Owner at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CO.14 What should I do if I have received ‘Pension Decision’ - SED P6000? |
| You have received the ‘Pension Decision’ [SED P6000](../../../SEDs/P6000.docx), this SED will provide you with the Pension Decision of the counterparty that sent you the SED P6000.If you have received SED P6000(s) Final Pension Decisions from all other Counterparties and you are the ‘Contact Institution’ as per the regulations then in this case, you should have all the required information you need to make [Notification of Summary Note P7000](#CO26) (step CO. 20) and to [issue a Portable Document P1](#_CO.25_How_do)(step CO.19)If you are the ‘Institution Concerned’ as per the regulations and you have received SED P6000(s) Pension Decisions from all the other Counterparties in this case then you should expect to [receive the SED P7000 from the Contact Institution.](#_CO.30_What_should_1)(step CP.19).If this is not the case then there are multiple possible next steps in this process, [click here to see all the options.](#_CO.5_What_are)(step CO.4) |
| Sub-process steps available to the Case Owner at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CO.15 What should I do if I have received ‘Request for Additional Information’- SED P8000? |
| You have received the ‘Request for Additional Information’ [SED P8000](../../../SEDs/P8000.docx), this SED is a request for you to provide specific additional information that is needed by the Counterparty. Typically you must [reply to the request with a SED P9000](#_CO.21_What_should)(step CO. 23) – which provides the requested information, however in some situation the SED P8000 may request another SED as a reply, if this is the case then there are multiple possible next steps in this process, [click here to see all the options.](#_CO.5_What_are) (step CO.4) |
| Sub-process steps available to the Case Owner at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CO.16 What should I do if I have received ‘Reply to Request for Additional Information’ - SED P9000? |
| You have received the ‘Reply to Request for Additional Information’ [SED P9000](../../../SEDs/P9000.docx), this SED is a notification of requested information that was requested by you or another Counterparty. This information should support you in your decision making for the Pension Claim. There is no reply to the SED P9000 and there are multiple possible next steps in this process, [click here to see all the options.](#_CO.5_What_are)(step CO.4) |
| Sub-process steps available to the Case Owner at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CO.17 What should I do if I have received ‘Transfer of Additional Information’ - SED P10000? |
| You have received the ‘Transfer of Additional Information’ [SED P10000](../../../SEDs/P10000.docx), this SED is a notification/transfer if additional information from a counterparty. This information should support you in your decision making for the Pension Claim. There is no reply to the SED P10000 and there are multiple possible next steps in this process, [click here to see all the options.](#_CO.5_What_are)(step CO.4) |
| Sub-process steps available to the Case Owner at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CO.18 How do I send ‘Reply to Request for Additional Information’ - P9000? |
| Fill out the ‘Reply to Request for Additional Information ’[SED P9000](../../../SEDs/P9000.docx) by entering all the required information. Afterwards, you must send the [SED P9000](../../../SEDs/P9000.docx) to the Counterparties that sent you the SED P8000. In addition you must send your SED P9000 to any other counterparties that received the SED P8000 Request SED.The [SED P9000](../../../SEDs/P9000.docx) is a reply to a request for specific additional information you have received and you must strive to provide the requested information as quickly as possible. SED P9000 is a reply to a request for additional information made by using SED P8000. Hence SED P9000 is a reply to SED P8000. (Information which is communicated to other institutions without prior request has to be done with SED P10000.)There are multiple possible next steps in this process, [click here to see all the options.](#_CO.5_What_are)(step CO.4) |
| Sub-process steps available to the Case Owner at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CO.19 How do I send the Portable Document P1? |
| If you are the Contact Institution in the pension claim started in paper fill out the Portable Document P1 by entering all the required information and send the PD P1 to the claimant.Portable document P1 is filled in based on the information on the all final Pension Decisions – SED P6000 you have issued and received. When P1 has been issued, the claimant will get the right for review (see points 3.7 and 4.4 on the PD P1).[Next you must send SED P7000](#_CO.28_How_do)  (step CO.20) |

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| CO.20 How do I send ‘Notification of Summary note' – SED P7000? |
| If you are also the Contact Institution in the pension claim started in paper fill out the ‘Notification of Summary note’ [SED P7000](../../../SEDs/P7000.docx) by entering all the required information. Afterwards, you must send the [SED P7000](../../../SEDs/P7000.docx) to all the Counterparties.The [SED P7000](../../../SEDs/P7000.docx) is a summary note of pension decisions issued by the Contact Institution and sent to the institutions concerned. It corresponds with the portable document P1 (Summary of pension decisions) sent to the claimant. All final pension decisions (SED P6000) must be received before the Notification of Summary note may be issued.This Business Use Case usually ends here. |
| Sub-process steps available to the Case Owner at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CO.21 What should I do if I have received ‘Notification of Summary note' - SED P7000? |
| You have received the ‘Notification of Summary note' - [SED P7000](../../../SEDs/P7000.docx), this SED is a summary of all Pension decisions (positive or negative) that have been taken by the Case Owner and Counterparties. The SED P7000 reflects the information that was included in the Portable Document P1 that was issued to the Claimant.This is the end of the Business Use Case. |
| Sub-process steps available to the Case Owner at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CP.1What should I do if I received ‘Transition of Pension Case to EESSI’ - SED P15000? |
| The process is initiated by receiving the ‘Transition of Pension Case to EESSI’ - [SED P15000](../../../SEDs/P2000.docx) from the Case Owner.The actual claim forPension (Old Age, Survivors or Invalidity) has been submitted previously on paper to your institution or by your institution on behalf of a Claimant.First, you check if you are responsible for the business process in accordance with your national procedures.[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 the case to another Institution in my Member State (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? |
| I received the‘Transitional Cases’ [SED P15000](../../../SEDs/P15000.docx) from the Case Owner and I am responsible for the business process.There are several steps that may occur next:[Send Insurance/Residence Periods SED P5000 to the counterparty(ies).](#_CP.3_How_do) (step CP.5)[Send Pension Decision](#_CP.7_How_do) SED P6000 to the counterparty(ies)(step CP.6)[Send Request for additional information SED P8000 to Case Owner or one or more of the counterparties(](#_CP.7__How)step CP.7)[Send Transfer additional information SED P10000 to Case Owner or one or more of the counterparties(](#_CP.8__How)step CP.8)[I have received Insurance/Residence Periods SED P5000 from Case Owner and Counterparty](#_CP.12_What_should)(step CP.11)[I have received Pension decision SED P6000 from Case Owner and Counterparty](#_CP.13_What_should)(step CP.12)[I have received Request for additional information SED P8000 from Case Owner or a Counterparty](#_CP.13__What)(step CP.13)[I have received Reply to my request for Additional Information SED P9000 from Case Owner or Counterparty](#_CP.15_What_should)(step CP.14)[I have received Transfer of additional information SED P10000 from Case Owner or counterparty](#_CP.15__What)(step CP.15)[I have received Notification of Summary note SED P7000](#_CP.17__What) (step CP.17)If you are the ‘Contact Institution’ as per the Regulation (and previously issued P2000/P2100/P2000/E202/E203/E204 on paper) then you may take the following steps:[Send Country Specific Information](#_CP.10_What_should) SED P3000(step CP.3)[Send Report on Insurance History SED P4000](#_CP.4_How_do) (step CP.4)[Send Insurance/Residence Periods SED P5000 to the Case Owner and counterparty.](#_CP.23_What_should)(step CP.5)[Send the Notification of Summary note SED P7000](#_CP.19__How) (step CP.19)If you are the ‘Institution Concerned as per the Regulation (and previously received P2000/P2100/P2000/E202/E203/E204 on paper) then the following steps may occur:[I have received a Country Specific Information SED P3000 from the](#_CP.10_What_should) Contact Institution(step CP.9)[I have received Report on Insurance History SED P4000 from the C](#_CP.11_What_should)ontact Institution(step CP.10) |
| Sub-process steps available to the Counterpartyat this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CP.3 How do I send ‘Country Specific Information’ – SED P3000? |
| There are 32 versions of the SED P3000 – one for each Member State, EEA country and Switzerland. The last two letters determine the country for whom the SED P3000 is designed.Fill out the ‘Country Specific Information’ [SED P3000](../../../SEDs/P3000.docx) by entering all the required information in the section regarding the pension claim type in question. Afterwards, you send the [SED P3000](../../../SEDs/P3000.docx) to the Case Owner or Counterparty(ies). You must only send the relevant SED P3000 to each country, however if there are two counterparties from one Member State the SED P3000 must be sent to both.The [SED P3000](../../../SEDs/P3000.docx) supplements the previously issued Pension Claim with specific detailed information needed by a Member State to support the Pension Claim.Although this might not always be applicable, SED P3000 should always be sent immediately after SED P15000 however to accelerate the procedure in the Member States involved, it is also possible to send SED P15000 first and SED P3000 later on, if the country specific information has to be clarified first.Some of the country specific information can be gained from the records of the Contact Institution and some of the national pension claim of the Contact Institution. But there might be cases, where not all of the needed country specific information is known in the Contact Institution. That should not hinder to initiate the pension claim procedure also in the Member States involved. The country specific information is not mandatory and it can be determined by the competent institution itself, if it is relevant. There are multiple possible next steps in this process, [click here to see all the options.](#_CP.2_What_should)(step CP.2) |
| Sub-process steps available to the Counterparty at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CP.4 How do I send ‘Report on Insurance History’ – SED P4000? |
| Fill out the ‘Report on Insurance History’ SED P4000 by entering all the required information. Afterwards, you send the SED P4000 to the Case Owner and other Counterparties. The SED P4000 is a notification of the insured person's insurance history abroad.It is filled in on the basis of the insured person’s own statement about their insurance history abroad. With this information the counterparties shall be enabled to clarify the insurance periods according to their legislation. In other words: SED P4000 is intended to be the basis for the institutions to clarify the periods according to their national legislation and to certify them in the SED P5000. The SED should include the whole insurance history with the relevant periods of all countries where the insured person has been working/residing (except the sending Member State).There are multiple possible next steps in this process, [click here to see all the options.](#_CP.2_What_should)(step CP.2) |
| Sub-process steps available to the Counterparty at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CP.5 How do I send ‘Insurance/residence periods’ – SED P5000? |
| Fill out the ‘Insurance/residence periods’ [SED P5000](../../../SEDs/P5000.docx) by entering all the required information. Afterwards, you send the [SED P5000](../../../SEDs/P5000.docx) to the Case Owner and all the Counterparties. The SED P5000 always provides a detailed summary of insurance/ residence periods for the insured person as they are recognised in the sending Member State. If there are periods in several independent systems in one Member State, the institutions concerned can certify their periods in a separate SED P5000 for each system or in one SED P5000 .There are multiple possible next steps in this process, [click here to see all the options.](#_CP.2_What_should) (step CP.2) |
| Sub-process steps available to the Counterparty at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CP.6 How do I send ‘Pension Decision’ – SED P6000? |
| Fill out the ‘Pension Decision’ - [SED P6000](../../../SEDs/P6000.docx) by entering all the required information. Afterwards, you send the [SED P6000](../../../SEDs/P6000.docx) to the Case Owner and all the Counterparties. The [SED P6000](../../../SEDs/P6000.docx) is a notification of the final or provisional decision your institution has taken with regards to the claimants claim for Pension benefit.The SED P6000 includes either a positive decision indicating the amount and frequency of payment of the pension that was awarded, or a negative decision indicating the reason for it.If you have received SED P6000(s) final Pension Decisions from all other Counterparties and you are the ‘Contact Institution’ as per the regulations then in this case, you should have all the required information you need to make [Notification of Summary Note SED P7000](#CO26) (step CP. 19) and to [issue a Portable Document P1](#_CP.24_How_do)(step CP.18)If you are the ‘Institution Concerned’ as per the regulations and you have received SED P6000(s) Pension Decisions from the Case Owner and all the other Counterparties in this case then you should expect to [receive the SED P7000 from the Contact Institution](#_CO.30_What_should_1) . (step CO.20)There are multiple possible next steps in this process, [click here to see all the options.](#_CP.2_What_should)(step CP.2) |
| Sub-process steps available to the Counterparty at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CP.7 How do I send ‘Request for Additional Information’ – SED P8000? |
| Fill out the ‘Request for Additional Information’ - [SED P8000](../../../SEDs/P8000.docx) by entering all the required information. Afterwards, you send the [SED P8000](../../../SEDs/P8000.docx) to the Case Owner and/or one or more of the Counterparties. The [SED P8000](../../../SEDs/P8000.docx) is a request for specific additional information you need to allow you to progress with the claim for Pension you have received. There are multiple possible next steps in this process, [click here to see all the options.](#_CP.2_What_should)(step CP.2) |
| Sub-process steps available to the Counterparty at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CP.8 How do I send ‘Transfer of Additional Information’ – SED P10000? |
| Fill out the ‘Transfer of Additional Information’ - [SED P10000](../../../SEDs/P10000.docx) by entering all the required information. Afterwards, you send the [SED P10000](../../../SEDs/P10000.docx)to the Case Owner and/or one or more of the CounterpartiesThe SED P10000 is a notification/transfer of relevant information to assist with the claim handling procedure procedure procedure without a previous request.(If there was a previous request on SED P8000 for additional information, the reply should always be made on SED P9000.)There are multiple possible next steps in this process, [click here to see all the options.](#_CP.2_What_should)(step CP.2) |
| Sub-process steps available to the Counterparty at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CP.9 What should I do if I have received ‘Country Specific Information’ - SED P3000? |
| You have received the ‘Country Specific Information’ - [SED P3000](../../../SEDs/P3000.docx), this SED will provide you with the additional detailed information your Member States requires help determine the Pension Claim.The SED P3000 is a notification of information, as such there is no reply necessary.There are multiple possible next steps in this process, [click here to see all the options.](#_CP.2_What_should)(step CP.2) |
| Sub-process steps available to the Counterparty at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CP.10 What should I do if I have received ‘Insured person's insurance/residence history‘ - SED P4000? |
| You have received the ‘Insured person's insurance/residence history’ - [SED P4000](../../../SEDs/P4000.docx), this SED will provide you with the information provided by the insured person's detailed work/residence history. This is provided to help to ensure all periods of work/residence are properly traced and included in the calculation of Pension benefit.The SED P4000 is a notification of information, as such there is no reply necessary.There are multiple possible next steps in this process, [click here to see all the options.](#_CP.2_What_should)(step CP.2) |
| Sub-process steps available to the Counterparty at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CP.11 What should I do if I have received ‘Insurance/Residence Periods’ - SED P5000? |
| You have received the ‘Insurance/Residence Periods’ [SED P5000](../../../SEDs/P5000.docx), this SED will provide you with the insurance/residence periods of the institution that sent you the SED P5000.If you know your own Insurance/Residence Periods (i.e. typically you have already issued SED P5000) and you have received P5000(s) from the Case Owner and any other Counterparties in this case, you should have all the required information you need to assist the Pension processing under EU legislation. If you have done this then typically your next step is to [issue a Pension Decision P6000](#_CP.6_How_do).(step CP.7)If this is not the case then there are multiple possible next steps in this process, [click here to see all the options.](#_CP.2_What_should)(step CP.2) |
| Sub-process steps available to the Counterparty at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CP.12 What should I do if I have received ‘Pension Decision’ - SED P6000? |
| You have received the ‘Pension Decision’ [SED P6000](../../../SEDs/P6000.docx), this SED will provide you with the Pension Decision of the institution that sent you the SED P6000.If you have received SED P6000(s) final Pension Decisions from the Case Owner and all other Counterparties and you are the ‘Contact Institution’ as per the regulations then in this case, you should have all the required information you need to make [Notification of Summary Note SED P7000](#CO26) (step CP.19) and to [issue a Portable Document P1](#_CO.25_How_do) (step CP.18). If you are the ‘Institution Concerned’ as per the regulations and have taken your own decision and you have received SED P6000(s) Pension Decisions from the Case Owner and other Counterparties in this case then you should expect to [receive the SED P7000 from the](#_CP.19_What_should) Contact Institution.(step CO.20)If this is not the case then there are multiple possible next steps in this process, [click here to see all the options.](#_CP.2_What_should)(step CP.2) |
| Sub-process steps available to the Counterparty at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to send a Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CP.13 What should I do if I have received ‘Request for Additional Information’ - SED P8000? |
| You have received the ‘Request for Additional Information’ - [SED P8000](../../../SEDs/P8000.docx), this SED is a request for you to provide specific additional information that is needed by the Institution issued SED P8000.Typically you must [reply to the request with a P9000](#_CO.23_How_do)(step CP.25) – which provides the requested information, however in some situation the SED P8000 may request another SED as a reply, if this is the case then there are multiple possible next steps in this process, [click here to see all the options.](#_CP.2_What_should)(step CP.2) |
| Sub-process steps available to the Counterparty at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to send a Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CP.14 What should I do if I have received ‘Reply to Request for Additional Information’ - SED P9000? |
| You have received the ‘Reply to Request for Additional Information’ - [SED P9000](../../../SEDs/P9000.docx), this SED is a notification of requested information that was requested by you or the Case Owner or another Counterparty. This information should support you in your decision making for the Pension Claim. There is no reply to the SED P9000 and there are multiple possible next steps in this process, [click here to see all the options.](#_CP.2_What_should)(step CP.2) |
| Sub-process steps available to the Counterparty at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CP.15 What should I do if I have received ‘Transfer of Additional Information’ - SED P10000? |
| You have received the ‘Transfer of Additional Information’ - [SED P10000](../../../SEDs/P10000.docx), this SED is a notification/transfer if additional information from another institution. This information should support you in your decision making for the Pension Claim. There is no reply to the SED P10000 and there are multiple possible next steps in this process, [click here to see all the options.](#_CP.2_What_should)(step CP.2) |
| Sub-process steps available to the Counterparty at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CP.16 How do I send ‘Reply to Request for Additional Information’ – SED P9000? |
| Fill out the ‘Reply to Request for Additional Information’ - [SED P9000](../../../SEDs/P9000.docx) by entering all the required information. Afterwards, you must send the [SED P9000](../../../SEDs/P9000.docx) to the institution that sent you the SED P8000. In addition you must send your P9000 to any other institution that received the 'Request for Additional Information' - P8000 Request SED.The 'Reply to Request for Additional Information' - [SED P9000](../../../SEDs/P9000.docx) is a reply to a request for specific additional information you have received and you must strive to provide the requested information as quickly as possible. SED P9000 is a reply to a request for additional information made by using SED P8000. Hence SED P9000 is a reply to SED P8000. (Information which is communicated to other institutions without prior request has to be done with SED P10000.)There are multiple possible next steps in this process, [click here to see all the options.](#_CP.2_What_should)(step CP.2) |
| Sub-process steps available to the Counterparty at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CP.17 What should I do if I have received ‘Notification of Summary note’ - SED P7000? |
| You have received the ‘Notification of Summary note’ - [SED P7000](../../../SEDs/P7000.docx), this SED is a summary of all Pension decisions (positive or negative) that have been taken by the Case Owner and Counterparties. The SED P7000 reflects the information that was included in the Portable Document P1 that was issued by the Contact Institution to the Claimant.This is the end of the Business Use Case. |
| Sub-process steps available to the Counterparty at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

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| CP.18 How do I send the Portable Document P1? |
| Fill out the [Portable DocumentP1](../../../PDs/PD_P1.docx) by entering all the required information and send the PD P1 to the claimant. You must do this following the way you have agreed to do this nationally but usually it is sent by post as a printed document.Portable document P1 is filled in based on the information on the final pension decisions (SED P6000) you have issued and received. When P1 has been issued, the claimant will get the right for review (see points 3.7 and 4.4 on the PD P1).[Next you must send SED P7000](#_CO.26_How_do_1)(step CP.19) |

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| CP.19 How do I send ‘Notification of Summary note’ – SED P7000? |
| Fill out the ‘Notification of Summary note - [SED P7000](../../../SEDs/P7000.docx) by entering all the required information. Afterwards, you must send the [SED P7000](../../../SEDs/P7000.docx) to all the Case Owner and Counterparties.The [SED P7000](../../../SEDs/P7000.docx) is a summary note of pension decisions issued by the Contact Institution and sent to the institutions concerned. It corresponds with the portable document P1 (Summary of pension decisions) sent to the claimant. All final pension decisions (SED P6000) must be received before the Notification of Summary note may be issued.This Business Use Case usually ends here. |
| Sub-process steps available to the Counterparty at this stage:[I want to claim Reimbursement of Administrative check or Medical Information(H\_BUC\_04)](../../../../Horizontal_Sub-Processes/H_BUC_04_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 request Medical Information (H\_BUC\_08)](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)[I want Notification of Medical Information (H\_BUC\_09)](../../../../Horizontal_Sub-Processes/H_BUC_09_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 Institution (AD\_BUC\_05)](../../../../Administrative_Sub-Processes/AD_BUC_05_Subprocess.docx)[I want to invalidate a sent SED (AD\_BUC\_06)](../../../../Administrative_Sub-Processes/AD_BUC_06_Subprocess.docx);[I want to send Reminder (AD\_BUC\_07)](../../../../Administrative_Sub-Processes/AD_BUC_07_Subprocess.docx)[I want to Update information contained in a sent SED (AD\_BUC\_10)](../../../../Administrative_Sub-Processes/AD_BUC_10_Subprocess.docx) |

# BPMN diagram for P\_BUC\_10

Click [here](../../../BPMN_Diagrams/P_BUC_10_Diagram.pdf) to open the BPMN diagram(s) for P\_BUC\_10.

Click [here](../../../BPMN_Diagrams/P_BUC_10_Contact.pdf) to open the BPMN diagrams of the included sub-process – Contact Institution.

Click [here](../../../BPMN_Diagrams/P_BUC_10_OtherInst.pdf) to open the BPMN diagrams of the included sub-process – Other Institution.

# Structured Electronic Documents(SEDs) used in the process

The following SEDs are used in P\_BUC\_10:

* [SED P15000 - Transition of Pension Cases to EESSI](SEDs/P15000.docx)
* [SED P3000 – Country Specific Information](../../../SEDs/P3000.docx)
* [SED P4000 – Report on Insurance History](../../../SEDs/P4000.docx)
* [SED P5000 – Insurance/Residence Periods](../../../SEDs/P5000.docx)
* [SED P6000 – Pension Decision](../../../SEDs/P6000.docx)
* [SED P7000 – [Notification](file:///C%3A/Users/marcin.olszewski/Desktop/BUCe%20P%20dla%20AHG%20-%20Sierpie%C5%84_wrzesie%C5%84%202017/P_BUC_Guidelines%20Batch4/Pension/SEDs/P7000.docx) of Summary note](../../../SEDs/P7000.docx)
* [SED P8000 – Request for Additional Information](../../../SEDs/P8000.docx)
* [SED P9000 – Reply to Request for Additional Information](../../../SEDs/P9000.docx)
* [SED P10000 – Transfer of Additional Information](../../../SEDs/P10000.docx)

# Portable Documents

The following Portable Document is used in P\_BUC\_10:

* [P1 –Summary of Pension Decisions](PDs/P1.docx)

# [Horizontal sub-processes](#Horizontal_SEDs)

The following horizontal sub-processis used in P\_BUC\_10:

* [H\_BUC\_04 - Reimbursement of Administrative check or Medical Information](../Horizontal_Sub-Processes/H_BUC_04_Subprocess.docx)
* [H\_BUC\_07 - Notification of Death](../../../../Horizontal_Sub-Processes/H_BUC_07_Subprocess.docx)
* [H\_BUC\_08 – Medical Information](../../../../Horizontal_Sub-Processes/H_BUC_08_Subprocess.docx)
* [H\_BUC\_09 - Notification of Medical Information](../../../../Horizontal_Sub-Processes/H_BUC_09_Subprocess.docx)

# Administrative sub-processes

The following administrative sub-processes are used in P\_BUC\_10:

* [AD\_BUC\_03\_Sub-process - Add Participant](../Administrative_Sub-Processes/AD_BUC_03_Subprocess.docx)
* [AD\_BUC\_04\_Sub-process - Remove a 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-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\_Subprocess – 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)