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approved

**International Process Guidelines

Pension

**P\_BUC\_07 –** Request for Pension Amounts to Determine Supplements

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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 review. |
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| 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\_07 – Request for pension amounts to determine supplements

**Description:** The role of this Business Use Case is to allow an institution in an EU/EFTA Member State, whose legislation knows minimum benefits according to Art. 58 of Regulation (EC) No. 883/2004, to ask a Competent Institution in another Member State or several institutions in different Member States for the amounts of the pensions, paid by the other institutions concerned, to check, whether a supplement has to be granted.

The institutions concerned provide the information about the amount of a pension. It is usually used after the common pension claim procedure has been completed (P\_BUC\_01, P\_BUC\_02 or P\_BUC\_03). Information about the award of supplement is sent to the other institutions concerned, if they request it.

**Legal base:** The legal basis of P\_BUC\_07 lies in the Europeans Commissions Decision No. P1 II from 12.06.2009 and in EU Regulation (EC) No 883/2004. 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** |
| **SED** | Art 58 |
| P11000 | ✓ |
| P12000 | ✓ |
| P13000 | ✓ |

**Glossary of relevant terms used in P\_BUC\_07:**

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| **Term used** | **Description** |
| *Case Owner* | In this BUC the Case Owner is a Competent Institution who is institution of place of residence of the claimant. |
| *Counterparty* | In this BUC the Counterparty(ies) is(are) Competent Institution(s) that is(are) competent to pay a pension to the citizen. |

# How to start this BUC?

In order to help you understand the P\_BUC\_07 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 wishes to establish the right to a supplement according to Art. 58 of Regulation (EC) No 883/2004 and Decision no. P1 II. You need to request for information on pension amounts from an institution in one or several other Member State(s). Your role will be defined as the **Case Owner**.  [I am the Case Owner.](#_CO.1_Who_do)  (step CO.1) |
| You are the Competent Institution that receives a request for pension amount from another Member State to assist in the processing of their national case. Your role will be defined as the **Counterparty**.  [I am the Counterparty.](#_CP.1_What_should)  (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 sector. 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.](#_CO.2_How_do) (step CO.2)  [I have identified the Counterparty or Counterparties I need to contact.](#_CO.3_How_do) (step CO.3) |

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| CO.2 How do I identify the correct institution(s) to exchange information with? |
| In order to determine the relevant Competent Institution(s) from another Member State you will need to consult the Institution Repository (IR). The IR provides an electronic record of all current and previous Institutions by their roles including Liaison Bodies that have been responsible for the cross border coordination of social security information for this BUC.  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](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](#_CO.3_How_do). (step CO.3) |

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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 obtain information regarding the pension amounts. For that you start the international process. The first step for you is to send the ‘Request for pension amount’ [SED P11000](../../../SEDs/P11000.docx).  [I want to send SED P11000](#_CO.4_How_do). (step CO.4) |

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| CO.4 How do I send ‘Request for pension amount’ SED P11000? |
| Fill out the [SED P11000](../../../SEDs/P11000.docx) by entering all the required information. Afterwards, you send the SED P11000 to the identified Counterparty or Counterparties. As an answer you should receive ‘Information on pension amount’ [SED P12000](../../../SEDs/P12000.docx) from each Counterparty.  [I have received SED P12000 from all Counterparties](#_CO.5_What_should). (step CO.5) |
| Sub-process steps available to the Case Owner at this stage:  [I have sent P11000 and want to remind a Counterparty of a SED P12000 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 P12000? |
| You have received the ’Information on pension amount’ [SED P12000](../../../SEDs/P12000.docx), which is issued by the Competent Institution of the Member State(s) with information about the pension amount of the person in question.  When you have received all the required information from (all) involved Counterparty/ies, you can determine the right to a supplement.  If one or more Counterparties indicated that they would like to receive an 'Information on pension supplement' [SED P13000](../../../SEDs/P13000.docx), you need to send the SED P13000.  If none of the Counterparties involved did request the SED P13000, the business use case ends here.  [I want to send SED P13000.](#_CO.6_How_do) (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 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);  [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); |

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| CO.6 How do I send ‘Information on pension supplement’ - SED P13000? |
| When you have received SED 12000 from the Counterparty/ies and determined the right to a supplement, you inform the Counterparty/ies who requested it, about the outcome. You fill out 'Information on pension supplement' [SED P13000](../../../SEDs/P13000.docx), and send it to the requesting Counterparty/ies.  The business use case ends here.  Note that in case when SEDs P11000-P13000 are not sufficient in the individual case, because there is a need to obtain some special information/data, the institution which finds it necessary to obtain an additional document or information, can make a request by opening a separate BUC P\_BUC\_05 and sending [SED P8000](../../../SEDs/P8000.docx). |
| 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 'Request for pension amount' - SED P11000 as a Counterparty? |
| The Process is initiated by receiving the ‘Request for pension amount’ [SED P11000](../../../SEDs/P11000.docx) from the Case Owner. The SED P11000 is a request for pension amount from a Competent Institution of the Member State who wishes to establish the right to a supplement according to Art. 58 of Regulation (EC) No 883/2004 and Decision no. P1 II, and needs to obtain information on pensions which have been awarded by you.  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](#_CP.2_What_should). (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 'Request for pension amount' - SED P11000 as a Counterparty? |
| If you are responsible for the present case, you gather the requested information and fill out ‘Information on pension amount’ [SED P12000](../../../SEDs/P12000.docx). You indicate whether you would like to receive 'Information on pension supplement' [SED P13000](../../../SEDs/P13000.docx) or not. After completing you send SED P12000 to the Case Owner.  If you did not request to receive SED P13000, the business use case ends here.  If you requested the SED P13000, you expect in response to receive this SED from the Case Owner.  [I have received SED P13000 from the Case Owner.](#_CP.3_What_should) (step CP.3) |
| Sub-process steps available to the Counterparty at this stage:  [I have sent P12000 and requested the P13000 and want to remind the Case Owner of SED P13000 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); |

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| CP.3 What should I do if I have received 'Information on pension supplement' - SED P13000? |
| Once the Case Owner determined the right to a supplement, they inform you of the outcome in ‘Information on pension supplement’ [SED P13000](../../../SEDs/P13000.docx) in response to 'Information on Pension' [SED P12000](../../../SEDs/P12000.docx).  The business use case ends here.  Note that in case when SEDs P11000 - P13000 are not sufficient in the individual case, because there is a need to obtain some special information/data, the institution which finds it necessary to obtain an additional document or information, can make a request by opening a separate BUC P\_BUC\_05 and sending [SED P8000](../../../SEDs/P8000.docx). |
| 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); |

**BPMN diagram for P\_BUC\_07**

Click [here](../../../BPMN_Diagrams/P_BUC_07_Diagram.pdf) to open the BPMN diagram(s) for P\_BUC\_07.

# Structured Electronic Documents (SEDs) used in the process

The following SEDs are used in P\_BUC\_07:

* [P11000 – Request for pension amount](../../../SEDs/P11000.docx)
* [P12000 – Information on pension amount](../../../SEDs/P12000.docx)
* [P13000 – Information on pension supplement](../../../SEDs/P13000.docx)

# Horizontal sub-processes

The following horizontal sub-processes are used in P\_BUC\_07:

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

# Administrative sub-processes

The following administrative sub-processes are used in P\_BUC\_07:

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

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