



**APPROVED**

# International Process Guidelines

## Family Benefits

**FB\_BUC\_01** – Determine Competences

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**Document history:**

Revision	Date	Created by	Short Description of Changes
v0.1	10/07/2017	Secretariat	<p>First draft of the document submitted for review to the Family Benefits Ad Hoc group.</p> <p>Draft is based on FB_BUC_01 v1.1.1 approved by Change Management Board on 18/04/2017 and includes the change request EESSI-1760. SEDs F024/F025 reply-request replaced with H_BUC_08 and SED F025 with H_BUC_09.</p>
v0.2	02/08/2017	Secretariat	Implement changes and updates following the AHG comments. Version submitted for AC review.
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v1.0	11/12/2017	Secretariat	<b>AC approved version.</b>
v4.1.0	02/10/2018	Secretariat	<b>Performed patch changes to reference the new CDM version 4.1.0</b>
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### FB\_BUC\_01 – Determine Competences

**Description:** The business process FB\_BUC\_01 in the Family Benefits sector describes the communication necessary in order to implement the provisions concerning family benefits in the coordination regulations. Situations covered by this process:

- New claim;
- Change in circumstances;
- Disagreement procedure;
- Annual check;
- Offsetting situations between Member States according to article 72 and 73 of Regulation (EC) No 987/2009;
- Reimbursement situations between Member States according to article 58 of Implementing Regulation (EC) No 987/2009.

**Legal base:** This document's legal base is found in the following EC Regulations:

1. Basic Regulation (EC) No 883/2004
2. Implementing Regulation (EC) No 987/2009

According to the Decision F2:

- An institution shall reply promptly to a request for information from another Member State and in any event, no later than:

- a. two months after the day of receipt of the request in a case concerning a request for a position on a provisional decision on the priority rules referred to in Article 60(3) of Regulation (EC) No 987/2009), or
- b. three months after the day of receipt of the request for information in all other cases.'

The following matrix lists the SEDs used in this Business Use Case and their relation with the articles mentioned above.

SED	Basic Regulation (883/04)					Implementing Regulation (987/09)													
	1(i)	6	11	67	68	2(2)	6(2)	11	12	58	59	60(1)	60(2)	60(3)	60(4)	60(5)	72	73	74
F001 Request for determining competence	✓		✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓		✓	✓	✓	✓
F002 Reply for determining competence	✓		✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓		✓	✓	✓	✓
F004 Request for clarifications				✓	✓		✓	✓		✓	✓	✓	✓	✓					
F005 Reply to clarifications				✓	✓		✓	✓		✓	✓	✓	✓	✓					
F022 Request for information of periods		✓							✓										
F023 Reply to information of periods		✓							✓										
F026 Request more information						✓													
F027 Reply to more information						✓													

#### Glossary of relevant terms used in FB\_BUC\_01:

Term used	Description
<b>Case Owner</b>	Institution of a Member State that handles the Family Benefit Claim on behalf of the Petitioner. Initiates the determination of Competences specific to the Claim.
<b>Counterparty</b>	Institution of a Member State that handles the Family Benefit Claim on behalf of the Petitioner. Counterparty does not initiate the process.
<b>Petitioner</b>	In this BUC the Petitioner is the person that applies for family benefits.

**Request-reply SEDs:**

REQUEST SED	REPLY SED(s)
F001 – Request for determining competence	F002 – Reply for determining competence
F022 - Request for information of periods	F023 - Reply to information of periods
F026 - Request more information	F027 - Reply to more information
F004 – Request for clarifications	F005 – Reply to clarifications

## How to start this BUC?

In order to help you understand the FB\_BUC\_01 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.

### What is my role in this social security exchange of information?

If you are the Competent Institution of the Member State that is being petitioned by a person to determine the Competence specific to a Claim on family benefits and you require information from at least one other country, then your role is **Case Owner**.

[I am the Case Owner](#) (step CO.1)

If you represent the Institution in the competent Member State that receives a request for the determination of Competence specific to the Claim, then your role is **Counterparty**.

[I am the Counterparty](#) (step CP.1)

### CO.1 Who do I need to exchange information with?

As the Case Owner, your first step will be to identify the Member State(s) that you need to inform. The second step is to identify the relevant Institution(s) in this Member State(s). In this Business Use Case, the Institution(s) can be chosen only among the Institutions responsible for the family benefits sector. This activity will define the Counterparty(ies) you will be working with.

[I need to identify the Counterparty.](#) (step CO.2)

[I have identified the Counterparty I need to contact.](#) (step CO.3)

### CO.2 How do I identify the correct Institution to exchange information with?

In order to determine the relevant Competent Institution from another Member State you will need to consult the Institution Repository (IR). The IR provides an electronic record of all current and previous Competent Institutions and Liaison Bodies that have been responsible for the cross border coordination of social security information for each of the relevant Member States.

Please note that the Liaison Body should be chosen only if it is impossible to identify the correct Competent Institution in the respective Member State or if the case is handled by the Liaison Body.

To access the IR please use the following [link](#).

[I have now identified the Competent Institution from the Member State I need to contact.](#) (step CO.3)

### CO.3: How to make a Request for determining competence on Family Benefits?

You have to fill out a '[Request for determining competence](#)' - SED F001, entering all the available data relevant for the determination of competence, indicate the purpose of the SED and inform which information you request and/or which information is to be confirmed.

Various purposes are possible for this SED:

- Receipt of application of family benefits;
- Information about change in circumstances;
- Decision; Why is this possible in an F001-Request for determining competence?
- Request for offsetting for family benefits according articles 72 and 73 of Regulation (EC) No 987/2009;
- Reimbursement according to article 58 of Regulation (EC) No 987/2009;
- Request for check or annual check between institutions of different Member States

- Note that the minimum annual check can affect both the priority rules and the amount of the differential payment. At least once a year, you should ask the other Institution if there has been any change in circumstances of the family situation or of the rates of benefits payable.
- It is up to each Member States legislation or procedures whether they make this check and/or how often they make it.
- The annual check is for the determination of the possible changes in the differential amount. The Institutions are requested, according to article 2 of Regulation (EC) No 987/2009, to provide or exchange without a delay all data necessary for establishing and determining the rights and obligations of persons to whom the Regulation applies. There is no specific rule in relation to family benefits for the exchange of information when changes in the circumstances or rates of benefits occur.
- If you have information about changes, you should inform the other Member State(s) in the reply.

Next, you send it to the involved Counterparty(ies). You expect to receive a '[Reply for determining competence](#)' - [SED F002](#) from each Counterparty involved for this business use case.

SED F001 and SED F002 cover the majority of the communication between the Member States involved. It also includes provisional decision making both where it concerns the provisional decision specific for family benefits according to article 68 (1) and (2) Regulation (EC) No 883/2004 as well as the situation of provisional payment of benefits according to article 6 (2) in Regulation (EC) No 987/2009.

You need to decide on how to proceed taking into account:

- that Family benefits vary from Member State to Member State and the data elements required for providing these benefits are significant in numbers;
- that there can be different data requirements for different members of the family; this is especially so in relation to families that have joined together;
- that data which is needed may also vary because some of the information may already be known by the Member State. This is especially the situation where the order of priority changes.
- that the other Member States needs to verify information you received from the petitioner.

Therefore, it is also possible for you to decide that you require additional information or give additional information depending on the content of the case, taking into account that it can be essentially important for some Member States to determine the right to family benefits. As only some Member States might need the additional information to decide about their family benefits, SEDs F001/F002 do not include these data sections.

[How to proceed with determining competence on Family Benefits?](#) (step CO.4)

**Sub-processes** available to the Case Owner at this step:

[I want to exchange Ad Hoc Information not covered by the case-specific SEDs \(H\\_BUC\\_01\);](#)

[I want to determine the Residence of a person \(H\\_BUC\\_02\)](#)

[I want to Notify a Change of Applicable Legislation \(H\\_BUC\\_03a\)](#)

[I want to request information about a Change of Applicable Legislation \(H\\_BUC\\_03b\)](#)

[I want to exchange Personal Identification Number \(H\\_BUC\\_05\)](#)

[I want to transfer Claim/document information \(H\\_BUC\\_06\)](#)

[I want to Notify of Death of a person in an ongoing case \(H\\_BUC\\_07\)](#)

[I want to exchange Medical Data \(H\\_BUC\\_08\)](#)

[I want to send a Notification of medical information \(Medical Report\) \(H\\_BUC\\_09\)](#)

[I want to Forward Case to another Competent Institution \(AD\\_BUC\\_05\)](#)

[I want to Add a Participant \(AD\\_BUC\\_03\)](#)

[I want to Remove a Participant \(AD\\_BUC\\_04\)](#)

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)

[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)

[I want to send a Reminder for the return of information I am expecting \(AD\\_BUC\\_07\)](#)

[I want to Close the Case \(AD\\_BUC\\_01\)](#)

#### CO.4: How to proceed with determining competence on Family Benefits?

Depending on the status and purpose of the case, various steps are possible:

- a) You receive a reply [SED F002](#), in response to your [SED F001](#), or following on a previous SED F002.
- b) You may decide that you need more specific information on the Petitioner and/or on the periods of employment of the Petitioner.
- c) On the other hand, information on the Petitioner on the periods of employment of the Petitioner might be available to you, which you want to share with one or more Counterparty/ies, which can be essentially important for some Counterparty/ies to determine the right to family benefits.

Instead of replying to the received SED F001, or following on a previous SED F002 the Counterparty may:

- d) decide to send you first an additional request for information (of periods, on circumstances not covered in SED F002), or send you a request for clarifications, which will require your reply.
- e) conclude that you need information on the periods of employment of the Petitioner and send you a ['Reply to information of periods' - SED F023](#). When you receive this information, you can take it into account and continue the case by filling out ['Reply for determining competence' – SED F002](#), entering all required information for the purpose of the SED as needed and send it to the involved counterparty/ies. Alternatively, you can continue with any of the steps mentioned in this CO.4 step.
- f) send you first more information on the Petitioner by sending you the ['Reply to more information'- SED S027](#). When you receive this information, you can take it into account and continue the case by filling out ['Reply for determining competence' – SED F002](#), entering all required information for the purpose of the SED as needed and send it to the involved counterparty/ies. Alternatively, you can continue with any of the steps mentioned in this CO.4 step.

[I have received a SED F002 from the involved Counterparty/Counterparties.](#) (step CO.5)

[I need information about the periods of employment of the Petitioner.](#) (step CO.6)

[I need more information about the Petitioner.](#) (step CO.7)

[I want to inform the Counterparty/ies about the Petitioner.](#) (step CO.8)

[I have received a 'Request for information of periods' - SED F022 from a Counterparty.](#) (step CO.09)

[I have received a 'Request more information' - SED F026 from a Counterparty.](#) (step CO.10)

[I have received a 'Request for clarifications' - SED F004 from a Counterparty.](#) (step CO.11)

[I need to request clarifications on a previously sent message after sending F002.](#) (step CO.12)

**Sub-processes** available to the Case Owner at this step:

[I want to exchange Ad Hoc Information not covered by the case-specific SEDs \(H\\_BUC\\_01\);](#)

[I want to determine the Residence of a person \(H\\_BUC\\_02\)](#)

[I want to Notify a Change of Applicable Legislation \(H\\_BUC\\_03a\)](#)

[I want to request information about a Change of Applicable Legislation \(H\\_BUC\\_03b\)](#)

[I want to exchange Personal Identification Number \(H\\_BUC\\_05\)](#)

[I want to transfer Claim/document information \(H\\_BUC\\_06\)](#)

[I want to Notify of Death of a person in an ongoing case \(H\\_BUC\\_07\)](#)

[I want to exchange Medical Data \(H\\_BUC\\_08\)](#)

[I want to send a Notification of medical information \(Medical Report\) \(H\\_BUC\\_09\)](#)

[I want to Forward Case to another Competent Institution \(AD\\_BUC\\_05\)](#)

[I want to Add a Participant \(AD\\_BUC\\_03\)](#)

[I want to Remove a Participant \(AD\\_BUC\\_04\)](#)

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)

[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)

[I want to send a Reminder for the return of information I am expecting \(AD\\_BUC\\_07\)](#)



[I want to Close the Case \(AD\\_BUC\\_01\)](#)

#### CO.5: What should I do when I have received a 'Reply for determining competence' – SED F002?

When you have received a '[Reply for determining competence' - SED F002](#) from a Counterparty involved for this business use case, you have to wait until you have received a SED F002 from each Counterparty.

When you have received all the information and reached an agreement, you inform the Counterparties on your decision by filling out a SED F002 and sending it to all involved parties as the conclusion. The business use case ends here.

When there are disagreements or there is still a need for information/clarifications and/or a decision to be reached then you have to send '[Request for clarifications' - SED F004](#), requesting for clarification about a previous sent message, to each Counterparty. Then each Counterparty, that received SED F004 will fill out the '[Reply for clarifications' - SED F005](#), providing the requested clarifications.

Based on SED F005, received from all counterparties, you will fill out again SED F002 and send it to all involved Counterparties.

[I need to send a request for clarifications.](#) (step CO.12)

[How to proceed with determining competence on Family Benefits?](#) (step CO.4)

**Sub-processes** available to the Case Owner at this step:

[I want to exchange Ad Hoc Information not covered by the case-specific SEDs \(H\\_BUC\\_01\);](#)

[I want to determine the Residence of a person \(H\\_BUC\\_02\)](#)

[I want to Notify a Change of Applicable Legislation \(H\\_BUC\\_03a\)](#)

[I want to request information about a Change of Applicable Legislation \(H\\_BUC\\_03b\)](#)

[I want to exchange Personal Identification Number \(H\\_BUC\\_05\)](#)

[I want to transfer Claim/document information \(H\\_BUC\\_06\)](#)

[I want to Notify of Death of a person in an ongoing case \(H\\_BUC\\_07\)](#)

[I want to exchange Medical Data \(H\\_BUC\\_08\)](#)

[I want to send a Notification of medical information \(Medical Report\) \(H\\_BUC\\_09\)](#)

[I want to Forward Case to another Competent Institution \(AD\\_BUC\\_05\)](#)

[I want to Add a Participant \(AD\\_BUC\\_03\)](#)

[I want to Remove a Participant \(AD\\_BUC\\_04\)](#)

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)

[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)

[I want to send a Reminder for the return of information I am expecting \(AD\\_BUC\\_07\)](#)

[I want to Close the Case \(AD\\_BUC\\_01\)](#)

#### CO.6: How to make a 'Request for information of periods' – SED F022?

After sending '[Request for determining competence' - SED F001](#), you need more information on the periods of employment of the Petitioner in the corresponding Member State.

You have to fill out '[Request for information of periods' - SED F022](#) asking one or more Counterparties to provide information of periods of insurance, employment, self-employment, or residence and indicate the required period(s) needed.

The Counterparties will receive SED F022 and send you back '[Reply to information of periods' - SED F023](#). You will receive SED F023 from all Counterparties.

[How to proceed with determining competence on Family Benefits?](#) (step CO.4)

**Sub-processes** available to the Case Owner at this step:

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)

[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)

[I want to send a Reminder for the return of information I am expecting \(AD\\_BUC\\_07\)](#)

#### CO.7: How to make a SED F026 – 'Request more information'?

After sending '[Request for determining competence](#)' - SED F001, you need more information about the Petitioner in the corresponding Member State.

You have to fill out a '[Request more information](#)' SED F026 asking one or more Counterparties to provide more information and send it to the selected Counterparty/ies. The Counterparties will receive SED F026.

Each Counterparty that received SED F026, fills out '[Reply to more information](#)' SED F027, providing the requested information and then send it back to you. You will receive SED F027 from all counterparties.

[How to proceed with determining competence on Family Benefits?](#) (step CO.4)

**Sub-processes** available to the Case Owner at this step:

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)

[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)

[I want to send a Reminder for the return of information I am expecting \(AD\\_BUC\\_07\)](#)

#### CO.8: How to make a SED F027 – 'Reply to more information'?

After sending '[Request for determining competence](#)' - SED F001, you conclude that the Counterparties need more information about the Petitioner.

You have to fill out '[Reply to more information](#)' – SED F027, providing more information about the petitioner and send it to involved Counterparties. The Counterparties will receive SED F027.

[How to proceed with determining competence on Family Benefits?](#) (step CO.4)

**Sub-processes** available to the Case Owner at this step:

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)

[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)

#### CO.9: What should I do when I have received 'Request for information of periods' – SED F022?

After having received '[Request for determining competence](#)' - SED F001 from you, the Counterparties decide that they need information about the periods of employment of the Petitioner in the corresponding Member State.

The Counterparty will fill out '[Request for information of periods](#)' - SED F022 and send it to you and to other Counterparties.

You receive SED F022, fill out '[Reply to information of periods](#)' SED F023 and send it to the Counterparties.

The Counterparties receive SED F023 from you and from all other Counterparties.

[How to proceed with determining competence on Family Benefits?](#) (step CO.4)

**Sub-processes** available to the Case Owner at this step:

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)

[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)

#### CO.10: What should I do when I have received 'Request more information' – SED F026?

After having received '[Request for determining competence](#)' - SED F001 from you, the Counterparty needs more information about the Petitioner. They will send '[Request more information](#)' - SED F026 to you and other Counterparties.

You receive SED F026, fill out ['Reply to more information' - SED F027](#) and send it to the Counterparty. The Counterparty receives SED F027 from you and from all other Counterparties involved.

[How to proceed with determining competence on Family Benefits?](#) (step CO.4)

**Sub-processes** available to the Case Owner at this step:

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)

[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)

#### **CO.11: What should I do when I have received 'Request for clarifications' – SED F004?**

After received ['Request for determining competence' - SED F001](#) from the Case Owner, the Counterparty decides that need more information, then will fill out ['Request for clarifications' - SED F004](#).

Then send it to the Case Owner and the other Counterparties.

The Case and the other Counterparties receives SED F004. Then optionally fills out ['Reply to clarifications' - SED F005](#), by entering all the required fields and optionally send it to the Counterparty who asked for the information.

The Counterparty optionally receives the SED F005 (the reply/replies are not blocking; the flow can be carried on without it/them).

[How to proceed with determining competence on Family Benefits?](#) (step CO.4)

**Sub-processes** available to the Case Owner at this step:

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)

[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)

#### **CO.12: How to make a 'Request for clarifications' – SED F004?**

After filling out ['Reply for determining competence' - SED F002](#), you need clarifications about a previously sent message. You fill out ['Request for clarifications' - SED F004](#) and send it to Counterparty(ies).

The SED F004 is used both by Case Owner and Counterparty together with SED F005 as a Request/Reply for clarification. This pair of SEDs is optional and can be used in different situations when there is a need for clarification, verification or the need for further information.

Each Counterparty that received SED F004 will fill out ['Reply for clarifications' - SED F005](#) providing requested clarifications and send it back to you.

The Case Owner receives ['Reply to clarifications' - SED F005](#).

The Case Owner sends ['Reply for determining competence' - SED F002](#) to the Counterparty(ies).

[I have received a SED F005.](#) (step CO.13)

**Sub-processes** available to the Case Owner at this step:

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)

[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)

[I want to send a Reminder for the return of information I am expecting \(AD\\_BUC\\_07\)](#)

#### **CO.13: What should I do when I have received a SED F005 – 'Reply to clarifications'?**

If you have received SED F005 from involved Counterparty(ies), you have to send ['Reply for determining competence' - SED F002](#) to the Counterparty(ies).

[How to proceed with determining competence on Family Benefits?](#) (step CO.4)

**Sub-processes** available to the Case Owner at this step:

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)

[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)

[I want to send a Reminder for the return of information I am expecting \(AD\\_BUC\\_07\)](#)

### CP.1: As a Counterparty, what am I supposed to do?

When you receive a '[Request for determining competence](#)' - SED F001, you have to determine how to respond depending on the indicated purpose of the SED and the actions required for the determination of competence.

Various purposes are possible for this SED:

- Receipt of application of family benefits;
- Information about change in circumstances;
- Decision;
- Request for offsetting for family benefits according articles 72 and 73 of Regulation (EC) No 987/2009;
- Reimbursement according to article 58 of Regulation (EC) No 987/2009;
- Request for check or annual check between institutions of different Member States
  - Note that the minimum annual check can affect both the priority rules and the amount of the differential payment. At least once a year, you should ask the other Institution if there has been any change in circumstances of the family situation or of the rates of benefits payable.
  - It is up to each Member States legislation or procedures whether they make this check and/or how often they make it.
  - The annual check is for the determination of the possible changes in the differential amount. The Institutions are requested according to article 2 of Regulation (EC) No 987/2009 to provide or exchange immediately all data necessary for establishing and determining the rights and obligations of persons to whom the Regulation applies. There is no specific rule in relation to family benefits for the exchange of information when changes in the circumstances or rates of benefits occur.
  - If you have information about changes, you should inform the other Member State(s) in the reply.

SED F001 and the '[Reply for determining competence](#)' - SED F002 cover the majority of the communication between the Member States involved. It also includes provisional decision making both where it concerns the provisional decision specific for family benefits according to article 68 (1) and (2) Regulation (EC) No 883/2004 as well as the situation of provisional payment of benefits according to article (2) in Regulation (EC) No 987/2009.

You need to decide on how to proceed taking into account

- that Family benefits vary from Member State to Member State and the data elements required for providing these benefits are significant in numbers;
- that there can be different data requirements for different members of the family; this is especially so in relation to families those have joined together;
- that data which is needed may also vary because some of the information may already be known by the Member State. This is especially the situation where the order of priority changes.
- That you received information from the petitioner that the other Member State needs to verify.

Therefore, it is also possible for you to decide that you require additional information depending or give additional information on the content of the case, taking into account that it can be essentially important for some Member States to determine the right to family benefits. As only some Member States might need the additional information to decide about their family benefits, SEDs F001/F002 do not include these data sections.

[How to proceed with determining competence on Family Benefits?](#) (step CP.2)

**Sub-processes** available to the Case Owner at this step:

[I want to exchange Ad Hoc Information not covered by the case-specific SEDs \(H\\_BUC\\_01\);](#)

[I want to determine the Residence of a person \(H\\_BUC\\_02\)](#)

[I want to Notify a Change of Applicable Legislation \(H\\_BUC\\_03a\)](#)  
[I want to request information about a Change of Applicable Legislation \(H\\_BUC\\_03b\)](#)  
[I want to exchange Personal Identification Number \(H\\_BUC\\_05\)](#)  
[I want to transfer Claim/document information \(H\\_BUC\\_06\)](#)  
[I want to Notify of Death of a person in an ongoing case \(H\\_BUC\\_07\)](#)  
[I want to exchange Medical Data \(H\\_BUC\\_08\)](#)  
[I want to send a Notification of medical information \(Medical Report\) \(H\\_BUC\\_09\)](#)  
[I want to Forward Case to another Competent Institution \(AD\\_BUC\\_05\)](#)  
[I want to Add a Participant \(AD\\_BUC\\_03\)](#)  
[I want to Remove a Participant \(AD\\_BUC\\_04\)](#)  
[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)  
[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)  
[I want to send a Reminder for the return of information I am expecting \(AD\\_BUC\\_07\)](#)  
[I want to Close the Case \(AD\\_BUC\\_01\)](#)

### CP.2: How to proceed with determining competence on Family Benefits?

Depending on the status and purpose of the case, various steps are possible:

- a) You fill out a ['Reply for determining competence' - SED F002](#), including the relevant information, and send it to the Case Owner.
- b) You may decide that you need more specific information on the Petitioner, on the periods of employment of the Petitioner from the Case Owner and/or one or more Counterparties.
- c) On the other hand, information on the Petitioner on the periods of employment of the Petitioner might be available to you, which you want to share with the Case Owner and/or one or more Counterparties, which can be essentially important to determine the right to family benefits.
- d) You receive a ['Reply for determining competence' - SED F002](#) from the Case Owner.
- e) You receive a request for information (of periods, or on circumstances not covered in SED F002) which will require your reply.
- f) You receive a ['Reply to information of periods' SED F023](#). When you receive this information, you can consider it and continue the case with any of the steps mentioned in this CP.2 step.
- g) You receive a [SED F027](#) – 'Reply to more information'. When you receive this information, you can consider it and continue the case with any of the steps mentioned in this CP.2 step.
- h) You need clarifications from the Case Owner and/or one or more Counterparties after evaluating the received SEDs and the information included.
- i) You receive a request for clarifications, which will require your reply.

[I need information about the periods of employment of the Petitioner](#) (step CP 3).

[I need more information about the Petitioner](#) (step CP 4).

[I want to inform the Case Owner and/or Counterparty/ies about the periods of employment of the Petitioner](#) (step CP 5).

[I have received a 'Reply for determining competence' - SED F002 from the Case Owner](#) (step CP 6).

[I have received a 'Request for information of periods' - SED F022](#) (step CP 7).

[I have received a 'Request more information' - SED F026](#) (step CP 8).

[I have received a 'Request for clarifications' - SED F004](#) (step CP 9).

[I want to make a request for clarification](#) (step CP 10).

**Sub-processes** available to the Case Owner at this step:

[I want to exchange Ad Hoc Information not covered by the case-specific SEDs \(H\\_BUC\\_01\);](#)

[I want to determine the Residence of a person \(H\\_BUC\\_02\)](#)

[I want to Notify a Change of Applicable Legislation \(H\\_BUC\\_03a\)](#)

[I want to request information about a Change of Applicable Legislation \(H\\_BUC\\_03b\)](#)

[I want to exchange Personal Identification Number \(H\\_BUC\\_05\)](#)

[I want to transfer Claim/document information \(H\\_BUC\\_06\)](#)  
[I want to Notify of Death of a person in an ongoing case \(H\\_BUC\\_07\)](#)  
[I want to exchange Medical Data \(H\\_BUC\\_08\)](#)  
[I want to send a Notification of medical information \(Medical Report\) \(H\\_BUC\\_09\)](#)  
[I want to Forward Case to another Competent Institution \(AD\\_BUC\\_05\)](#)  
[I want to Add a Participant \(AD\\_BUC\\_03\)](#)  
[I want to Remove a Participant \(AD\\_BUC\\_04\)](#)  
[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)  
[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)  
[I want to send a Reminder for the return of information I am expecting \(AD\\_BUC\\_07\)](#)  
[I want to Close the Case \(AD\\_BUC\\_01\)](#)

### CP.3: How to make a 'Request for information of periods' – SED F022?

After you received ['Request for determining the competence' - SED F001](#) from the Case Owner, you need information about the periods of employment of the Petitioner in the corresponding Member State(s). Then you fill out the ['Request for information of periods'- SED F022](#) and send it to the Case Owner and/or other Counterparty(ies).

The Case Owner and/or the Counterparty(ies) receive SED F022 and fills out ['Reply to information of periods' - SED F023](#) by providing the relevant periods of employment in their Member State.

The Case Owner and/or the Counterparty(ies) in question send(s) the SED F023 to you.

[How to proceed with determining competence on Family Benefits?](#) (step CP.2)

**Sub-processes** available to the Counterparty at this step:

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)  
[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)  
[I want to send a Reminder for the return of information I am expecting \(AD\\_BUC\\_07\)](#)

### CP.4: How to make a 'Request for more information' – SED F026?

After receiving ['Request for determining the competence' - SED F001](#) from the Case Owner, you need more information about the Petitioner. You fill out ['Request for more information'- SED F026](#) indicating the information you require about the Petitioner and send the SED F026 to the Case Owner and/or one or more Counterparties.

As a response you receive ['Reply to more information' - SED F027](#) informing you about the Petitioner from the Case Owner and/or one or more Counterparties in question.

After receiving all answers, the case continues.

[How to proceed with determining competence on Family Benefits?](#) (step CP.2)

**Sub-processes** available to the Counterparty at this step:

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)  
[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)  
[I want to send a Reminder for the return of information I am expecting \(AD\\_BUC\\_07\)](#)

### CP.5: How to make 'Reply to information of periods' – SED F023?

You fill out a ['Reply to information of periods' - SED F023](#) informing on periods of insurance, employment, self-employment, or residence in your Member State and send it to the Case Owner and/or one or more Counterparties, as response to SED F022 sent by the Case Owner.



The case continues.

[How to proceed with determining competence on Family Benefits?](#) (step CP.2)

**Sub-processes** available to the Counterparty at this step:

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)

[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)

#### CP.6: What should I do when I received 'Reply for determining competence' – SED F002?

When you have received a '[Reply for determining competence' - SED F002](#) from the Case Owner, you verify the information received and depending on your decision, three outcomes are possible:

You have received all the information and an agreement between all the parties, and you can agree to the content of this SED as the conclusion. The business use case ends here.

When you disagree or there is still a need for information/clarifications and/or a decision to be reached:

- You can fill out '[Reply for determining competence' – SED F002](#), entering all required information for the purpose of the SED as needed and send it to the Case Owner.
  - Note that this SED also covers the disagreement procedure in order to give you the tools for continuing the discussion with the Case Owner in order to reach a common decision about the priority. Because the purpose of the SEDs within the case is to reach agreement about the primary competence, and to give tools to you to proceed.
  - Note that when giving the information about agreement/disagreement, you have to make the notification within 2 months of the original decision made by the other Member State.

In case of disagreement, the Case Owner will fill out SED F004. The involved Counterparties will receive it and then send a reply with SED F005. The Case Owner, after receiving all replies from Counterparties, will fill out and send the final SED F002 to all Counterparties, based on clarifications received.

[How to proceed with determining competence on Family Benefits?](#) (step CP.2)

**Sub-processes** available to the Case Owner at this step:

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)

[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)

#### CP.7: What should I do when I received 'Request for information of periods'- SED F022?

After receiving a '[Request for information of periods' - SED F022](#), you fill out the '[Reply to information of periods' - SED F023](#) by providing the relevant periods of insurance, employment, self-employment, and/or residence in your Member State for the requested period. Next, you send the SED to the requesting party.

The case continues.

[How to proceed with determining competence on Family Benefits?](#) (step CP.2)

**Sub-processes** available to the Counterparty at this step:

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)

[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)

#### CP.8: What should I do when I received 'Request for more information' – SED F026?

After receiving a '[Request for more information' - SED F026](#), you fill out the '[Reply to more information' - SED F027](#) by providing the requested information and send the SED to the requesting party.

The case continues.

[How to proceed with determining competence on Family Benefits?](#) (step CP.2)

**Sub-processes** available to the Counterparty at this step:

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)

[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)

#### CP.9: What should I do when I received 'Request for Clarifications' – SED F004?

When you have received a '[Request for clarifications' - SED F004](#), then fill out a '[Reply to clarifications' - SED F005](#), providing the requested clarifications.

Next,

- When you received the request from the Case Owner, you send it to the Case Owner and you expect to receive a '[Reply for determining competence' – SED F002](#) from the Case Owner.
- When you received the request from a Counterparty, you send it to them. Note that the business use case can be carried on without the reply/replies. The receiving of a SED F005 should not block the case.

The case continues.

[How to proceed with determining competence on Family Benefits?](#) (step CP.2)

**Sub-processes** available to the Counterparty at this step:

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)

[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)

[I want to send a Reminder for the return of information I am expecting \(AD\\_BUC\\_07\)](#)

#### CP.10: How to make a 'Request for clarifications' – SED F004?

You have to fill out a '[Request for clarifications' - SED F004](#) entering the required clarifications and send it to the Case Owner and/or one or more Counterparty/ies.

In response to your SED F004, the Case Owner and/or Counterparty/ies in question reply/ies with '[Reply to clarifications' - SED F005](#).

Note that the case can be carried on without the reply/replies.

The case continues.

[How to proceed with determining competence on Family Benefits?](#) (step CP.2)

**Sub-processes** available to the Counterparty at this step:

[I want to invalidate a sent SED \(AD\\_BUC\\_06\)](#)

[I want to Update information contained in a sent SED \(AD\\_BUC\\_10\)](#)

[I want to send a Reminder for the return of information I am expecting \(AD\\_BUC\\_07\)](#)



## The BPMN Diagram for FB\_BUC\_01

Click [here](#) to open the BPMN diagram for FB\_BUC\_01 main process.

Click [here](#) to open the BPMN diagram for FB\_BUC\_01 Case Owner Clarifications subprocess.

Click [here](#) to open the BPMN diagram for FB\_BUC\_01 Counterparty Clarifications subprocess.

Click [here](#) to open the BPMN diagram for FB\_BUC\_01 Get Periods subprocess.

Click [here](#) to open the BPMN diagram for FB\_BUC\_01 More Info subprocess.

Click [here](#) to open the BPMN diagram for FB\_BUC\_01 Notifications subprocess.

### Structured Electronic Documents (SEDs) used in this process

The following SEDs are used in FB\_BUC\_01:

- [F001 - Request for determining competence](#)
- [F002 - Reply for determining competence](#)
- [F004 – Request for clarifications](#)
- [F005 – Reply to clarifications](#)
- [F022 – Request for information of periods](#)
- [F023 – Reply to information of periods](#)
- [F026 – Request more information](#)
- [F027 – Reply to more information](#)

### Horizontal sub-processes

The following horizontal sub-processes are used in FB\_BUC\_01:

- [H\\_BUC\\_01 Subprocess Ad hoc exchange of information](#)
- [H\\_BUC\\_02 Subprocess Determine Residence, Notification on Residence](#)
- [H\\_BUC\\_03a Subprocess Change of Legislation Applicable, Notification](#)
- [H\\_BUC\\_03b Subprocess Change of Legislation Applicable, Request for information](#)
- [H\\_BUC\\_05 Subprocess Exchange of PIN](#)
- [H\\_BUC\\_06 Subprocess Transfer of Claim/Document/Information](#)
- [H\\_BUC\\_07 Subprocess Notification of Death](#)
- [H\\_BUC\\_08 Subprocess Request for Medical Report](#)
- [H\\_BUC\\_09 Subprocess Notification of Medical Information](#)

### Administrative sub-processes

The following administrative sub-processes are used in FB\_BUC\_01:

- [AD\\_BUC\\_01 Subprocess Close Case](#)
- [AD\\_BUC\\_03 Subprocess Add Participant](#)
- [AD\\_BUC\\_04 Subprocess Remove Participant](#)
- [AD\\_BUC\\_05 Subprocess Forward Case](#)
- [AD\\_BUC\\_06 Subprocess Invalidate SED](#)
- [AD\\_BUC\\_07 Subprocess Reminder](#)
- [AD\\_BUC\\_10 Subprocess Update SED](#)
- [AD\\_BUC\\_11 Subprocess Business Exception](#)
- [AD\\_BUC\\_12 Subprocess Change of Participant](#)